

**Dover District Council
Strategic Performance Dashboard
2022/23**

CONTENTS

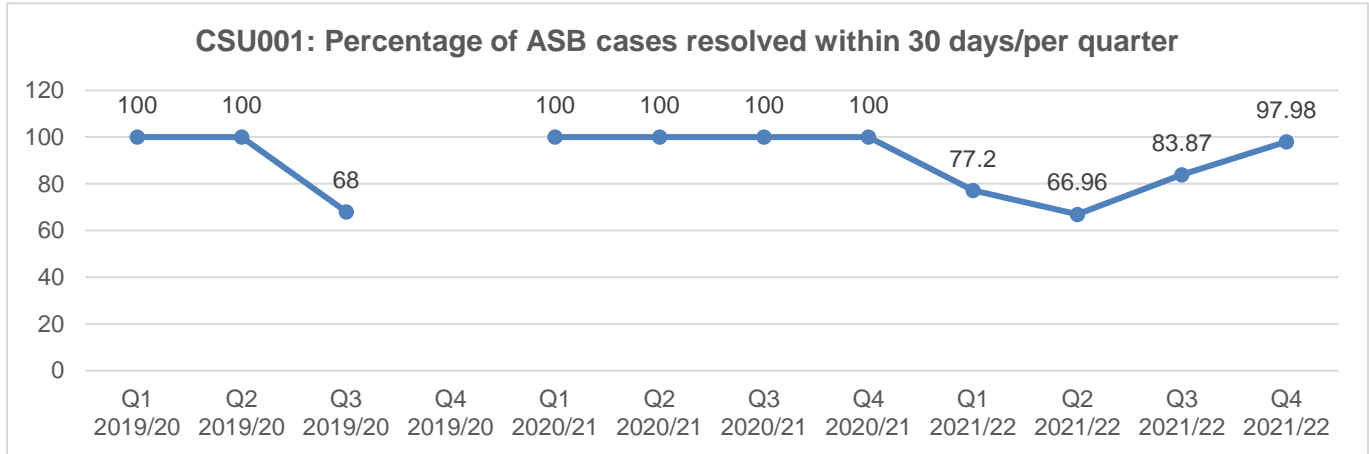
CHIEF EXECUTIVE	2
COMMUNITY AND DIGITAL SERVICES	2
CSU001: Percentage of Anti-Social Behaviour (ASB) cases resolved within 30 days/per quarter	2
NEW CSU002: Number of Anti-social behaviour (ASB) cases identified/reported per quarter	2
GOVERNANCE AND HR	3
GOV003: The number of second stage complaints referred to the Council's Complaints Officer.....	3
OPERATIONS AND COMMERCIAL	3
PLANNING AND DEVELOPMENT	3
PLA001: Percentage of major planning applications determined in 13 weeks (exc. section 106 agreements) or within an agreed extension of time or Planning Performance Agreement.....	3
PLA002: Percentage of non-major planning applications determined in 8 weeks (exc. Section 106 agreements).....	4
PLA003: The percentage of decisions for major applications overturned at appeal (+)	4
PLA004: The percentage of decisions for non-major applications overturned at appeal (+)	5
PLA009: Percentage of appeals upheld by the Planning Inspectorate as a % of those submitted.....	5
ASSETS AND BUILDING CONTROL.....	6
NEW CC001: Reduction in Dover District Council's Green House Gas Emissions.....	6

CHIEF EXECUTIVE

COMMUNITY AND DIGITAL SERVICES

CSU001: Percentage of Anti-Social Behaviour (ASB) cases resolved within 30 days/per quarter

Performance Overview



Trend



Actions to sustain or improve performance

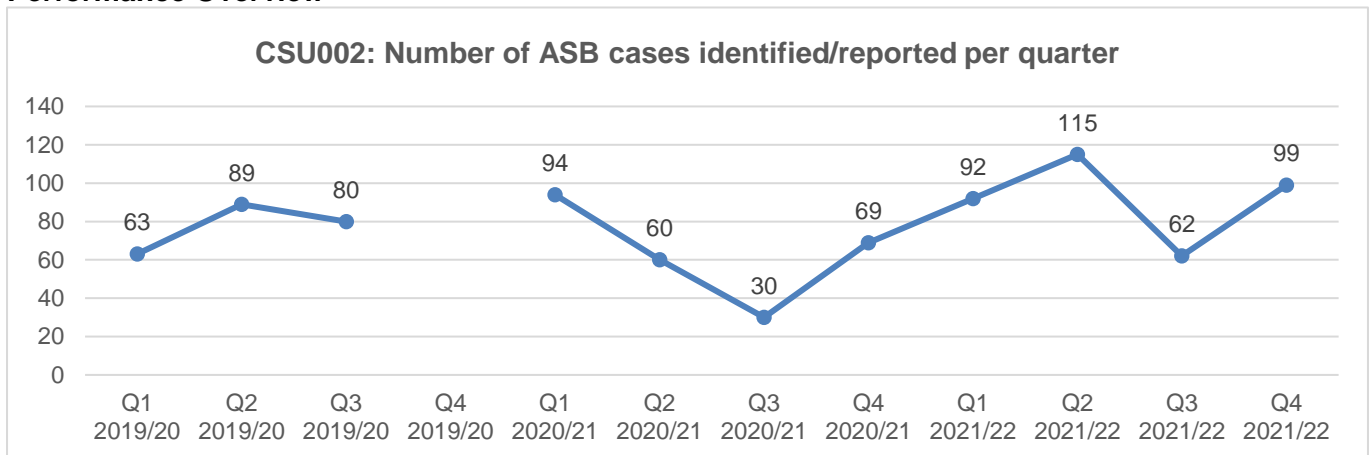
A high value is good. The percentage of ASB cases resolved within 30-days has improved over the quarter.

Any issues to consider?

Insert narrative as required.

NEW CSU002: Number of Anti-social behaviour (ASB) cases identified/reported per quarter

Performance Overview



Trend



Actions to sustain or improve performance

A low value is good. Negative trend with the number of incidents reported rising over the quarter.

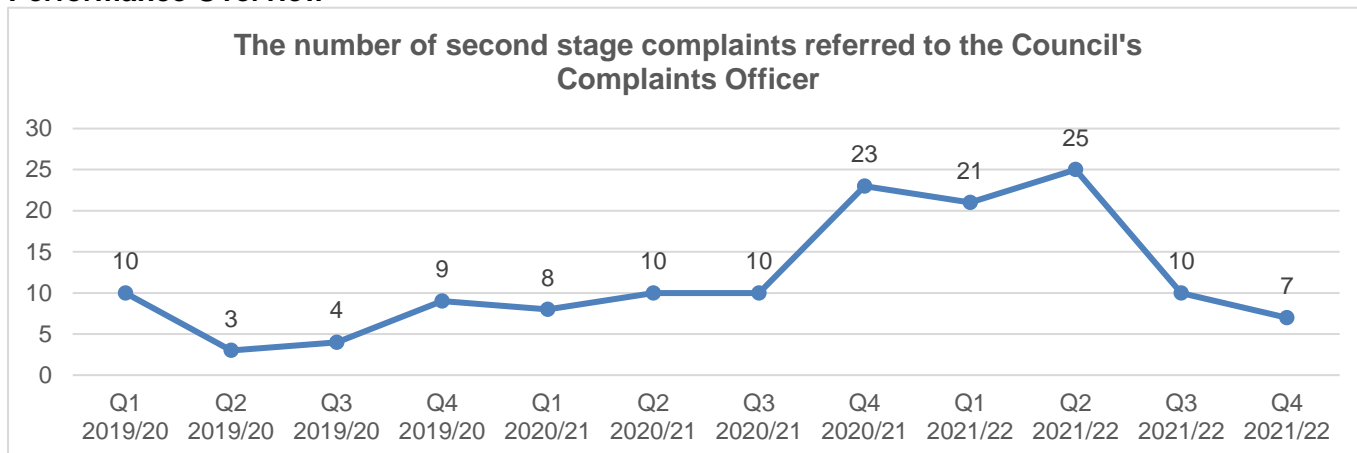
Any issues to consider?

Insert narrative if required.

GOVERNANCE AND HR

GOV003: The number of second stage complaints referred to the Council's Complaints Officer

Performance Overview



Trend



Actions to sustain or improve performance

A low value is good. Positive trend – number of complaints referred to complaints officer has been falling.

Any issues to consider?

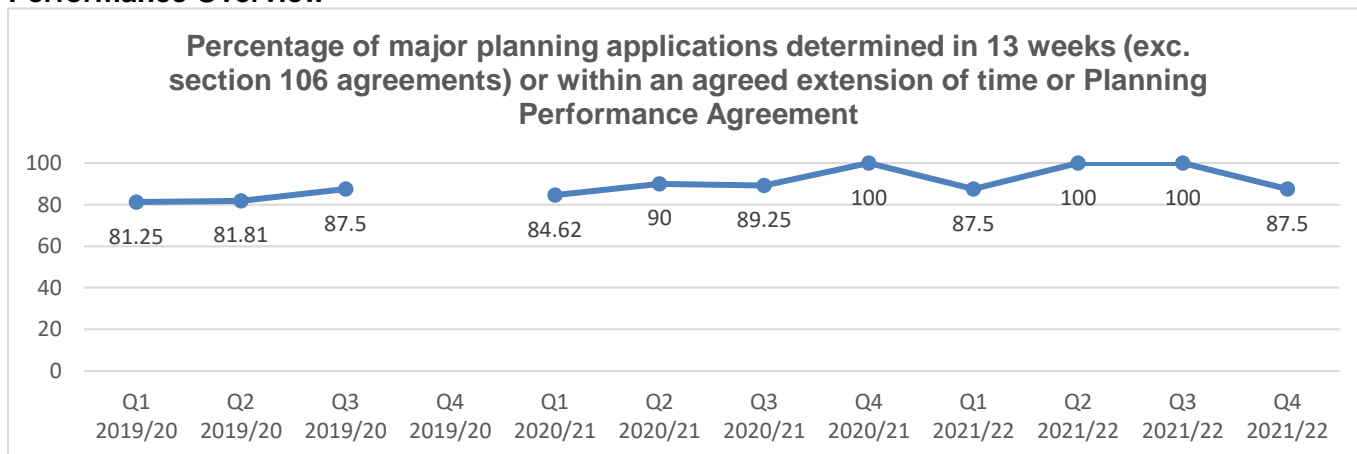
Insert additional narrative as required.

OPERATIONS AND COMMERCIAL

PLANNING AND DEVELOPMENT

PLA001: Percentage of major planning applications determined in 13 weeks (exc. section 106 agreements) or within an agreed extension of time or Planning Performance Agreement

Performance Overview



Trend



Actions to sustain or improve performance

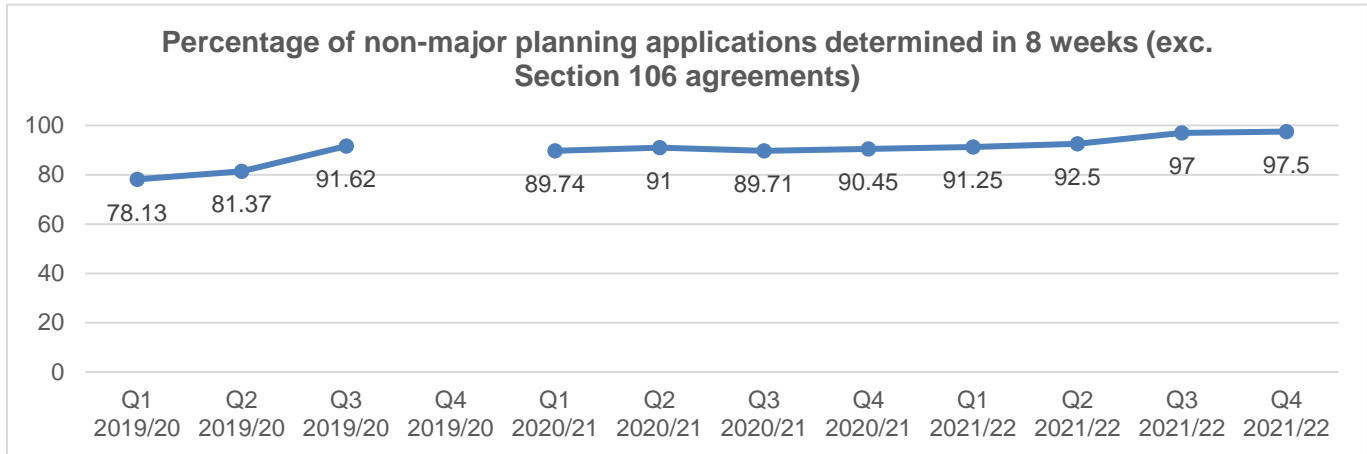
A high value is good. Trend is down but still within acceptable performance levels. DDC target 2021/22 was 65%.

Any issues to consider?

Statutory Indicator. Insert additional narrative as required.

PLA002: Percentage of non-major planning applications determined in 8 weeks (exc. Section 106 agreements)

Performance Overview



Trend **Actions to sustain or improve performance**



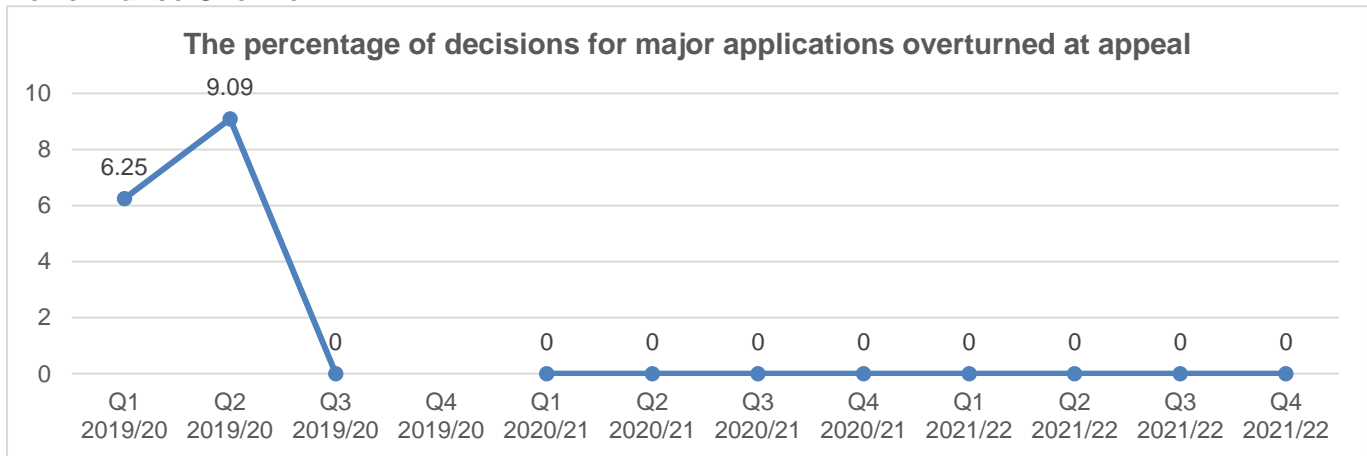
A high value is good. Trend is improving.

Any issues to consider?

Statutory Indicator. *Insert additional narrative as required.*

PLA003: The percentage of decisions for major applications overturned at appeal (+)

Performance Overview



Trend **Actions to sustain or improve performance**



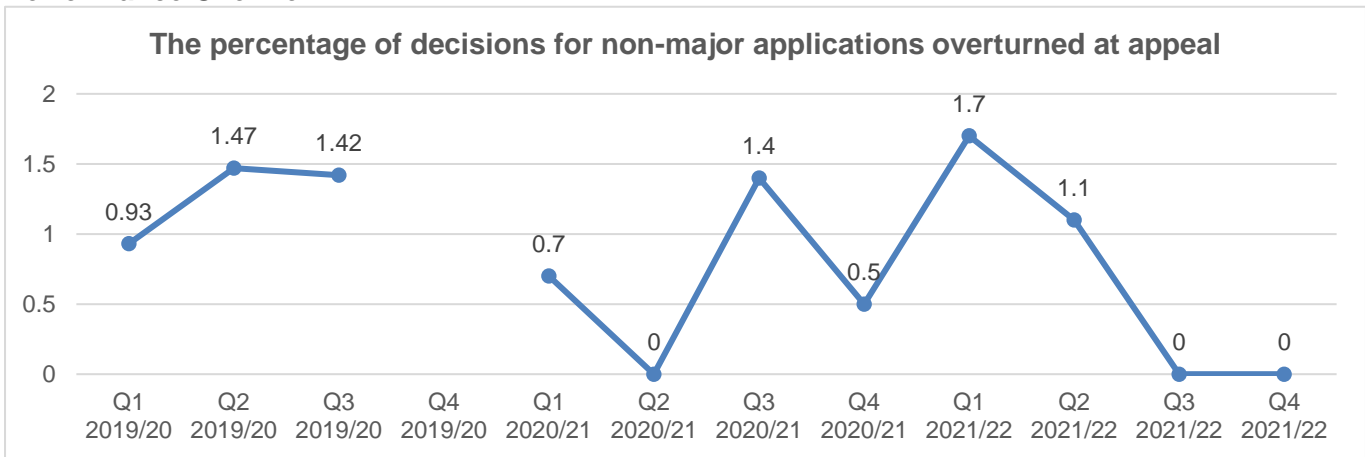
A low value is good. On trend – no action required

Any issues to consider?

Statutory Indicator. *Insert additional narrative as required.*

PLA004: The percentage of decisions for non-major applications overturned at appeal (+)

Performance Overview



Trend



Actions to sustain or improve performance

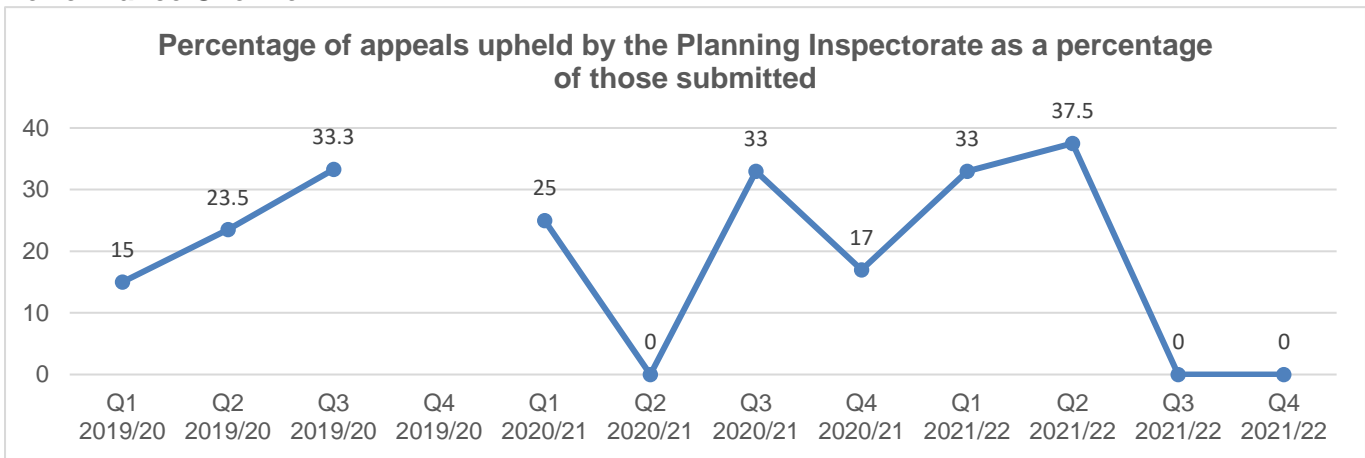
A low value is good. On trend – no action required

Any issues to consider?

Statutory Indicator. *Insert additional narrative as required.*

PLA009: Percentage of appeals upheld by the Planning Inspectorate as a % of those submitted

Performance Overview



Trend



Actions to sustain or improve performance

A low value is good. On trend – no action required

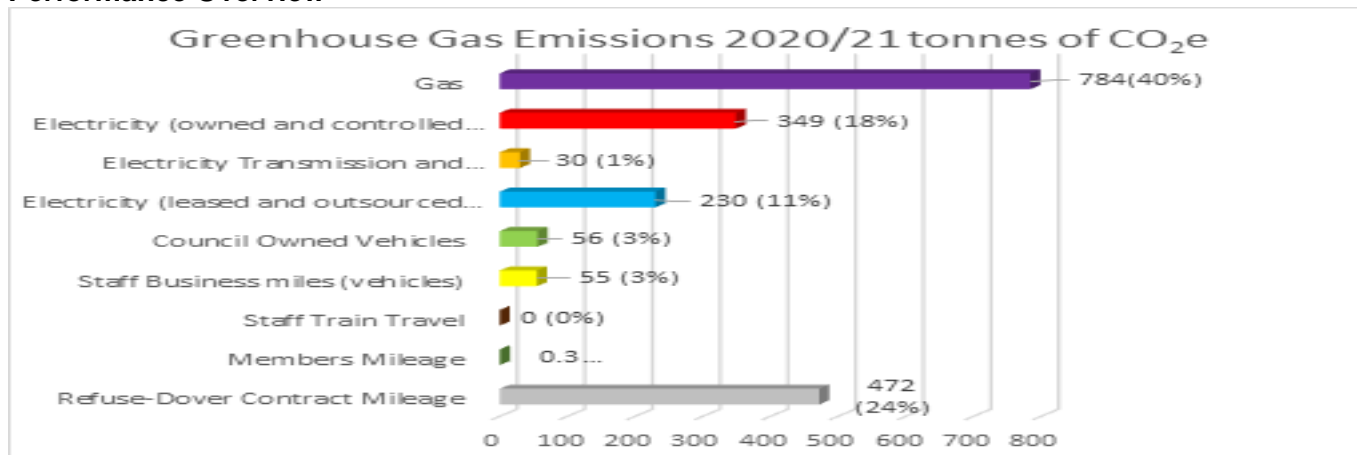
Any issues to consider?

Statutory Indicator. *Insert additional narrative as required.*

ASSETS AND BUILDING CONTROL

NEW CC001: Reduction in Dover District Council's Green House Gas Emissions

Performance Overview



Trend

Actions to sustain or improve performance

Any issues to consider?

Include narrative. This data is currently collated annually and work is being undertaken to identify if collation can be automated and reported quarterly or every 6 months.