

O&S REVIEW PLAN: PERFORMANCE REVIEW



About performance reviews

The objective of a performance review is to examine the reasons for apparent under-performance of a council service, to assess prospects for improvement, and to make recommendations to Cabinet where appropriate. The output of a policy review is always a report to Cabinet. Typical questions for this type of review are:

- Is this service genuinely under-performing, and if so why?
- Are there plans and systems in place which will help it improve?
- What more needs to be done?

The review needs to be tightly focused on a single service area which appears to be under-performing against performance indicators, planned actions, customer satisfaction or budget management. A performance review could also be conducted on a service run by one of the council's partners, but in this case the committee will need to be clear that it has sufficient powers to review the service and make recommendations for improvements – if it does not, then the issue should be treated as an information item.

Part 1: Business Case

Subject:	Development Management
Proposed by:	Scrutiny Committee
Length:	Expected to take [??] months from start to finish.
Objective	
<ul style="list-style-type: none"> • To review the effectiveness of Swale Borough Council's development management function; • As necessary, to make recommendations to Cabinet and • To contribute towards the Development Management Service Improvement Plan 2016-18. 	
Justification	
<p>There are two separate ongoing strands of work which are related to this proposed review which this review needs to avoid duplicating – i.e.:</p> <ul style="list-style-type: none"> • Policy Development and Review Committee review of Planning Enforcement; and • Joint scrutiny review with Maidstone and Tunbridge Wells Borough Councils of Mid Kent Improvement Programme (MKIP) Planning Support Service. <p>The purpose of this review is to review a range of elements within the development management function which has concerned Members. These include:</p> <ul style="list-style-type: none"> • the usefulness of reports received from Kent County Council Highways; • the impact on the development management process of external bodies such as the Environment Agency; • developer and Section 106 agreements; 	

- delays in determining planning applications;
- communication and consultation with members of the public, parish/town councils and Members;
- consistency issues;
- adoption of parcels of land on developments;
- defending planning appeals;
- monitoring and enforcement of planning conditions; and
- up to date and accurate information on planning applications being available on the Council's website.
- Benchmarking on performance and value for money/qualitative issues.

The review is **not** concerned with the delays in processing planning applications, a backlog of casework and poor service to customers which resulted from the implementation of the shared planning support service with Maidstone and Tunbridge Wells Borough Councils.

Evidence and information to be gathered

[Evidence and information required to undertake the review]

Sources of information and evidence

<i>Individual or organisation</i>	<i>Committee session</i>	<i>Task and finish panel, site visit, correspondence, or other method</i>	<i>To be decided</i>
<ul style="list-style-type: none"> • Cllr Gerry Lewin, Deputy Leader and Cabinet Member for Planning; • James Freeman, Head of Planning Services. 	√	X	X
<ul style="list-style-type: none"> • Members of the Planning Committee 	√	X	X

Organisation(s) to be reviewed	If partners' activities are to be reviewed, what powers or influence does the committee have?
X SBC only.	
Partner organisation only.	
SBC working in partnership.	

Timing constraints	[Any external constraints affecting timing of review?]
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Part 2: Review Plan

Review team

Lead review member:	Whole Committee review
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Other review members:	Whole Committee review
O&S support officer:	Bob Pullen, Policy and Performance Officer
SBC service liaison officer:	James Freeman, Head of Planning Services
Key dates	
Date to begin evidence gathering:	TBC
Date(s) of committee sessions (if any):	TBC
Date for draft report to be presented to committee:	TBC
Note: Dates of committee session(s) and for the report to be presented to committee must be added to the committee forward plan.	