

Corporate Performance Q1 2020

Planning Performance Indicators PI35 & PI36

Factors Contributing to Q1 improved performance:

- Review of Development Management team organisation, roles and processes following LGA Peer Review.
- Successful recruitment campaign in new year bearing fruit.
- Pro-active and customer focussed response to Covid 19 challenges, including harnessing flexible ways of working.
- Continued drive to address stalled or problem planning applications (numbers fell from 169 to 22 such applications in the past year).

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Taking improvements forward:

- Building upon lessons learned and refining processes (simple and transparent approach).
- Utilise flexible working to better reflect staff and customers needs.
- Enhance guidance and policy for, and dialogue with agents / developers to make better and faster decisions on better schemes.
- Ensure that significant, major schemes benefit from joined up approach that recognises the pressing demand and need for development in the borough.