

Exceptional Performance Report

Please use this report to explain the reasons for performance meeting or exceeding target, what was achieved, why did it happen, and what the next steps are/could be. This report will make up part of the overall corporate performance report presented to Cabinet.

Indicator Description (taken from performance scorecard):

Increase the number of publicly available Electric Vehicle (EV) charge points

2025/26 Q4 outturn: 395

Quarterly Target: 340

Reason for level of performance:

The observed growth reflects sustained and increasing demand for electric vehicle charging infrastructure across BCP, driven by electric vehicle sales now surpassing those of conventional fuel vehicles. Both the private and public sectors have expanded the availability of EV charging facilities throughout the area. However, further growth is required in the provision of slower, daytime and overnight charging options for residents, which are more affordable than the fast and rapid charging currently predominating. Efforts are ongoing to address this financial disparity and improve access for residents without off-street parking or private driveways.

Actions/Next steps:

We are currently in the delivery phase of the Local Electric Vehicle Infrastructure (LEVI) grant programme, which will provide 1,128 new 7 kW charging sockets for residents across BCP who do not have access to off-street parking across the next three to five years. This initiative will play a significant role in addressing the existing charging disparity between residents with private parking and those who are largely reliant on more expensive fast or rapid charging options.

In parallel, we are continuing to develop EV charging hubs, with installations currently underway at Littledown Leisure Centre and Story Lane, Broadstone. Additionally, a dedicated bus charging hub is scheduled for installation at Seldown Car Park to support the introduction of two Route One electric buses, expected to arrive in late August this year.

We are also in the process of commencing a gully charging trial aimed at further reducing charging cost inequalities for residents without off-street parking. The project is supported by £93,000 of funding, with up to £1,200 available per individual installation. This trial will contribute to exploring innovative, scalable solutions to improve equitable access to EV charging infrastructure across the area.

Learnings to share:

It is essential that we maintain momentum in the delivery of electric vehicle infrastructure installations to keep pace with growing demand. Significant progress has been made to date, supported by the successful securing of both government and private sector funding. Continued strong collaboration across departments is critical to ensuring these projects are delivered efficiently, effectively, and at pace.

Completed by: Martin Jolly - Senior Electric Vehicle (EV) and Smart Transport Project Officer

Date: 07/05/2026

Service Unit Head approval with date:

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Indicator Description (taken from performance scorecard):

**Increase the percentage of all major planning applications determined on time
AND
Increase the percentage of all non-major planning applications determined on time**

2025/26 Q4 outturn:

**Major – 100%
Non-Major – 92%**

Quarterly Target:

**Major – 80%
Non-Major – 92%**

Reason for level of performance:

Q3 saw a drop in performance for Major applications primarily due to a focus on completing and issuing decisions for the oldest applications in the system. Some of these applications were in the system for years and the applicants were not willing to agree further extensions of time. The older applications are generally held up by very complex planning issues, and it takes a lot of officer time to resolve these and move the applications forward.

The time spent resolving associated issues with the older applications and issuing the decisions has allowed the team to focus on current applications. The dip in performance for Q3 whilst far from ideal has allowed for increased performance in Q4 as officers are able to focus on current applications and make decisions accordingly.

Performance for non-majors has increased slightly and is now on target. This is a result of seeing a settled planning department following an extensive recruitment drive over the past 2 years. Staff members dealing with non-majors have now gained more experience and are able to work more efficiently as a result leading to increased performance.

In addition, we have introduced a 'one amendment only' policy within the last quarter. This ensures that applications are dealt with in a timely manner rather than engaging in lengthy negotiations with numerous amendments submitted by applicants.

Actions/Next steps:

To ensure applications are issued within planning guarantee timescales so as to avoid more complex applications being 'stuck' in the system while these are attempted to be resolved.

Continue to apply the one amendment policy and invest in staff training to ensure high level of competency.

Learnings to share:

Performance for Q3 was well below target but this was anticipated as a result of focusing on the older applications. This decision was made in the belief that there would be longer term benefits associated with clearing older applications which would then allow for increased performance moving forward.

Completed by: Jon Bishop

Date: 12/05/2026

Service Unit Head approval with date: