

Cllr Howell  
Chairman Performance and Audit Committee

**Date:** 11 January 2013

**Your ref:**

**Our ref:**

Please ask for Andrew Taylor on 01799 510601  
email: ataylor@uttlesford.gov.uk

Dear Cllr Howell,

**Re: Performance of Planning and Building Control Division**

You will remember that I attended your Committee meeting in November and am due to attend in May. This is to enable your Committee to fully monitor the performance within the Planning and Building Control Division.

As I am will not be attending the February meeting I thought it might be helpful if I wrote to you to set out the progress to improved performance.

The chart on the following page clearly sets the figures per quarter for indicators KPI11, KPI12 and KPI13. Some of these figures you will have seen before but quarter 3 for 2012/13 is new. This shows that we failed to meet any of these three targets, although shows some improvement in two of them (Majors and Others).

The third quarter data is made up of the following results:

	Major	Minor	Other
October	33%	46%	63%
November	50%	57%	76%
December	100%	67%	74%

From these figures I hope that you can see there has been a steady improvement of performance.

The other key point to note is the 'on hand applications' at the bottom of the chart on the next page. This is the total number of applications we hold at the given date. Between the ends of Q1 and Q3 there has been a reduction of 40 cases. Many of these will have been out of time; this was certainly the case in December.

<b>Majors</b>	<b>End Q3 2011/12</b>	<b>End Q4 2011/12</b>	<b>End Q1 2012/13</b>	<b>End Q2 2012/13</b>	<b>End Q3 2012/13</b>	<b>Divisional Target</b>
Determined	21	27	7	10	8	
Determined in time	13	16	1	4	4	
		* 1 x EIA application				
Applications determined in time as %	61.90%	59.26%	14.29%	40%	50%	60%
<b>Minors</b>						
Determined	265	364	77	71	72	
Determined in time	205	261	46	57	40	
Applications determined in time as %	77.36%	71.70%	59.74%	80.28%	55.56%	80%
<b>Others</b>						
Determined	893	1142	360	293	315	
Determined in time	749	966	284	203	222	
Applications determined in time as %	83.87%	84.59%	78.89%	69.28%	70.48%	82%
<b>On hand applications at end of ....</b>			<b>295</b>	<b>282</b>	<b>256</b>	

In terms of future work we have employed an additional temporary officer for three months who is focusing on all the out of time applications. This allows the permanent staff to focus on the new and in time applications. This focus is paying dividends by ensuring that more and more applications are being dealt within the statutory time period.

I hope that this letter and explanation are helpful to you and your committee.

Yours sincerely,

**Andrew Taylor**  
**Assistant Director Planning and Building Control**