Pwyllgor Craffu Cymunedau
3 Hydref 2019

Adroddiad Perfformiad Cynllunio Blynyddol 2019

Ystyried y materion canlynol a chyflwyno sylwadau arnynt:

Cyflwynir yr adroddiad hwn i'r Pwyllgor Craffu Cymunedau er gwybodaeth yn unig. Bydd Adroddiad Perfformiad Blynyddol ar gyfer 2018/19 yr Is-Adran Gynllunio yn cael ei gyflwyno i Lywodraeth Cymru, a'i gyhoeddi ar wefan Cyngor Sir Caerfyrddin, erbyn 31 Hydref 2019.

Y Rhesymau:

Er gwybodaeth y Pwyllgor

Angen cyfeirio'r mater at y Bwrdd Gweithredol / Cyngor er mwyn gwneud penderfyniad: NAC OES

Y Gyfarwyddiaeth: Amgylchedd **Enw Pennaeth y Gwasanaeth:** Llinos Quelch **Awdur yr Adroddiad:** Llinos Quelch	**Swyddi:** Pennaeth Cynllunio Pennaeth Cynllunio	**Rhifau ffôn:** 01267 228918 **Cyfeiriadau E-bost:** lquelch@sirgar.gov.uk

Community Scrutiny Committee
3 October 2019

Annual Performance Report 2018/19 (Planning)

1. Background

As part of the "Positive Planning" consultation in December 2013, the Welsh Government (WG) consulted on a series of proposals for measuring the performance of key stakeholders in the planning service. The Planning Performance Framework table, which was adopted in November 2014, reports the performance of local planning authorities (LPAs) against indicators and targets set by the WG. It categorises the LPAs performance against them into one of three performance bands of: Improve (red)/Fair (amber)/Good (green).

It is a requirement to submit Annual Performance Reports (APRs) by 31 October each year to the WG.

The fifth round of APRs are due for submission to the WG by 31 October 2019.

Some of the indicators set out in the Framework by WG are not currently subject to specific targets – these remain to be set by WG. Where this is the case, the target is described as "to be benchmarked". Additionally, other targets and indicators could also be subject of change prior to next year's Review.

The Carmarthenshire APR for 2018/19 is attached for information.

2. Key points to highlight:

Some points to highlight from the main report. Some of the comments have a measure of 'Good', 'Fair' or 'Improvement needed' and have been noted below where relevant:

- Plan making and implementation:
  - We have an adopted LDP, have commenced the LDP Review within the required timescales and effectively monitor implementation of the current LDP. 'Good'.
  - Our land supply remains below the Wales requirement of 5 years (at 3.8 years) as is the case for 18 other Welsh LAs. This issue acknowledged and is to be addressed through LDP 2.

- Customer satisfaction/engagement: Town and Community Councils (T&CC) were the service users surveyed across Wales this year by the Data Unit:
    - 89% noted they were satisfied with how the LDP process is going (Welsh average: 67%)
    - Across Wales the area that T&CC suggested would most help them participate more effectively would be to provide feedback on their comments to planning applications
    - 70% said that our LPA provide good advice re applications which they submitted
    - 50% say we investigate enforcement matters promptly (Welsh average: 36%)
    - 59% noted they are satisfied or somewhat satisfied with how we enforce (Welsh average: 40%)
- Time taken to determine applications:
    - Average number of days taken to determine applications is higher than Welsh average at 106 v 77 days. This has increased marginally since 2017 (95 days). 'Fair'.
    - 73% of application were determined within time (Welsh average: 80%) a slight increase from 2017 from 70% (71% in 2018). A few more LPAs are no longer meeting the target this year compared to 2017. 'Fair'.
      Determination of householder applications are at 83% so this category is above the 80% Welsh target. 'Good'.
    - Determination of listed building applications has significantly improved this year at 66% from 43% last year (Welsh average: 70%). It remains however in the improvement needed category but is well on its way in meeting that target
      Major applications: although 4th longest in terms of time taken to determine major applications (effect of the clean application approach) there is a marked difference over past few years with the number coming down from 567 in 2017 to 466 in 2018 to 456 days in 2019. However as a percentage it is only 39% determined in time and classed as 'in need of improvement'.
- Quality
    - 85% approval rate overall regarding planning applications
    - Lower than Wales average regarding appeals received (1.7 per 100 compared to 2 per 100).
    - Of appeals decided – success rate is 73.9% (i.e. appeals dismissed) (Wales target = 66%). Significantly higher this year than 2018 when the target wasn't quite met.
    - One example of costs awarded against the LA at appeal over the past year.
- Enforcement:
    - Cases investigated within 84 days, only at 52% compared to Welsh average of 77%. This has fallen over past three years as indeed has the average across Wales (67% v 85% in 2017).

3. Way Forward

- Development Management processes have been subject to significant review and changes since 2015 when the first TIC was undertaken with the team. Mini TIC Reviews since then have led to the establishment of an Internal Improvement Group in

the early part of 2019. The Group identifies from the various TIC reviews what requires further work/refinement or change. Sub groups of officers during this year have started to help deliver some of those actions which to date have included a new style committee report. Work is currently progressing on the Planning Protocol. Changes are being delivered by Officers with support from senior managers and HoS as appropriate. Some of the changes will require corporate assistance The Improvement Group and its sub groups are in its infancy but are already delivering effective changes. The delivery and implementation of the restructure impacted on the setting up of the Group and delivery of such actions during 2017 and 2018.

- New Back office system: a new back office system has been developed over the past couple of years and is due to go live in Q3/Q4 of this year. The current system hinders effective performance management and is ineffective. The new system will introduce a number of key changes that Officers have identified as necessary in order to reduce duplication, reduce time wasted and allow effective monitoring of caseloads, targets etc. Enforcement is one of the key areas that currently suffers due to the scope and ability to interrogate the existing back office system.
- One of the key areas identified over the summer months by Officer which needs looking at is the clean application approach to dealing with planning applications. This takes up a lot of Officer time and can often lead to large gaps when waiting for information to be submitted by applicants of waiting on consultee responses. There is a balance to be had here as issuing refusals instead of working with applicants to achieve a positive outcome can itself have implications on resources and time taken to determine a scheme from start to finish as well as appeal outcomes. Clear targets must be set if the clean approach is to be followed and quick effective refusals to follow if target dates not met. This will however also require quick responses and input from statutory consultees and this needs to be further explored especially internally during Q3. The new back office system is essential to help monitor targets effectively. It is likely that a dual approach may be the way forward. A clear conversation should be had with applicants at the outset as to which they prefer. Where a clean application approach is to be pursued then realistic extension of time should be agreed by both parties in all cases.
- Highways and Planning TIC Review: identified as part of refresh 2018 TIC with Planning that Highway role re planning applications and processes needed to be explored. Joint Group set up and met in October 2018. Improvement plan has been assembled and a number of improvements have been implemented to date incl. reducing duplication of processes. Work on-going and report back due to both HoS in autumn 2019.
- Legal and Planning (s106) TIC Review: this is specific to legal input required relating to the s106 process up to planning decision being issued. First met March 2018, end to end process review completed, monthly monitoring introduced and options are being developed from that monitoring. Report back to HoS due September/October 2019.
- Planning Enforcement and Monitoring TIC Review: for the first time a TIC review is underway regarding the Planning Enforcement and Monitoring process. This review has come from the team who were newly established late 2017. The Review commenced in April and the Team meet once a fortnight to take forward this work. Actions are due for reporting and agreeing during October 2019. One of the actions coming out of the work so far is the need to revise the Working Protocol applied by the

Team.

- Independent Review: an independent review is to take place during Q3 of 2019/20 to establish whether the current development management [process in place remain fir for purpose. The 'clean application' approach introduced via the original TIC Review has been in place now for near on4 years and the concerns have been raised with regards to the time taken to determine applications and whether this results from that approach applied. As this is an overarching review it will need to take into account the various TIC processes and streams of work that are already underway.
- WAO Review of Planning Services: The Planning Service is one of the 4 areas identified for periodic review across the LA functions for 2019/20. This is scheduled for Q4.

4. **Action Required**

To note the APR and the cover report for information.

DETAILED REPORT ATTACHED ?	**YES**

IMPLICATIONS

I confirm that other than those implications which have been agreed with the appropriate Directors / Heads of Service and are referred to in detail below, there are no other implications associated with this report :

Signed: **Llinos Quelch** **Head of Planning**

Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets
NONE	**YES**	**NONE**	**NONE**	**NONE**	**NONE**	**NONE**

2. Legal

Following adoption of the Performance Framework indicators by Welsh Government in November 2014, Local Authorities are required to submit an Annual Performance Report every October. The next of these reports are due for submission by 31 October 2019.

CONSULTATIONS

I confirm that the appropriate consultations have taken in place and the outcomes are as detailed below

Signed: **Llinos Quelch** **Head of Planning**

1. Scrutiny Committee

The report will be presented to Community Scrutiny Committee on 3 October 2019, for information purposes only.

2.Local Member(s)

Not applicable

3.Community / Town Council

Not applicable

4.Relevant Partners

Not applicable

5.Staff Side Representatives and other Organisations

Not applicable

Section 100D Local Government Act, 1972 – Access to Information

List of Background Papers used in the preparation of this report:

THERE ARE NONE

Title of Document	File Ref No.	Locations that the papers are available for public inspection