








**Third Quarter Performance Monitoring
2020/21**

Key to performance ratings

RAG Rating	
	Target not achieved
	Target slightly missed (within 10%)
	Target met
	Data Only























Direction	
	Performance has improved
	Performance has been sustained
	Performance has declined
N/A	No previous data to compare

Performance Summary

RAG Rating	Green	Amber	Red	N/A ¹	Total
KPIs	3	2	1	1	7
Direction	Up	No Change	Down	N/A	Total
Last Quarter	3	0	4	0	7
Last Year	3	0	4	0	7

- 50.0% (3) of 6 targetable quarterly key performance indicators (KPIs) reportable to the Strategic Planning and Infrastructure Committee achieved the Quarter 3 (Q3) target¹.
- Compared to last quarter (Q2 2020/21) and last year (Q3 2019/20), performance for 42.9% (3) of 7 KPIs has improved, and for 57.1% (4) of 7 KPIs has declined¹.







Embracing Growth & Enabling Infrastructure

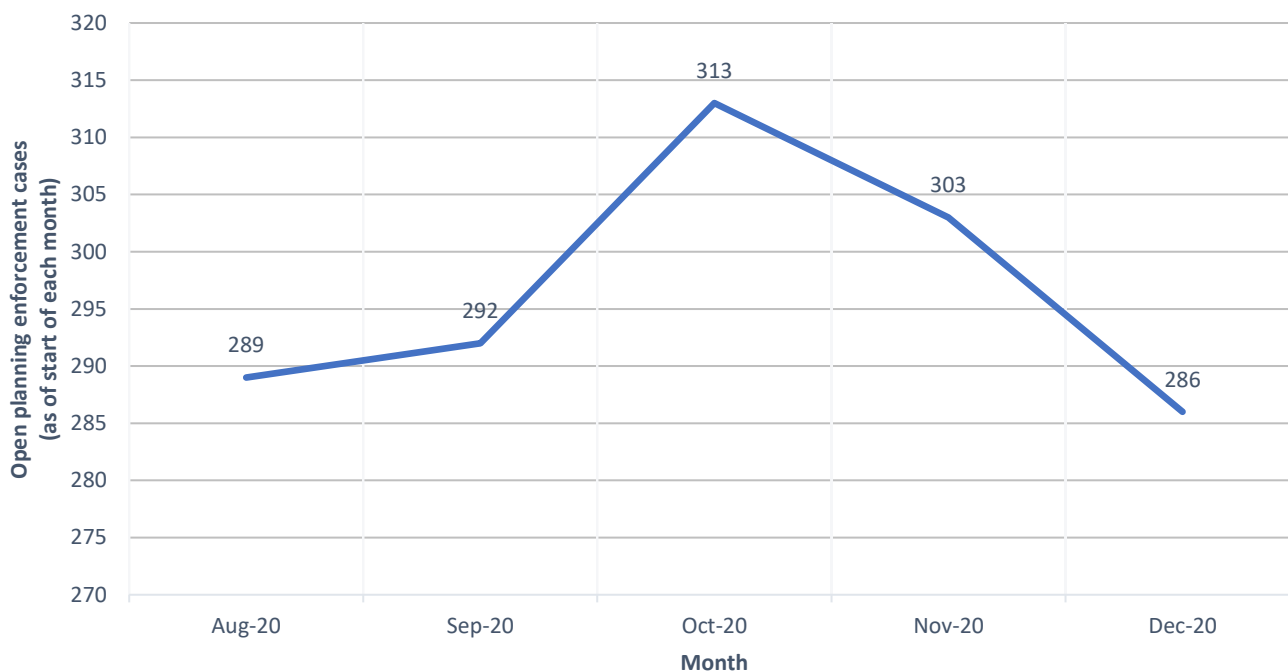
Performance Indicator	Q3 2020/21				
	Value	Target	Status	Short Trend (Last Quarter)	Long Trend (Last Year)
Percentage of priority 1 enforcement cases dealt with in time	66.67%	95%			
Percentage of Priority 2 enforcement cases dealt with in time	86.55%	90%			
Number of enforcement complaints received	122				
Number of affordable homes delivered (Gross)	126	45			
Processing of planning applications: Major applications (NI 157a)	92.31%	92.00%			
Processing of planning applications: Minor applications (NI 157b)	96.97%	99.00%			
Processing of planning applications: Other applications (NI 157c)	99.24%	99.00%			
Affordable homes as a percentage of all new homes	Annual KPI				
Net additional homes provided (NI 154)	Annual KPI				

¹ PIs rated N/A are not included in the summary calculations

* Indicates data that has not been authorised

Please note, August 2020 will be the first month that data is recorded for the new 'Open planning enforcement cases' KPI. A monthly figure will be captured at the beginning of every month, depicting how many open planning enforcement cases there were at that time.

	Open planning enforcement cases (as of start of each month)				
	Value	Target	Status	Short Trend (Last Month)	Long Trend (Last Year)
October 2020	313			↓	N/A
November 2020	303			↑	N/A
December 2020	286			↑	N/A



Under 'Embracing Growth & Enabling Infrastructure', three targetable quarterly KPIs were met, and three missed their targets – two of these missed their targets by less than 10%. Please note one KPI is information-only.

The '**Percentage of priority 1 enforcement cases dealt with in time**' KPI missed its target by more than 10% in Q3 2020/21; the figure achieved was 66.67% and the target was 95%. There were three priority 1 cases received in total this quarter; just one of them was visited out of time. For comparison, last quarter the KPI achieved 100% (1 of 1), and in the same quarter last year, it also achieved 100% (3 of 3). The turn-around time for priority 1 sites to be visited is just one-day. With the current COVID-19 restrictions in place, it can be difficult to attend the site in such a short turn-around time. However, the team aim to prioritise priority 1 enforcement cases, given their importance.

The '**Percentage of priority 2 enforcement cases dealt with in time**' KPI missed its target within 10% as it achieved 86.55% versus the Q3 target of 90%. In the quarter 119 priority 2 enforcement cases were received and 103 priority 2 enforcement cases were dealt with in time. During Q3, the Planning Enforcement team have faced both reduced staffing levels and sickness within the team, which has led to a higher volume of work and pressure on officer resources. Thus, the target was missed. Last quarter the KPI achieved 94.84% (147 of 155), and in the same quarter last year, it achieved 89.47% (119 of 133).

The '**Processing of planning applications: Minor applications (NI 157b)**' KPI missed its quarterly target within 10% as well; it achieved 96.97% against a target of 99.00%. This was

equivalent to 96 out of 99 minor planning applications. Last quarter the KPI achieved 96.81% (91 of 94), and in the same quarter last year it achieved 97.30% (108 of 111). The Development Management team state that although the quarterly target was slightly missed again this quarter, performance in Q3 has remained strong; 3 minor planning applications out of 99, were not determined in a timely manner. The target set for this KPI is high, and there are not considered to be any underlying matters which need further investigation to improve performance for this KPI.