



West Devon
Borough Council

Key Service Performance

Six monthly update – April – Sept 2022
Overview and Scrutiny

EXAMPLE ONLY



*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:-

- 1) 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 major planning applications determined within 13 weeks or with an agreed 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)	  

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Section 1 – Strategy and Governance

KPI Description	Good Looks Like	2022/23		Direction of travel (compared to last period)	How its calculated	Performance History																											
		Target	This 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 total number determined over the measurement period.	<p>NI 157a Processing of planning applications: Major applications % deter...</p> <table border="1"> <caption>Quarterly Values for Major Applications % Determined</caption> <thead> <tr> <th>Quarter</th> <th>Quarterly Values (%)</th> <th>Quarterly Target (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2020/21</td><td>90</td><td>75</td></tr> <tr><td>Q2 2020/21</td><td>100</td><td>75</td></tr> <tr><td>Q3 2020/21</td><td>75</td><td>75</td></tr> <tr><td>Q4 2020/21</td><td>80</td><td>75</td></tr> <tr><td>Q1 2021/22</td><td>100</td><td>75</td></tr> <tr><td>Q2 2021/22</td><td>80</td><td>75</td></tr> <tr><td>Q3 2021/22</td><td>90</td><td>75</td></tr> <tr><td>Q4 2021/22</td><td>85</td><td>75</td></tr> </tbody> </table>	Quarter	Quarterly Values (%)	Quarterly Target (%)	Q1 2020/21	90	75	Q2 2020/21	100	75	Q3 2020/21	75	75	Q4 2020/21	80	75	Q1 2021/22	100	75	Q2 2021/22	80	75	Q3 2021/22	90	75	Q4 2021/22	85	75
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Explanation	Continuing to determine majors above national 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.																																

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