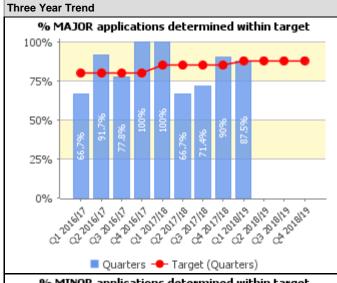
## Appendix 2

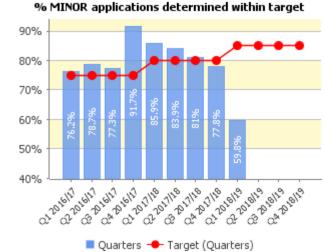
# Performance Review: Planning Application Profile: Major, Minor and Others

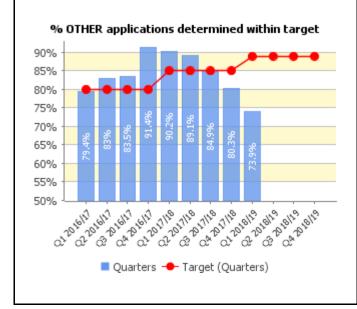
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**Lead Director: Executive Director Place** 









#### Improvement Plan

- Since April 2018 focused performance meetings have been introduced to target decision dates and ensure extensions of time are secured where necessary.
  Performance to be brought back on track by the end of the year.
- 3 Permanent appointments confirmed w/e 21st September. Two agency staff retained to further improve capacity and reduce caseloads.
- Apprenticeship scheme; the introduction of an Assistant Planning Officer position within the structure enables us to create an opportunity to recruit nonqualified planners and through the apprentice levy, to support the ambition to "grow our own" qualified planners. PET training requires apprentices to commit to employment for a min of 2 years after completion of training or return the training fee. This is in direct response to the current buoyant recruitment market which has made it difficult to recruit qualified planners placing a reliance on the use of temporary agency staff. This action will assist in reducing the demand for temporary agency staff. The apprentice positions will be advertised in January once the more senior positions have been filled. If this can be brought forward due to successful recruitment, we will endeavour to do so.
- Improved communication has been put in place with staff through team meetings and 1:1 to increase importance and drive up performance.
- Undertaking a review of all major schemes to ensure they are covered by the Planning Performance Agreement where they are likely to go beyond 13week timescale, to ensure appropriate warning is given and intervention can be put in place.

## Definitions;

**Major Application**; an application for 10 dwellings or more; residential application on sites of 0.5 hectares +; or an application for offices, general industrial, storage and distribution and shops where the floor space exceeds 1000sqm.

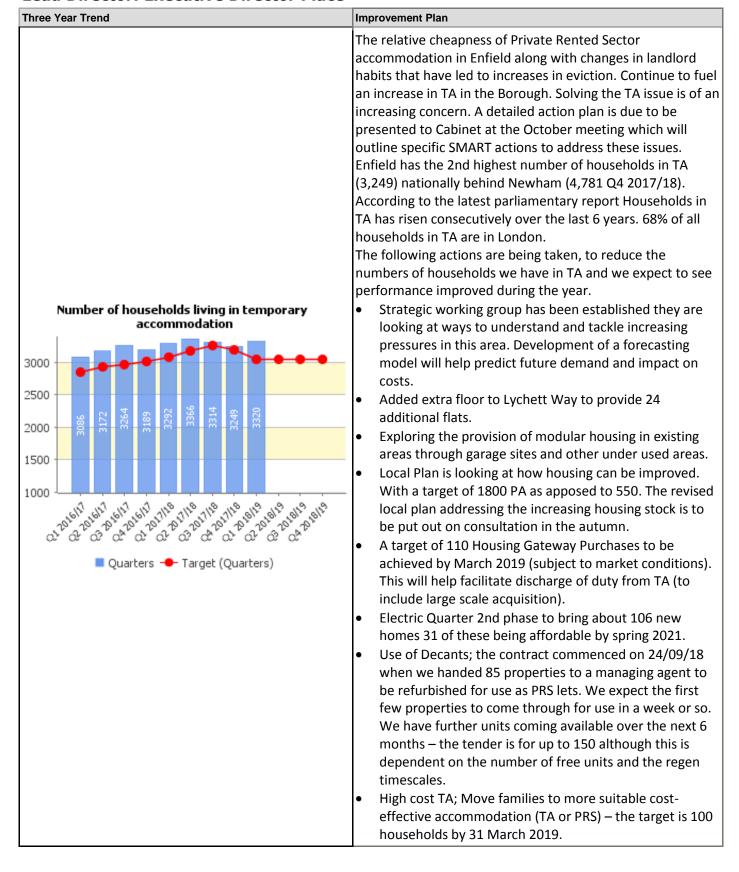
**Minor Applications**: Applications for between 1 and 9 dwellings; a site area of less than 0.5 hectares; floor space to be built is less than 1,000 square meters or where the site area is less than 1 hectare.

## Other Applications:

Householder Developments, Advertisements, Enforcement activity, Regulation 3 and 4 consents

#### **Performance Review: Homelessness**

## **Lead Director: Executive Director Place**



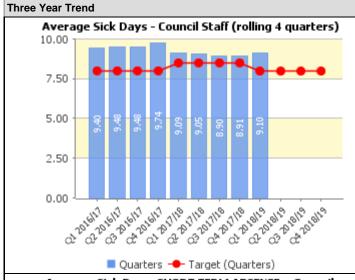
# Performance Review: Complaints, FOI's and Complaints

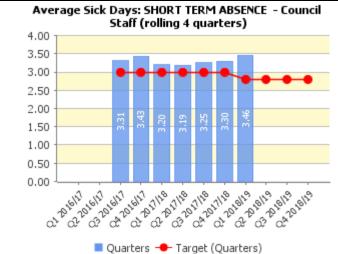
## **Lead Director: Director of Law and Governance**

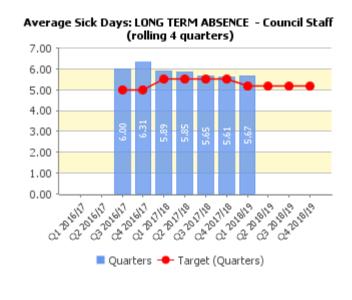


#### **Performance Review: Sickness Absence**

## **Lead Director: Director of Law and Governance**







#### Improvement Plan

The target for sickness has been reduced to close the gap between sickness levels in Enfield and the London Average. It should be noted however that it is difficult to make direct correlation to other Local Authorities sickness data due to differing in-sources and outsourcing of services. The following activities are taking place to address these areas of underperformance and improve levels of sickness by the end of the year.

- HR are currently undertaking a review of the sickness absence strategy; which will balance employee welfare with service delivery needs, this is due to be presented to EMT in November.
- Analysis is being undertaken to provide greater understanding and intelligence around sickness absence. This will also assist with the development of future strategies to reduce sickness absence.
- HR are routinely reviewing long term sickness cases and are working with managers to ensure the case is proactively managed.
- Services with high levels of sickness absence are being targeted for additional support including additional 'Managing Absence & Attendance' training sessions and support to manage sickness absence cases.
- Additional promotion is taking place for the Council's Counselling and Physio service to support staff and managers.
- Analysis has highlighted long term sickness absence is higher among blue collar workers with a high predominance of muscular-skeletal related conditions. The Public Health team have developed a programme using the health trainer service which will be piloted at the Morson Road depot.
- Work is being done to identify additional support and guidance for staff suffering with mental health, anxiety and depression. Training has been provided (and is on-going) to support managers in this area.