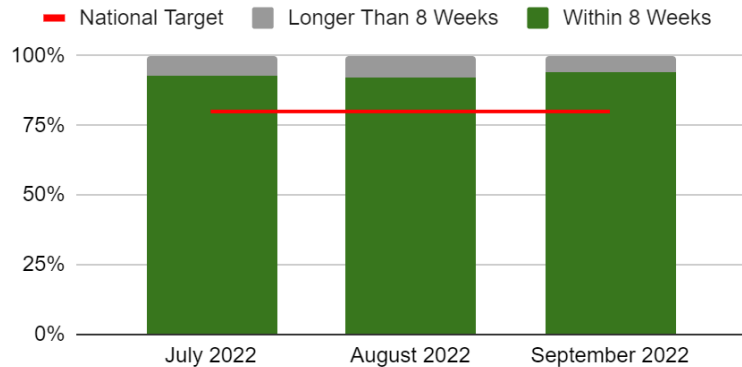
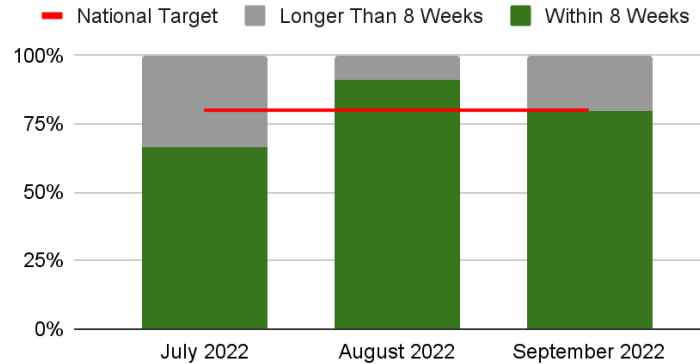


Development Management Quarter 2

Planning Decisions (PS1/PS2) made within 8 weeks or agreed time (Excludes applications for discharge of conditions, pre application advice and general enquiries)



PS2 Data submission - Minor & Other App Decisions made within 8 weeks or agreed time (as per Uniform with Bank Holiday bug)




A due diligence check of both the Planning dashboard and PS2 government return identified a previously unknown system error in the Council's Uniform system affecting determination dates when a bank holiday occurs. This error has now been fixed. The error meant that the performance reported within the Planning dashboard differed from the national government returns. It is important to note the percentages within the planning dashboard accurately reflect the planning officer performance for application decisions based on the dates calculated in the system, whereas the government return percentages were unfortunately affected by the system error. We anticipate that from November 2022 the government PS2 data will match the planning dashboard, and will reflect the above target performance of the service.

The team reached full capacity at the end of 2021/22 which has had a positive impact on planning determination times as well as reducing the average caseload per officer. However, two planning posts became vacant during Q2, in addition to the two planning enforcement post vacancies. Some enforcement work is being covered by the planning case officers as additional work. Staff retention is expected to remain a challenge due to the national shortage of qualified planners and more employment choice.

The average caseload targets were set when the number of applications coming into the service was increasing in line with the national trend which impacted on work allocations and the team structure. These targets need to be reviewed as the number of applications has begun to slow, and the team has reverted back to the intended structure. The proposal is that the caseload targets should be replaced with a range (recommended minimum and maximum). A benchmarking study is underway to verify what this range should be.

Note: the average planner caseload has been set to 'Amber' to reflect the high number of cases closed in the quarter

Avg Planner Caseload	Avg Cases closed per Planner in Qtr
33 TARGET 50	60 TARGET 50
Avg Senior Planner Caseload	Avg Cases closed per Senior Planner in Qtr
15 TARGET 35	22 TARGET 40
Avg Principal Planner Caseload	Avg Cases closed per Principal Planner in Qtr
9 TARGET 20	9 TARGET 25
Avg days receipt to validation	Customer Satisfaction
7 TARGET 7	 n/a

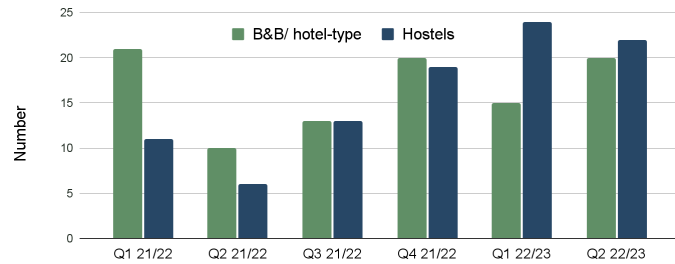
Insufficient customer satisfaction surveys were completed this quarter due to customer service advisors prioritising customer queries.



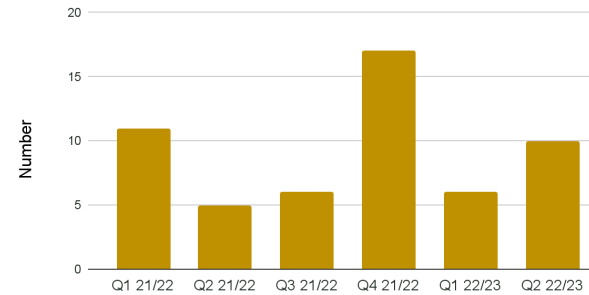
Housing Quarter 2

The Number of households in Emergency Accommodation (B&B/hotel type; and hostels owned and managed by the Council) at the end of each quarter

** 22 bed spaces available in hostels

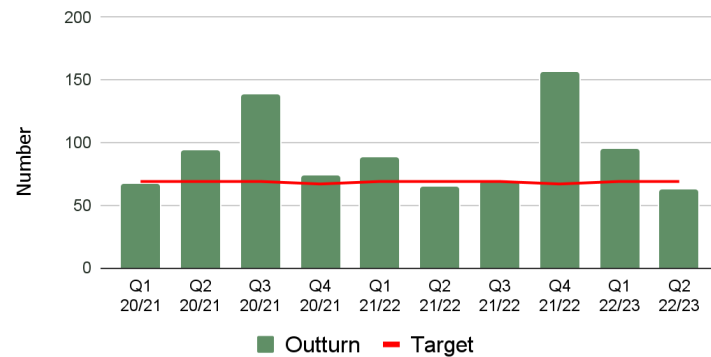


The number of successful 'move ons' from Emergency Accommodation to long term accommodation

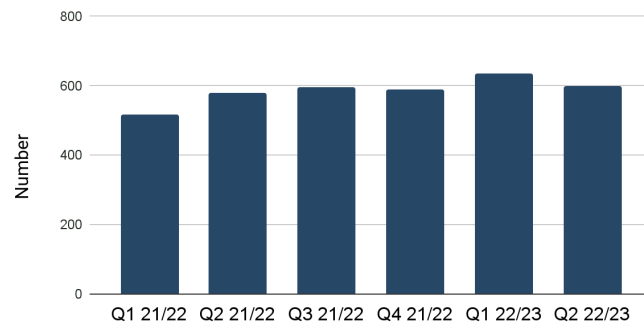


The number of affordable homes reaching practical completion

*practical completion is when the property is ready for occupation; Target is from Local Plan



The number of Long Term Empty Properties (6 months plus) in the District



The numbers of people contacting the Housing Team continues to rise in the wake of the current cost of living crisis, the evolving Homes for Ukraine situation and the approaching cold weather during the Autumn/ Winter period.

The Housing Team has refocused more resources on the Prevention approach with the recruitment of specialist Complex Needs officers, as well as Specialist Temporary Accommodation officers who offer dedicated support for helping clients move on successfully from emergency accommodation.

The availability of social housing stock remains low, partially due to prevention measures in place to assist those affected by the financial implications of Covid and the increasing cost of living. Private Rented Sector is less accessible due to affordability.

Particular attention is now also being paid to the Homes for Ukraine scheme and providing advice and assistance to Ukrainian families who will need to source their own accommodation as the scheme moves through the initial 12 month period. Funding has been secured from County to recruit a specialist Housing Officer to focus solely on this cohort.

Sixty-three affordable homes (17 affordable rent, 32 social rent and 14 shared ownership) reached practical completion in Q2. Some completions expected in Q2 have been re-forecast for Q3. Overall, a total of 158 for the year have been completed against a target of 138. Delivery in recent years has been strong, however it has fluctuated in previous years and is anticipated to do so in the future. Although developers are reporting some material supply issues, it is not expected to affect the annual forecast at this point.

In addition, a range of proactive work is being undertaken to reduce the number of LTE properties in the District. During Q2, 142 properties were removed from the LTE list, although 107 were added. Improved reporting is helping to better target properties. A three month rolling action plan is in place to reduce the number of LTE properties. The current focus is on contacting householders whose properties are about to slip into LTE status or a higher levy