

Positive Exception Performance Report:

Please use this report to highlight outstanding performance during the last quarter, the factors that drove the good performance, and the reason it is important. 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%

2025/26 Q3 outturn: 79%

2025/26 target: 80%

Reason for level of performance (what drove success?):

Planning application determination data is sourced from central government and provides year-to-date quarterly performance updates. Q3 Performance has significantly improved from Q2 and now only 1% below target of 80%.

A number of older applications were determined end of Q2 and some at the start of Q3 which accounts for the applications which were determined out of time. This is part of the drive to ensure we have no back log and was also due in part to the New Forest Mitigation requirement. Whilst the mitigation strategy was being developed we were unable to determine applications within a certain area of the Borough which resulted in some going over time.

Reason for significance and next steps:

There is an ongoing drive to ensure there is no backlog in determining major applications and there has been significant progress towards reaching the target during Q3. The ambition is to reach or exceed target for Q4, which will have a positive impact on the efficiency of the planning service and those who are in the system pipeline.

Beyond the reasons provided above, additional actions were highlighted at Q2 which will contribute to maintaining this progress. These include:

Staff training on Biodiversity Net Gain so they are less reliant on seeking advice from the ecologist thereby reducing delays in the consultee process.

New protocol being put into place with regards to procedure for seeking an extension of time to a planning application.

A new policy on accepting amended plans. This will enable the case officer to have a clear framework for assessing and determining the planning application.

New report templates to streamline the report writing process and help reduce time spent by case officers writing reports allowing them to focus on issuing decisions.

Completed by: Jon Bishop

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