

Subject: Economic Development - Quarter 3 Performance Report 2017/18

Report to: Economic Development Committee – 19 February 2018

Report by: Development Director

SUBJECT MATTER/RECOMMENDATIONS

The following gives an update on current performance of Economic Development Committee measures for the third quarter of 2017/18 (Oct – Dec) where progress is assessed against Targets which are set at the start of the financial year.

Progress against Targets is assessed by RAG (Red/Amber/Green) ratings and is also assessed in terms of Direction of Travel (DoT) through use of arrows.

The summary report, see attached, highlights performance measures that are within the area covered by the Economic Development Committee. Commentary is provided at the end of the summary report highlighting those measures that outturns are below target or moving in the wrong direction.

The report highlights performance measures that have not achieved the target for this period. It also highlights a number of measures that are showing exceptional performance against targets.

RECOMMENDATIONS

The actions are:

- All measures to be monitored during the next quarter

1. INTRODUCTION/BACKGROUND

In September 2015 the Council agreed 'The Plan' which sets out its strategic vision and priorities up to 2020. This established the framework against which the Council should measure its performance at both officer meetings (through regular management reports) and Member meetings (through performance reports). This report provides details of a number of indicators affecting Economic Development Committee.

2. PERFORMANCE MEASURES

Performance Measures – Highlights

Performance measures cover a range of services delivered within the area covered by the Economic Development Committee. The details in the summary report

provide quantitative information about the performance of these services and provide useful trend data. A traffic light status easily identifies if improvement is required.

Generally the trend for all the measures is in a positive direction, however the following areas of performance are brought to your attention:

Improved performance:

- a) ED01 Planning applications: Major applications determined within 13 weeks (quarterly cumulative) has shown significant improvement and is well above its target and the figure reported for the similar period in 2016/17.
- b) ED05 Percentage of Major planning applications processed within 13 weeks or as agreed extension over the last 24 months (monthly cumulative) has shown continuous improvement and is well above its target.
- c) ED17 % of increased footfall in the Town Centre against the same quarter in the previous year (quarterly) has shown a 6% increase.

Reduced performance:

Although there are no red performance indicators, of the amber:

- a) ED08 Building Control: The % of building regulation applications where a decision notice is issued within the eight week statutory period (quarterly cumulative) is 97.6% against a target of 100%.
- b) EDO9 Percentage of Land Charges search returns sent within 10 working days (quarterly cumulative): although 86.5% is still below the target of 90%, the third quarter shows an improved performance. The service is recovering from the backlog accrued when Norfolk County Council were experiencing staff shortages at the beginning of the year.
- c) ED16 Town Centre retail units. The number of vacant retail units has increased to 70 (16.2%). The wider Town Centre Initiative is aiming to address this issue and measure ED17 shows a 6% increase in footfall this quarter.

Data Quality note

All data included in this report for the current financial year is provisional unaudited data and is categorised as management information. All current in-year results may therefore be subject to later revision.

3. FINANCIAL IMPLICATIONS

None

4. RISK IMPLICATIONS

None

5. **CONCLUSIONS**

The significant improvement in RAG status across most areas is noted.

6. **RECOMMENDATIONS**

The actions are:

- All measures to be monitored during the next quarter

7. **BACKGROUND PAPERS**

None

Areas of consideration: e.g. does this report raise any of the following issues and if so how have these been considered/mitigated against?

Area for consideration	Comment
Monitoring Officer Consultation:	N/A
Section 151 Officer Consultation:	N/A
Existing Council Policies:	None
Financial Implications:	None
Legal Implications (including human rights):	None
Risk Implications:	None
Equality Issues/EQIA assessment:	N/A
Crime & Disorder:	N/A
Every Child Matters:	N/A

PERFORMANCE INDICATORS – SUMMARY REPORT QUARTER 3 (Oct - Dec) 2017/18

ECONOMIC DEVELOPMENT COMMITTEE

Measure	Previous Quarter	This Quarter	Target	Qtr 3 2016/17	Status	Trend	
						Last Period	Last Year
ED01 - Planning applications: Major applications determined within 13 weeks (Quarterly Cumulative)	100%	100%	80%	89%		↔	↑
ED02 - Planning applications: Minor applications determined within 8 weeks (Quarterly Cumulative)	82%	77.6%	70%	65%		↓	↑
ED03 - Planning applications: Other applications determined within 8 weeks (Quarterly Cumulative)	93.5%	91.5%	70%	65%		↓	↑
ED04 - Planning applications: Non Major (Minor or Other) applications determined within 8 weeks or as agreed extension	89.5%	85.3%	70%	New indicator		↓	N/A
ED05 - Percentage of Major planning applications processed within 13 weeks or as agreed extension over the last 24 months (Monthly Cumulative)	91.7%	97.3%	75%	95%		↑	↑
ED06 - Percentage of Major planning applications overturned on appeal over the last 24 months (Quarterly Cumulative)	0%	0%	10%	0%		↔	↔
ED07 - Planning Appeals: a) Total number of Non Major Planning Application appeals	7	10	15	New indicator		N/A	N/A
b) Percentage of Non Major Planning appeals allowed (Quarterly Cumulative)	28.5%	30%	30%			N/A	N/A
ED08 - Building Control: The percentage of building regulation applications where a decision notice is issued within the eight week statutory period. (Quarterly Cumulative)	100%	97.6%	100%	98%		↓	↓
ED09 - Percentage of Land Charges search returns sent within 10 working days. (Quarterly Cumulative)	83%	86.5%	90%	96.75%		↑	↓
ED11 - Number of homes granted planning permission (Quarterly Cumulative)	313	399	265	384		N/A	↑

Measure	Previous Quarter	This Quarter	Target	Qtr 3 2016/17	Status	Trend	
						Last Period	Last Year
ED14 - Enterprise Zone: Beacon Park Percentage of empty floor space across Beacon Park (Quarterly Snapshot at last day of quarter)	20.39%	20.39%	20%	Not available		↔	N/A
ED15 - Number of new business start-ups enterpriseGY (Quarterly Cumulative)	23	23	20*	109		N/A	N/A
ED16 - Town Centre retail units: a) Number of vacant retail units in Town Centre b) % of vacant retail units in Town Centre (Quarterly Snapshot at last day of quarter)	66	70	NA	68		↓	↓
	15.2%	16.2%	15.7%	15.70%		↓	↓
ED17 - % of increased footfall in Town Centre against same quarter in previous year(Quarterly)	-1.6%	+6%	1% increase from 2016/17 figures	-8.55%		↑	↑







Note:

* EnterpriseGY reduced to three members of staff from July 2017 and down to one from September 2017, so annual target has been amended accordingly.

Measures that are not achieving Target:

ED09 - Percentage of Land Charges search returns sent within 10 working days – During May 2017 Norfolk County Council experienced staff shortages, which delayed their information being sent back to the Council so missing our deadline of dealing with land charges requests within ten working days. The staffing issues at Norfolk County Council have now been resolved and additional staff have been trained to support the work required to complete the information required. The service is still experiencing some delays from Norfolk County Council, as they try and clear the backlog and continuing to train other staff.

Although performance is still below the target of 97%, performance in the third quarter reached 95.2%, compared to 91% in the second quarter and 76.38% in the first quarter.

Key	
Status	
	Current performance has met or exceeded target/ has met or exceeded trend
	Current performance is below target but within tolerance/ is below trend but within tolerance
	Current performance is below target and tolerance/ is below trend and tolerance
	Contextual information only
Trend	
	Performance for quarter is improving (up) or deteriorating (down) compared to previous quarter.
	Performance for period (quarter) is improving (up) or deteriorating (down) compared to same quarter last year.

Key:

NA = No target set, contextual information only

N/A = Not available/not applicable