



## London Borough of Enfield

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<b>Report Title</b>	Planning Service Performance
<b>Report to</b>	Housing and Regeneration Scrutiny Panel
<b>Date of Meeting</b>	21 October 2024
<b>Cabinet Member</b>	Cllr Susan Erbil
<b>Executive Director / Director</b>	Perry Scott/Brett Leahy
<b>Report Author</b>	Karen Page karen.page@enfield.gov.uk
<b>Ward(s) affected</b>	All
<b>Classification</b>	Part 1 Public
<b>Reason for exemption</b>	N/A

### **Purpose of Report**

To provide an update on the progress of the Planning Wellness and Improvement Project (WIP) which commenced in September 2022 with the aim of improving service performance and officer wellbeing. This follows the previous update provided to the Regeneration & Economic Development Scrutiny Panel on 30 January 2024.

### **Main Considerations for the Panel**

2. To give consideration to the progress made to date in particular in addressing:

- The backlog of planning applications and enforcement cases
- The quality of service to customers
- The wellness of officers

### **Background and Options**

- At the start of the transformation process, the Development Management team had over 2200 planning applications on

hand, most of which were legacy (over target) cases. Following implementation of the Wellness and Improvement Project (WiP), this has reduced now to 612 cases (down from 629 cases on 30 January 24), with the majority of live cases being determined within statutory timeframes and without reliance on an Extension of Time. Officer caseloads have also reduced significantly.

- A Business Action Plan is currently being implemented to reduce the number of on hand cases further to >580; this figure represents the target ambition for the WiP. Officers are on track to meet this target by March 2025.
- In addition to the reduction in backlog of the cases, the appeal performance of the service has also improved, which is reflection of more robust decision making.
- At the start of the WiP, the Planning Enforcement team was also carrying a high and unsustainable case load (1446 registered reports of suspected planning breaches) and formal action was only being progressed in response to a limited number of cases.
- The backlog of enforcement cases has been reduced to 132 cases on-hand, and 211 formal enforcement notices have been served since January 2023, representing a significant uplift from 8 notices served in 2022.
- The number of on hand cases has risen from 96 cases reported on 30 January 24. This is a consequence of team resources being utilised in part to support the Council's wider Supported Accommodation project which commenced earlier this year.
- Notwithstanding the above, Enforcement Officer caseloads have maintained at manageable levels (30 to 50 cases depending on grade of officer) and response times to investigate enforcement complaints remain on target.
- The Development Management and Enforcement teams continue to robustly monitor performance to ensure workloads remain manageable and customer service remains high. This is supported by a Continuous Improvement Board which reviews working practices and implements service and process improvements.
- This item will be supported by a presentation at the meeting.

### **Relevance to Council Plans and Strategies**

- The Planning Wellness and Improvement Project (WIP) supports delivery of the key priorities set out in the Council Plan

2023 to 2026. It also assists in delivering the objectives of the Council's existing and emerging Development Plan Framework.

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### **Appendices**

N/A – this item will be supported by a presentation at the meeting.

### **Background Papers**

N/A