## Planning, Transformation, and ICT Portfolio Councillor Ben Taylor

With changes to planning fee income, national planning policy, HNRFI, our ICT inhouse project and transformation projects across the Council, my portfolio has seen plenty of challenges and positive results. We continue to punch above our weight as a District whilst ensuring we provide an open and transparent service that residents can be proud of.

#### <u>Planning Delivery (Development Services, Planning Enforcement, Strategic</u> Growth & Local Policy)

#### **Development Services**

We have generated more income from planning applications this last year than ever before, whilst continuing to ensure we deliver decisions in line with national targets. With mandatory BNG now firmly fixed in our processes, we continue to invest in the transformation programme to streamline the validation process and customer journey.

#### **Planning Enforcement**

We continue to progress a number of sensitive enforcement appeals with an excellent record in obtaining successful outcomes from the process. Our Enforcement Policy is now embedded into our activities ensuring we do the best for residents on a day-to-day basis. Whilst continuing to strive for efficiencies and taking advantage of technology by implementing the use of drones across the service.

#### **Strategic Growth**

Our Strategic Growth team have been hard at work this year challenging the HNRFI proposals, which led to a decision by the planning inspector that consent should be withheld. This is an enormous achievement. The final decision is with the Secretary of State, and we will continue to press for a refusal.

New Lubbesthorpe continues to develop, including the new local centre which is due to open soon. It's great to see place-shaping working so well, creating a great place to live, work and visit. Work on other potential strategic sites continues ensuing they are right for Blaby District.

#### **Local Policy**

Our emerging Local Plan continues to progress despite the backdrop of continuing Planning reforms in the form of a new NPPF and Planning Infrastructure Bill. In addition, the team have designated Braunstone Village Conservation Area as well as developing a new Planning Obligations SPD.

The local plan member development group will continue to meet regularly, allowing group leaders to feed into the process and feed back to their respective groups. We will run further full member workshops too. Engagement from members at this stage is so important as we progress towards our draft new local plan in July.

#### Corporate Transformation (Transformation, Projects & ICT)

#### **Transformation & Projects**

Delivering against the backdrop of our Transforming Blaby Together strategy our transformation journey continues to make good progress. Though still small in size our Transformation and Projects Team continue to work consistently across the organisation to enable and support impactful change at Blaby District Council.

Our network of Transformation Champions brings together officers across the organisation, raising the profile and enabling the cross pollination of ideas. Champions are supporting and empowering staff to take personal responsibility for transformation, developing digital solutions to eliminate paper and deliver process efficiencies.

Transformational project examples include, the implementation of a new Citizen's Access system enabling residents to self-serve many aspects of their council tax online, opening our service up to 24/7 access and releasing capacity to provide swifter responses to customers. The introduction of Hybrid mail which will see a reduction in officer time on postal related activity whilst helping us on journey to Net Zero. The use of a new digital app to support undertaking on site inspections, and newly introduced remote verification of documents enabling applications across a range of services to be initiated more quickly.

#### **ICT**

We are excited to see our ICT service provision bought in-house during 2025. BDC recognises an absolute need to change the way our ICT service provision is delivered to achieve its digital ambitions, and to have available a reliable, resilient and secure ICT service. In response to this our new ICT service will provide BDC a complete level of assurance, influence and decision making to meet its digital aspirations for ongoing transformation of services and accelerate BDC towards achieving the ambitions of the Blaby District Plan.

With plenty of challenges ahead I am pleased to see our dedicated in-house team building and progressing with the project, to ensure the new service is something we can all be proud of. Our ICT workshops will continue and many thanks to the cross-party support here.

#### **Future**

We will continue our transformation & ICT project work and embark on further projects to ensure our culture of transformation and continuous improvement continues to be undisputedly embedded at Blaby District Council.

We will continue our proactive approach to place-shaping and growth, to ensure the district is a great place to live, work and visit.

I am extremely proud of what the team has achieved over the last 12 months. I know the next 12 may be challenging with many local projects and national legislation updates; however, our officers will continue to deliver for residents. It has been an enormous privilege to be the lead on the Planning, Transformation, and ICT portfolio. Thank you to all the officers across my portfolio.

Portfolio Holder: Councillor Ben Taylor

Senior Officers: Planning & Strategic Growth Group Manager,

Transformation & ICT Group Manager

#### Portfolio Total

Planning Delivery & Enforcement and	2024/25 Approved	2024/25 Revised	2025/26 Proposed	Variance [C] - [A]	Variance [C] - [B]
Corporate Transformation	Budget	Estimate	Budget		
- Total	[A]	[B]	[C]		
	00 004 005	00 004 005	20 407 770	£466,485	£466,485
1. Establishment Costs	£2,031,285	£2,031,285	£2,497,770	22.97%	22.97%
				-£701,271	-£1,118,335
2. Other Gross Direct Expenditure	£1,669,871	£2,086,935	£968,600	-42.00%	-53.59%
				-£237,315	£153,638
3. Direct Income	-£654,000	-£1,044,953	-£891,315	36.29%	-14.70%
				-£472,101	-£498,212
4. Net Direct Expenditure	£3,047,156	£3,073,267	£2,575,055	-15.49%	-16.21%
				7.48	7.48
5. Overall No. of Posts (FTE)	34.51	34.51	41.99	21.67%	21.67%

#### **EXECUTIVE SUMMARY**

This portfolio includes the establishment and operational costs relating to Planning, Transformation and ICT.

The establishment budget for 2024/25 allowed for a 3% pay award within services, with an additional 1% provision held centrally. Following protracted negotiations, a flat rate increase of £1,290 for employees on grades 1 to 9 was agreed with the trade unions. The nationally agreed pay award for Chief Executives and Chief Officers was 2.5%. The establishment budget for 2025/26 allows for a 3% estimated pay award, contractual increments where appropriate, and employer's national insurance and pension contributions within service budgets.

Other gross direct expenditure includes one-off unspent budget brought forward from 2023/24, and additional funding released from the Local Plan Reserve for consultancy work is reflected in the revised 2024/25 budget.

The ICT Service is being brought in-house in 2025/26 and the proposed budget reflects the new ICT service.

Planning income has increased substantially during the year, the budget has been revised to reflect this. This income stream can be challenging to predict, the robustness of the general economy can have a big impact on the planning applications received, and income generated.

#### **DEVELOPMENT STRATEGY**

Development Strategy	2024/25 2024/25 Approved Revised Budget Estimate		2025/26 Proposed Budget	Variance [C] - [A]	Variance [C] - [B]
	[A]	[B]	[C]		
Establishment Costs	£375,875	£375,875	£417,610	£41,735	£41,735
		,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	11.10%	11.10%
2. Other Gross Direct	£132,254	£425,187	£93,552	-£38,702	-£331,635
Expenditure	2102,201	2120,101	,101 233,332	-29.26%	-78.00%
3. Direct Income	-£4,000	-£34,000	-£42,000	-£38,000	-£8,000
	24,000	204,000	242,000	950.00%	23.53%
4. Net Direct Expenditure	£504,129	£767,062	£469,162	-£34,967	-£297,900
iii not zirost zaponanaro	2304,129	2707,002	2409,102	-6.94%	-38.84%
5. Overall No. of Posts (FTE)	6.41	6.41	6.89	0.48	0.48
5. 5. 5. 5. 5. 6. 1. 5. 6. 7. 12)	0.41	0.41	0.09	7.49%	7.49%

- 1. The 2025/26 establishment budget takes account of the estimated pay award yet to be confirmed, contractual increments where applicable, and increases to employer's national insurance and pension contributions.
- 2. The revised budget for 2024/25 includes expenditure relating to the Local Development Framework, for which funding is from the Local Plan Reserve. The increase in 2024/25 is for consultancy work associated with the local plan.
- 3. The revised budget for 2024/25 includes a government grant relating to Neighbourhood plans.
- 4. Net impact of variances listed above.
- 5. Planning Policy Officer increased to 1 FTE.

#### **PLANNING DELIVERY**

	2024/25 Approved Budget	2024/25 Revised Estimate	2025/26 Proposed Budget	Variance [C] - [A]	Variance [C] - [B]
Planning Delivery	[A]	[B]	[C]		
Establishment Costs	£726,485	£726,485	£777,750	£51,265	£51,265
1. Establishment Costs				7.06%	7.06%
2. Other Gross Direct	£155,497	£193,525	£137,454	-£18,043	-£56,071
Expenditure		2323,323	-11.60%	-28.97%	
	-£600,000	-£970,437	-£809,315	-£209,315	£161,122
3. Direct Income	2000,000	2370,407	2000,010	34.89%	-16.60%
	£281,982	-£50,427	£105,889	-£176,093	£156,316
4. Net Direct Expenditure	2201,902	-£30,427	£103,669	-62.45%	-309.99%
5. Overall No. of Posts	13.98	13.98	14.15	0.17	0.17
(FTE)	13.90	13.90	14.15	1.22%	1.22%

- 1. The 2025/26 establishment budget takes account of the estimated pay award yet to be confirmed, contractual increments where applicable, and increases to employer's national insurance and pension contributions.
- 2. The revised budget includes non-recurring budget carried forward from 2023/24 and funding utilised for specialist consultancy advice. One off expenditure items from 2024/25 have been removed from the proposed budget.
- 3. The income budget has been increased in 2024/25 to reflect the forecast outturn position, and a forecasted income budget added for 2025/26.
- 4. Net impact of variances listed above.
- 5. Slight increase in hours.

#### **ENFORCEMENT**

Planning Enforcement	Approved Revised Pro		2025/26 Proposed Budget	Variance [C] - [A]	Variance [C] - [B]
	[A]	[B]	[C]		
Establishment Costs	£196,234	£196,234	£176,390	-19,844	-£19,844
	2130,234	2130,234	2170,550	-10.11%	-10.11%
2. Other Gross Direct	£26,108	£24,663	£23,669	-£2,439	-£994
Expenditure	220,100	223,003	-9.34%	-4.03%	
3. Direct Income	£0	-£516	£0	£0	£516
	20	-2310	20	0.00%	-100.00%
4. Net Direct Expenditure	£222,342	£220,381	£200,059	-£22,283	-£20,322
4. Not Birott Exponential o	222,342	2220,301	2200,039	-10.02%	-9.22%
5. Overall No. of Posts (FTE)	4.00	4.00	4.00	0.00	0.00
	4.00	4.00	4.00	0.00%	0.00%

- 1. The 2025/26 establishment budget takes account of the estimated pay award yet to be confirmed, contractual increments where applicable, and increases to employer's national insurance and pension contributions.
- 2. Minor reduction is due to an increased delay from the Planning Inspectorate in determining Enforcement appeals, as such cases have not progressed to a state where direct action and legal fees are required.
- 3. The 2024/25 revised budget takes into account income from Enforcement appeals; however this cannot be forecasted,
- 4. Net impact of variances listed above.
- 5. No change.

#### STRATEGIC GROWTH

Strategic Growth	2024/25 Approved Budget	2024/25 Revised Estimate	2025/26 Proposed Budget	Variance [C] - [A]	Variance [C] - [B]
	[A]	[B]	[C]		
Establishment Costs	£213,269	£213,269	£212,510	-£759	-£759
	22.0,200	22.0,200	22.2,0.0	-0.36%	-0.36%
2. Other Gross Direct	£30,480	£109,972	£11,670	-£18,810	-£98,302
Expenditure	230,400	2103,372	72 £11,070	-61.71%	-89.39%
3. Direct Income	-£50,000	-£40,000	-£40,000	£10,000	£0
	-230,000	-240,000	-240,000	-20.00%	0.00%
4. Net Direct Expenditure	£193,749	£283,241	£184,180	-£9,569	-£99,061
The Birdet Exponential o	2195,149	2205,241	2104,100	-4.94%	-34.97%
5. Overall No. of Posts (FTE)	3.12	3.12	2.95	-0.17	-0.17
3. 3. 3. 3. 3. 3. 3. 3. 3. 3. 3. 3. 3. 3	3.12	3.12	2.93	-5.45%	-5.45%

- 1. The 2025/26 establishment budget takes account of the estimated pay award yet to be confirmed, contractual increments where applicable, and increases to employer's national insurance and pension contributions.
- 2. 2024/25 revised estimate includes non-recurring expenditure brought forward from 2023/24, for Whetstone Garden Village and Lubbesthorpe.
- 3. Revised budget and proposed budget include confirmed external funding.
- 4. Net impact of variances listed above.
- 5. Slight reduction in hours in one post.

#### **TRANSFORMATION & ICT**

Transformation & ICT	2024/25 Approved Budget	2024/25 Revised Estimate	2025/26 Proposed Budget	Variance [C] - [A]	Variance [C] - [B]
	[A]	[B]	[C]		
1. Establishment Costs	£175,517	£175,517	£566,750	£391,233	£391,233
1. Establishment Costs				222,90%	222.90%
2. Other Gross Direct	£1,248,520	£1,249,540	£644,617	-£603,903	-£604,923
Expenditure	21,210,020	21,210,010	2011,011	-48.37%	-48.41%
	£0	£0	£0	£0	£0
3. Direct Income	20	20	20	0.00%	0.00%
	£1 424 027	C1 425 057	£1 211 267	-£212,670	-£213,690
4. Net Direct Expenditure	£1,424,037	£1,425,057	£1,211,367	-14.93%	-15.00%
	2.00	2.00	10.00	7.00	7.00
5. Overall No. of Posts (FTE) 3.00 3.00		10.00	140.00%	140.00%	

- 1. The 2025/26 establishment budget takes account of the estimated pay award yet to be confirmed, contractual increments where applicable, and increases to employer's national insurance and pension contributions. Also includes 7 FTE posts as a result of bringing ICT Services back in house.
- 2. The approved and revised budget includes the costs following the ICT options appraisal. The 2025/26 budget reflects the ICT service being brought in house.
- 3. Not applicable.
- 4. Net impact of the variances listed above.
- 5. As per point 1.

#### **MANAGEMENT & ADMINISTRATION**

Management & Admin	2024/25 Approved Budget	2024/25 Revised Estimate	2025/26 Proposed Budget	Variance [C] - [A]	Variance [C] - [B]
	[A]	[B]	[C]		
Establishment Costs	£343,905	£343,905	£346,760	£2,855	£2,855
	,	,		0.83%	0.83%
2. Other Gross Direct	£77,012	£84,048	£57,638	-£19,374	-£26,410
Expenditure	211,012	201,010	237,030	-25,16%	-31.42%
3. Direct Income	£0	£0	£0	£0	£0
	20	20	20	0.00%	0.00%
4. Net Direct Expenditure	£420,917	£427,953	£404,398	-£16,519	-£23,555
<u>p</u> <u></u>	2420,317	2421,000	2404,550	-11.06%	-13.12%
5. Overall No. of Posts (FTE)	4.00	4.00	4.00	0.00	0.00
	4.00	4.00	7.00	0.00%	0.00%

- 1. The 2025/26 establishment budget takes account of the estimated pay award yet to be confirmed, contractual increments where applicable, and increases to employer's national insurance and pension contributions.
- 2. System maintenance budget which was previously split across Planning and Performance has been amalgamated and moved to the Performance department, as reflected in the reduction in the proposed budget.
- 3. Not applicable.
- 4. Net impact of variances listed above.
- 5. No change.

#### **Portfolio Priorities**

Priorities for 2025/26 for the portfolio include:

- **1. Strategic projects -** The strategic growth team continue to manage a full range of large-scale projects. These include:
  - **a.** Continued engagement relating to Hinckley National Rail Freight Interchange (HNRFI) due to its delayed government decision in 2024;
  - **b.** Homes England garden village project
  - **c.** Potential development of a large scale site known as Land West of Stoney Stanton.
- 2. Emerging Local Plan The next 12 months will see a number of critical milestones for the emerging Local Plan, including Regulation 19 and submission in late 2025/early 2026.
- 3. Response to Planning Reforms During 2024 consultations on proposed planning reforms were undertaken which have already led to significant impacts on the way we work in both Development Strategy and Development Management with the imposition of the new National Planning Policy Framework and mandatory housing targets. We are expecting further changes in 2025 which will further impact all areas of Planning in the form of the Planning & Infrastructure Bill.
- 4. Delivering an effective and efficient Development Management Service -Planning application levels continue to be high, however the complexity of these has also increased. However, the team continue to deliver in line with government timeframes. The focus for 2025 is to move forward with transformational changes via a number of projects including the validation process and the introduction of a pre-application charging project for larger developments.
- **5. Enforcement action -** Ongoing action will continue at pace with a number of Enforcement Notice appeal outcomes expected in 2025. In addition the team will continue to develop their pro-active approach across the District, whilst also continuing to deal with the broad range of investigations on a day-to-day basis.
- **6. Joint Strategic Planning –** we continue to work collaboratively with other local authorities across Leicester and Leicestershire and engage with external stakeholders to support the delivery of key infrastructure to enable future growth across the District and wider area.
- 7. Delivery of the Lubbesthorpe Sustainable Urban Extension (SUE) The development continues be held up as a beacon of best practice for how to deliver an SUE, as not only has it delivered a place but also a community. There are currently over 1250 occupied dwellings, a full and thriving Primary School and a Local Centre (including health centre and retail outlet) under construction due for completion in mid 2025.
- **8. Transforming Blaby Together**. Continue to implement and embed priority projects and key initiatives which are managed through our Corporate Project Framework and iPlan (our Business Planning System), which ensures we maintain focus on delivering our objectives and realising tangible savings for our District.

**9. ICT.** To ensure that the ICT provision for Blaby District Council is stable, robust, reliable and the infrastructure is fit for purpose. Once stabilised as an in-house service following exit from the Leicestershire ICT Partnership, the Blaby ICT provision will move towards steady state during 2025/26.

#### Services

The portfolio comprises the following services:

#### Planning & Strategic Growth:

#### **Development Strategy**

The key purpose of the Development Strategy Service is to ensure that the district has a robust and up-to-date strategic framework for planning decisions. This comes in the form of the Development Plan. The key components of this are the Local Plan, Neighbourhood Plans as well as other key planning policies, which are pivotal for place shaping and the delivery of our corporate objectives.

This budget includes the costs of Planning Policy Officers and a Planning Obligations Officer. Whom are all integral to developing the robust policies and guidance. In addition, they are also key to the gathering and interpreting of data which is necessary in the formation of these documents. They are also essential in the interpretation of policies and designing and implementing initiatives to deliver strategic objectives.

#### Planning Delivery

The purpose of the Planning Delivery Service is to ensure that development is acceptable whilst determining planning applications in line with government timescales.

This budget includes the costs of Planning Officers and Technical staff involved in providing advice to potential applicants and determining applications.

#### Planning Enforcement

This budget includes the costs of Enforcement Officers, who proactively monitor larger development across the district, whilst also carrying out reactive investigations, enforcing planning controls, and take forward prosecutions where appropriate.

#### Strategic Growth Team

This team manages a range of high profile, strategic projects. These are considered to be projects which fall outside of the usual planning process, due to their profile and need for a more complex range of skills – typical examples would be that of Nationally Significant Infrastructure Project (NSIP) or housing developments of more than 1,000 houses.

This budget includes the cost of a manager and Major Schemes Officers, along with some external funding which covers the cost of two of these posts.

#### **Transformation & ICT:**

#### <u>Transformation [Transforming Blaby Together]</u>

The Transformation and Projects service consists of a small team, working with colleagues throughout the authority to support and facilitate Transformation. The team has significant experience in project management, process development and continuous improvement methodologies.

Core activities of the team include:

- Project Management Office Project governance and reporting
- Project Support Project related guidance and training
- Continuous Improvement Guidance and training relating to process improvements
- Process Controls Facilitating the measurement and control of processes
- Business Analysis Data driven analysis to support decision making
- Digital Support Facilitating the transition to digital and increasing self-service

This budget includes a Service Manager, and Project Support Officers associated costs.

#### **ICT Services**

In 2025/26 the ICT provision for Blaby District Council will move to an in-house service model. A core deliverable of this team for 2025/26 will be to stabilise our provision and commence progressing towards a steady state of positive and successful service delivery during 2025/26.

#### Management & Administration

This budget includes the costs of the Transformation Group Manager, the Planning & Strategic Growth Group Manager, IT Business Partner and the support staff who manage the portfolio budgets and systems.

#### **Key Points**

Doing things differently – plans for the coming year The portfolio continues to excel, despite a further challenging year due to planning reform, increasingly complex development applications and the imposition of mandatory housing numbers. However, staff are undeterred, remain motivated and continue to shine. The focus of the portfolio continues to be on our emerging local plan but with an emphasis on the broader area of infrastructure planning and strategic growth.

As set out in the priorities for the forthcoming year; we expect the next 12 months to be equally challenging – but also featuring exciting opportunities.

#### Strategic Growth

The team will continue to project manage and deliver some of the district's most high profile and complex strategic projects. This includes a wide range of sites; from the award-winning SUE at Lubbesthorpe to the Hinckley National Rail Freight Interchange, as well as two new potential strategic sites.

#### **Development Strategy**

The team will continue to focus on strategic planning and the emerging Local Plan. Work will continue during 2025/26 on the key objective and corporate priority of delivering a new Local Plan which aims to progress to Regulation 19 and submission to the Secretary of State.

#### Planning Delivery

The workload of the team has continued to increase in particular the complexity of said applications. As such the team will focus on the determination of these complex applications, whilst striving to focus on some key projects which will streamline the process for both customers and officers and ensure the continued delivery of an excellent service to customers.

#### Enforcement

The enforcement team will continue its proactive monitoring approach next year with the addition of a drone to its capabilities. In addition, work on the high profile and sensitive sites will also continue.

#### Transformation

Our Transforming Blaby Together Strategy remains in place since its inception and approval in November 2023.

Transforming Blaby Together brings together our aspirations and plans for Customer Insights, Experience, and Engagement; Equality, Diversity and Inclusion; and Transformation and Projects into one place. The strategy will support the delivery of the new Corporate Plan, providing a foundation of skills, culture, and policies for the authority.

The Groups Individual Objectives and Delivery Plans support the strategy, setting out action-based approaches. These documents continue to form the basis of the Transformation Groups Service Plans for 2025. This in turn will support delivery of the Blaby District Plan (2024-2028).

#### Transformation and Projects

- We continue to improve our self-service offer, implementing new digital systems to enable customers to make service requests and amend account information through our website
- We have invested in a small Transformation Team to act as enablers for change. Our team will continue to work with staff to empower them to challenge ways of working and deliver process efficiencies
- We have implemented Project Management and Business Planning Frameworks. We will continue to use and embed these to ensure all our activities are joined up and deliver what they should when it is needed
- We have a renewed focus on performance data and will further develop and use management information to ensure our processes are managed efficiently
- We will actively engage with other authorities through the Local Government Association to ensure we maintain awareness of current thinking and engage with transformation initiatives

Our transformation enabling journey continues into 2025, and our network of Transformation Champions will grow and develop bringing together more officers across the organisation, raising the profile and enabling the cross pollination of ideas for transformation.

Project Management Training will continue, with 2025 seeing a continued emphasis and focus on strategic prioritisation to facilitate delivery of the Blaby District Plan. Business cases will be expected to provide the robust basis for evidence-based decisions, which will continue to strengthen the position of the Corporate Programme Board in the provision of robust challenge to ensure best value spend against benefits and consider resource conflicts.

The Transformation Team is an enabler for change and will continue to work collaboratively and cohesively with other key corporate services and enabling functions to shape and refine our organisation to ensure Blaby District Council is in the best possible position as we move positively forwards on the back of the recent Government White Paper on Devolution.

#### <u>ICT</u>

The focus of the new Blaby District Council ICT team for 2025/26 will predominantly be robust stabilisation of this business-critical core service before moving positively toward steady state provision.

#### Management & Administration

The focus for 2025/26 continues to be on the delivery of high-quality services, whilst supporting and enabling staff development.

### Income generation

The fees and changes for the service are constantly being reviewed to ensure that we maximise our income without impacting on the service from both a customer and officer perspective.

Income generation across the group is currently restricted to fees for documents; and nationally set planning application fees. However we anticipate this to change in 2025/26 with the Planning and Infrastructure Bill which is likely to include an element of locally set planning fees. In addition a project to look at charging for pre-application advice will continue to delivery in 2025/26.

The group continues to seek efficiencies and opportunities for cost saving through the commissioning of joint working, particularly through evidential and technical work relating to the emerging Local Plan.

The Transformation and Projects team will continue to work in close collaboration with services to review current ways of working and in doing so will look to identify potential income opportunities as well as efficiency savings. It is important to note that these would then be reflected in service budgets.

# Capital plans for the portfolio

The capital programme for 2025/26 allows for £100,000 to be spent on various ICT schemes. Additionally, there will likely be some carryover from 2024/25 for continuation of infrastructure improvement/project works to further support our journey to successfully bring the provision in-house.

#### **Key Performance Indicators**

Planning & Strategic Growth	2020/21	2021/22	2022/23	2023/24	2024/25 Apr - Dec
Number of planning applications received	1305	943	961	938	731
Planning application fee income	£513,563	£572,724	£464,613	£546,461	£817,174
Number of planning applications determined	1004	1280	842	536	602
% of major applications determined in 13 weeks	100	100	88.89	93.33	100
E2E (householders)	74.12	91.65	80.59	67.83	68.69
E2E (majors)	218.88	256.22	197.89	492.59	253.23
E2E (non-majors)	60.7	74.6	82.42	104.48	88.34
E2E (DOC)	104.9	90.59	84.3	94.01	120.38

#### **Customers**

- The Planning Delivery and Enforcement services in particular have heavy interaction with residents, and we continue to monitor customer feedback to ensure that all interactions with customers and stakeholders to these services are conducted appropriately and professionally, whilst continuing to deliver any efficiencies where possible.
- During 2025/26 we will be conducting a significant consultation on the next stage of the emerging Local Plan which is our Regulation 19 consultation (a full draft plan).

#### Risks

- The level of complex planning applications being determined has continued to increase whilst the number of applications has remained constant. It is expected that this trend will continue into 25/26. As such the team are reviewing resourcing, in line with income growth, to determine future requirements. This will ensure we continue to meet national performance targets whilst delivering the housing growth Blaby requires.
- Failure to progress the emerging Local Plan could leave the district vulnerable to unacceptable types of future development.
- High numbers of appeals would increase pressures on the Development Services Team.
- Inability to progress with the delivery of a clear and robust policy framework would put delivery of sustainable development at risk.
- Continued delivery of Lubbesthorpe against the current timetable is essential, as a failure to do so would have a detrimental effect on the Councils 5-year housing land supply.
- Whilst clarity on plan making reforms has been provided further planning consultations of planning reform are expected in 2025/26. Therefore, further delays or lengthy periods of uncertainty could cause delay to plan making and decision making.
- Failure to deliver an effective enforcement service could result in reputational damage to the Council.
- Failure to ensure a robust and risk assessed approach to enforcement investigations, could leave staff at risk of harassment or violence.
- Inability to retain and/or recruit ICT resource
- Cloud hosting costs as they emerge throughout the next 12 months during stabilisation
- Disengagement with the Transforming Blaby Together Strategy, Programme Management, and ethos of continuous improvement will likely hinder/halt progress to make sustainable corporate efficiency savings.