













# Commitments towards our Vision









## Planning Service 2018-2019 Six month update







Performance Measure	Link to Corporate Plan Priority	Target and reporting timescale (i.e. 6 monthly or annually)	Baseline from previous year/output from previous year	Owner and co-owners	Status (at 6 month stage)	Outcome or output (at 6 month stage)
To deliver statutory functions within specified timescales and within budget constraints	A customer driven efficient Council with a "can do" attitude and pro business approach and commercially focused to ensure financial self-sufficiency for the tax payer.	90% of major applications determined within 13 weeks (or within an agreed timescale) N.B this is an increase of 10% from last years' target	96%	Rebecca Saunt- Planning Services Manager Andrew Phillips- Planning Team Leader Barbara Greengrass- Planning Team Leader All Planning Officers and Conservation Officer		95% 18 out of 19 applications on time
		80% of minor applications to be determined within 8 weeks (or within an agreed timescale)	92%	Rebecca Saunt Andrew Phillips Barbara Greengrass All Planning Officers and Conservation Officer		94% 204 out of 218 applications on time
		90% of householder applications determined within 8 weeks (or within an agreed timescale)	97%	Rebecca Saunt Andrew Phillips Barbara Greengrass All Planning Officers and Conservation Officer		99% 243 out of 245 applications on time
		90% of all other applications to be determined within statutory timescales (or within an agreed timescale)	93%	Rebecca Saunt Andrew Phillips Barbara Greengrass All Planning Officers and Conservation Officer		100% 62 applications on time
		100% of Tree Preservation Order applications and Conservation Area Notices (trees) to be determined within statutory timescales.	100%	Cathy White Rebecca Saunt		100% 251 applications on time
		100% of planning applications determined within 26 weeks of validation unless a planning performance agreement or extension of time has been agreed.	99.8%	Rebecca Saunt Andrew Phillips Barbara Greengrass All Planning Officers and Conservation Officer		99.7% 584 applications out of 586 applications
		90% of planning applications validated within 5 working days	75%	Lucy Flintham Rebecca Saunt Sarah Parisi All Support Team Members		73% within 5 working days (766 out of 1045 apps) 91% within 7 (952 apps)

		80% of discharge of condition applications determined within 8 weeks unless an extension of time has been agreed. N.B this is a decrease of 10% from last year's target	61%	Rebecca Saunt Andrew Phillips Barbara Greengrass All Planning Officers and Conservation Officer		<b>70% 107 out of 154 applications on time</b>
		10% increase in planning and pre-application fees from current budget	This year we have budgeted to bring in: £895,166 from planning fees- 10% increase would be £89,516.60 £49,783 from pre-app fees- 10% increase would be £4,978.30	Rebecca Saunt Andrew Phillips Barbara Greengrass All Planning Officers and Conservation Officer		<b>Planning 17% Pre-app 7%</b>  <b>Equating to: Planning £524,049 Preapp: £26,728</b>
		To re-invest the statutory 20% planning fee increase to deliver efficiencies for the Planning Department – The budget for 18/19 is expected to be £179,033	n/a	Rebecca Saunt Lucy Flintham		<b>Purchase of High Hedges module and Appeal documents on Public Access and on-site apps for Planning &amp; Enforcement</b>
		Implementation of further electronic working processes and procedures within 1 year – to include reduction of paper documents held on a planning file, emailing decision notices and correspondence	n/a	Rebecca Saunt Lucy Flintham Sarah Parisi		<b>Starting Decision Notice review following legislation update on pre-commencement conditions.</b>
To take a proactive approach to enhancing and improving the places in which people live: balancing economic,	Making East Cambridgeshire an even better place to live	Develop a toolkit based upon the CABE building for life criteria as part of Design Guide review within 12 months.	In progress (50%) – to be completed by 04/05/2018	Rebecca Saunt Lorraine Brown Andrew Phillips Barbara Greengrass		<b>Outstanding – due to workloads &amp; vacant posts</b>
		Carry out a scoping exercise for establishing Design Review panel to assess completed development schemes within 1 year.	Attended meeting with Cambridge City Design Panel to take Design Panel forward.	Rebecca Saunt Lorraine Brown Andrew Phillips Barbara Greengrass		<b>Outstanding – due to workloads &amp; vacant posts</b>

environmental and social needs		To help facilitate the successful delivery of North Ely through the planning process	Redrow Homes and Hopkins reserved matters taken to Committee. Care Home to go to Committee in April. Discharge of condition applications are expected to be progressed as far as possible by end of Feb 2018	Rebecca Saunt		First phases on each development, Hopkins and Redrow Homes have now commenced. Care Home granted approval and subsequent discharge of condition applications received. Ongoing discussions/pre-app for North Ely
		To 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. Quarterly meetings between the Enterprise Zone and a Senior Planning Officer (as well as other relevant professionals) in order to mitigate problems and find solutions to significant problems at the earliest opportunity. Biannual meetings with Planning Manager and Enterprise Zone to cover any strategic problems or concerns	n/a	Rebecca Saunt Andrew Phillips Barbara Greengrass		Regular meetings are being held. Internal meetings are being held to tackle any foreseeable hurdles. Applications received are dealt with as priority.
		To meet with the Police, Fire Brigade, Lead Local Flood Authority and other key stakeholders on a quarterly basis to increase the level of service we are able to provide to our customers.	Carried out on a monthly basis	Rebecca Saunt Barbara Greengrass Andrew Phillips		Carried out on a monthly basis
To improve the quality of the built & natural environment throughout the district	Making East Cambridgeshire an even better place to live	Undertake review & update Design Guide SPD for adoption within 12 months	In progress (50%) – to be completed by 04/05/2018	Rebecca Saunt Andrew Phillips Barbara Greengrass Cathy White All Planning Officers and Tree Officers		First draft completed and to be circulated to officers for comment once a full complement of staff
		Monitor 20% of approved tree works	20% 35 inspections	Cathy White Rebecca Saunt		20% 50 inspections
		80% of 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	100% 100%	Rebecca Saunt All Enforcement Officers		100% 147 inspections 100% 246 responses

		Undertake visits during works to listed buildings for 25% of approved consents N.B. this is an increase from last years' target.	24% 10 out of 41 applications	Rebecca Saunt Conservation Officer		<b>0% Due to not having a full time Conservation Officer for the period</b>
		Develop a Tree Strategy within 12 months to link with the new Local Plan	Ongoing – on track with preparation	Cathy White Rebecca Saunt Catherine Looper Zoe Boyce-Upcraft		<b>Completed and published</b>
		Proactively identify unauthorised adverts and satellite dishes in Soham within 6 months	Enforcement officers currently making contact with premises displaying unauthorised advertisements/satellite dishes. Proactive work very much in progress.	Rebecca Saunt All Enforcement Officers		<b>Initial survey completed and all properties contacted. Review is ongoing</b>
		Proactively identify unauthorised adverts and satellite dishes in Ely within 12 months.	Meeting held with Ely Councillors and town centre manager in November 2017. Traders are working with the East Cambridgeshire Access Group on voluntary code of contact. Enforcement team due to receive an update from Ely Councillors in February 2018. Decision will be taken thereafter as to nature of proactive work to be carried out.	Rebecca Saunt All Enforcement Officers		<b>Survey of Ely carried out and work in progress</b>
To Improve staff motivation, participation and involvement in service provision and encourage staff development	A customer driven efficient Council with a "can do" attitude and pro business approach and commercially focused to ensure financial self-sufficiency for the tax payer	20 hrs of CPD to be identified and to be provided annually	35.6 hrs/person 855 hours completed	Rebecca Saunt All Officers		<b>321hours completed by 24 members of staff Resulting in 13.4hrs/person</b>
		Hold quarterly working party meetings to look at IT processes and systems for planning and enforcement	1 meeting held to date. IT currently going through another Review process.	Rebecca Saunt Andrew Phillips Barbara Greengrass Lucy Flintham Cathy White Oli Haydon		<b>IT recently been through review process.</b>
		Meet quarterly with the Planning Service Delivery Champion	100%	Rebecca Saunt		<b>100%</b>
		Introduce information videos on our website for a minimum of 3 topics	Outstanding	Rebecca Saunt Andrew Phillips Barbara Greengrass Oli Haydon		<b>Outstanding – due to workloads</b>

Ensure that the Council's corporate risks are managed effectively and mitigations are put in place to reduce impact.		To regularly review higher level corporate risks, including: <ul style="list-style-type: none"> <li>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</li> </ul>	n/a	Rebecca Saunt	<b>New Target</b>	<b>1 judicial review received in last 6 months, implications discussed with officers at team meeting – decision quashed and re-issued, addressing matters raised.</b>
To provide excellent customer services at all times and to improve communication with all customers	A customer driven efficient Council with a “can do” attitude and pro business approach and commercially focused to ensure financial self-sufficiency for the tax payer.	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 (x 4 a year)</li> <li>Agent Forums/Newsletters</li> <li>At least one evening/breakfast agents meeting a year</li> </ul>	<ul style="list-style-type: none"> <li>Parish meetings attended</li> <li>Letters produced</li> <li>Letters produced</li> <li>Breakfast meeting</li> </ul>	Rebecca Saunt Lucy Flintham Sarah Parisi Andrew Phillips Barbara Greengrass All Planning Officers		<b>Parish meetings attended, Newsletters produced, Agents forums arranged</b>
		Produce new guidance/general information leaflets and review current leaflets and publish a minimum of 2 on website every 6 months	2 leaflets produced: Satellite Dishes and Boundary treatment and available on website	Rebecca Saunt Andrew Phillips Barbara Greengrass Cathy White		<b>Tree leaflet in final stages</b>
		Use feedback from customer surveys to inform improvements in the planning service	Comments being summarised to highlight areas of improvement	Rebecca Saunt Lucy Flintham		<b>Comments being summarised to highlight areas of improvement</b>
		Expand further the use of social media (Facebook and Twitter) into the planning service to support the planning process and keep customers and the general public up to date with news and information.	Twitter now reports all validated and decided applications. Regular updates from RS and OH about planning news and advice sessions on Tues/Thurs. Facebook picking up slowly.	Rebecca Saunt Oli Haydon		<b>Validated and decided applications reported and regular planning updates about planning news. Will look to expand further in the next 6 months</b>

**Name of Service Delivery Champion: Cllr Lis Every**

**Comments**

**No comments received at this time**