Service Improvement Plan *(abridged)*

Development and Neighbourhood Services

Planning Services

2007/08 - 2009/10

Service Improvement Plan *(abridged)* **– Planning Services 2007/08- 2009/10**

Theme: Liveability		
Development Priority: 1. Provide attractive and safe parks, open spaces and cemeteries		
Key actions	**By when**	**Outcomes and Success Criteria**
1.1. Prepare and adopt Open Space and Landscaping Supplementary Planning Document to provide guidance and standards for the provision and maintenance of open spaces, recreational facilities and landscaping in new developments to meet local needs and aspirations.	By January 2009	Policy document adopted by January 2009

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Theme: Liveability		
Development Priority: 2. Further develop waste strategy to promote waste reduction and increased recycling		
Key actions	**By when**	**Outcomes and Success Criteria**
2.1. Preparation and adoption of Minerals and Waste Core Strategy and Site Allocations Development Plan Documents to develop and implement policies which encourage the sustainable production and use of minerals and to encourage the re-use and recycling of waste and the recovery of value from waste.	By April 2010.	Development Plan Documents adopted by 2010

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Theme: Liveability		
Development Priority: 3. Improve the quality, safety and security of the environment for current and future generations		
Key actions	**By when**	**Outcomes and Success Criteria**
3.1. Develop and implement new planning policies for inclusion in Core Strategy, Regeneration and Environment Development Plan Documents which require and/or encourage new development to be sustainable in terms of energy efficiency, energy production and use, sustainable building techniques and the recycling of building materials.	By 2009/10	Core Strategy adopted October 2009 Regeneration Development Plan Document adopted April 2010 Environment Development Plan Document adopted August 2010

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Theme: Economic Regeneration and Transport		
Development Priority: 4. Ensure good and sustainable design in regeneration schemes and new developments (Modernise the Planning System)		
Key actions	**By when**	**Outcomes and Success Criteria**
4.1 Continue the development of up-to-date planning policy guidance by continuing work on the production of a range of Development Plan Documents (DPD) and Supplementary Planning Documents (SPD) (or the Core Strategy, the Regeneration DPD, Yarm and Eaglescliffe Area Action Plan, Environment DPD, Joint Minerals and Waste Core Strategy and Site Allocations DPDs, Residential Design Guide SPD, Open Space and Landscaping SPD and Planning Obligations DPD). Further develop planning guidance to actively support business needs – include in LDF, Core strategy	By 2009/ 2010 By October 2009	Targets for DPD and SDP production set in Local Development Scheme will be met
4.2 Continue to meet performance indicators within Development Services	March 2008	Meet government targets in determining Planning Applications BVPI 109a Majors 60% within 13 weeks BVPI 109b Minors 65% within 8 weeks BVPI 109c Others 80% within 8 weeks
4.3 Introduce performance indicators to measure and improve the level of the building control service.	December 2007	Introduction of further performance indicators for Building Control that are based on the DCLG guidance document. Introduce pilot scheme by July 2007.
4.4 Improve guidance available to the residents and developers to assist in submitting applications	December 2007	Improved web information. Improvement of quality and quantity of information available on line for the public.

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		Increased availability of technical staff % of invalid applications received reduced to < 30% by March 2008
4.5 Prepare and adopt Residential Design Guide SPD to promote higher urban design standards and sustainable development in new residential estates.	By 2009	SPD adopted by January 2009
4.5 Availability for the public to submit building regulation applications and pay on line.	By May 2007	Implementation of IDOX for Building Control by May 2007. Facility to submit Building Control application and pay on line available 24 hours a day seven days a week Paperless process - 30% reduction in paper with electronic Building Control applications.
4.6 Availability for the public to check the progress of a building regulation application on line	By May 2007	Implementation of Public Access for Building Control by May 2007 Public able to check progress of building regulation application on line 24 hours a day, seven days a week.
4.7 Increase the % of planning applications submitted online by December 2007	By December 2007	On-line applications increased from 1% to 20% by December 2007 The service provided online advice using Frequently Asked Questions, which are reviewed every six months and updated as required. The page indicates when it was last updated.
4.8 Develop strategy and implementation to fully comply with future Pendleton and DCLG electronic planning service requirements	By March 2008	• Online access to the enforcement register including access to the actual enforcement notices for the past ten years. This is updated within one working day of a change to the information. • Customers can search for enforcement reference number; parish; date authorised; date enforcement notices by: address; postcode; ward or served; and compliance date • Customers can access an online map which allows them to click

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		on a property and then links to relevant enforcement notices There is an IT system that is used to monitor compliance with conditions and Section 106 Undertakings. Agreements/Unilateral undertakings
4.9 Publicise and encourage use of electronic means of making representations on LDF consultation documents and planning applications.	By end of 2007	Increase 25% of representations received electronically in next round of consultation in September 2007

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Theme: Liveability		
Development Priority: 5. Modernise the Planning System (Organisational and Operational Effectiveness – Service Delivery)		
Key actions	**By when**	**Outcomes and Success Criteria**
5.1 Tackle constant recruitment and retention issues of staff to ensure performance levels are maintained and a first class service is provided	March 2008	Increase in the number of qualified professional planning officers
5.2 Implement Planning Recruitment and Retention Strategy	March 2008	Evaluate success or failure of new Planning Recruitment and Retention Strategy
5.3 Planning Service to undertake the Customer First Programme to ensure that the service is totally efficient and appropriate to requirements	Date to be confirmed	Put in generic section with appraisals sickness, etc
5.4 Assess Planning Services in relation to Disability Action Plan to achieve council equality objectives	Date to be confirmed	

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Theme: Community Safety		
Development Priority: 6. Deliver community safety priorities to reduce crime and the fear of crime		
Key actions	**By when**	**Outcomes and Success Criteria**
6.1 Develop policies for inclusion in Local Development Framework Core Strategy and Residential Design Guide SPD to design out crime in new developments. Adopt and implement by 2009.	By January/October 2009	Core Strategy adopted October 2009 Residential Design Guide adopted and implemented by January 2009

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Theme: Liveability		
Development Priority: 7. Deliver quality and choice in the housing market and address housing market failure		
Key actions	**By when**	**Outcomes and Success Criteria**
7.1 Develop and implement housing policies in LDF Core Strategy and Regeneration DPDs to encourage affordable and special needs housing in the Borough where there is a demonstrable need.	Core Strategy developed by October 2009, Regeneration DPD by April 2010	Core Strategy adopted by October 2009 Regeneration DPD adopted by April 2010

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Theme: Organisational and Operational Effectiveness – Service Delivery		
Development Priority: 8. Improving Operational Efficiency		
Key actions	**By when**	**Outcomes and Success Criteria**
8.1 Implementation of the Planning Peer Review Recommendations	June 2008	Recommendations implemented by June 2008

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Theme: Liveability

Development Priority 17: Undertake all relevant actions within the Council's Equality Plans and other cross-cutting strategic plans

Key actions	By when	Outcomes and Success Criteria
17.1 Involve people with a disability in the development of the Local Development Framework	December 2007	Outcomes relating to the improved accessibility of services to all people and improved community cohesion.
17.2 Incorporate the provision for accessibility and disabled parking facilities into new projects	Ongoing	