TONBRIDGE & MALLING BOROUGH COUNCIL

HOUSING AND PLANNING SCRUTINY SELECT COMMITTEE

21 March 2023

Report of the Director of Planning, Housing and Environmental Health

Part 1- Public

Matters for Information

1   **KEY PERFORMANCE INDICATORS**

One of the key recommendations of the Peer Challenge Review was to "establish a Corporate Performance Framework which provides visibility and a formal mechanism to track your progress". This covering report and appendix provides a list of Key Performance Indicators (KPIs) that are monitored on quarterly or annual basis and made available to the select committees on an ongoing basis.

1.1   Overview of KPIs and Next Steps

1.1.1   The KPI dataset that is provided represents the key strategic indicators that the Council reports on to various Government departments and bodies. They are not designed to provide detailed service specific indicators.

1.1.2   The Housing and Planning KPIs are provided in **Appendix 1**. A baseline covering April-June 2022 has been used, with the data for October-December 2022 representing the most up-to-date available statistics in most instances. However, some statistics covering the period up to the end of January 2023 have been made available by the Planning Department which show the considerable improvements in performance that have taken place in the past 12 months:

- Outstanding cases have dropped from 604 in June 2022 to 428 in January 2023, with 179 decision made in January 2023.

- January 2023 decisions made within deadline: Major Applications – 100%; Minor Applications – 81.82%; and Other Applications – 93.59%

- Running Total on decisions from April 2022 to January 2023: Major Applications – 85.71% (Government Target of 60%); Minor Applications – 84.36% (Government Target of 65%); and Other Applications – 87.44% (Government Target of 80%). As such all are clearly exceeding the targets set by Government. This marks a huge improvement on 2021/22 when

decisions on Major Applications (57.5%); Minor Applications (57%) and Other Applications (69%) all fell below the government set targets.

1.1.3 If there are any questions regarding the KPIs provided, t**hese should be submitted to the relevant Director at least 2 days in advance of the scrutiny select committee meeting** in order to ensure that a suitable response can be provided at the meeting. If additional queries are raised at the scrutiny select committee meeting, these will be responded to within 5 working days.

1.1.4 As these statistics are collated on an annual or quarterly basis, and the scrutiny select committees are five times a year, it will not be possible to provide every meeting with new KPI information. However, it is intended to report to the upcoming select committees once the quarterly information has been produced.

1.1.5 This KPI reporting represents the first stage of a programme of activity to action the recommendation from the Peer Challenge Review. Future steps are likely to include;

- As the Corporate Strategy is developed, it is key to undertake a gap analysis of the current KPIs to ensure that the indicators that are measured are those that reflect our strategic priorities. Work on a gap analysis has been undertaken and forms part of the Corporate Strategy report to Cabinet on 07 March 2023. Subject to this being ultimately approved, there will be changes to some of the KPIs.

- Regular review of the KPIs at Management Team and Service Management Teams, especially as the Corporate Strategy evolves and is finalised, in order to ensure that the KPIs are embedded within the organisation.

- Providing comparator baselines for other Kent districts and other similar authorities (for example, our CIPFA grouping)

- Agreeing KPI targets relating to improvement or maintenance of service delivery standards

- Exploring opportunities for benchmarking offered by the LGA's performance management function

1.1.6 Further down the line, a technological solution, such as Power BI (which is currently being used for planning enforcement) may enable the collation of and access to KPIs to become more streamlined, with real-time, self-serve access for officers and Members. This will be explored alongside the rollout of Agile, which utilises Power BI reporting already. This is likely to provide the opportunity for more detailed statistics about individual service areas and these models will be co-developed by officers and Members.

Background papers:

Nil

contact: Jeremy Whittaker,
Strategic Economic
Regeneration Manager