

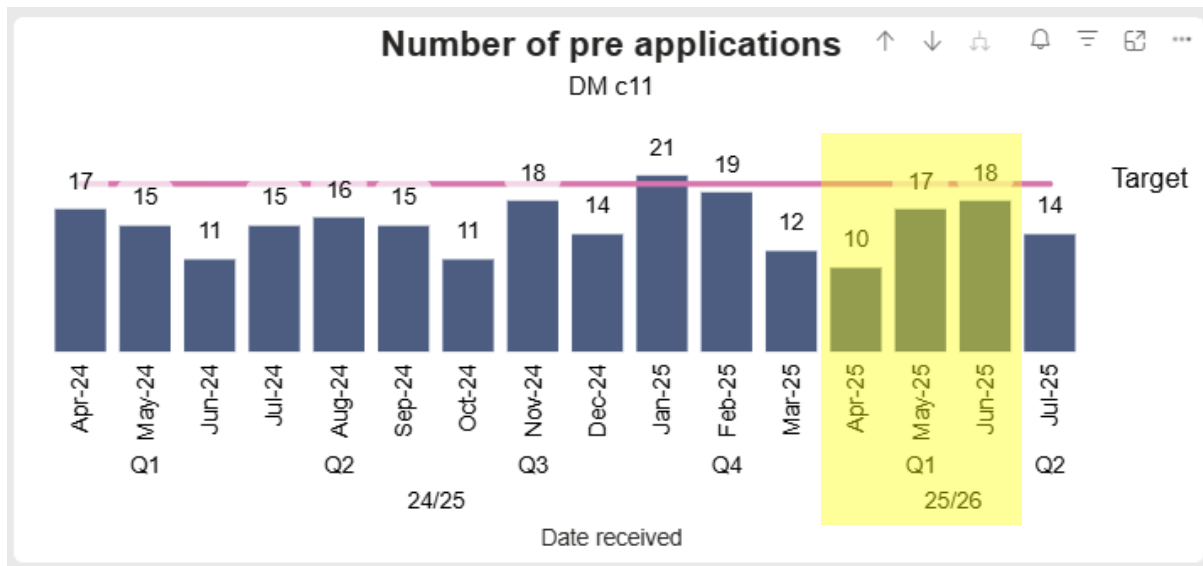
<b>Meeting:</b>	SLT
<b>Date:</b>	22 July 2025
<b>Wards affected:</b>	All Wards
<b>Report Title:</b>	Update on Service Fit for the Future – Development Management
<b>When does the decision need to be implemented?</b>	Not applicable
<b>Cabinet Member Contact Details:</b>	Councillor Chris Lewis, Place Development and Economic Growth and Deputy Leader of the Council
<b>Additional Member Contact details:</b>	Councillor Martin Brook, Chair of Planning Committee
<b>Director Contact Details:</b>	Alan Denby, Director – Pride in Place
<b>Report author:</b>	Jim Blackwell, Service Manager – Development Management

## Appendix 1

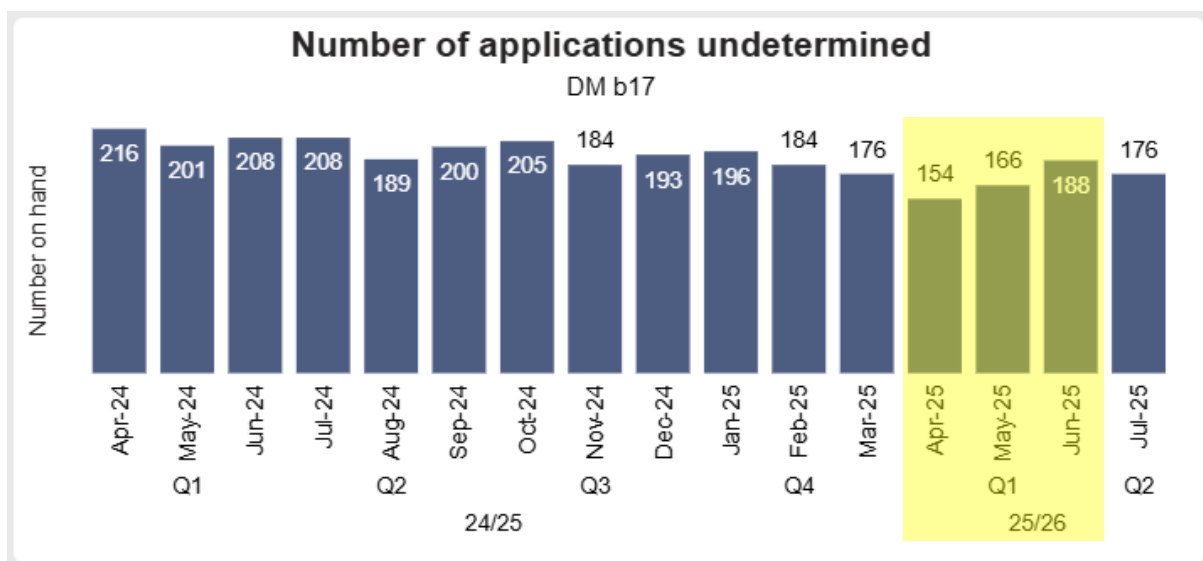
The purpose of this appendix is to update Members following the O&S report in June 2025. It is aimed to provide assurance that progress is being made towards the Council's commitment for the DM Team to be a Service Fit for the Future (SFFTF). It is recognised that for Council partners and the community, a high performing planning service is an integral part of the placemaking ambitions.

The information below is taken from Power BI, a business intelligence and data visualisation tool which has helped to convert raw data into meaningful insights to support performance management, in near real time. Officers use this data each day to support caseload management.

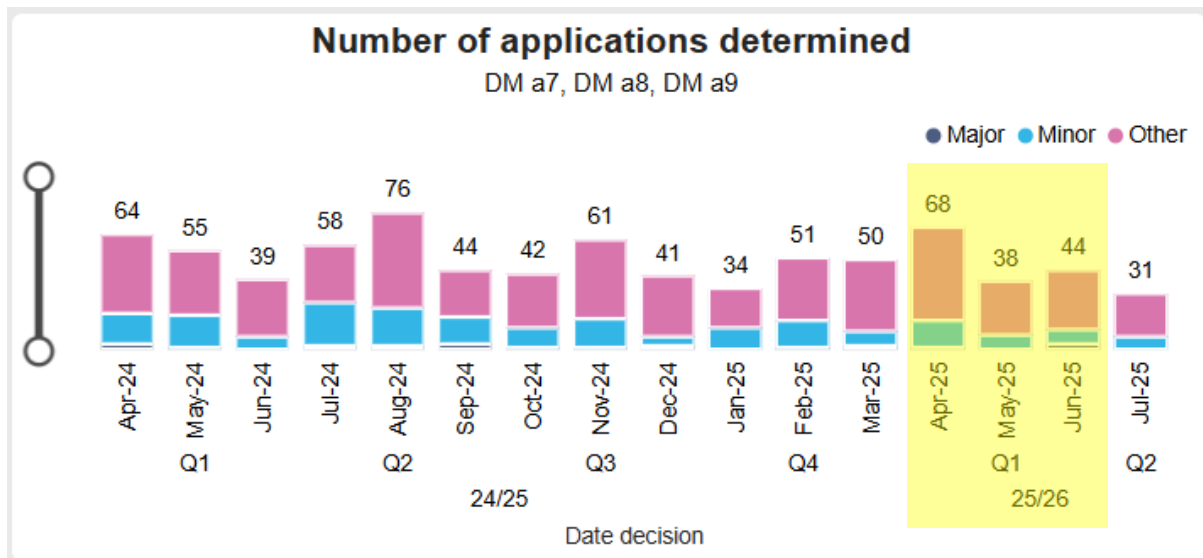
Quarter 1 is highlighted in yellow below:



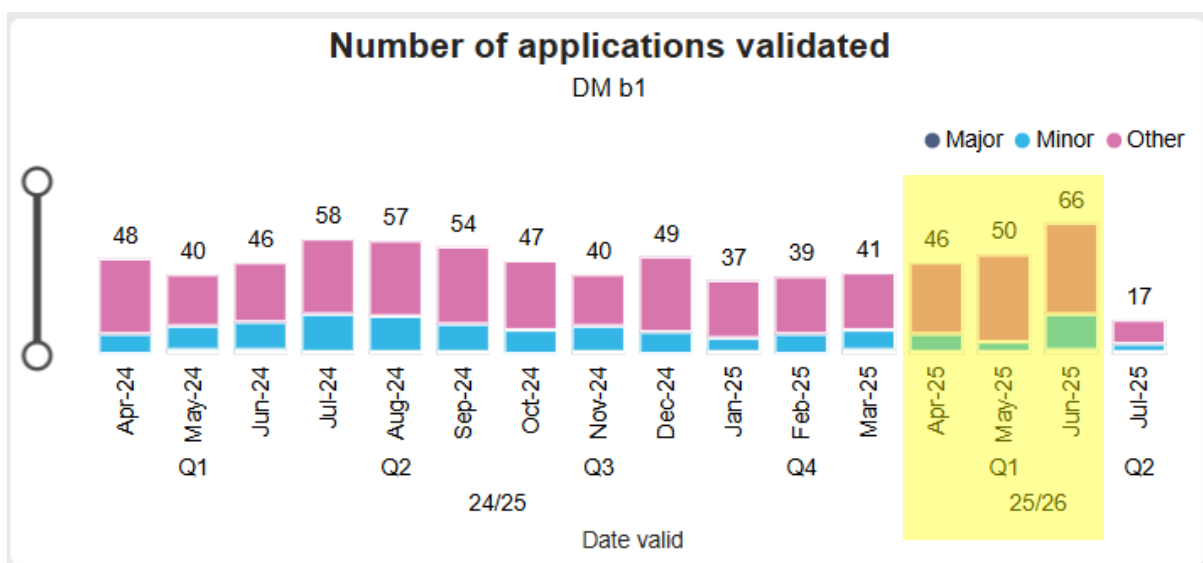
After a reduction at the start of Q1 pre-application enquiries are picking up with July expected to be over the 20 target. The Council have no control over the number of enquiries but do promote the service as it adds certainty to the decision.



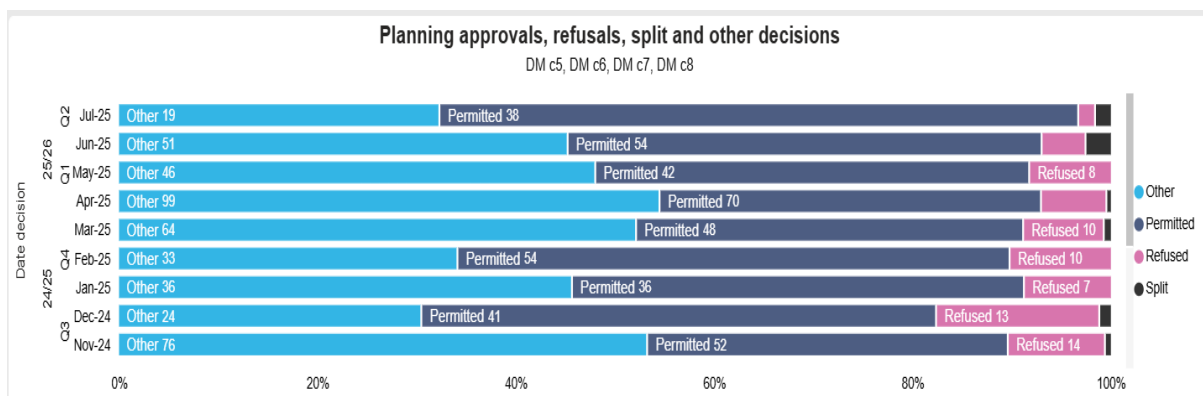
Officers have been challenged to reduce the backlog of applications. Each Officer has a tighter caseload which is reflected in the lowering trajectory of undetermined applications.



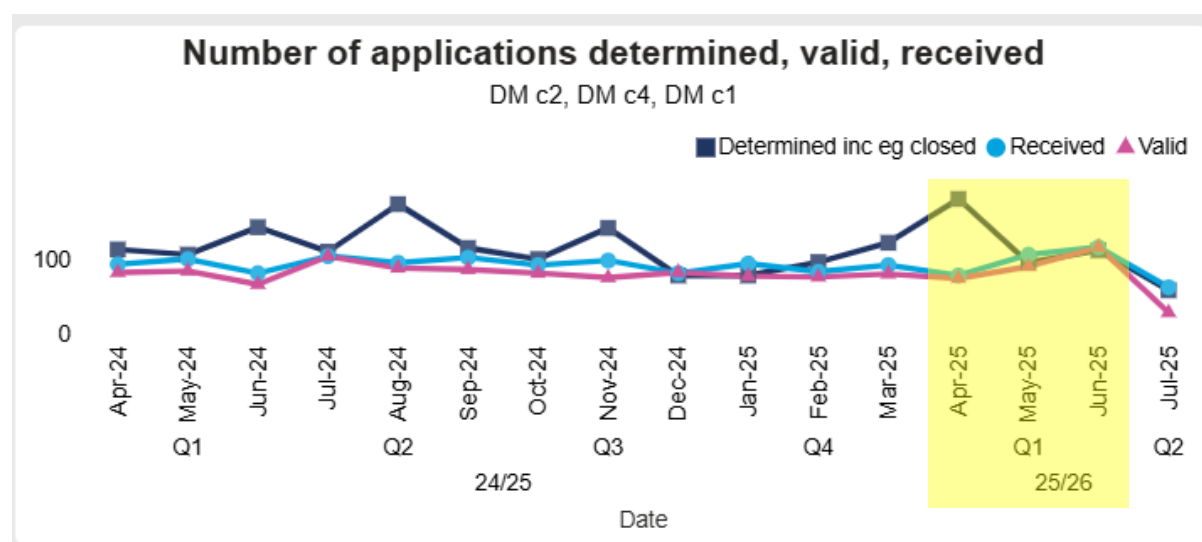
There remain four clear spikes [Apr 2024, Aug 2024, Nov 2024, Apr 2025] in applications being determined over the period. This relates to continued removal of backlog applications and reductions towards more manageable caseloads.



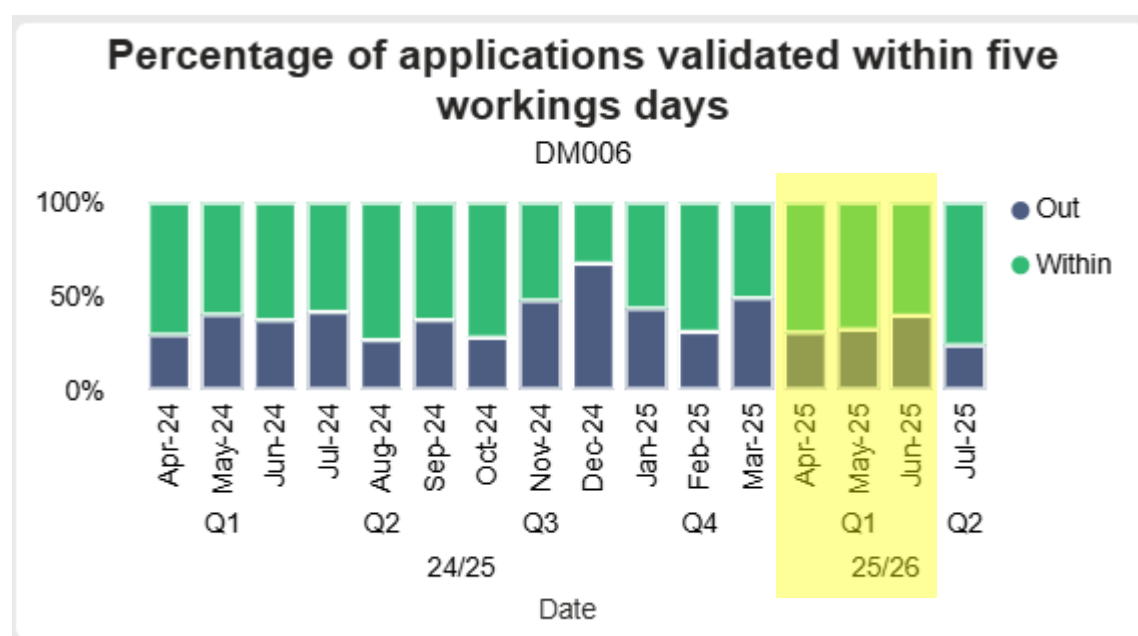
Q1 saw a clear step up in applications being submitted and validated.



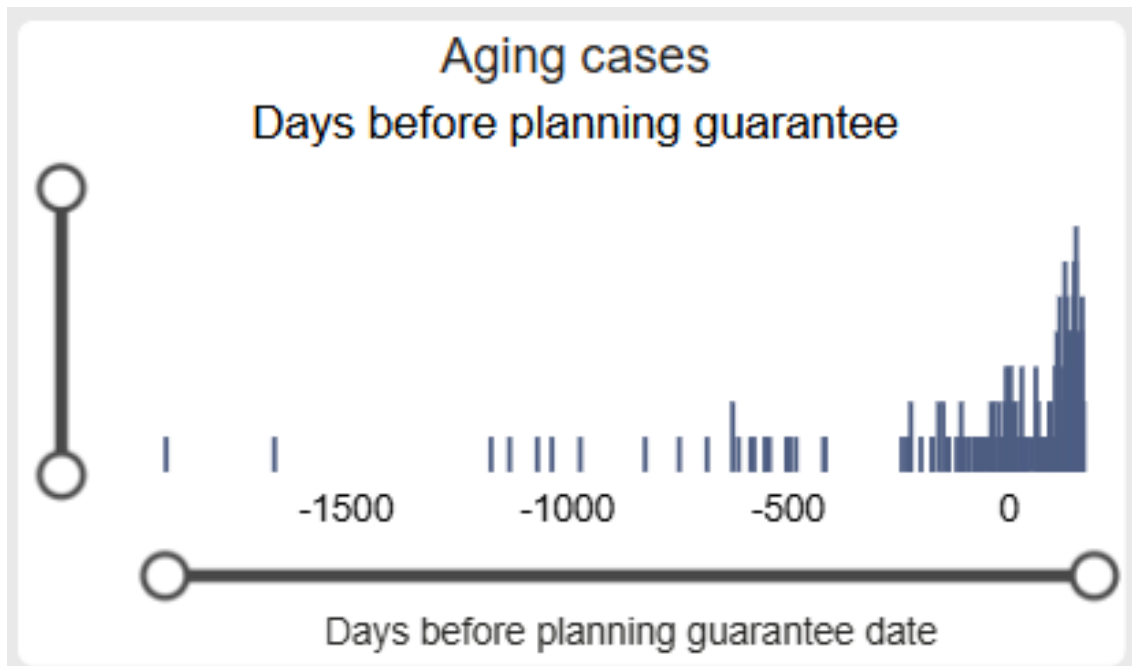
The table above shows all decisions. The pink row shows the reduction of the number of refusals over Q1 and into Q2. We believe that the increased engagement at pre-application stage is adding further certainty to the process and reducing refusal numbers.



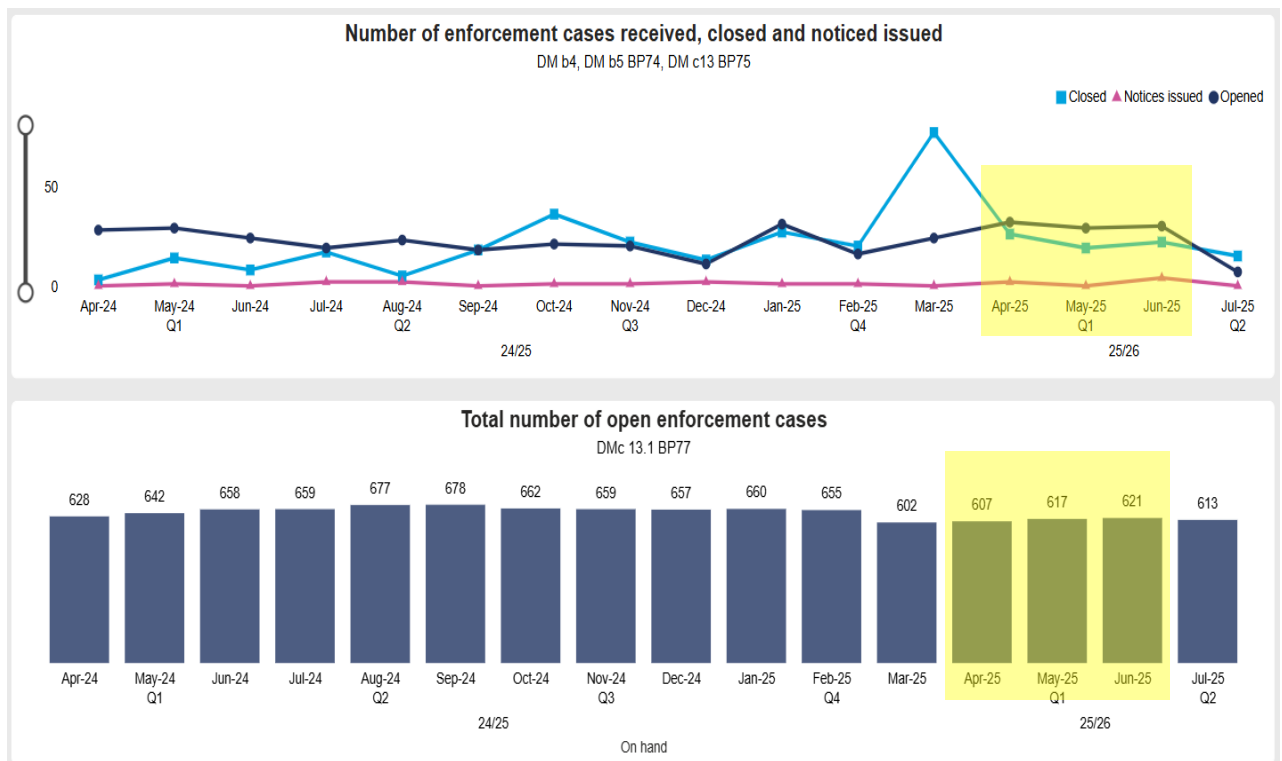
Apr 2025 at the start of Q1 shows the continued backlog clearance of applications before we enter business as usual around application received and determined.



Apr and May show 70% of applications were validated in 5 working days. June went down to just over 60%. We are largely meeting our target.



The majority of applications are now stacked towards the current determination dates. We have dramatically reduced aging cases and are only left with ones where there are outstanding historic issues. Officers are continually challenged to ensure caseload is tightly managed.



After the spike in case closures in Q4 Officers are focused on managing the cases coming in and closing older cases. We took action against a variety of cases in Q1 which diverts the team away from regular investigations and closures.