

Service Improvement Plan (*abridged*)

Development and Neighbourhood Services

Planning Services

2008/09 – 2010/11

Service Improvement Plan (abridged) – Planning Services 2008/09 – 2010/11

Theme: Economic Regeneration and Transport		
Development Priority PS 1 - strengthen strategic planning through the Local Development Framework: Key Action 1: Open Space and Landscape Supplementary Planning Document		
Key Actions	By when	Outcomes and Success Criteria
1.1 Draft consultation period	July 2008	<p>Outcomes: There will be an up-to-date policy framework, which will incorporate the latest national and regional planning policy guidance to assist in the determination of all planning applications to contribute to achieving corporate priorities.</p> <p>The development of up-to-date planning policy guidance by continuing to work on the production of a range of Development Plan Documents (DPDs) and Supplementary Planning Documents (SPDs) by 2009/10, which will encourage sustainable development in all forms.</p> <p>Success Criteria: Key action 1: Open Space and Landscape Supplementary Planning Document by 2009 Key action 2. Preparation of Minerals and Waste DPDs by 2010 Key action 3: Up-to-date SPD's and DPD's by 2010</p>
1.2 Consideration of representations	September 2008	
1.3 Adoption and publication	January 2009	

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Theme: Economic Regeneration and Transport		
Development Priority PS 1 - strengthen strategic planning through the Local Development Framework: Key Action 2: Preparation of Minerals and Waste Development Pan Documents by 2010		
Key Actions required to deliver the Improvement Priority	By when	Outcomes and Success Criteria
2.1 Consultation on Preferred Options	April – December 2008	<p>Outcomes: There will be an up-to-date policy framework, which will incorporate the latest national and regional planning policy guidance to assist in the determination of all planning applications to contribute to achieving corporate priorities.</p> <p>The development of up-to-date planning policy guidance by continuing to work on the production of a range of Development Plan Documents (DPDs) and Supplementary Planning Documents (SPDs) by 2009/10, which will encourage sustainable development in all forms.</p> <p>Success Criteria: Key action 1: Open Space and Landscape Supplementary Planning Document by 2009 Key action 2.Preparation of Minerals and Waste DPDs by 2010 Key action 3: Up-to-date SPD's and DPD's by 2010</p>
2.2 Submission of DPDs/SA to Secretary of State	January 2009	
2.3 Consultation on Submission of DPD	Jan-Feb. 2009	
2.4 Examination of DPDs.	July 2009	
2.5 Adoption and Publication of Document and Proposals Map.	April 2010	

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Theme: Economic Regeneration and Transport		
Development Priority PS 1 - strengthen strategic planning through the Local Development Framework: Key Action 3: Preparation of up-to-date SPD's and DPD's by 2010		
Key Actions	By when	Outcomes and Success Criteria
3.1 Core Strategy and Key Diagram Submit to Secretary of State (SoS). Consult on Submission Draft Examination Adoption and Publication	May 2008 May-June 2008 November 2008 July 2009	Outcomes: There will be an up-to-date policy framework, which will incorporate the latest national and regional planning policy guidance to assist in the determination of all planning applications to contribute to achieving corporate priorities. The development of up-to-date planning policy guidance by continuing to work on the production of a range of Development Plan Documents (DPDs) and Supplementary Planning Documents (SPDs) by 2009/10, which will encourage sustainable development in all forms.
3.2 Regeneration and Proposals map Consult on Preferred Options Submit to SoS Consult on Submission DPD Examination Adoption and Publication	May-June 2008 January 2009 January –February 2009 August 2009 April 2010	
3.3 Yarm and Eaglescliffe Action Area Plan and Proposals Map. Preferred Options Submit to SoS Consult on Submission DPD. Examination Adopt and Publish	May-June 2008 January 2009 Jan-Feb 2009 July 2009 March 2010	

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<p>3.4 Environment DPD and Proposals Map</p> <p>Preferred Options Submit to SoS Consult on Submission DPD. Examination, Adopt and publish.</p>	<p>April – July 2008 June 2009 June-July 2009 January 2010 August 2010</p>	<p>Success Criteria: Key action 1: Open Space and Landscape Supplementary Planning Document by 2009 Key action 2. Preparation of Minerals and Waste DPDs by 2010 Key action 3: Up-to-date SPD's and DPD's by 2010</p>
<p>3.5 Joint Minerals and Waste Core Strategy and Site Allocations DPD.</p> <p>Submit to SoS Consult on Submission DPD. Examination. Adopt and publish.</p>	<p>January 2009 January-February 2009 July 2009 April 2010</p>	
<p>3.6 Residential Design Guide Supplementary Planning Document</p> <p>Prepare draft Consult on draft document Consider representations Adopt and publish</p>	<p>May 2008 June – July 2008 September 2008 January 2009</p>	
<p>3.7 Open Space and Landscaping SPD</p> <p>Prepare draft Consult on draft document Consider representations Adopt and publish</p>	<p>May 2008 June – July 2008 September 2008 January 2009</p>	
<p>3.8 Greater North Shore Masterplan</p> <p>Draft consultation period Consideration of representations Adoption and publication</p>	<p>April-May 2008 July-August 2008 September 2008</p>	

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Theme: Economic Regeneration and Transport		
Development Priority PS 2 – Delivery of policies with spatial dimension		
Key Actions required to deliver the Improvement Priority	By when	Outcomes and Success Criteria
2.1 Ensure LDF is regularly on agenda at Cabinet, corporate management team and local strategic partnership meetings	Ongoing	<p>Outcomes Delivery of policies with spatial dimension Improve performance of the Spatial planning team and assist it in meeting the deadlines set out in the Local development Framework for the development of a modern policy basis for planning in the Borough.</p> <p>Success Criteria Reduction in percentage of planning appeals allowed</p>
2.2 Head of Service to actively seek out opportunities for planning managers to be at the table in corporate discussions particularly on strategies that include a spatial dimension,	Ongoing – regular liaison meetings now held with regeneration and housing HOS and their teams. Others to be identified as appropriate	
2.3 Further develop the role of the cabinet portfolio holder as an active champion for planning and the LDF; build a strong relationship with regular one-to-one meetings with portfolio holder.	Ongoing. SPM meets portfolio holder in advance of LDF members' steering Group meetings, which are held on a regular basis.	
2.4 Establish a regular forum for discussion between councillors and planning officers on LDF and planning issues.	Members' steering group already in operation. Seminar for other Councillors to be arranged by June 2007.	
2.5 Implementation of all Peer Review Recommendations	March 2009	

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Theme: Economic Regeneration and Transport		
Development Priority PS3: Improved customer focus and community engagement		
Key Actions	By when	Outcomes and Success Criteria
3.1 Ensure consultation exercises include the participation of disabled stakeholders and their representatives. <ul style="list-style-type: none"> Yarm and Eaglescliffe Area Action Plan 	Jul – Dec 08	<p>Outcomes Planning policy documents reflect the needs of the disabled community more accurately and seek to achieve beneficial outcomes. Improved quality of applications submitted with reduction in the percentage made invalid for inadequate information Improvement of quality and quantity of information available on line for the public Greater availability of the service Speeding the submission process up</p> <p>Success Criteria Increased percentage of planning applications submitted online Increase in the use of public access by applicants and agents. Greater transparency in the process of applications Paperless process</p>
3.2 Establish contact with the Disability Action Group	Ongoing.	
3.3 Develop SCI into a corporate communications strategy – SPM participation on Communications working group.	March 2008	
3.4. Improved web information including online maps	December 08	
3.5 Active Promotion of Public Access system, through means such as agent forums, leaflets, web banners and email promotions.	July 08	
3.6 Online advice i.e. FAQs, reviewed and updated as required.	May 08	
3.7 Scanning of 10 years Back History	Dec 08	
3.8 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.	Dec 08	
3.9 Public ability to check the progress of the building regulations applications online	June 08	
3.10 Building Control applications able to be submitted and payments received on line	June 08	
3.11 Undertake / implement all relevant actions in the Council's equality plan	Within agreed timetable	

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Theme: Corporate Health – Organisational Development – All Themes

Development Priority: Organisational Development

Outcomes and success criteria

All services are subjected to a number of Organisational Development objectives. These demonstrate how the service contributes to the achievement of the organisation's 'corporate health'.

SICKNESS ABSENCE

Sickness absence remains high across the Council compared to other local authorities and therefore it is imperative that sickness is targeted for reduction. Sickness absence is measured via ex-BVPI12 and all services need to contribute to the corporate target of a reduction of at least 0.5 days lost per FTE due to sickness.

ON CONTRACT SPEND

All services contribute to making savings via better procurement. Value for money contracts have been arranged for areas of corporate spend such as mobile phones and stationery. In order to maximise savings, services have been set a target of 97% for 'on contract' spend for these contracts.

PAYMENT OF INVOICES

The Council is measured for the time taken to pay invoices. Prompt payment is important to our supply base and helps improve their cash flow, which in turn keeps them profitable and helps economic development of the locality. Payment of invoices is measured by ex-BVPI8 and all services contribute to the corporate target of at least 85% of invoices paid within 30 days, by Q4.

APPRAISALS

Highly trained and motivated employees are necessary for the delivery of modern, effective and efficient services. Consequently the employee appraisal scheme has been revised and improved to ensure staff have the relevant skills and development opportunities. All services have been set a target of undertaking appraisals for at least 90% of employees.

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GERSHON EFFICIENCY SAVINGS

The Council is subject to an annual 3% cashable efficiency target and many services contribute in one way or another. Services will set their targets via the forward looking Annual Efficiency Statement (April) which includes both the financial targets and any associated quality cross checks.

VALUE FOR MONEY REVIEWS

Council services are subject to the requirement to demonstrate value for money in order to show the public that money is spent effectively. The process also feeds into the Use of Resources service block in CPA. Services subject to reviews are those with apparent high costs compared to other local authorities and the initial focus of reviews is to determine why this is the case.

PARTNERSHIP HEALTHCHECKS

New government policies and legislation frequently involve partnership working. The major policy initiatives for local government all depend for their success on effective joint working. There is a growing policy focus on area governance and service delivery at regional, sub-regional and the neighborhood level; this may involve local authorities and a variety of partners at each level. Consequently, well-developed and effective partnerships are becoming an essential feature for Stockton Borough Council's success.

DATA QUALITY

The Council is assessed against its corporate management arrangements for Data Quality. Good quality data is essential in supporting effective decision making at all levels across the organisation. All services are working towards improving data quality further by responding to the recommendations made following the Data Quality Audit 2007 and implementing the actions highlighted within the Data Quality Strategy.

CUSTOMER FIRST

Customer First Stage II launched in June 2007 aims to encourage services to strive for excellence in customer service. The programme requires every service to adopt the latest service standards and compare how it measures up against five key components. All services should aim reach the Stage II standard by March 2009.

DIVERSITY

Equality Impact Assessment

- Ensure all appropriate reports submitted to Cabinet have been subject to Equality Impact Assessment.
- Carry out Equality Impact Assessments of existing services. 50% in 2008/09 and 50% in 2009/10, including Impact Assessments of contracted services where appropriate.
- Include actions developed as a result of Equality Impact Assessment in SIP or BUP as appropriate.

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Training

- Ensure all employees attend corporate diversity training in line with Council Plan targets.

Single Equality Scheme

- Achieve all relevant targets within the race, gender and disability equality action plans

Procurement

- Utilise new procurement procedures to ensure equality is embedded in procurement activities.