

ANNEX A

Quarter Four Performance – Post Reporting Period Events

Due to the nature of the reporting cycle, naturally some important events can occur after the reporting period that are material to contextualising performance in the report. As these events tend to be irregular they are noted here, rather than dominating the text of each thematic area.

1. Development Management 2 Year Planning Application Performance Average:

Although performance in application processing speed for the Development Management Service has improved over the last 5 quarters (currently running at 83% for April), the Government uses a rolling 2-year cycle to monitor performance based on our reporting to them. This means that our current performance is impacted by the events at the end of pandemic restrictions in 2021, where higher numbers of applications resulted in decreased application processing times.

Our current 2 year rolling performance is now slightly below the required level of 70% applications processed within statutory time limits, with a target to bring the rolling average back on track by the beginning of July (Quarter 2). A performance improvement plan is in place to achieve this, which focuses on ensuring planning performance agreements with customers are recorded within the system and ensuring that applications are processed well in advance of deadlines.

2. Audit of Council Tax Arrears

A recent audit of the Council Tax Services indicated that a significant sum of arrears had accumulated during challenging circumstances associated with the pandemic. The recovery of these arrears had been suspended to support customers in difficult financial circumstances and to facilitate the adoption of a new Council Tax platform enabling self service payments. The recovery process has now been reinstated and the current cycle is up to date, resulting in significant improvements in the collection of those arrears through manageable payment schedules for those residents affected.