TONBRIDGE & MALLING BOROUGH COUNCIL

HOUSING AND PLANNING SCRUTINY SELECT COMMITTEE

07 June 2023

Report of the Director of Planning, Housing and Environmental Health

Part 1- Public

Matters for Information

1   KEY PERFORMANCE INDICATORS

Following the Peer Challenge Review in 2022, the Council established a Corporate Performance Framework which provides visibility and a formal mechanism to track progress across a number of aspects of its work. This covering report and appendix provides data on 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 January – March 2023 representing the most up-to-date available statistics in most instances.

1.1.3   Now that the KPIs have been collated and reported on for approximately a year, there are some trends that can be identified and highlighted in this report:

- In Development Management there are some positive trends emerging with the determination of all types of application being well above government targets, and consistently higher than the baseline in April-June 2022. Determination of major application increased to 100% within government targets in January-March 2023, minor applications stabilised at around 85.5% and 'other' applications continues to be well above 90%.

- The number of people on the housing register has fallen to just over 1,200 people, having dropped from a high of just over 1,500 during July-September 2022, and the number of people in temporary accommodation has also fallen from 107 to 91 since June 2022.

- In addition, the number of housing register applications received has increased to 541, and the waiting time for assessment of applications has

increased from 133 to 140 since June 2022. This increase has been created by not only an increase in volume of applications, but also the transfer over to a new system.

1.1.4   If there are any questions regarding the KPIs provided, **these 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.

1.1.5   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. For example, given that the next Housing and Planning Scrutiny Select Committee meeting takes place next month, and will convene just a couple of weeks after the end of the April-June 2023 quarter, there will not be a KPI report going to that meeting. However, it is intended to report to the upcoming select committees once the quarterly information is available.

1.1.6   This KPI reporting represents the first stage of a programme of activity to action the recommendation from the Peer Challenge Review. As the Corporate Strategy has developed, a gap analysis of the current KPIs has been undertaken to ensure that the indicators that are measured are those that reflect our strategic priorities. A gap analysis has been undertaken and been considered by Cabinet on 07 March 2023 and Overview and Scrutiny Committee on 06 April 2023. The current timetable indicates this analysis will go to Cabinet and Council for approval in Summer 2023. Once approved, there will be changes to some of the KPIs.

1.1.7   Future steps, most of which will happen once the Corporate Strategy is approved, are likely to include;

- Regular review of the KPIs at Management Team and Service Management Teams, especially as the Corporate Strategy 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

1.1.8   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

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