

**Service Improvement Plan (*abridged*) – 2009/ 2012**

**Development and Neighbourhood Services**

**Planning Services**

## Service Improvement Plan (*abridged*) – 2009/ 2012 – Planning Services

<b>Theme: Economic Regeneration and Transport</b>		
<b>Development Priority: PS1: Strengthen strategic planning policy through the Local Development Framework (LDF) through the development and production of the Core Strategy and additional Development Plan Documents (DPDs).</b>		
<b>Key actions</b>	<b>By when</b>	<b>Outcomes and Success Criteria</b>
<p><b><u>PS1.1. Core Strategy</u></b></p> <ul style="list-style-type: none"> <li>• Submit Core Strategy to Secretary of State</li> <li>• Pre-examination meeting</li> <li>• Independent examination</li> <li>• Adopt Core Strategy</li> </ul>	<p>30<sup>th</sup> April 2009 31<sup>st</sup> May 2009 31<sup>st</sup> July 2009 30<sup>th</sup> November 2009</p>	<ul style="list-style-type: none"> <li>• Up-to-date policy framework will be provided for the determination of planning applications</li> <li>• Deadlines met for each stage of document production</li> <li>• Each document found sound at independent examination</li> </ul>
<p><b><u>PS1.2. Regeneration DPD</u></b></p> <ul style="list-style-type: none"> <li>• Targeted consultation on preferred options</li> <li>• Publication consultation</li> <li>• Submission to Secretary of State</li> <li>• Independent examination</li> <li>• Adoption of Regeneration DPD</li> </ul>	<p>31<sup>st</sup> January 2010 31<sup>st</sup> July 2010 31<sup>st</sup> January 2011 31<sup>st</sup> May 2011 30<sup>th</sup> September 2011</p>	

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Key actions	By when	Outcomes and Success Criteria
<p><b><u>PS1.3. Yarm and Eaglescliffe Area Action Plan</u></b></p> <ul style="list-style-type: none"> <li>• Targeted consultation on preferred options</li> <li>• Publication consultation</li> <li>• Submission to Secretary of State</li> <li>• Independent examination</li> <li>• Adoption of Yarm and Eaglescliffe Action Plan</li> </ul>	<p>31<sup>st</sup> January 2010            31<sup>st</sup> July 2010            31<sup>st</sup> January 2011            31<sup>st</sup> May 2011            30<sup>th</sup> September 2011</p>	
<p><b><u>PS1.4. Minerals and Waste Core Strategy and Site Allocations DPDs</u></b></p> <ul style="list-style-type: none"> <li>• Publication consultation</li> <li>• Submission to Secretary of State</li> <li>• Independent examination</li> <li>• Adoption of Minerals and Waste Core Strategy and Site Allocations DPDs</li> </ul>	<p>31<sup>st</sup> May 2009            31<sup>st</sup> August 2009            30<sup>th</sup> November 2009            30<sup>th</sup> April 2010</p>	

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Key actions	By when	Outcomes and Success Criteria
<p><b><u>PS1.5. Environment DPD</u></b></p> <ul style="list-style-type: none"> <li>• Issues and options consultation</li> <li>• Preferred options consultation</li> <li>• First publication</li> <li>• Submission to Secretary of State</li> <li>• Independent examination</li> <li>• Adoption of Environment DPD</li> </ul>	<p>31<sup>st</sup> January 2010            30<sup>th</sup> September 2010            31<sup>st</sup> October 2011            29<sup>th</sup> February 2012            31<sup>st</sup> May 2012            31<sup>st</sup> October 2012</p>	

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## Service Improvement Plan (*abridged*) – 2009/ 2012 – Planning Services

<b>Theme: Economic Regeneration and Transport</b>		
<b>Development Priority: PS2: Strengthen the Local Development Framework (LDF) through the development and production of Supplementary Planning Documents (SPDs)</b>		
<b>Key actions</b>	<b>By when</b>	<b>Outcomes and Success Criteria</b>
<p><b><u>PS2.1. Open Space, Recreation and Landscaping SPD</u></b></p> <ul style="list-style-type: none"> <li>• Consult on draft SPD</li> <li>• Consider representations</li> <li>• Adopt and publish Open Space, Recreation and Landscaping SPD</li> </ul>	<p>31<sup>st</sup> May 2009 30<sup>th</sup> June 2009 31<sup>st</sup> July 2009</p>	<ul style="list-style-type: none"> <li>• Documents will provide clear and unambiguous advice on how to implement planning policy in determining planning applications where the provision of open space recreational facilities, landscaping and sustainable development techniques are issues</li> <li>• Documents will meet deadlines for each stage of the process</li> </ul>
<p><b><u>PS2.2. Sustainable Design Guide SPD</u></b></p> <ul style="list-style-type: none"> <li>• Prepare draft</li> <li>• Consult on draft document</li> <li>• Consider representations</li> <li>• Adopt and publish Sustainable Design Guide SPD</li> </ul>	<p>31<sup>st</sup> July 2009 31<sup>st</sup> December 2009 31<sup>st</sup> January 2010 31<sup>st</sup> May 2010</p>	

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Theme: Economic Regeneration and Transport		
Development Priority: PS3: Improved Customer Focus and Engagement		
Key actions	By when	Outcomes and Success Criteria
<b>PS3.1.</b> Undertake review of all Planning Services computer systems	31 <sup>st</sup> December 2009	<p><b><u>Outcomes</u></b></p> <ul style="list-style-type: none"> <li>• Improved quality of planning applications received</li> <li>• Improvement of quality and quantity of information available on line for the public</li> <li>• Greater availability and transparency of service</li> <li>• Community involvement more streamlined and better targeted</li> <li>• Better analysis available of diversity of respondents to consultations and ability to target specific groups with low representation</li> </ul> <p><b><u>Success Criteria</u></b></p> <ul style="list-style-type: none"> <li>• Increased percentage of planning applications submitted online</li> <li>• Reduction in the percentage of planning applications made invalid because of inadequate information</li> <li>• Reduction in the number of avoidable contacts (NI 14)</li> <li>• Increase in the use of public access</li> </ul>
<b>PS3.2.</b> Improve electronic access to Planning Services through targeted website improvements, including provision of on-line maps, hosting of large documents and development of Enforcement Register	31 <sup>st</sup> December 2009	
<b>PS3.3.</b> Improve the quality of on-line advice provided, e.g. FAQ's	30 <sup>th</sup> September 2009	
<b>PS3.4.</b> Collect diversity monitoring information as part of consultation exercises	Ongoing	
<b>PS3.5.</b> Produce guidance leaflets indicating the provisions of the latest General Permitted Development Order (GPDO)	30 <sup>th</sup> June 2009	
<b>PS3.6.</b> Make the Planning Service more representative of the population of the borough	Ongoing	

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<b>Theme: Organisational Development</b>		
<b>Development Priority: PS4: Undertake all relevant actions within the Council's Equality Plans and other cross-cutting strategic plans</b>		
<b>Key actions</b>	<b>By when</b>	<b>Outcomes and Success Criteria</b>
<b>PS4.1.</b> Ensure all staff have undergone relevant training on race, faith, belief and diversity	31 <sup>st</sup> March 2010	<p><b><u>Outcomes</u></b></p> <ul style="list-style-type: none"> <li>• Outcomes relating to the improved accessibility of services to all people and improved community cohesion</li> </ul> <p><b><u>Success Criteria</u></b></p> <ul style="list-style-type: none"> <li>• 0.5 day reduction in sickness absence from 2008/09 outturn</li> <li>• 90% of invoices paid within 30 days</li> <li>• 98% on-contract spend on relevant contracts</li> <li>• 90% of staff receive annual appraisal</li> <li>• Achievement of Council's target to reduce its carbon emissions by 25% by 2013</li> <li>• Improved standards of data quality</li> </ul>
<b>PS4.2.</b> Implement the findings of the Customer First Stage II Standard assessment report and work towards the achievement of the Customer Excellence Standard	30 <sup>th</sup> June 2009	
<b>PS4.3.</b> Undertake the relevant actions within the Carbon Management Programme and the Climate Change Action Plan	31 <sup>st</sup> March 2010	
<b>PS4.4.</b> Implement the relevant actions from the Council's Data Quality Strategy	31 <sup>st</sup> March 2010	
<b>PS4.5.</b> Undertake Efficiency and Improvement Reviews (EITP), ensuring that services are appropriate to meet future demands (the Year 1 EITP includes reviews of Regulation and Enforcement, Advice and Information and Communication, Consultation and Engagement)	31 <sup>st</sup> March 2012	

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<b>PS4.6.</b> Reduce sickness absence	31 <sup>st</sup> March 2010	
<b>PS4.7.</b> Improve performance on payment of invoices and on-contract spend	31 <sup>st</sup> March 2010	
<b>PS4.8.</b> Ensure staff receive annual appraisal	31 <sup>st</sup> August 2009	

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