

Appendix 2: HPSSC Other Key Performance Indicators – July-September 2023

Corporate/Other KPIs	Planning KPIs	Baseline	Date	Frequency	Source	Apr-Jun 2023	July-Sep 2023	Target	TREND	Data Assurance	Comments
	% against Government target of 60% (for major apps)	100%	Jan-Mar 2023	Quarterly	PS1/2 Returns	100%	100%	75%	→	Yes	Performance remains strong with major applications with the use of Planning Performance Agreements (PPA) and Extension of Time (EOT) Agreements
	% against Government target of 65% (for minor apps)	85%	Jan-Mar 2023	Quarterly	PS1/2 Returns	91.89%	88.16%	80%	↓	Yes	Slight drop from Apr-June but still above the initial baseline and above national target.
	% against Government target of 80% (for 'others')	93%	Jan-Mar 2023	Quarterly	PS1/2 Returns	94.09%	96.02%	92%	↑	Yes	Performance remains strong for others with less use of EOTs and a greater focus on determining applications within the 8-week deadline.
	Number of appeals received	15	Jan-Mar 2023	Quarterly	PS1/2 Returns	11	5		↑		The number of appeals received has gone down from the previous quarter but it is difficult to predict.
	Number of appeals determined - allowed	3	Jan-Mar 2023	Quarterly	PS1/2 Returns	8	5		↑		We have seen a drop in the number of appeals allowed in this quarter in line with a reduced number of determinations. A monitoring review for Team Leaders and training to ensure the quality of decision making is maintained have been put in place.

Planning KPIs	Baseline	Date	Frequency	Source	Apr-Jun 2023	July-Sep 2023	Target	TREND	Data Assurance	Comments
Number of appeals determined - dismissed	4	Jan-Mar 2023	Quarterly	PS1/2 Returns	12	7		↓		The number of appeals dismissed in the quarter has fallen although this is in line with a reduced number of determinations. The quality of decision making is continually monitored with appeal success being a significant measure of quality.
Number of planning enforcement cases opened	80	Jan-Mar 2023	Quarterly	PS1/2 Returns	66	81		↑		The number of cases opened fluctuates over the quarters with no apparent pattern.
Number of planning enforcement cases closed	117	Jan-Mar 2023	Quarterly	PS1/2 Returns	45	64		↑		
Number of planning enforcement notices served	0	Jan-Mar 2023	Quarterly	PS1/2 Returns	0	0		→		