



Fy Nghyf / My Ref: CM35822

Dyddiad / Date: 8th November 2016

Councillor Paul Mitchell
Cardiff Council
County Hall
Atlantic Wharf
Butetown
Cardiff
CF10 4UW

Annwyl/Dear Councillor Mitchell

Environment Scrutiny Committee - 6th September 2016

Thank you for your correspondence concerning the above.

Officers are presenting a Neighbourhood Services Member Update on 1st November 2016 and they will present the Balanced Scorecard approach that is being taken forward with regards to this new service and its associated delivery. The key KPIs will not fundamentally change, although they may be rationalised and with new measures introduced to support the Balanced Scorecard approach being taken forward.

It is agreed that where reporting does not allow indicators to be published, due to validation, that further written information is provided with regards these measures.

With regards the planning applications KPI, there is work currently taking place to review and benchmark. However as you are aware, reporting significantly varies across authorities and the volume and variety of applications in Cardiff mean that there is limited benchmarking that can take place with other Welsh Local Authorities. I can assure Members that performance improvement initiatives within the Planning Service are continuing to be delivered and recognised as a high priority. This is particularly important as the volume and complexity of workload continues to increase with the number of planning

ATEBWCH I / PLEASE REPLY TO :

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Mae'r Cyngor yn croesawu gohebiaeth yn Gymraeg a Saesneg a byddwn yn sicrhau ein bod yn cyfathrebu â chi yn eich dewis iaith boed yn Gymraeg, yn Saesneg neu'n ddwyieithog dim ond i chi roi gwybod i ni pa un sydd well gennych. Ni fydd gohebu yn Gymraeg yn creu unrhyw oedi.

The Council welcomes correspondence in English and Welsh and we will ensure that we communicate with you in the language of your choice, whether that's English, Welsh or bilingual as long as you let us know which you prefer. Corresponding in Welsh will not lead to any delay.



applications determined in 2015/16 being nearly 20% higher than the previous year. The opportunity will be taken when the Committee meets on 6th December to further outline current performance-related initiatives and benchmarking data when the Planning Service Member update is on the Agenda.

Officers would like to thank the Environmental Scrutiny Committee for providing them with the opportunity to present at their meeting on the Tuesday 6 September 2016.

I trust the above is of assistance.

Yn gywir
Yours sincerely

A handwritten signature in black ink, appearing to read 'Ramesh Patel', written in a cursive style.

Y Cyngorydd/Councillor Ramesh Patel
Aelod Cabinet dros Drafnidiaeth, Cynllunio a Chynladwyedd
Cabinet Member for Transport, Planning & Sustainability