

## Bath & North East Somerset Council

MEETING:	Development Management Committee	
MEETING DATE:	10 February 2016	AGENDA ITEM NUMBER
TITLE:	Quarterly Performance Report Oct - Dec 2015	
WARD:	ALL	
<b>AN OPEN PUBLIC ITEM</b>		
<b>List of attachments to this report:</b>		
None		

### 1 THE ISSUE

*At the request of Members and as part of our on-going commitment to making service improvements, this report provides Members with performance information across a range of activities within the Development Management function. This report covers the period from 1 Oct – 31 Dec 2015.*

Late last year the Place Directorate passed a **Customer Service Excellence (CSE) assessment**. This means that Planning are now Customer Service Excellence accredited and we will be continually expected to work on improving our customer focus and deliver excellent customer service. The Assessors were noticeably impressed with all of the work we have been doing and the projects we plan to undertake going forward. We were awarded several compliant plus marks including understanding of customers and getting to hard to reach customers. We will use the other feedback to continue to improve our customer service.

In December Bath & North East Somerset Planning were one of 10 finalists for the **RTPI England's Great Places competition** based on the role planners have played in helping to create, protect or shape them for England's communities. It was recognised that "Planning has been able to help conserve this historic city. It has protected the historic attributes of the city whilst helping manage development in a sensitive way. As a unique example of town planning, architecture and landscape it has received UNESCO heritage status." More information about the competition can be found [here](#).

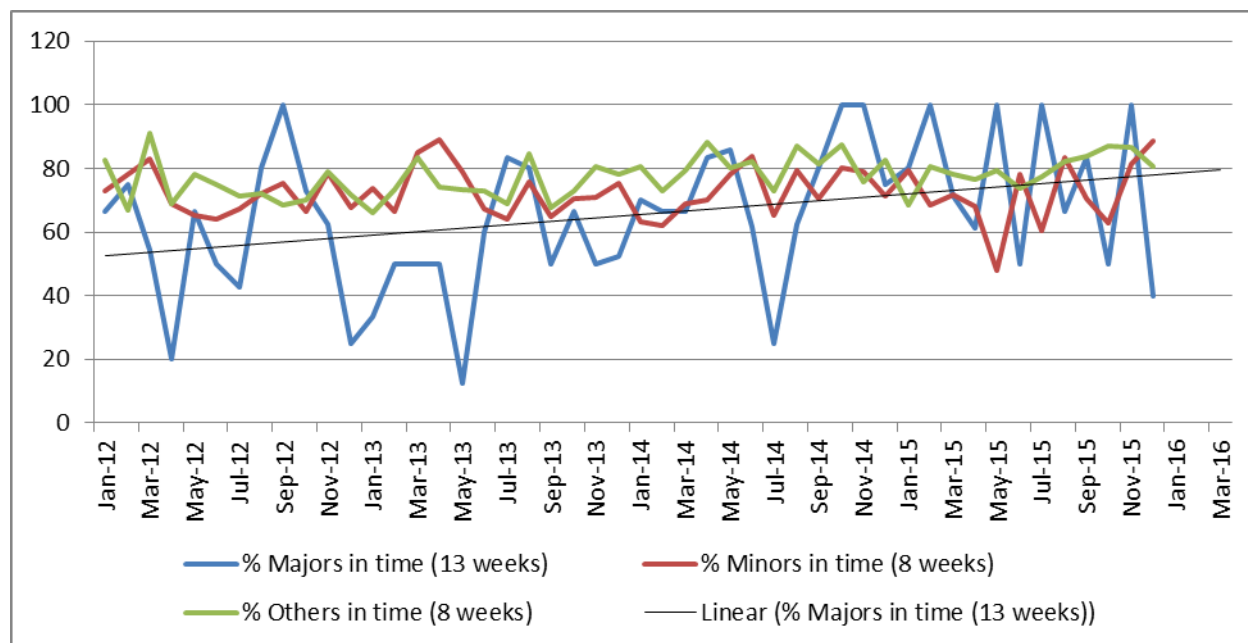
### 2 RECOMMENDATION

Members are asked to note the contents of the performance report.

### 3 THE REPORT

Tables, charts and commentary

**Table 1 - Comparison of applications determined within target times**



% of planning applications in time	2014/15				2015/16			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
% Majors in time	73%	64%	80%	83%	64%	78%	59%	
% Minors in time	77%	72%	77%	72%	67%	71%	76%	
% Others in time	83%	80%	82%	75%	77%	81%	85%	

**Table 2 highlights:**

- Excellent performance on planning applications in Oct to Dec 2015, above national targets

*Note: Major (10+ dwellings/0.5 hectares and over, 1000+ sqm/1 hectare and over); Minor (1-10 dwellings/less than 0.5 hectares, Up to 999 sqm/under 1 hectare); Other (changes of use, householder development, adverts, listed building consents, lawful development certificates, notifications, etc).*

**Table 2 - Recent planning application performance statistics**

Application nos.	2014/15				2015/16			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Received	645	589	605	700	650	646	589	
Withdrawn	43	45	59	56	52	73	76	
Delegated no. and %	532 (96%)	540 (95%)	443 (95%)	536 (95%)	553 (97%)	570 (96%)	514 (96%)	

Refused no. and %	52 (9%)	76 (13%)	42 (9%)	60 (11%)	56 (10%)	35 (6%)	52 (10%)	
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**Table 2 highlights:**

- B&NES have shown a 4% rise in planning application numbers when compared to the previous 12 month period which is slightly higher than the national trend (1%).
- The current delegation rate is slightly above with the last published England average of 93% (Year to Sept 2015).
- Percentage of refusals on applications remains low when compared with the last published England average of 12% (Year ending Sept 2015).

**Table 3 – Dwelling numbers**

Dwelling numbers	2014/15				2015/16			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Major residential (10 or more dwellings) decisions	13	9	1	5	13	2	9	
Major residential decisions granted	7	2	1	3	9	2	8	
Number of dwellings applied for on Major schemes	543	463	982	391	1137	180	225	
Number of dwellings permitted on Major schemes	212	120	145	149	1636	114	719	
Number of dwellings refused on Major schemes	299	292	32	66	103	41	151	

**Table 3 highlights:**

- Numbers of major residential planning decisions (10 or more dwellings) were more than that of the same quarter a year ago and nearly all were permitted proposals.

**Table 4 - Planning Appeals summary**

	Jan – Mar 2015	Apr – Jun 2015	Jul – Sep 2015	Oct – Dec 2015
Appeals lodged	18	27	27	20
Appeals decided	23	23	23	25
Appeals allowed	6 (29%)	5 (25%)	8 (42%)	8 (42%)
Appeals dismissed	15 (71%)	15 (75%)	11 (58%)	11 (58%)

**Highlights:**

- Recent appeal costs in association with applications overturned at committee amount to £39,721.95 since April '15. This was mainly spent on consultants fees and legal fees. Please note, the Council has just received a £112,000 costs claim submission from the appellant regarding the Temple Inn Lane, Temple Cloud overturn (13/03562/OUT).
- In the year to Dec 2015 there has been a 5% drop in appeal numbers

- Over the last 12 months our performance on appeals allowed against planning refusal is still slightly better than the national average at 34% (national average approx. 35%)

**Table 5 - Enforcement Investigations summary**

	Jan – Mar 2015	Apr – Jun 2015	Jul – Sep 2015	Oct – Dec 2015
Investigations launched	154	147	220	133
Investigations on hand	296	326	450	369
Investigations closed	178	122	98	216
Enforcement Notices issued	1	1	2	3
Planning Contravention Notices served	3	2	3	9
Breach of Condition Notices served	0	2	0	0

The figure shown in **Table 5** indicates a 39% decrease in the number of investigations received this quarter, when compared with the previous quarter. 12 notices have been served during this quarter.

**Table 6 – Other areas of work (application handled but not included in national returns)**

The service also has formal procedures in place to deal with pre-application advice, householder development planning questionnaires, discharging conditions on planning permissions, prior approvals, prior notifications and non-material amendments to list a few. **Table 6** below shows the total number of these types of procedures that require resource to action and determine.

During the last quarter the volume of these procedures received in the service has increased slightly from the previous quarter figure.

**Table 6**

	Jan – Mar 2015	Apr – Jun 2015	Jul – Sep 2015	Oct – Dec 2015
Other types of work	570	579	507	530

**Table 7 – Works to Trees**

**Table 7** below shows the number and percentage of tree applications and notifications determined.

**Table 7**

	Jan – Mar 2015	Apr – Jun 2015	Jul – Sep 2015	Oct – Dec 2015
Number of applications for works to trees subject to a Tree Preservation Order (TPO)	16	32	20	16
Percentage of				

applications for works to trees subject to a TPO determined within 8 weeks	94%	91%	80%	100%
Number of notifications for works to trees within a Conservation Area (CA)	144	179	161	207
Percentage of notifications for works to trees within a Conservation Area (CA) determined within 6 weeks	97%	98%	98%	100%

**Table 7 highlights:**

- There has been an increase in the number of TPOs and Notifications in the last quarter
- Performance on determining applications for works to trees subject to Tree Preservation Orders and on dealing with notifications for works to trees within a Conservation Area remains excellent

**Table 8 - Customer transactions using telephone**

**Table 8** below details the number of incoming calls to the service for the Development Management function. Calls to service as a whole have seen a small decrease during the last quarter.

**Table 8**

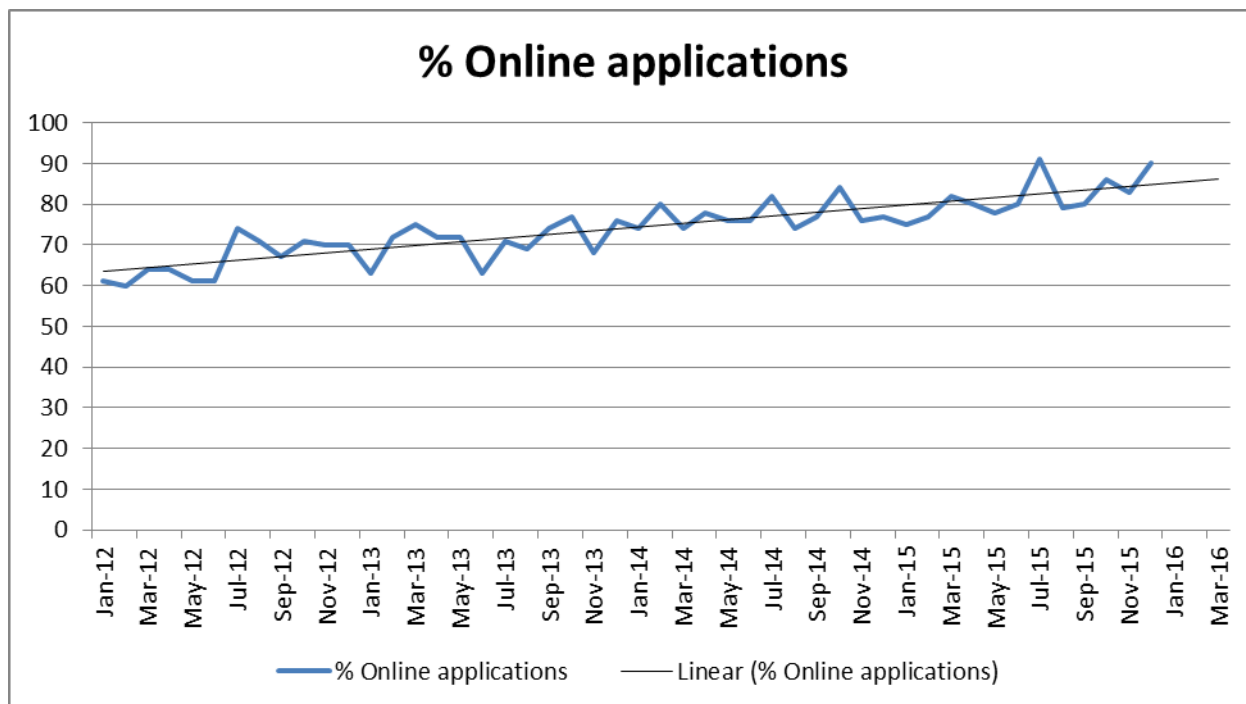
	Jan – Mar 2015	Apr – Jun 2015	Jul – Sep 2015	Oct – Dec 2015
Planning Information Officers	2284	1811	1929	1927
Planning Officers	1662	1311	1130	779
Planning Administration	1584	1522	1252	970
Planning & Conservation Team	614	791	403	380
Enforcement Team	716	970	637	516

**Table 9 - Electronic transactions**

The Planning Services web pages continue to be amongst the most popular across the whole Council website, particularly '[View and Comment on Planning Applications](#)' (an average of 15,000 hits per month) and '[Apply for Planning Permission](#)' (average of 1,200 hits per month). The former is the most popular web page after the council's home page.

**Table 9** below shows a continuing upward trend in online submissions via the [Planning Portal](#). The benefits to agents and applicants include an online help function, immediate delivery and

acknowledgement, and savings on printing and postage costs. Secure fee payments can also be made online through the Planning Portal facility.



### Table 10 - Customer Feedback

We have received more compliments than complaints in Planning. None were upheld for the last 6 months.

### Table 10

Customer Feedback	Jan – Mar 2015	Apr – Jun 2015	Jul – Sep 2015	Oct – Dec 2015
Compliments received	11	15	11	18
Complaints received	17	14	9	4
Complaints upheld	0	1	0	0
Complaints Not upheld	10	6	8	2
Complaints Partly upheld	0	1	1	2

### Table 11 - Ombudsman Complaints

When a customer remains dissatisfied with the outcome of the Corporate Complaints investigation they can take their complaint to the **Local Government Ombudsman** for an independent view. There have been no upheld complaints in the last 12 months.

**Table 11**

<b>Ombudsman Complaints</b>	<b>Jan – Mar 15</b>	<b>Apr – Jun 15</b>	<b>Jul – Sep 15</b>	<b>Oct – Dec 15</b>
<b>Complaints received</b>	4	3	3	3
<b>Complaints upheld</b>	0	0	0	0
<b>Complaints Not upheld</b>	2	3	4	2

**Table 12 – Section 106 Agreements and Community Infrastructure Levy (CIL)**

Members will be aware of the Planning Obligations SPD was first published July 2009. Planning Services have spent the last few years compiling a database of Section 106 Agreements. This is still in progress, but does enable the S106 Monitoring Officer to actively monitor the delivery of agreed obligations. The Council started to charge the Community Infrastructure Levy (CIL) from April 6<sup>th</sup> of last year. Early CIL collection figures have been added to the table below – these financial overview sums will be refreshed for every quarterly report.

**Table 12** (note all figures are for guidance only because of the further work still being undertaken in monitoring)

<b>Section 106 and CIL</b>	<b>Jan – Mar 2015</b>	<b>Apr – Jun 2015</b>	<b>Jul – Sep 2015</b>	<b>Oct – Dec 2015</b>	<b>Annual running total</b>
<b>S106 Funds agreed</b>	£5,276,031.64	£956,447.83	£134,000.00	£0	£6,366,479.47
<b>S106 Funds received</b>	£707,225.78	£1,713,443.00	£1,815,656.00	£2,075,426.35	£6,311,751.13
<b>CIL sums overview Potential to date</b>	£1,065,545.99				
<b>CIL sums overview Collected to date</b>	£79,341.99				

**Table 13 – Accredited Agents**

A list of current Accredited Agents is displayed on the [council website](#). These agents have shown they fully understand how to submit a properly prepared planning application which means they are quicker for us to process and so reduce delays for the customer.

**Table 13**

	<b>Jan – Mar 2015</b>	<b>Apr – Jun 2015</b>	<b>Jul – Sep 2015</b>	<b>Oct – Dec 2015</b>
<b>Numbers of Accredited Agents</b>	24	25	25	29

<b>Numbers of householder applications submitted by Accredited Agents</b>	34	30	28	43
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### **Table 14 – Chair referrals**

**Table 14** below shows the numbers of planning applications where Chair decision has been sought to either decide the application under delegated authority or refer to Development Management Committee. **A further analysis of Chair referral cases is attached as an Appendix item to this report.**

	<b>Apr – Jun 2015</b>	<b>Jul – Sept 2015</b>	<b>Oct – Dec 2015</b>	<b>Jan – Mar 2016</b>
Chair referral delegated	7	15	20	
Chair referral to DM Committee	7	14	10	

### **Table 15 – 5 Year Housing Land Supply Position April 2015 – March 2020**

<b>Total Planned Provision</b>	<b>2011-29</b>	<b>13,000 dwellings</b>	<b>722per annum</b>
Built over years 1-4	11/12 - 14/15	2,190	548 pa
Delivery requirement for years 5-9	15/16 - 19/20	4,308	862 pa
Supply requirement (4,308 plus a 20% buffer)	15/16 - 19/20	5,170	1,034 pa
Deliverable Supply	15/16 - 19/20	6,104	1,220 pa
Deliverable Supply over 20% buffer requirement	15/16 - 19/20	934	

Between 2015 and 2020 BANES needs to deliver 4,308 dwellings and be able to identify a deliverable supply of 5,170 dwellings (a 20% buffer) in order to ensure that this is achieved. Against these requirements the Council can currently identify a deliverable supply of 6,104. Not all of this deliverable supply has a full, reserved matters, or outline planning permission. Further, the supply figure can change if planning and development timetables change. For example if a major planning application is refused, this would entail time to prepare revisions or appeal the decision, or the preparation of a planning application may take longer than expected, or it may take longer than expected for a land trader to sell on a planning permission to a developer.

<b>Contact person</b>	John Theobald, Project/Technical and Management Support Officer, Development 01225 477519
<b>Background papers</b>	CLG General Development Management statistical returns PS1 and PS2 + Planning applications statistics on the DCLG website: <a href="https://www.gov.uk/government/statistical-data-sets/live-tables-on-planning-application-statistics">https://www.gov.uk/government/statistical-data-sets/live-tables-on-planning-application-statistics</a>
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