



## **Report to Cabinet**

**Subject: Best Value Review of Planning Services - Proposed Action Plan**

**Date: 14<sup>th</sup> September 2005**

**Author: Michael Stevenson**

At their meeting on the 13<sup>th</sup> September 2005, the Community and Quality of Life Scrutiny Committee agreed to support the attached Best Value Review Action Plan for referral to Cabinet.

The Best Value Review Scrutiny Group has taken care to ensure that all the recommendations made by the Inspectors following the recent audit commission inspection of the service have been taken into account.

### **Recommendation**

Cabinet agree to the adoption of the attached Action Plan

## BVR ACTION PLAN

Action	Milestones	Target Date	Lead Officer	Outcome	Corporate Aim Met	Progress
<p>1. Website development (BVR self assessment)</p> <p>No's 2-10 Planning Inspection Recommendation</p>	<p>All as per project plan including on-line services i.e., submission of Planning &amp; Building Regulations applications</p> <p>Weekly list of planning applications.</p> <p>Digitised Local Plan. LDF projects</p>	Sept 05	<p>MW</p> <p>RW</p>	<p>Better public access, higher standard of application submissions</p> <p>savings re: officer time</p>	National Priority (Pendleton & BV157)	<p>On target for Sept 05</p> <p>With consultants. Draft received</p>
<p>2. Determine how planning services will contribute effectively and productively to corporate plan objectives</p>	<p>Involvement in new corporate plan production . Links to LDF.</p> <p>Statement of Community Involvement.</p> <p>Carrying out Conservation Area Enhancements following assessments.</p> <p>Consideration of use of conditions for Crime Prevention Improvements.</p> <p>Produce SPD – briefs for major dev. Sites in Local Plan.</p>	<p>Dec 05</p> <p>Start date July 05</p> <p>As per LDF project plan July 05</p> <p>Sept 05</p>	RW	<p>Better achievement of corporate plan objectives such as crime prevention and improvement of environment</p> <p>Clear links between planning objectives and the Corporate Plan.</p> <p>Clear contribution from planning service to delivery of Corporate Plan</p>	<p>Improving Community Safety.</p> <p>Improving the Borough's appearance and developing facilities for children</p>	<p>On-going</p> <p>Work Commenced</p> <p>Stockings Farm consultation Aug/Sept others in course of preparation</p>

<p>3. Develop targets and action plans to further identify measurable user focused outcomes to deliver local as well as national priorities</p>	<p>Produce annual monitoring report (LDF) Carry out user surveys with Cabinet Office to measure Quality of Life Indicators. Improve and extend monitoring of Local Plan (LDF) policies e.g., Housing Delivery. Monitor improvements negotiated to planning applications (design, crime prevention etc) Monitor S.106 Agreements (Spend) delivery of open space, affordable housing, transport improvements etc) Set baselines following survey/monitoring work after first year then improvement targets.</p>	<p>Dec 05 Annual On-going Annual Year end Annual Year end Jan 06</p>	<p>RW RW RW GS HoS HoS</p>	<p>Delivery of local and national priorities. Engagement with users. Provides measure of public satisfaction to ascertain whether environment is improving and corporate plan objectives being achieved.</p>	<p>All, as A2</p>	<p>On target for Dec  On-going</p>
<p>4. Regular engagement with users, community and hard to reach groups to identify needs and areas for improvements</p>	<p>Produce Statement of Community Involvement. Set up user forums for DC/BC Engage Planning Aid to assist with Planning Briefs for major sites. Produce Customer Charter and place on Web.  Assist in reaching Level 2 Equalities Standard (Corporate Task).</p>	<p>Dec 05 Sept 05 Following adoption of Corporate Customer Charter On-going</p>	<p>RW/GS GS/DE RW GS GS/RW /DE</p>	<p>Better customer satisfaction. Identification of areas for improvement. Improve service to occasional users. Improved customer care Better engagement with community</p>	<p>Values as service provider and community leader.</p>	<p>Started work July 05  Planning Aid may not be able assist Corporate Charter being developed. DC Charter will follow</p>

<p>5. Proactive Approach to Guidance. FAQ's. Householder development S106 obligations secure by design? Other guidance</p>	<p>Place guidance on FAQ's on website . Place all other guidance on website e.g., Planning applications, validation checklist. Tree Preservation Order advice. S106 obligations advice Links to Local Plan policies/map and LDF documents Review published leaflets/guidance documents. Arrange member training events.</p> <p>Arrange tour of Borough for Planning Committee members</p>	<p>June 05 - Sept 05</p> <p>Summer 05</p> <p>July 05</p>	<p>MW GS/RW</p> <p>MS</p> <p>MS/GS</p>	<p>Better public access to and more guidance for applicants – know what's expected of them. Less professional officer time spent on general enquiries. Better guidance for neighbour consultations leading to improved, more planning focussed objections/comment.</p> <p>More guidance for members</p> <p>Review of decisions and development impact</p>	<p>National objectives and Values as service provider</p> <p>Community Leadership</p>	<p>On target for Sept 05</p> <p>Completed</p> <p>With Consultants</p> <p>Events August 05 – Oct 05 implemented Tour 27.07.05</p>
<p>6. Develop, publicise and monitor service standards so that users are aware of what level to expect</p>	<p>Publicise web/1 stop shop</p> <p>(i) Targets for BC inspections</p> <p>(ii) BC/DC questionnaire response time.</p> <p>(iii) Customer Charter</p> <p>(iv) LDF project plan</p> <p>(v) KPI's</p> <p>Develop enforcement KPI's</p> <p>Produce Annual Report for BC</p>	<p>Dec</p> <p>April 06 annually</p>	<p>DE</p> <p>GS/DE GS RW GS/MW GS DE</p>	<p>Make users aware of service level they can expect</p>	<p>Values as service provider</p>	<p>On web</p>

<p>7. Improve transparency of delegation system and role of panel.</p> <p>Review presentation of applications in committee</p>	<p>Publicise details on web with full explanation of role of panel.</p> <p>Use of digital camera – display sites on screen and application plans when DIP installed.</p> <p>Review panel/delegation report to Planning Committee</p>	<p>June</p> <p>Sept</p> <p>Dec 05</p>	<p>MW</p> <p>GS</p> <p>HoPE/GS</p>	<p>Make decision process accessible and transparent to the public.</p> <p>Better customer focus at committee.</p>	<p>Values as service provider</p>	<p>On Web</p> <p>Cameras purchased. Awaiting scanning implementation (testing in progress)</p>
<p>8. Review capacity</p>	<p>Review enforcement capacity following establishment of Baseline and production of targets.</p> <p>Monitor workload/officer in DC/BC.</p> <p>Monitor LDF project plan delivery</p> <p>Monitor KPI's</p> <p>Training needs analysis of officers to deal with range of duties</p>	<p>2006</p> <p>On-going</p> <p>On-going</p> <p>On-going</p> <p>On-going</p>	<p>HoPE</p> <p>GS</p> <p>HoPE</p> <p>RW</p> <p>HoPE</p>	<p>Improved resilience</p>	<p>Values as service provider</p>	<p>On-going</p> <p>On-going</p> <p>On-going through PDR's</p>

<p>9. Examine alternative ways to deliver services</p>	<p>Continue investigation of BC partnership. Consult members whether they wish to investigate LP/DC alternatives as set out in consultants report (DW) Investigate partnerships with consultants currently engaged by department.</p> <p>Report to Committee following succession of HoS</p>	<p>Dec 05</p> <p>Spring 2006</p>	<p>DE</p> <p>HoPE</p>	<p>Ensure VFM in service delivery. Improve resilience of BC.</p>	<p>Values as service provider and corporate body</p>	<p>On-going through inter authority working group</p>
<p>10. Improve organisational resilience, flexibility and skill development of staff</p>	<p>Continue staff training as appropriate and identified in PDR's particularly in sustainability design, enforcement. Increase staff resources in DC/BC to tackle performance re: questionnaires and BC plan vetting.</p> <p>Arrange succession planning for HoS and DC Manager posts.</p>	<p>On-going</p> <p>Sept 05</p> <p>June 05</p>	<p>GS</p> <p>MS</p> <p>MS</p>	<p>Improved resilience Improved skill base of staff</p> <p>Continuity of Service Management</p>	<p>Values as service provider</p>	<p>On-going</p> <p>BC posts advertised.</p> <p>Achieved staggered retirement Hos/DCM. HoS Oct. 05 DCM March 06</p>