

**Service Improvement Plan** (*abridged*)

**Development and Neighbourhood Services**

**Planning Services**

**2008/09 – 2010/11**

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

<b>Theme: Economic Regeneration and Transport</b>		
<b>Development Priority PS 1 - strengthen strategic planning through the Local Development Framework: Key Action 1: Open Space and Landscape Supplementary Planning Document</b>		
<b>Key Actions</b>	<b>By when</b>	<b>Outcomes and Success Criteria</b>
1.1 Draft consultation period	July 2008	<b>Outcomes:</b> 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.
1.2 Consideration of representations	September 2008	
1.3 Adoption and publication	January 2009	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.  <b>Success Criteria:</b> 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

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

<b>Theme: Economic Regeneration and Transport</b>		
<b>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</b>		
<b>Key Actions</b>	<b>By when</b>	<b>Outcomes and Success Criteria</b>
2.1 Consultation on Preferred Options	April – December 2008	<p><b>Outcomes:</b> 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><b>Success Criteria:</b> Key action 1: Open Space and Landscape Supplementary Planning Document by 2009 Key action 2. Preparation of Minerals and Waste DPDs by 2010 <i>Key action 3: Up-to-date SPD's and DPD's by 2010</i></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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<b>Theme: Economic Regeneration and Transport</b>		
<b>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</b>		
<b>Key Actions</b>	<b>By when</b>	<b>Outcomes and Success Criteria</b>
<b>3.1 Core Strategy and Key Diagram</b> Submit to Secretary of State (SoS). Consult on Submission Draft Examination Adoption and Publication	May 2008 May-June 2008 November 2008 July 2009	<b>Outcomes:</b> 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.
<b>3.2 Regeneration and Proposals map</b> 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	

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<p><b>3.3 Yarm and Eaglescliffe Action Area Plan and Proposals Map.</b>          Preferred Options          Submit to SoS          Consult on Submission DPD.          Examination          Adopt and Publish</p>	<p>May-June 2008          January 2009          Jan-Feb 2009          July 2009          March 2010</p>	<p><b>Success Criteria:</b>          Key action 1: Open Space and Landscape Supplementary Planning Document by 2009          Key action 2. Preparation of Minerals and Waste DPDs by 2010  <i>Key action 3: Up-to-date SPD's and DPD's by 2010</i></p>
<p><b>3.4 Environment DPD and Proposals Map</b>           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><b>3.5 Joint Minerals and Waste Core Strategy and Site Allocations DPD.</b>          Submit to SoS          Consult on Submission DPD.          Examination.          Adopt and publish.</p>	<p>January 2009          January-February 2009          July 2009          April 2010</p>	
<p><b>3.6 Residential Design Guide Supplementary Planning Document</b>          Prepare draft          Consult on draft document          Consider representations          Adopt and publish</p>	<p>May 2008          June – July 2008          September 2008          January 2009</p>	

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<p><b>3.7 Open Space and Landscaping SPD</b>          Prepare draft          Consult on draft document          Consider representations          Adopt and publish</p>	<p>May 2008          June – July 2008          September 2008          January 2009</p>	
<p><b>3.8 Greater North Shore Masterplan</b>          Draft consultation period          Consideration of representations          Adoption and publication</p>	<p>April-May 2008          July-August 2008          September 2008</p>	

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<b>Theme: Economic Regeneration and Transport</b>
<b>Development Priority PS 2 – Delivery of policies with spatial dimension</b>

<b>Key Actions</b>	<b>By when</b>	<b>Outcomes and Success Criteria</b>
2.1 Ensure LDF is regularly on agenda at Cabinet, corporate management team and local strategic partnership meetings	Ongoing	<p><b>Outcomes</b> 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><b>Success Criteria</b> 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	Ongoing. SPM meets portfolio holder in advance	

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portfolio holder.	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 – Organisational development – Focus on Residents and Customers		
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"> <li>Yarm and Eaglescliffe Area Action Plan</li> </ul>	Jul – Dec 08	<b>Outcomes</b> 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 <b>Success Criteria</b> 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
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	

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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: ORGANISATIONAL DEVELOPMENT – ALL THEMES**

### **DEVELOPMENT PRIORITY: ORGANISATIONAL DEVELOPMENT – 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.

#### **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

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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 2008/9 and 50% in 2009/10.
- Include actions developed as a result of Equality Impact Assessments 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 action plans.

### Procurement

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