

PLANNING EXCELLENCE – SERVICE IMPROVEMENT ACTION PLAN

| ISSUE | OUTCOME | ACTION | TIME SCALE | RESPONSIBLE OFFICER(S) | COMMENTS |
|---------------------------------|--|---|------------|--|---|
| Processes and Procedures | | | | | |
| Planning Procedures | <ul style="list-style-type: none"> Improved communication and liaison with Council's Legal Services | <ul style="list-style-type: none"> Regular scheduled meetings with Legal Services to discuss new regulations, complaints, Judicial Reviews, enforcement etc. | Ongoing | Steve Petch Adrian Miller Neil Cookson | Meetings arranged monthly following Planning Committee to consider issues arising from PAC and other issues |
| | <ul style="list-style-type: none"> Monitoring of Planning information | <ul style="list-style-type: none"> Carry out weekly survey of relevant Journals and websites to identify procedural changes, draft circulars etc. affecting Planning Services. | Ongoing | Andrew Carter | To supplement role of Legal Services, which is expected to provide this information. |

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| | <ul style="list-style-type: none"> • Planning processes/ documents/ procedures updated every time there is a change in law, policy, guidance or best practice. | <ul style="list-style-type: none"> • When new legislation/guidance /etc. comes in – task to update procedures/ documents. • Spreadsheet held of dates when all procedures/ documents last revised. • PDR task for officer to review each procedure/ document on agreed frequency cycle for each document | Ongoing | To be confirmed. | |
| Development Control (DC) review | <ul style="list-style-type: none"> • External, independent check on the efficiency and validity of DC processes. • Report with recommendations for improvement. | <ul style="list-style-type: none"> • Cabinet approval to commission specialist planning consultants to review DC processes and provide online procedure guide. | Sept 06 | Steve Petch Adrian Miller Deborah Holland | Cost to be met through Planning Delivery Grant. |

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| | <ul style="list-style-type: none"> • Online interactive DC Procedure Guide. • Efficient and effective DC processes. • Clear and valid DC procedures. | <ul style="list-style-type: none"> • Commission consultants. • Stage 1: Report – process review and recommendations. • Stage 2: Draft online Procedure Manual. • Stage 3: Finalise report and procedure guide. | <p>Nov 06</p> <p>3 months</p> <p>2 months</p> <p>1 month</p> | | <p>Start date will depend on consultants workload.</p> |
| <p>Local Development Framework(LDF) Review</p> | <ul style="list-style-type: none"> • External, independent check on the efficiency and validity of LDF processes. | <ul style="list-style-type: none"> • Investigate potential for commissioning consultants to review LDF processes. • Commission consultants if necessary. | <p>Sept 06</p> | <p>Steve Petch</p> <p>Valerie Adams</p> | |

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| Planning Obligations | | | | | |
| | <ul style="list-style-type: none"> Better use made of planning obligations. Improved system of planning obligations. | <ul style="list-style-type: none"> Investigate DCLO guidance on Best Practice and Model S106 Agreements. Produce obligation SPD. | <p>Nov 06</p> <p>Sept 07</p> | <p>Adrian Miller</p> <p>Graham Farr</p> | Detailed timetable available in Revised Local Development Scheme. |
| Community Engagement | | | | | |
| Monitoring Statement of Community Involvement (SCI) | <ul style="list-style-type: none"> Robust and effective SCI Improved community engagement for policy development and planning applications. | <ul style="list-style-type: none"> To monitor implementation of SCI through customer feedback and propose amendments where appropriate. Formally review SCI if required. | | <p>Valerie Adams</p> <p>Andrew Carter</p> | <p>Will require methods for gaining feedback from users affected by SCI.</p> <p>Will require a system for monitoring the range of pre-application consultation methods used by developers.</p> <p>There is some flexibility in SCI to allow some changes to practice without conflicting with it.</p> |

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| Review Planning Charter | <ul style="list-style-type: none"> • Clear guidance on what level of community engagement the public can expect on things not covered by the SCI. | <ul style="list-style-type: none"> • Review existing Development Control Charter to reflect other aspects of this Action Plan | | To be confirmed | This would include protocols on when it would be appropriate for officers to attend Parish Council, Community Partnership and other such meetings |
| Best Practice | <ul style="list-style-type: none"> • Research Best Practice • Independent analysis of current consultation approaches used • Improved Community Engagement through consultation methods | <ul style="list-style-type: none"> • In-house research into consultation methods including assessment of available specialists. • Commission consultants to assess current practice and suggest alternatives. | <p>June 06</p> <p>Oct 06</p> | Valerie Adams | <ul style="list-style-type: none"> • Work undertaken has identified various options for employing experts to analyse and assess existing consultation methods and recommend additional or alternative approaches. • Options to be considered include a 'Community Involvement and Consultation Healthcheck'. |

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| Planning Aid Champion | <ul style="list-style-type: none"> • Investigate and assess potential role of Champion within wider Community Engagement. • Potential for greater understanding of Planning and Planning Aid within the community. | <ul style="list-style-type: none"> • Meet with Regional Planning Aid Officer to discuss role of Champion. • Designate Planning Aid Champion within Planning Services. • Explain and promote role of Champion. | <p>July 06</p> <p>Sept 06</p> <p>Oct 06</p> | Steve Petch Chosen Champion | |

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| Customer Service | <ul style="list-style-type: none"> • Achieve Charter Mark for Planning Services • Improved service delivery • Improved customer service • Increased customer satisfaction | <ul style="list-style-type: none"> • Investigate requirements of Charter Mark status. • Prepare and apply for Charter mark status. • Carry out service user satisfaction surveys. | See comments | Officer Working Team | <p>Work to follow Consultants report on processes and procedures.</p> <p>This will go beyond current surveys which concentrate on DC application agents and applicants.</p> |

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| Community Safety | | | | | |
| Architectural Liaison Officer (ALO) | <ul style="list-style-type: none"> • Clear and robust planning advice on crime and community safety matters from specialist officer. • Improved communications with relevant bodies, including Police, Community Safety Partnership, ALO etc. | <ul style="list-style-type: none"> • Investigate scope to appoint in-house Community Safety Advisor/ALO jointly with the police to advise on planning applications and others planning matters, and progress appointment if appropriate. | Dec 06 | Steve Petch | Consider joint approach with Police. |

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| Section 17 of Crime and Disorder Act 1998 | <ul style="list-style-type: none"> Full regard is taken of community safety when making recommendations and decisions on planning matters. | <ul style="list-style-type: none"> Review application of duties under S17 of Crime and Disorder Act 1998. Ensure consultation with relevant bodies where necessary. | <p>Ongoing</p> <p>Ongoing</p> | <p>Steve Petch Adrian Miller Neil Cookson</p> | <p>All reports currently include Section on S17 issues.</p> |

SP21/06/06