



# Performance Service

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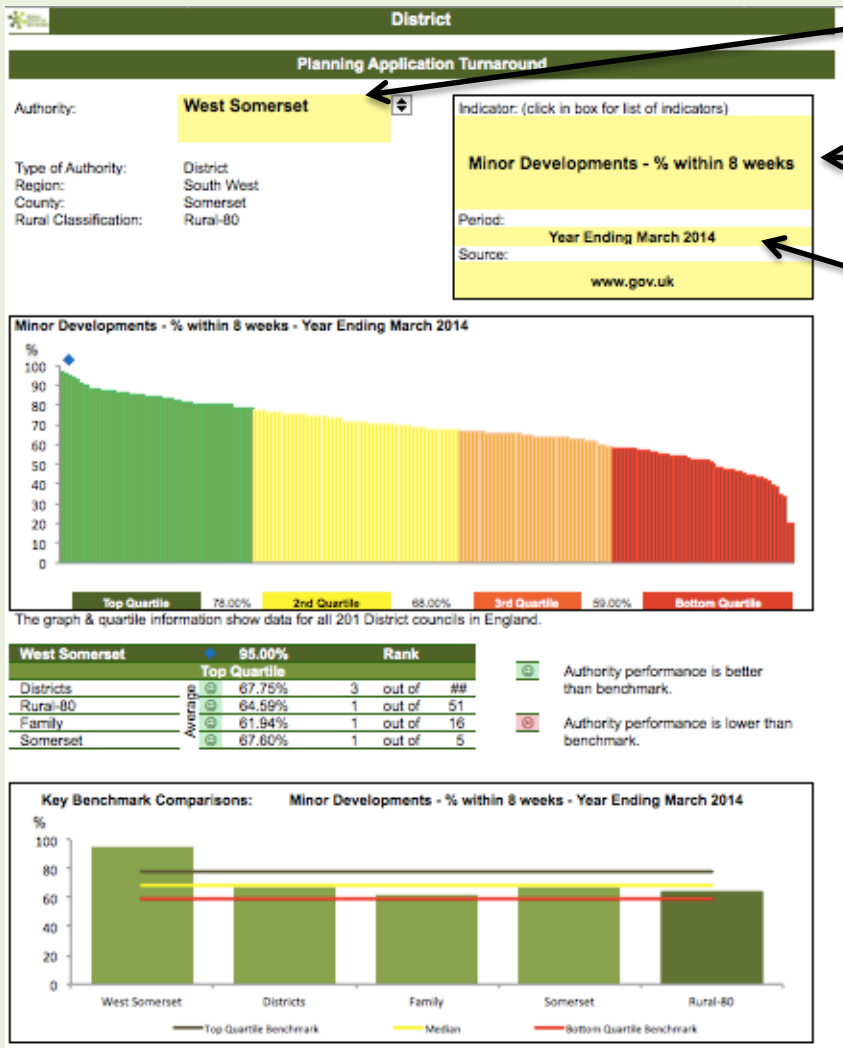
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# Performance Benchmarking Service

- Recognised changes in needs of local authorities
  - Less Inspection Based Targets
  - Reduced corporate teams
- Focus on key services
- Expanded to cover unitary authorities

# Areas covered:

- Recycling and Waste Collection
- Benefit Turnaround
- Planning Turnaround
- Council Tax and NNDR Collection Rate



1. Choose your authority

2. Choose the indicator

3. Check the time period

Planning Application Turnaround

Authority: **Cornwall**

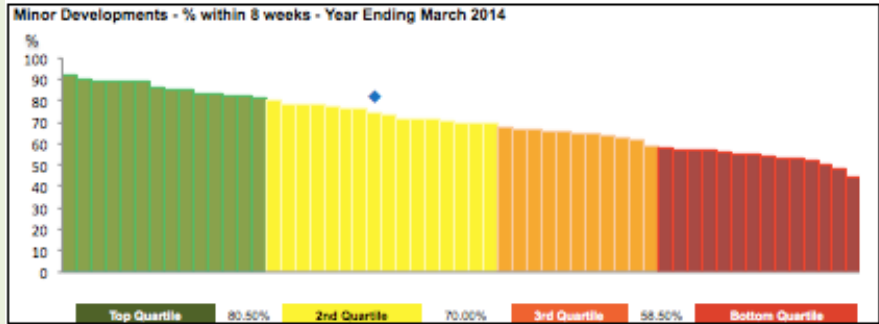
Type of Authority: Unitary  
Region: South West  
Rural Classification: Rural-80

Indicator: (click in box for list of indicators)  
**Minor Developments - % within 8 weeks**

Period: **Year Ending March 2014**

Source: **www.gov.uk**

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The graph & quartile information show data for all 55 Unitary councils in England.

Cornwall	74.00%	Rank
Second Quartile		
Unitaries	Average 70.05%	22 out of 55
Rural	Average 65.78%	4 out of 18
Family	Average 65.89%	3 out of 16
Regional	Average 69.73%	4 out of 11

Authority performance is better than benchmark.

Authority performance is lower than benchmark.



## PLANNING TURNAROUND DISTRICT ANALYSIS March 2014

The attached spreadsheets, 'RSN Development Control Analysis' set out our latest analysis of Planning Turnaround statistics for local district authorities across England. This analysis compares your authority to other rural authorities and family authorities. All information is taken from the Department for Communities and Local Government at [www.gov.uk](http://www.gov.uk). There are two analyses attached:

1. RSN Development Control Analysis QE March 2014 – showing performance for the quarter January to March 2014.
2. RSN Development Control Analysis YE March 2014 – showing performance for the year ending March 2014.

What does it show?

By selecting your authority in the top left yellow box, you can see your performance in relation to three indicators, Turnaround time for Major, Minor and Other Applications.

### Why these measures?

These traditional performance measures, long collected by the Government to measure success in the planning system, are lagging indicators; they measure what has already happened in the system and are not necessarily an indicator of a good experience for the customer.

Turnaround time from the date of a valid application being received to a decision may only be 5 or 6 weeks, but from the customers perspective the clock starts when they hand in their application to the council, or their agent whether it is a valid application or not.

Planning will always be a contentious subject as the outcomes can affect so many individuals and organisations, a 'good' decision could differ for the applicant, neighbour, parish council or community as a whole and a range of factors should be considered by an authority to determine the successful performance of their planning department.

This analysis however focuses on the turnaround time indicators as these are readily available for every authority. We would be interested to hear from authorities that are using alternative indicators to manage their performance or who would like to share their improvement stories with the rural planning community.

The top performing district authorities are continuing to perform well, for the year ending March 2014, top quartile performance for Minor Applications was 78% and for Other applications, this was 90%.

# Case Study / Summary for each indicator

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