

Development of a revised Planning Performance Indicator

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Introducing the study

- **Killian-Pretty Report recommended that NI157 (formerly BV109) be replaced by a measure of ‘satisfaction with the planning application service’**
- **Government**
 - consulted in June 2009 on options for new indicator
 - commissioned this research

Research had two aims:

- 1. make recommendations on what the new planning performance indicator should be, specifically including a measure of quality in the planning application process**
- 2. set up, monitor and report on the effectiveness and success of a potential indicator through pilot projects with local authorities**

Recent Performance Measurement

■ **CLG Performance Indicators**

- NI 157 based on PSF (formerly PS1/PS2) information
- Considers timeliness and throughput, but not quality
- Recorded by LA, but subject to audit

■ **Annual Monitoring Reports**

- Assess plan-making
- Considers delivery of outcomes
- Reviewed regionally/centrally

■ **Comprehensive Area Assessment**

- 35 agreed local priority indicators (from suite of 198)
- Considers both area-based and organisational performance
- Recorded by LA, and evaluated by the Audit Commission

■ **Informal Local Authority Measures**

- Many still undertake BVPI111-style user satisfaction surveys
- Considers opinion of applicants

■ **It appears that plan-making and service has adequate coverage... but there is little else measuring the process...**

What is a quality planning service?

- **CLG Development Management consultation**
 - A positive approach to place shaping
 - Putting policy into action
 - Front loading
 - Taking a proportionate approach
 - Effective engagement
 - Proactive delivery
 - Monitoring and delivery of outcomes
- **Differences between collecting process, output and outcome information**
- **Recognition that performance monitoring also drives behaviour and performance**
- **It appears than development management needs more end-to-end indicators...**

Assessment Methodology

- **Review of existing performance monitoring regimes**
- **Workshops to involve stakeholders**
- **Development of a set of pilot indicators for testing**
- **Three month pilot - testing with 21 LPAs**
- **Review and analysis of pilot data**
- **Development of conclusions on each pilot data set and recommendations on the overall indicator**

Priority Areas: Pilot Coverage

Area	Rationale	Measurement	Behaviour	Outcome
Pre-application advice	To encourage take-up and provision. To incentivise 'nurturing' of complex applications through the system.	Provision and take-up of pre-application advice. The effect of pre-application advice on the planning decision. The duration for which advice is needed.	Greater emphasis on pre-application discussions by LPAs. More timely and consistent advice provided.	The 'nurturing' of complex applications through the system leads to improvement in the quality of applications and problems/delays at a later stage are avoided.
Timeliness of decision-making	To retain existing emphasis and performance. To ensure that timeliness is still a component of quality. To ensure that 'out of time' applications continue to be considered important.	Time-taken to determine applications based on a range or possible descriptive statistics. Consideration of what happens to applications beyond target timescales.	Continued effort on timely decision-making.	Ensuring that the previous gains in performance are not lost when moving to a new indicator. Appropriate development is not unduly delayed by the planning system.
Certainty and consistency	Clear and consistent advice to applicants at all stages in the process reduces uncertainty and enables the management of risk and through this contributes to cost control.	Consideration of overturns by committee against officer recommendations. The LPA record in appeals against decisions, and the frequency with which appeal costs are awarded to appellants.	Consideration of the relationship between officers and elected members in providing a consistent and transparent service.	Ensuring that advice and decisions are as consistent as possible.
Post decision	To prevent 'back loading' of issues that could/should have been handled prior to determination. To incentivise proactive monitoring and enforcement functions.	Timeliness of applications for approval of details required by (pre-commencement) conditions. Monitoring of compliance with permissions granted. Timeliness/use of a range of enforcement actions.	Greater emphasis on post-application aspects such as discharging conditions in a timely fashion and prompt and effective compliance monitoring.	Ensuring that issues that should be handled during determination are. Appropriate development is not unduly delayed by the planning system and conforms with it. Creating a more proactive approach to monitoring and enforcement.

Post-Decision: Pilot Indicators

PILOT REF.	PILOT TITLE
4. POST-DECISION	
4.1	Percentage of approval of details applications <u>discharged</u> within 8 weeks of their receipt
4.2	Percentage of approval of details applications <u>discharged</u> within 9-13 weeks of their receipt
4.3	Percentage of approval of details applications <u>discharged</u> within 14-26 weeks of their receipt
4.4	Percentage of <u>major applications</u> approved which are <u>monitored to completion</u> (of the development)
4.5	Average time taken to <u>resolve urgent enforcement complaints</u> (to be assessed at the point that the complaint was resolved)
4.6	Average time taken to <u>resolve other (i.e. non urgent) enforcement complaints</u> , (to be assessed at the point that the complaint was resolved)
4.7	Percentage of <u>enforcement complaints</u> leading to a retrospective <u>planning application</u> being received
4.8	Percentage of <u>enforcement complaints</u> leading to a retrospective planning decision of approval

Post-Decision: Pilot Indicator Definitions

- **Enforcement Complaints** Each complaint (including anonymous complaints) received and investigated about an alleged breach of planning control either verbally or in writing. Please note that multiple complaints concerning one issue at a location are to be recorded as one complaint with all complaints linked to that complaint number. Multiple issues at one location will be recorded as separate complaints.
- **Urgent Enforcement Complaints** An urgent enforcement complaint is defined as:
 - A new complaint of unauthorised development which causes immediate, serious and irreparable harm to the amenities of a neighbourhood or other acknowledged interests. *e.g. Unauthorised works to a listed building; unauthorised demolition or partial demolition of a building in a conservation area; unauthorised works to a tree protected by a Tree Preservation Order.*
 - Any unauthorised development causing severe disturbance to neighbours. *e.g. Breaches which cause danger on highways; use of premises which create noise and disturbance to neighbours.*
- **Resolve** Enforcement complaints are considered to be resolved where:
 1. No breach is found;
 2. Investigation reveals that it is not expedient to take action;
 3. The breach ceases;
 4. A retrospective planning (or similar) application is received; or
 5. The relevant notice is served.
- **Monitored** A formalised process of checking that a consent is being correctly implemented. For any monitoring, a formal retrievable record should be retained and appropriate action taken where necessary.
- **Completion** A development is considered to be completed when the Local Planning Authority deems that there are no further planning matters outstanding.

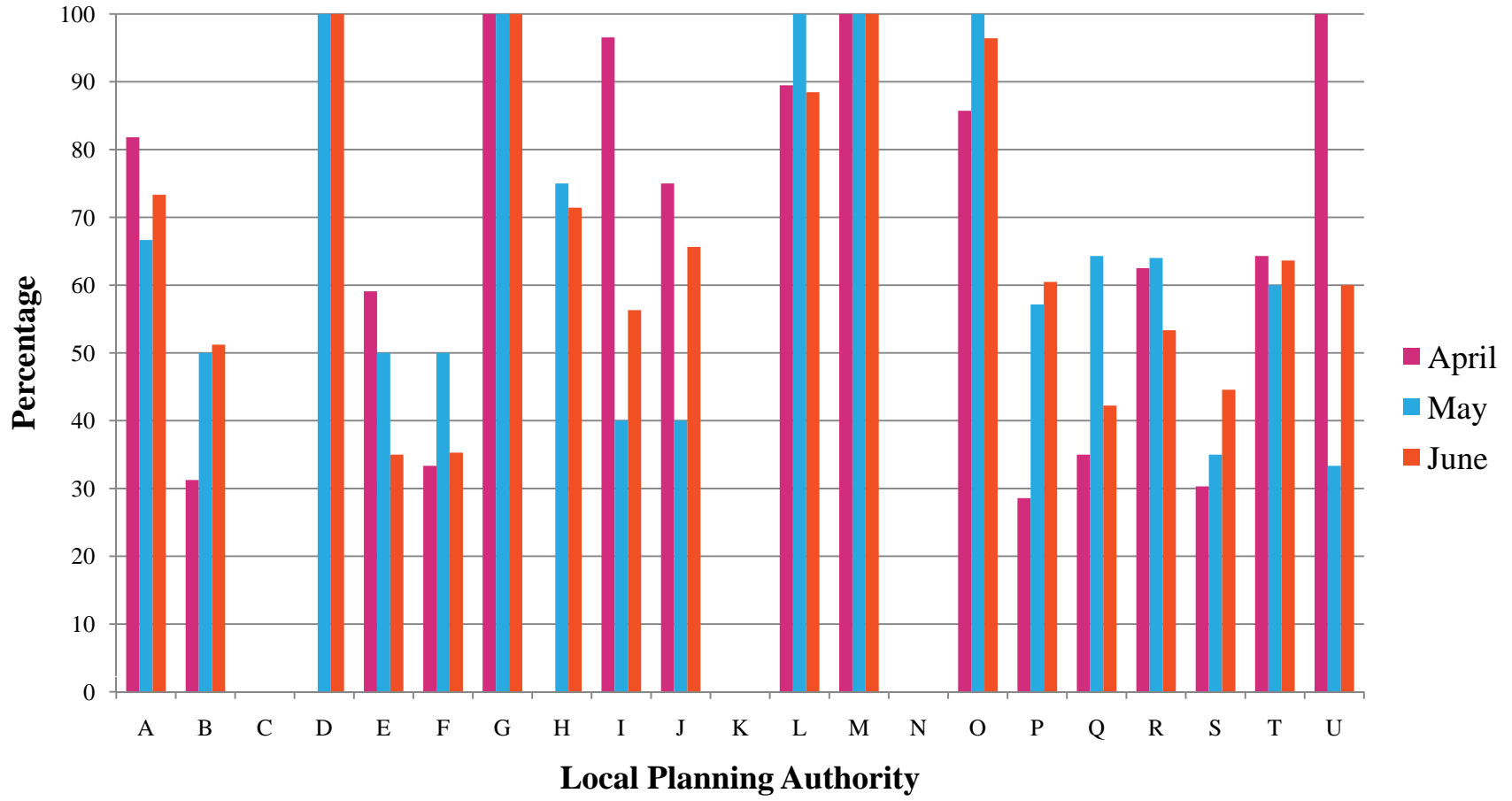
Ongoing Pilot data collection

- **Authorities were using the information/finding it helpful**
- **Some already they will continue to collect certain data sets (for internal purposes)**
- **Resource-wise the first month was felt to be the most challenging. Ongoing collection was be less burdensome**
- **Use of template/definitions well received – consistency**
- **Drop-out rate was very low (none!)**
- **Some emerging trends in data, and LPAs generally content that most of the data sets represent the true quality of service or performance**
- **Need to take into account that the pilot was a monthly collection, whilst current practice is quarterly or annual**

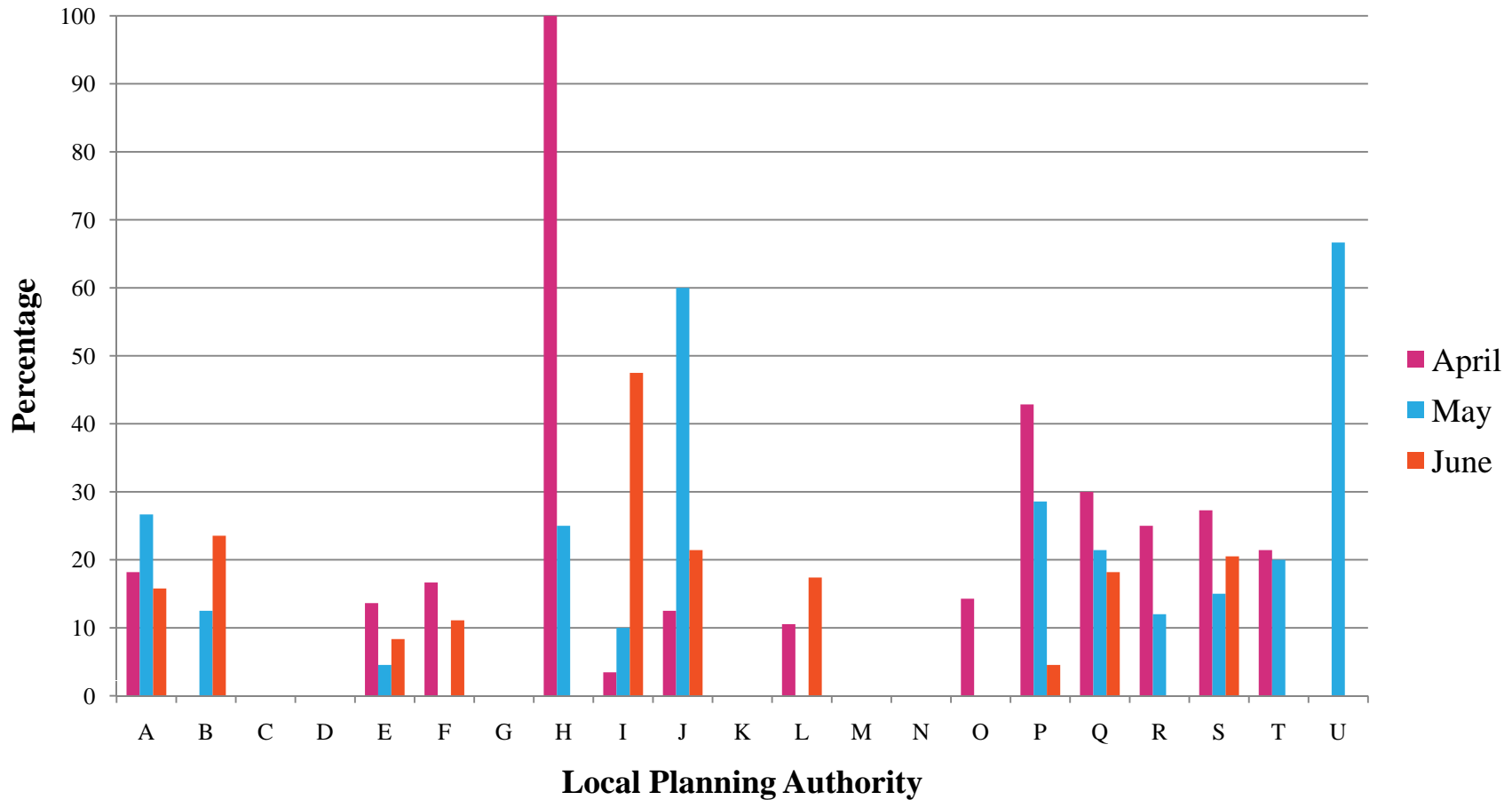
Post-Decision

- **Approval of details is seen as an increasingly important work area**
- **Very little proactive monitoring to completion appears to be taking place**
- **Authorities have differing means of classifying enforcement complaints (or don't)**
- **Retrospective applications are not usually classified as such when received (and can be subjective)**
- **LPAs feel that this is an important area to monitor**
- **Many LPAs intend to continue to use data for this**
- **And here come the graphs...**

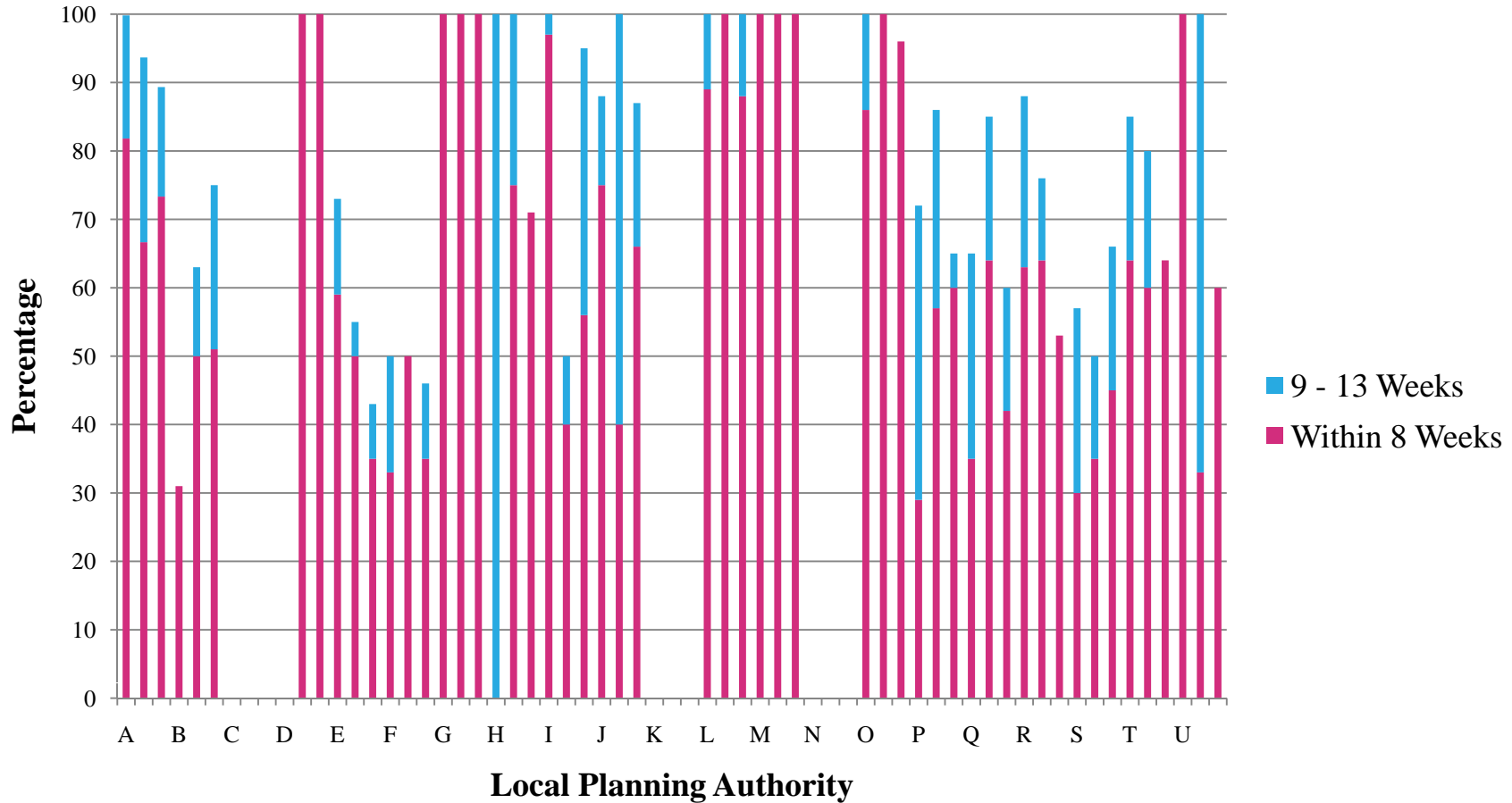
4.1 Percentage of approval of details applications discharged within 8 weeks of their receipt



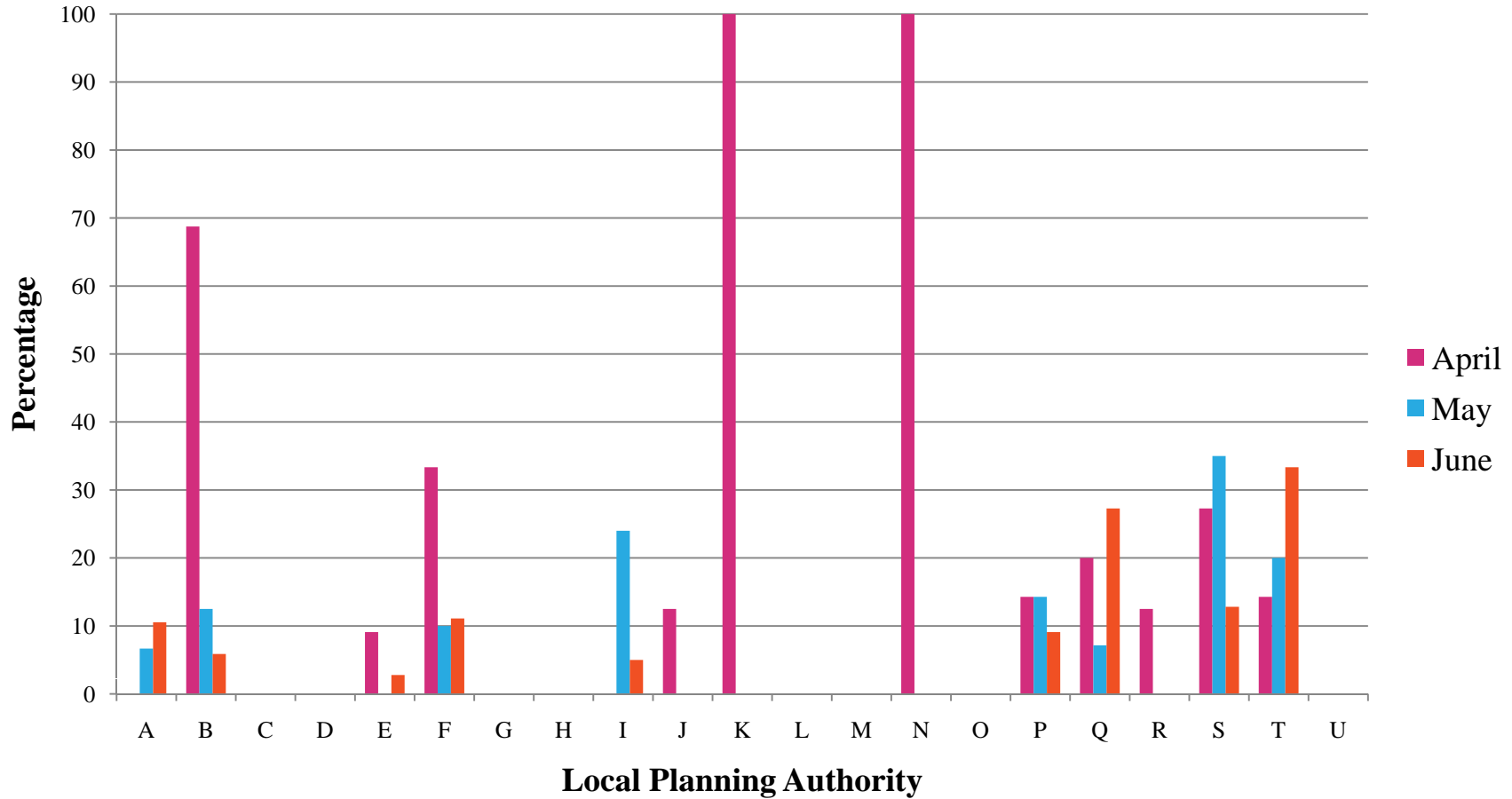
4.2 Percentage of approval of details applications discharged within 9-13 weeks of their receipt



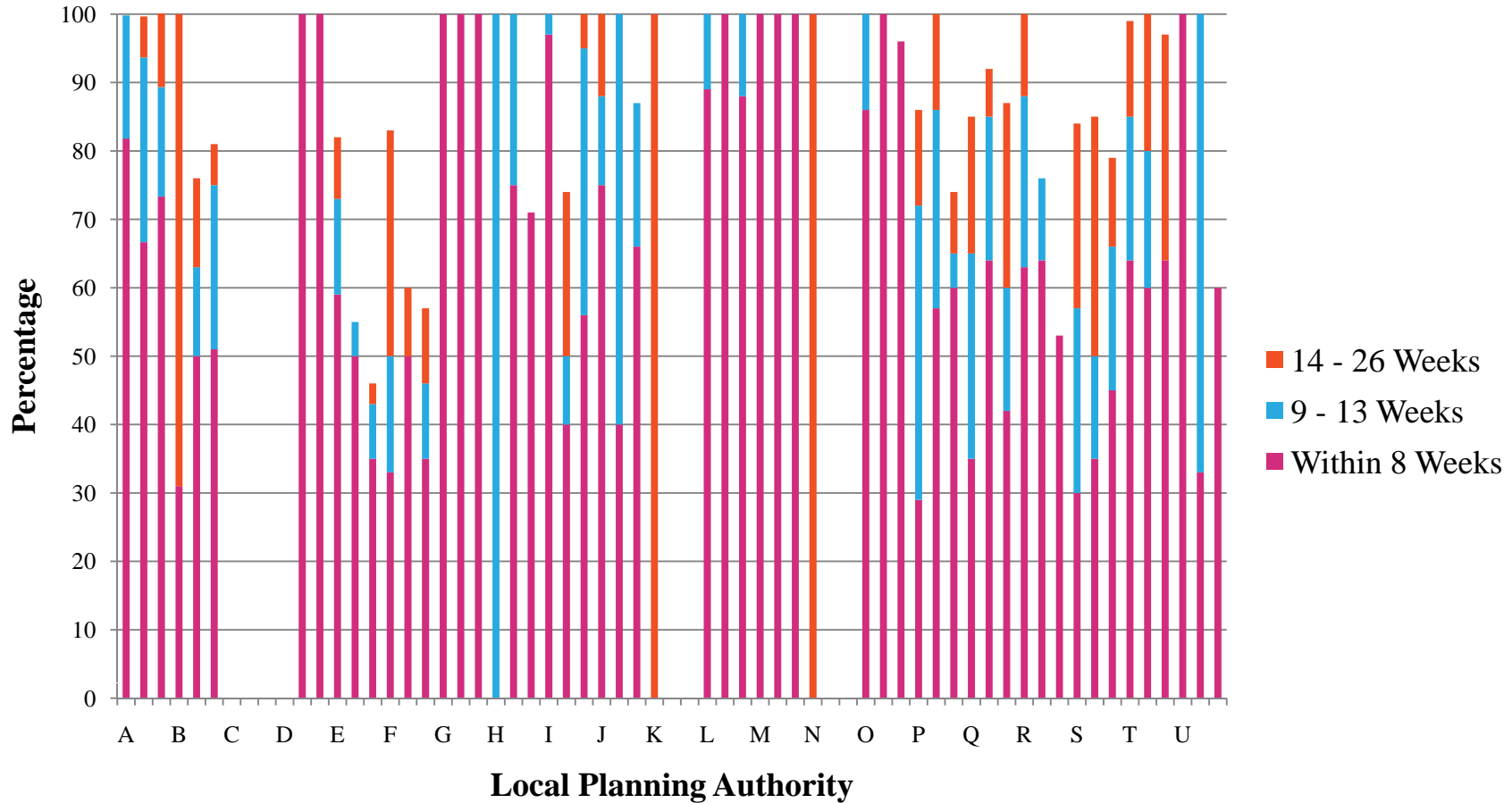
4.2 Percentage of approval of details applications discharged within 9-13 weeks of their receipt (Cumulative)



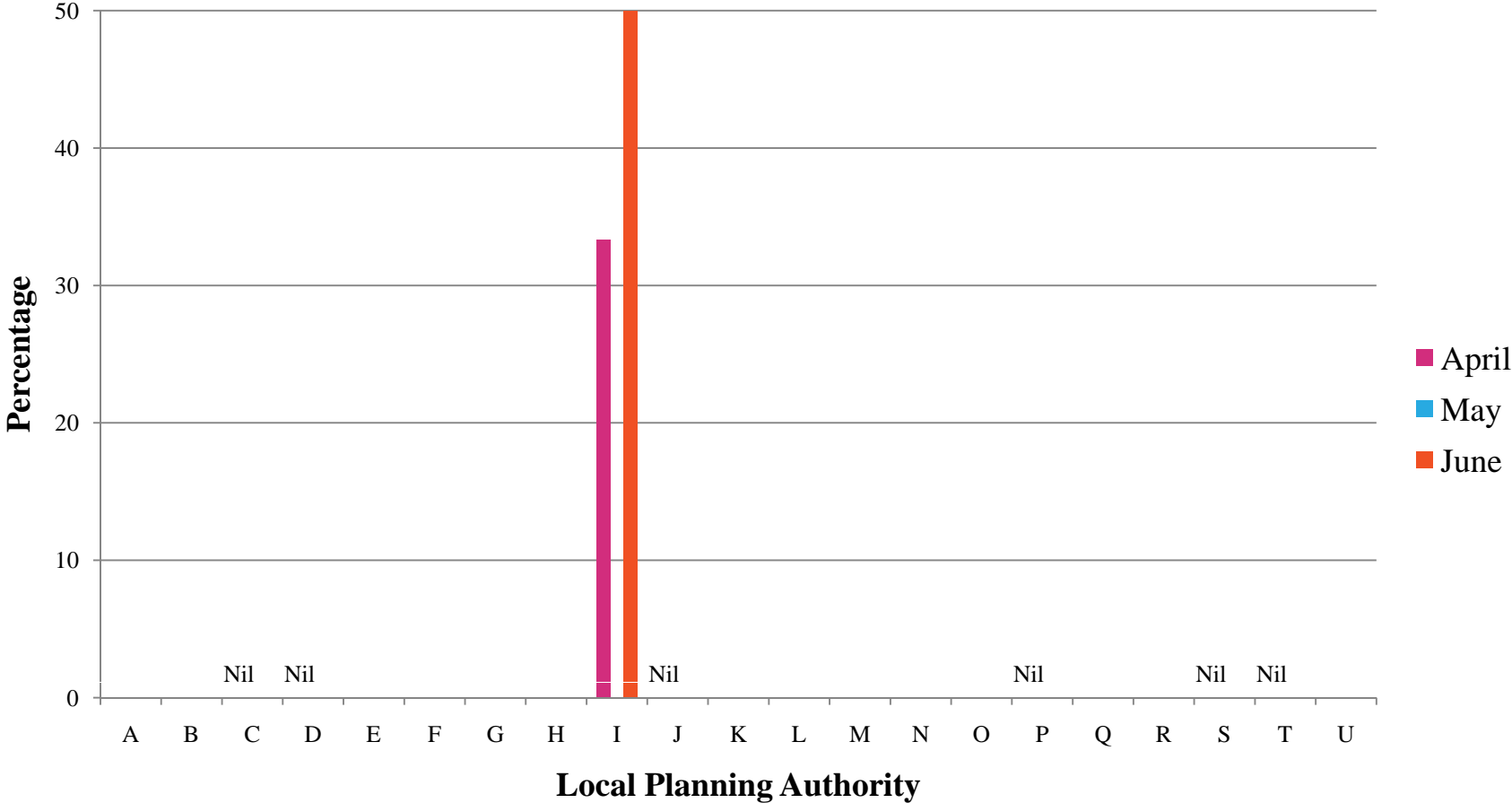
4.3 Percentage of approval of details applications discharged within 14-26 weeks of their receipt



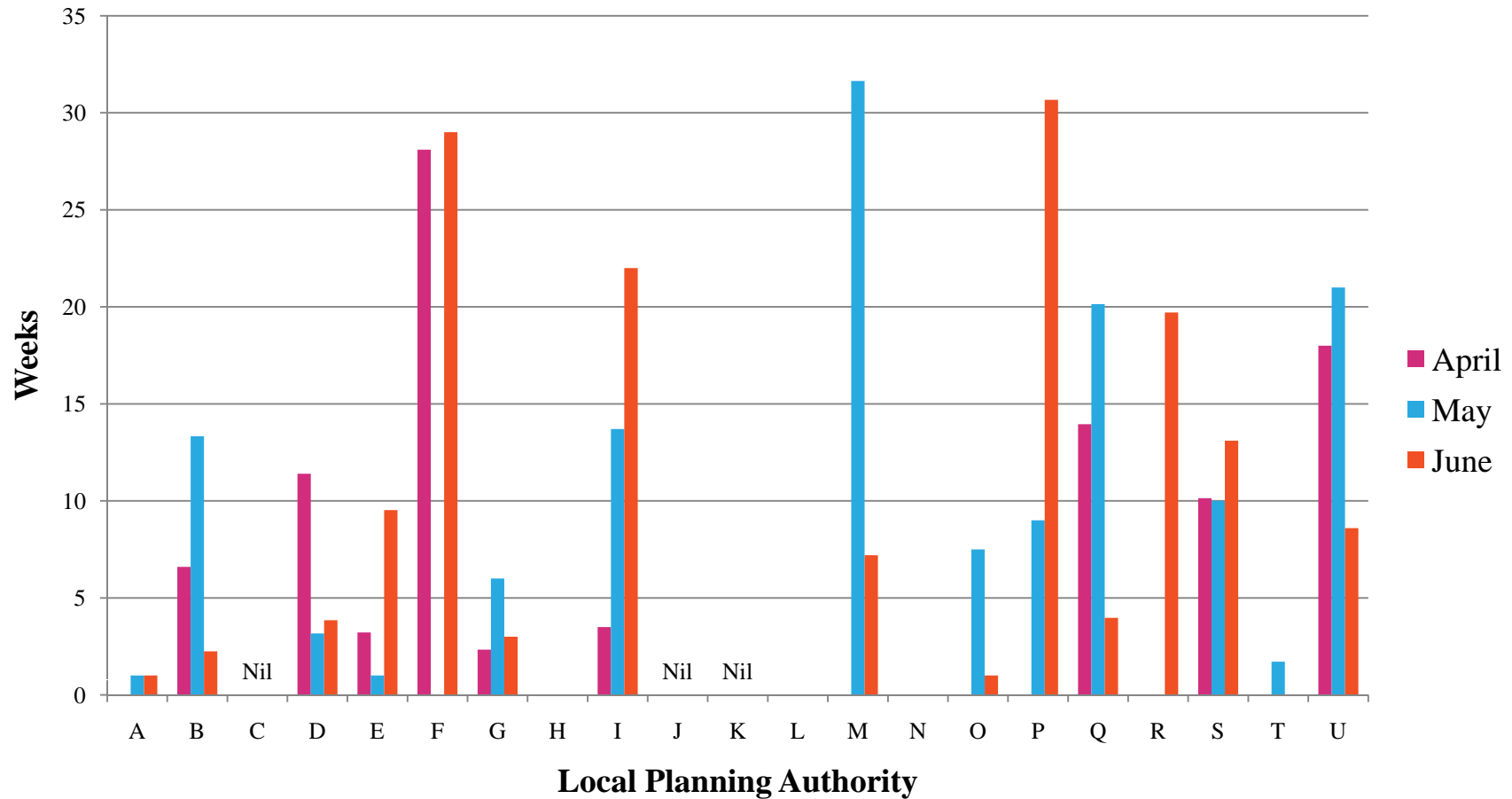
4.3 Percentage of approval of details applications discharged within 14-26 weeks of their receipt (Cumulative)



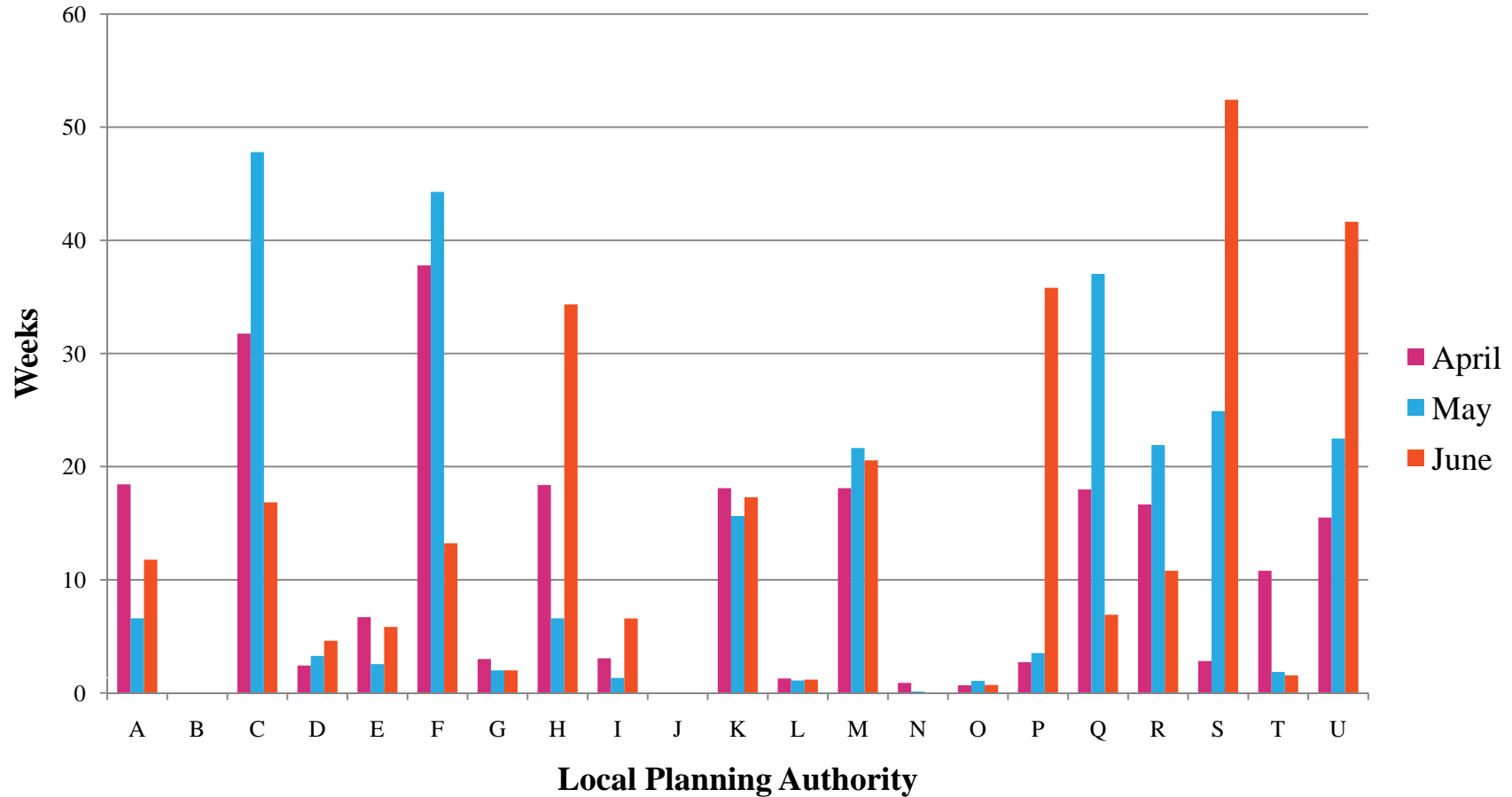
4.4 Percentage of major applications approved which are monitored to completion (of the development)



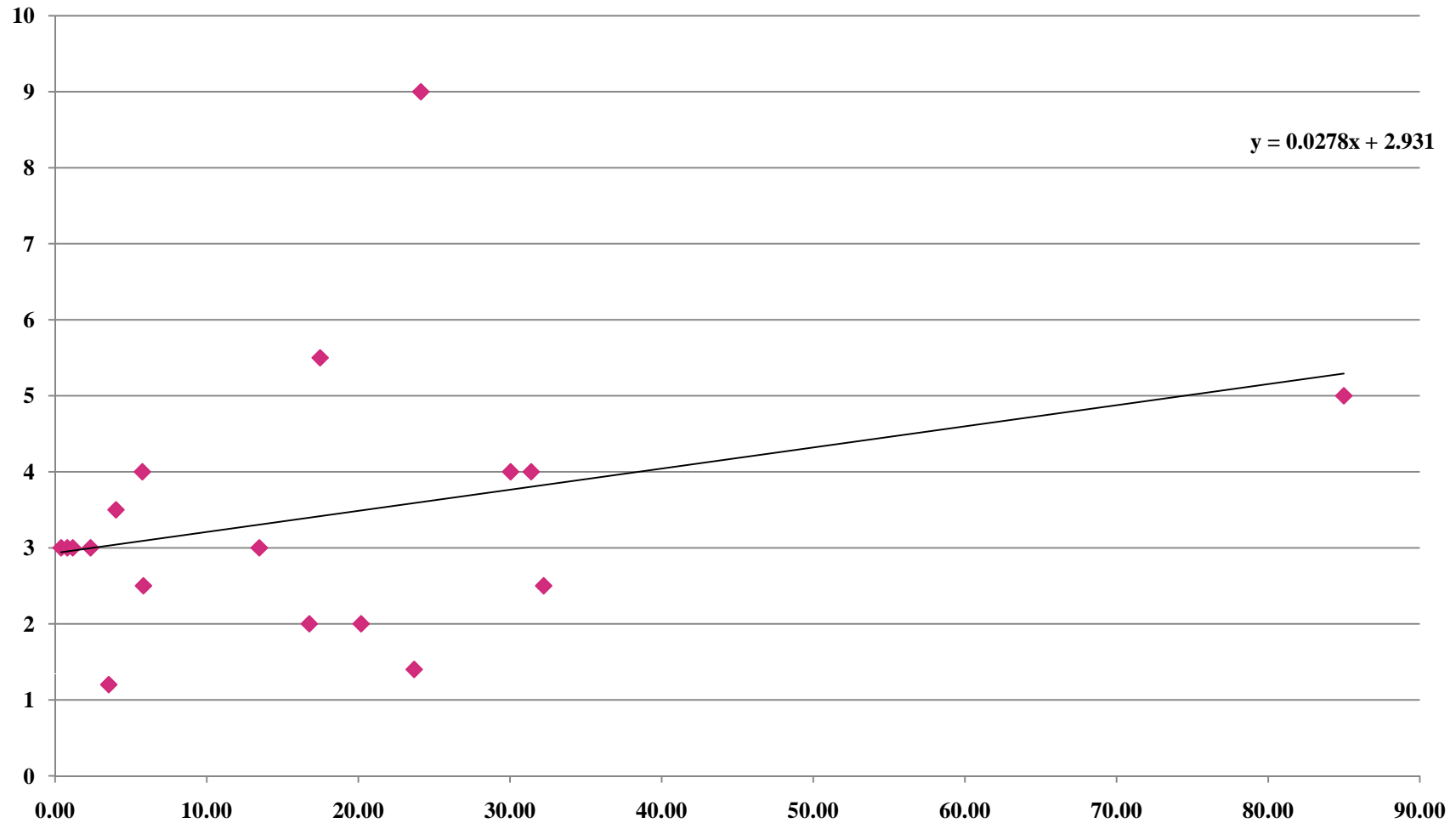
4.5 Average time taken to resolve urgent enforcement complaints (to be assessed at the point that the complaint was resolved)



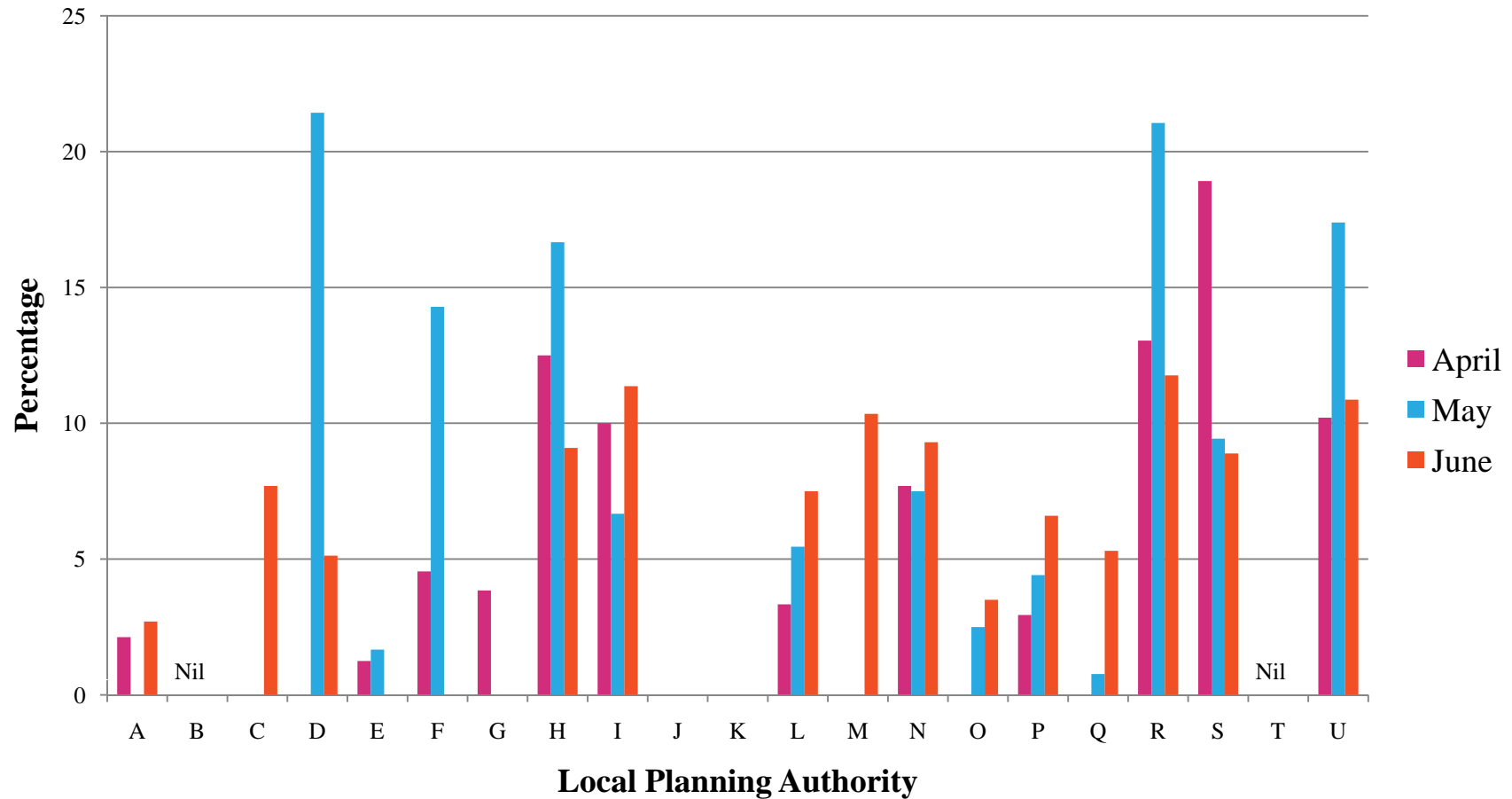
4.6 Average time taken to resolve other (i.e. non urgent) enforcement complaints, (to be assessed at the point that the complaint was resolved)



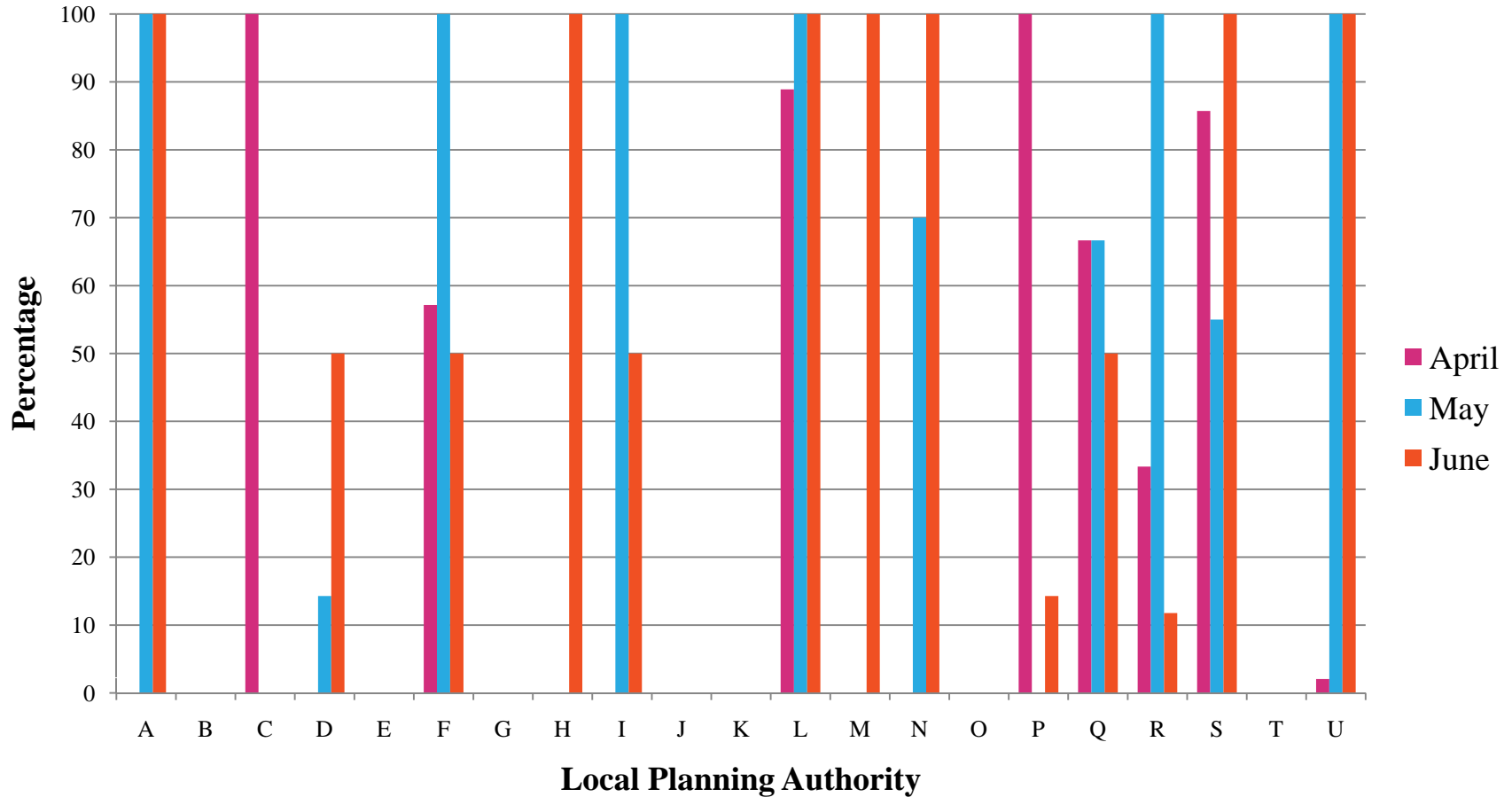
4.6 Average time taken (days) to resolve other (i.e. non urgent) enforcement complaints, (to be assessed at the point that the complaint was resolved) vs Enforcement Staff FTEs



4.7 Percentage of enforcement complaints leading to a retrospective planning application being received



4.8 Percentage of enforcement complaints leading to a retrospective planning decision of approval



Assessing the Indicators: Post-Decision

REF	PILOT TITLE	PROMOTES GOOD PRACTICE	UNINTENDED OUTCOMES	SET UP BURDEN	ONGOING BURDEN	PILOT DATA QUALITY	ADD VALUE TO LPA (INTERNAL)	BENCHMARKING (EXTERNAL)	LPA ASSESSMENT	OVERALL ASSESSMENT
4.1	Percentage of approval of details applications <u>discharged</u> within 8 weeks of their receipt									
4.2	Percentage of approval of details applications <u>discharged</u> within 9-13 weeks of their receipt									
4.3	Percentage of approval of details applications <u>discharged</u> within 14-26 weeks of their receipt									
4.4	Percentage of <u>major applications</u> approved which are <u>monitored to completion</u> (of the development)									
4.5	Average time taken to resolve <u>urgent enforcement complaints</u> (to be assessed at the point that the complaint was resolved)									
4.6	Average time taken to resolve <u>other (i.e. non urgent) enforcement complaints</u> , (to be assessed at the point that the complaint was resolved)									
4.7	Percentage of <u>enforcement complaints</u> leading to a <u>retrospective planning application</u> being received									
4.8	Percentage of <u>enforcement complaints</u> leading to a <u>retrospective planning decision of approval</u>									

Recommended Indicators

	Core Indicators	Wider Indicators
POST-DECISION	Percentage of approval of details applications discharged within 8 weeks of their receipt (4.1)	Percentage of approval of details applications discharged within 9-13 weeks of their receipt (4.2)
		Percentage of approval of details applications discharged within 14-26 weeks of their receipt (4.3)
		Percentage of major applications approved which are monitored to completion (of the development) (4.4)
	Median time taken to resolve enforcement complaints (based on 4.5 and 4.6 combined)	Average time taken to resolve <u>priority</u> enforcement complaints (to be assessed at the point that the complaint was resolved) (based on 4.5)

Current status

- **Indicator suite for use by LPAs based on their own identified needs (in contrast to NIs)**
- **Split into core and wider suite to complement PSF**
- **Purpose to enable LPAs to demonstrate the quality of their service to residents and businesses...**
- **...But also to enable process monitoring and improvements...**
- **...And to enable benchmarking on a consistent basis**
- **Report currently with DCLG**
- **Intention to publish report**



Questions?



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