

## Planning Services end of the year report 2022 to 2023

Performance measure	Link to Corporate Plan priority	Target and reporting timescale	Baseline/output from 2021 to 2022	Owner and co-owners	Outcome or output 2022 to 2023
<b>Major applications determined within 13 weeks (or within an agreed timescale)</b>	Sound financial management Housing Cleaner, greener East Cambridgeshire	90%, annually	100% 46 out of 46 applications on time.	Planning Manager Planning Team Leaders Conservation Officer All Planning Officers (including Seniors and Planning Assistant)	100% 40 out of 40 applications on time.
<b>Minor applications to be determined within 8 weeks (or within an agreed timescale)</b>	Sound financial management Housing Cleaner, greener East Cambridgeshire	80%, annually	95% 390 out of 409 applications on time.	Planning Manager Planning Team Leaders Conservation Officer All Planning Officers (including Seniors and Planning Assistant)	87% 204 out of 235 applications on time.
<b>Householder applications to be determined within 8 weeks (or within an agreed timescale)</b>	Sound financial management Housing Cleaner, greener East Cambridgeshire	90%, annually	99% 402 out of 406 applications on time.	Planning Manager Planning Team Leaders Conservation Officer All Planning Officers (including Seniors and Planning Assistant)	92% 362 out of 395 applications on time.
<b>All other applications to be determined within statutory timescales (or within an agreed timescales)</b>	Sound financial management Housing Cleaner, greener East Cambridgeshire	90%, annually	98% 116 out of 119 applications on time.	Planning Manager Planning Team Leaders All Planning Officers (including Seniors and Planning Assistant)	90% 109 out of 121 applications on time.
<b>Tree Preservation Order applications, Conservation Area Notices (trees) to</b>	Sound financial management Housing	100%, annually	100% 360 applications on time.	Trees Officer Planning Manager	100% 282 applications on time.

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be determined within statutory timescales	Cleaner, greener East Cambridgeshire				
Planning applications determined within 26 weeks of validation unless a planning performance agreement or extension of time has been agreed	Sound financial management Housing Cleaner, greener East Cambridgeshire	100%, annually	99.8% 1028 out of 1030 decisions.	Planning Manager Planning Team Leaders Conservation Officer All Planning Officers (including Seniors and Planning Assistant)	99.1% 823 out of 830 decisions.
Planning applications validated within 5 working days	Sound financial management Housing Cleaner, greener East Cambridgeshire	75%, annually	69% 1406 out of 2043 applications.	Planning Manager Office Team Leader Senior Support Officer All Support Officers	94% 1471 out 1563 applications. Please note this target will be increased in the 2023 to 2024 service plan to 85%
Discharge of condition applications determined within 8 weeks unless an extension of time has been agreed	Sound financial management Housing Cleaner, greener East Cambridgeshire	75%, annually	72.5% 285 out of 393 discharge application on time.	Planning Manager Planning Team Leaders Conservation Officer All Planning Officers (including Seniors and Planning Assistant) Office Team Leader Support Officers	86% 223 out of 271 discharge application on time.
Respond to all National Strategic Infrastructure Projects (NSIP) in accordance with the timeframe set by the Planning Inspectorate/process; any NSIP that are within the district the case officer will seek a Planning Performance Agreement with the developer in order to recover reasonable costs while providing a comprehensive response back to the Inspectorate	Sound financial management Housing Cleaner, greener East Cambridgeshire	100%, annually	New performance measure.	Planning Manager Planning Team Leaders Senior Planning Officers	No deadlines missed. During the year Sunnica submitted and the council's involvement will be complete by March 2023. CW Water Treatment Plant ECDC is a neighbouring consultee.

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<b>Implementation of further electronic working processes and procedures within 1 year – to include emailing decision notices and correspondence</b>	Sound financial management Housing Cleaner, greener East Cambridgeshire	As identified, annually	Working files being weeded once decision is issued to remove information stored on document management system. Begun initial contact with Parishes to find out what they do with the information we provide for them. Working on customer templates to email correspondence where they have provided email.	Planning Manager Office Team Leader Senior Support Officer	All templates set to email where an email address is provided. Working files are disposed of after a check that all relevant information is present and correct on the document management system following decision. Please note the wording for this target is amended slightly in 2023 to 2024 service plan to reflect the next steps to be completed.
<b>Continue work on the Cambridgeshire Local Heritage Project (CLHP), within the next year:</b> <ul style="list-style-type: none"> <li>• transfer of 2017 Buildings of Local Interest Register to Cambridgeshire Historic Environment Record (CHER) website</li> <li>• extend to cover the remainder of the district</li> <li>• formulate and agree scheme of delegation for additions/deletions to the CHER</li> <li>• agree amendment to SLA to secure CLHP legacy</li> </ul>	Housing Cleaner, greener, East Cambridgeshire Improving transport Social and community infrastructure	As identified, annually	New performance measure.	Conservation Officer Planning Manager	Existing 2017 list uploaded and live on CHER website. Surveys completed for all 35 parishes. Additional 530+ candidate sites identified, photographed and added to website, with descriptions and vetting in progress. Revised adoption procedures approved by Operational Services Committee. Consultations with owners and parishes to adopt new list entries commencing in 2023 on a rolling basis. Ongoing support of local list website incorporated within CHER SLA. Please note the wording for this target is amended slightly in 2023 to 2024 service plan to reflect the next stages.
<b>Help facilitate the successful delivery of North Ely through the planning process</b>	Housing Cleaner, greener, East Cambridgeshire Improving transport Social and community infrastructure	As identified, annually	Care Home now part occupied. School occupied up to Year 5 (currently 2-form entry). Ongoing work with Redrow and Hopkins on discharge of conditions. Hopkins and Redrow developments part	Planning Manager Planning Team Leader	Applications are being handled by a Case Officer who will also deal with any general enquiries or pre-application enquiries.

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			occupied. Pre-application discussions continuing. 2 deed of variations in relation to the Sports Pitches and Extra Care Facility, and affordable housing approved to facilitate future phases.		
<p><b>Work proactively with any Enterprise Zone within the district to bring forward appropriate development in order to provide a range of jobs to the district in a timely manner.</b></p> <p><b>Biannual meetings between the Enterprise Zone and a Planning Team Leader (as well as other relevant professionals) in order to mitigate problems and find solutions to significant problems at the earliest opportunity.</b></p> <p><b>Annual meeting with Planning Manager and Enterprise Zone to cover any strategic problems or concerns.</b></p>	<p>Housing</p> <p>Cleaner, greener, East Cambridgeshire</p> <p>Improving transport</p> <p>Social and community infrastructure</p>	<p>As identified, annually</p>	<p>Lancaster Way only Enterprise Zone.</p> <p>Planning Team Leader met with the Lancaster Way Project Group Meeting every 3 months.</p> <p>Planning Team Leader and the Planning Manager have worked with the Infrastructure and Strategy Manager and Director (Commercial) with the developer to try and overcome a highway capacity problem on the site and met on a regular basis to discuss applications.</p> <p>Applications dealt with as a priority.</p>	<p>Planning Manager</p> <p>Planning Team Leader</p>	<p>The Local Planning Authority has hired additional contractors in part to continue to ensure that Lancaster Way continues to have a high level of service from the Planning Department.</p> <p>Meetings are ongoing, though some have had to be rearranged.</p>
<p><b>Meet with the Lead Local Flood Authority, Highways, Anglian Water and other key stakeholders on a quarterly basis to increase the level of service we are able to provide to our customers.</b></p>	<p>Housing</p> <p>Cleaner, greener, East Cambridgeshire</p> <p>Improving transport</p> <p>Social and community infrastructure</p>	<p>As identified, annually</p>	<p>Carried out on a monthly basis with Anglian Water and LLFA and weekly basis with highways,</p>	<p>Planning Manager</p> <p>Planning Team Leader</p> <p>Senior Planning Officers</p>	<p>Anglian Water came to a team meeting in August 2022.</p> <p>Local Highways Authority continue to provide an online drop in service on a weekly basis.</p> <p>No meetings currently taking place with Lead Local Flood Authority, primarily given the time pressure they are under.</p> <p>Attendance at Planning and Development CPFloW sub-group.</p> <p>Please note the wording of this target is amended in 2023 2024 service plan to encompass both internal and external</p>

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					consultees.
Contribute to the implementation of the Council's Climate and Environment Action Plan	Cleaner, greener East Cambridgeshire	As identified, annually	New performance measure.	Cross-Council activity	Planning applications allocated in areas and circulated on a rota basis to minimise the Officer mileage. Representation for planning on the ECDC Climate Change Board.
Undertake review and update Design Guide SPD for adoption within 1 year	Housing Cleaner, greener East Cambridgeshire	As identified, annually	Officers reviewed the first draft and passed comments to Strategic Planning to progress with the drafting of the SPD.	Planning Manager Planning Team Leaders Conservation Officer All Planning Officers (including Seniors and Planning Assistant)	This target will be removed from 2023 to 2024 service plan as the Planning team are unable to influence the timetable.
Monitor 20% of approved tree works	Housing Cleaner, greener East Cambridgeshire	20%, annually	9% 36 inspections out of 80 needed.	Trees Officer Planning Manager	73 application sites reviewed = 23% of total applications determined.
Annual update to Tree Strategy	Housing Cleaner, greener East Cambridgeshire	As identified, annually	Update not completed due to retirement of Senior Tree Officer.	Trees Officer Planning Manager	Tree strategy to be fully reviewed as the responsibilities for trees within the council have been split between the planning trees officer and the parks and open spaces trees officer as well as the use of new technology. Please note the wording of this target is amended in 2023 to 2024 service plan to reflect the necessary review needed.
Enforcement complaints to have preliminary investigation completed within 10 working days of receipt and the complainant contacted within 15 working days to advise of findings	Housing Cleaner, greener East Cambridgeshire	80%, annually	100% 100%	Planning Manager Planning Enforcement Team Leader All Enforcement Officers	100% 99%
Building Control applications received monitored for pre-commencement	Housing Cleaner, greener	80%, annually	Not measurable for 2019 to 2020 due to work processes, will be	Planning Manager Planning Enforcement Team Leader	8 single dwelling developments were visited over an 8

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condition compliance within 2 months; monitor the condition compliance of one development per month to identify and resolve issues and improve customer understanding (Wording amended to allow target to be easily measurable and include condition compliance.)	East Cambridgeshire		measurable for 2020 to 2021. Total of 114 applications actively monitored of 476 commencements recorded in Building Control.	Senior Planning Support Officer Office Team Leader All Enforcement Officers	month period, and conditions not adhered to identified and highlighted to the developers, before the team was diverted onto monitoring major development instead.
Undertake visits during works to listed buildings for 25% of approved consents	Housing Cleaner, greener East Cambridgeshire	25%, annually	Target achieved.	Conservation Officer Planning Manager	Sites visited where works in progress.
Improve customer information in relation to advertising, focussing on Conservation Areas in particular	Housing Cleaner, greener East Cambridgeshire	As identified, annually	New performance measure.	Planning Manager Planning Enforcement Team Leader All Enforcement Officers Conservation Officer	Planning Enforcement met with the Conservation Officer and drafted proposed text for the website. This target has been removed from 2023-24 as improvements have been implemented.
Investigation and implementation of a programme of biodiversity net gain for development sites in light of the Government's focus (NPPF, the publication of "A Green Future" and the Environment Bill 2021) and the Council's adopted Natural Environment SPD within 1 year (Target wording amended to reflect adoption of Natural Environment SPD and Environment Bill. Awaiting secondary legislation from the Secretary of State in relation to the Environment Bill.)	Housing Cleaner, greener East Cambridgeshire	As identified, annually	Two seminars attended to highlight areas to concentrate on. This has fed into the new Natural Environment SPD (currently out for consultation) which will provide the policy structure to enable officers to insist on net gains within planning proposals.	Planning Manager Planning Team Leaders Trees Officer All Planning Officers (including Seniors and Planning Assistant)	Natural Environment SPD has been adopted and case officers are working with applicants to achieve a net gain in biodiversity. Work is being carried out on a Biodiversity Net Gain SPD. Awaiting secondary legislation from the Secretary of State in relation to the Environment Bill.
Review and update our Standard Conditions and Reasons Manual	Housing Cleaner, greener	As identified, annually	New performance measure.	Planning Manager Planning Team Leader Trees Officer	Initial ideas shared with Team Leaders, Enforcement and Planning Manager.

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within 1 year to ensure they meet the 6 tests set out in paragraph 56 of the NPPF, 2021 and cover all necessary aspects required by legislation/policy	East Cambridgeshire			Conservation Officer All Planning Officers (including Seniors and Planning Assistant)	
Assist and attend meetings in the East Anglian Great Crested Newts District Level Licencing (DDL) Steering Group to provide local knowledge and obtain updates on the use of DLL within our district	Housing Cleaner, greener East Cambridgeshire	As required, annually	New performance measure.	Planning Manager Planning Team Leaders Senior Planning Officer	Continue to attend meetings and obtain updates on DLL in the district. Provided information to the steering group.
20hrs of CPD to be identified and to be provided annually (pro-rata for part time positions); following attendance of courses/seminars staff to feedback and discuss with the team at the next team meeting	Sound financial management	As identified, annually	685 hours completed by 25 members of staff resulting in 28.54 hrs/person.	Planning Manager	1196 hours completed by 27 members of staff resulting in 44 hrs/person average.
Regularly review higher level corporate risks, including judicial review - the decision making process has not been carried out lawfully, which could lead to a financial risk on the Authority and judicial review by aggrieved party	Sound financial management	As required, annually	No Judicial Reviews	Planning Manager	No Judicial Reviews
Proactively engage with Parish Councils and agents through: <ul style="list-style-type: none"> <li>parish meetings (to attend at least one meeting per Parish request, per year) and e-newsletters (2 a year)</li> <li>agent forums/newsletters (2 a year)</li> </ul>	Sound financial management Housing	As identified, annually	Parish meetings attended and newsletter produced. 2 agent forums and newsletter completed. Breakfast meeting postponed due to PURDAH and elections.	Planning Manager Planning Team Leaders Conservation Officer Trees Officer Office Team Leader Senior Support Officer All Planning Officers (including Seniors and Planning Assistant)	Ad hoc engagement with Parish Councils due to officer workloads.  Please note the wording of this target is amended in 2023 to 2024 service plan to reflect a realistic provision of resource.

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Produce new guidance/general information leaflets and review current leaflets and publish a minimum of 2 on website every 6 months	Sound financial management Housing	As identified, annually	Reviewed, amended and published leaflet on Trees FAQ – Living with Trees and Your Planning Services: Frequently Asked Questions	Planning Manager Planning Team Leaders Conservation Officer Trees Officer All Planning Officers (including Seniors and Planning Assistant)	Planning Committee Information leaflet amended in collaboration with Democratic Services.  Please note the wording of this target is amended to reflect a full review of the information on our webpages.
Use of Twitter to support the planning process and keep customers and the general public up to date with committee meeting information, planning information, the release of new SPD's and appeal decisions (Target amended to be more specific about the use of Twitter.)	Sound financial management Housing	As identified, annually	Twitter reported all validated and decided applications.	Planning Manager Planning Officer	Planning Twitter account deleted and deactivated. Planning will no longer directly post via Twitter. Everything going through Communications team.
Produce customer enquiry forms to help capture all of the relevant information required when a customer contacts Planning (this will help officers look into general enquiries straight away rather than having to follow-up with requests for further information); request feedback from officers yearly and update forms to include any additional content that would be useful in order to build and improve on this	Sound financial management Housing	As identified, annually	New performance measure.	Planning Manager Planning Team Leaders All Planning Officers (including Seniors and Planning Assistant) All Support Officers	Form provided to customers when initial contact through pldservices@eastcambs.gov.uk mailbox and contains minimal information.  Please note this target has been merged with the target above in 2023 to 2024 service plan to give a holistic customer experience.