

Exception Performance Report

Please use this report to explain the reasons for performance not meeting target, the risks this presents in each of the sections and the actions and intervention planned or in place to improve performance and mitigate the risks identified.

This report will make up part of the overall corporate performance report presented to Cabinet.

Indicator Description (taken from performance scorecard):

Increase the percentage of all major planning applications determined on time

2025/26 Q2 outturn: 69%

Quarterly Target: 80%

Reason for level of performance:

Planning application determination data is sourced from central government and provides year-to-date quarterly performance updates. 20 major planning applications were determined in Q2, although throughput and total number of decisions is high in terms of the number of decisions issued in time Performance has dipped in Q2. Factors which have influenced this include:

Determining a number of older applications – We have been issuing a number of older applications where the applicant had been unwilling to agree to an extension of time

Staff sickness at the senior planner level – This has reduced capacity to handle and determine major planning applications. We have some officers on long term sick leave, and it has been necessary to re-allocate their case load. This puts pressure on exiting staff and applicants are often unwilling to agree to extensions of time if the application has already gone beyond the decision date.

Biodiversity Net Gain (BNG) – This has been a source of delay for a number of major planning applications, due to the complexity of the matter and the limited resource to provide detailed feedback on BNG (There are only 2 ecologists at the Council). Due to the time it has taken to agree a suitable solution some applicants lost patience and did not agree an extension of time.

Delays in consultee responses – This often leads to applications going beyond the decision date and a number of agents are often unwilling to agree extensions of time in these situations as they are unhappy with the length of time it is taken the consultee to respond.

Reduction in Agency Staff – We have been gradually reducing the number of agency staff which has impacted on our capacity at senior planner level. This results in higher caseloads for the existing staff putting more pressure on them to deliver.

Committee overturns – Some applications were overturned at committee and the time it took to agree reasons for refusal went over the agreed extension of time. Applicants were unwilling to agree a further EOT as app was now being refused.

Summary of financial implications:

Increased risk of being placed on special measures if government performance targets are not met.

Increased risk of planning fees having to be refunded if the government's planning guarantee is not met.

Summary of legal implications:

Increased potential for number of appeals due to higher number of refused planning applications

Summary of human resources implications:
Increased/ high workloads for existing staff, could affect staff moral leading to staff looking elsewhere for a job. High workloads could result in increased levels of stress for the team and possible staff sickness
Summary of sustainability impact:
No Impact
Summary of public health implications:
No Impact
Summary of equality implications:
No Impact
Actions taken or planned to improve performance:
<p>Staff training on BNG so they are less reliant on seeking advice from the ecologist thereby reducing delays in the consultee process.</p> <p>New protocol being put into place with regards to procedure for seeking an extension of time to a planning application. Case officer to review an application no later than 6 weeks after receipt, if it looks likely that it will not be possible to determine in time then to seek an EOT at that point. Should an agent decline then to determine the application within the timeframe.</p> <p>A new policy on accepting amended plans has recently been adopted. This sets out a clear procedure for when we will accept amended plans or not. This will enable the case officer to have a clear framework for assessing and determining the planning application. This includes refusing applications which are unacceptable rather than seeking to negotiate a solution which often elongates the process unnecessarily and leading to applications being determined past the decision date.</p> <p>New report templates have been developed to streamline the report writing process and help reduce time spent by case officers writing reports allowing them to focus on issuing decisions.</p>
Completed by: Jon Bishop Date: 05/11/2025
Service Unit Head approval with date:

Exception Performance Report

Please use this report to explain the reasons for performance not meeting target, the risks this presents in each of the sections and the actions and intervention planned or in place to improve performance and mitigate the risks identified.

This report will make up part of the overall corporate performance report presented to Cabinet.

Indicator Description (taken from performance scorecard):

Increase the percentage of waste diverted from landfill

2025/26 Q2 outturn: 86.25%

Quarterly Target: 90%

Reason for level of performance:

A temporary decrease in our landfill diversion rate is due to a decision made by our waste contractors to send residual waste to landfill rather than to Energy from Waste (EfW) facilities.

This decision was part of their contingency plan to remain within the limits of the Environment Agency site permits. It was necessary during a period when several regional EfW facilities were undergoing scheduled maintenance resulting in a shortage of available capacity.

We will continue to monitor this situation and anticipate an improvement in our diversion rate during Q3 and Q4.

Summary of financial implications:

The cost to BCP Council remains the same regardless of where our contractors send waste.

Summary of legal implications: n/a

Summary of human resources implications: n/a

Summary of sustainability impact:

While we remain committed to minimising landfill use and promoting sustainable waste management, our ability to influence these decisions is limited by the current contract, which allows our contractors to select the final disposal facility.

Summary of public health implications: n/a


Summary of equality implications: n/a

Actions taken or planned to improve performance

We continue to work closely with our contractors to encourage our landfill diversion rate to be as high as possible. We are pleased to report that waste is once again being processed through the usual Energy from Waste and Mechanical Biological Treatment routes, which is expected to improve our landfill diversion rate in the future.

Completed by: Mariana Tomasova, Strategic Waste Officer

Date: 31.10.2025

Service Unit Head approval with date:  04/11/2025

Exception Performance Report

Please use this report to explain the reasons for performance not meeting target, the risks this presents in each of the sections and the actions and intervention planned or in place to improve performance and mitigate the risks identified.

This report will make up part of the overall corporate performance report presented to Cabinet.

Indicator Description (taken from performance scorecard): Increase the percentage of Education Health Care Plans issued within 20 weeks

2025/26 Q2 outturn: 24.6%

Quarterly Target: 70%

Reason for level of performance:

Since September 2024, we have been unable to resource the Educational Psychology (EP) team sufficiently to keep up with the number of requests for Education Health and Care (EHC) Needs Assessments and Plans. The rate of Initial Requests per 10,000 population shows that BCP have seen an increase in initial requests between 2020 and 2024 with a rate of 105.7 in 2024 more than double compared to 41.3 in 2020. BCP are above all the comparator groups in 2024 including the national average at 88.1, the regional average at 95.9 and also above statistical neighbours 93.4.

In 2024 our 20-week timeliness improved due to a cash injection to resource the Educational Psychology Service at the level which was required for them to meet the demand for EP assessments. The benefit of this funding was clearly seen in the data, with a period of strong performance (above 70%) between Jun 24 and April 25. Bids to secure funding to resource the Educational Psychology Team at a higher level were unsuccessful and the impact of this was forecast from mid 2024. Several further bids have been made to fund the service at the level required to keep pace with the increased demand in order to comply with our statutory duties –unsuccessfully.

The ceasing of this additional resource contributed significantly to, but is not wholly accountable for, the extended timescales seen with the 20-week process more recently. Some delays were attributed to administrative processes between the Business Support Team and Assistant EHCCO's /EHCCO's. These are now resolved and will need close monitoring.

The Educational Team have been prioritising children for assessment based on vulnerability factors and, enough new requests to enable the ECH process to be completed in line with national average performance. The notable dip in performance in Q2 may be attributed in part to previous prioritisation of EP assessments –until August 2025 -which focussed only on a child's vulnerability factors. Other factors are historic turbulence in staff turnover at EHCCO level which is now stabilising although this may not mean that the timescales will improve as the rise in referrals to the system are increasing year on year.

Summary of legal implications:

Failure to adhere to statutory timescales as set out in the Children and Families Act a2014 /SEND Code of Practice 2015

Actions taken or planned to improve performance:

Several bids to resource the Educational Psychology Service at the level required to meet demand have been made through 2024 and 2025. Review current practice of how EP advice for SEND statutory assessments are carried out once the Principal Educational Psychologist is in post later 2025 /early 2026

<p>Completed by: Stefanie Gehrig Clark – Head of Performance, Governance & Systems</p> <p>Date: 17 October 2025</p>
<p>Service Unit Head approval with date:</p> <p>Jeanette York, Head of SEND Assessment and Review – 20 October 2025</p> <p>Karen Chester, Interim Head of SEND Strategic – 20 October 2025</p>

Exception Performance Report	
<p>Please use this report to explain the reasons for performance not meeting target, the risks this presents in each of the sections and the actions and intervention planned or in place to improve performance and mitigate the risks identified.</p> <p>This report will make up part of the overall corporate performance report presented to Cabinet.</p>	
<p>Indicator Description (taken from performance scorecard):</p> <p>Increase the percentage of residents who are satisfied with their local area as a place to live</p>	
2024/25 Q4 outturn: 75%	Target: 84%
<p>Reason for level of performance:</p> <p>The Resident's Survey is now conducted every 2 years. The last one was done in 2024, and the next one is due in autumn 2026.</p> <p>The last survey showed that satisfaction with the local area remained consistent between 2023 and 2024 with 78% of respondents satisfied with the local area as a place to live. This was 3% higher than the national benchmark observed through the LGA poll.</p> <p>Unfortunately, levels of satisfaction didn't increase to the levels observed in 2021 which saw 84% of respondents satisfied with the local area as a place to live.</p> <p>These figures must be seen in the context of the world around us including</p> <ul style="list-style-type: none"> - international and national events - the lack of growth in the economy and the continual rise in the cost of living - continual technological advances such as artificial intelligence - how we are as a society following the COVID pandemic <p>And, considered in the context of local challenges that are faced by the Council including:</p> <ul style="list-style-type: none"> - The Council's finances - Increasing demand for services, especially social care - A recent history of political change <p>Additionally, levels of satisfaction with the local area vary across the conurbation and although caution is advised as sample sizes at ward level are very small, some areas across the conurbation are markedly</p>	

different. For example, Burton and Grange have very high levels of satisfaction with 96% of respondents saying they are satisfied living in the local area compared to Bournemouth Town Centre where this decreases to 53% satisfied.

Summary of financial implications:

The Council's financial position means an inevitable change in service provision. This is unlikely to change soon despite a forecast balanced Medium Term Financial Plan.

Summary of equality implications:

The resident's survey is open to everyone in Bournemouth, Christchurch and Poole, with every effort taken to ensure people with any protected characteristics were informed about and able to take the survey. The data therefore reflects the views of those who responded. Further work can be done to analyse the results to establish whether the change in satisfaction is stronger amongst those with one or more protected characteristic.

Actions taken or planned to improve performance:

As a Council we continually strive to achieve our ambitions and our shared vision.

Through the Corporate Strategy Delivery Board, senior officers

- review progress every month
- encourage and oversee projects that implement new systems and processes that improve efficiency and deliver better outcomes for residents and visitors
- monitor and review risks and ensure that there are mitigations in place

Successes regularly reported through our quarterly performance report and in other media show that the Council can deliver quality services on the current resource levels, but as demand for services continues to rise and consequently so do costs, to keep at the same level there is a need for more funding.

Unfortunately, Government grant continues to decrease. This means savings need to be found each year which will and already is having an impact on service delivery.

This does not mean we will not continually strive to achieve our ambitions however, as we continually look for ways to improve and be more efficient. In many cases this means utilising technology, working in different ways and innovating new solutions.

The Council has limited ability to change the national or international picture too, but there is continued lobbying of Government through appropriate channels on national issues, and involvement in shaping new policies and partnerships by contributing evidence, data and examples.

Completed by: Lisa Stuchberry and Carly Hoyle

Date: 13.11.25