

Key Service Performance

Six monthly update – April – Sept 2022 Overview and Scrutiny

















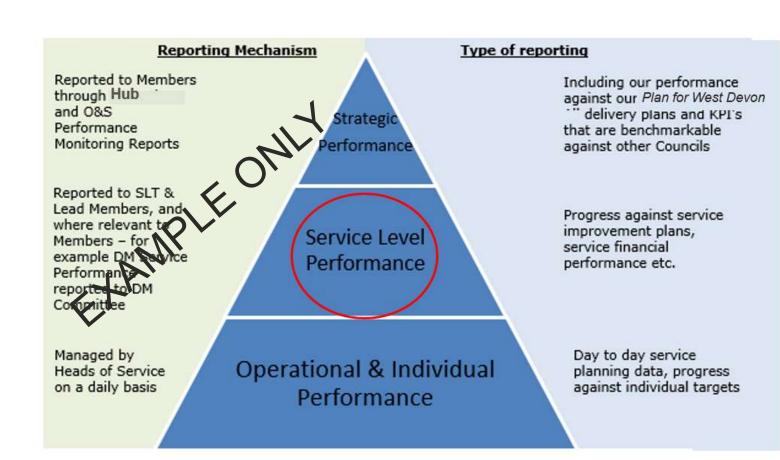
A Plan for West Devon

Introduction

The Council reports on performance in a number of ways as set out in our performance management framework. This report updates members on performance at the second tier – Service Level Performance.

This performance is also considered by the Senior Leadership Team on a regular basis as part of ongoing service performance review discussions.

Over the coming pages, we set out an overview of key service performance by directorate





















Section 1 – Strategy and Governance

A couple of service measures are currently off-track:-

- Performance measure A is off track primarily due to x y and z, during the coming period we will a,b and c to bring this back on track
- 2) Performance measure B is off track due to unexpected x,y,z and we are already seeing this come back on track.

A summary of performance for the directorate is set out to the right, with a deep dive into each of the measures in the coming pages.

Measure	How are we doing compared to target?
% of FOI requests handled within timescales	
10% increase in engagement across all digital content channels	
% of malor planning applications determined within 13 weeks or with an agrees EOT	
% of non major planning applications determined within 8 weeks of with an agreed EOT	
% of planning appeals lost	
Overall % of working days lost to absence (across all Council Services)	
Average number of days lost to absence per FTE (across all Council Services)	



















Section 1 – Strategy and Governance

KPI Description	Good Looks Like	2022/23		Direction of travel (compared to	How its calculated	Performance History	
		Target	This Period	last period)			
% of major planning applications determined within agreed time extensions	Higher than target	>60%	82%	Last period 91%	Divide the number of applications determined in line with agreed extension of time by to all number determined over the measurement period.	NI 157a Processing of planning applications: Major applications % deter 150.0% 100.0% 50.0% Quarterly Values — Quarterly Target	
Explanation	Continuing to determine majors above rational targets. Need to continue to monitor individual major applications to ensure determination in line with 13 week target and reduce reliance on extensions of time. Recruitment process underway to fill vacancies at Principal Officer level.						

















