

# Development Management Quarter 4 Performance

January 2023 - March 2023

Average  
Planner  
Caseload

**38**  
TARGET 50

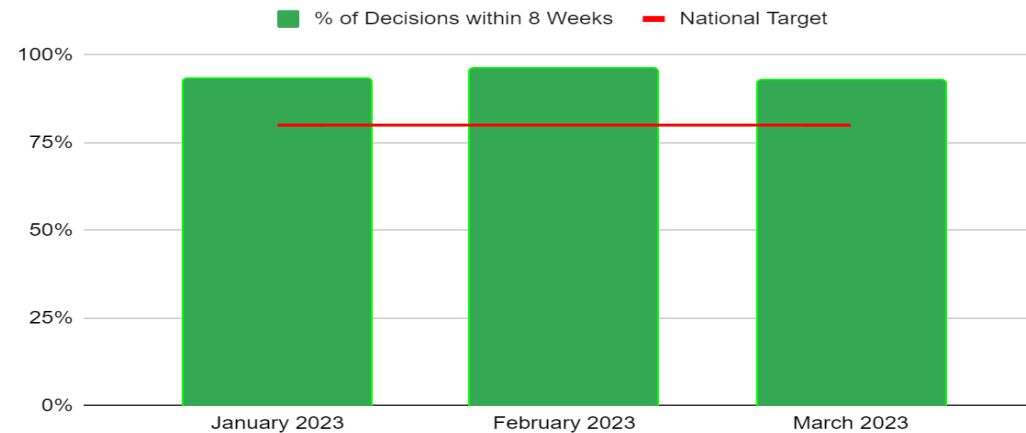
Average  
Senior  
Planner  
Caseload

**34**  
TARGET 35

Average  
Principal  
Planner  
Caseload

**16**  
TARGET 20

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



Average Cases  
closed per  
Planner in  
Quarter

**69**  
TARGET 50

Average Cases  
closed per  
Senior Planner  
in Quarter

**41**  
TARGET 40

Average days from  
receipt to  
validation

**14**  
TARGET 7

Customer  
Satisfaction



n/a

Average Cases  
closed per  
Principal  
Planner in  
Quarter

**18**  
TARGET 25

Overall, planning determination times for all types of applications have made good improvements over the course of the year, with the majority of targets now being met or exceeded. In fact the last 5 quarters have seen improvements. Workloads are more manageable as the number of applications continues to slow in line with the national trend. This has translated into a greater focus on closing cases as is evident in the closure data for each group of planners. Better capacity in the DM team means that there is more scope for upskilling but a shortage of ecologists is still delaying response times for some planning applications.

As a result of the PAS report, further improvements and revisions have been compiled in a report which is due to go to cabinet in Q1 of 2023-24.

The validation checklist was launched in February as part of the improvement roadmap. It has largely been well received and has resulted in a better quality of applications, however this has not yet translated into quicker validation times. The sections around Biodiversity and Sustainability have had more significant changes in preparation for new legislation later in the year and, following feedback from agents, these sections will be reviewed.