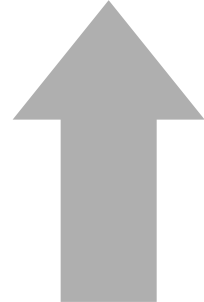
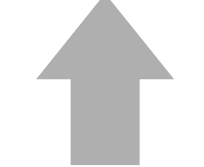



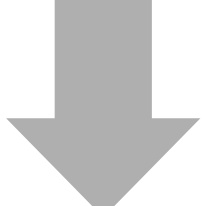
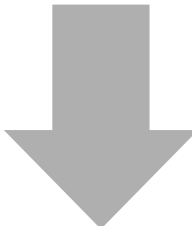
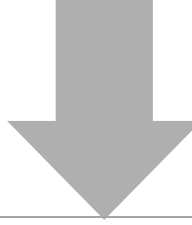
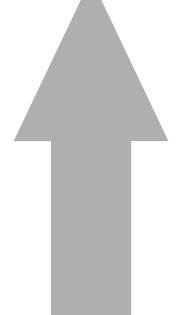







# Commitments towards our Vision

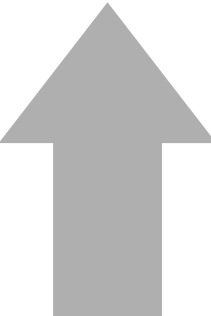

## Six Month Update-Planning Service 2019 - 20





| 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)              |
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| 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)<br>N.B this is an increase of 10% from last years' target       | 97%<br>35 out of 36 applications on time              | Rebecca Saunt- Planning Services Manager<br>Andrew Phillips- Planning Team Leader<br>Barbara Greengrass- Planning Team Leader<br>Angela Briggs – Planning Team Leader<br>All Planning Officers and<br>Christopher Patrick - Conservation Officer |    | 100%<br>17 out of 17 applications on time         |
|  |   | 80% of minor applications to be determined within 8 weeks (or within an agreed timescale)  | 95%<br>380 out of 402 applications on time            | Rebecca Saunt<br>Andrew Phillips<br>Barbara Greengrass<br>Angela Briggs<br>All Planning Officers and<br>Christopher Patrick  |    | 95%<br>206 out of 218 applications on time        |
|  |   | 90% of householder applications determined within 8 weeks (or within an agreed timescale)  | 99%<br>385 out of 390 applications on time            | Rebecca Saunt<br>Andrew Phillips<br>Barbara Greengrass<br>Angela Briggs<br>All Planning Officers and<br>Christopher Patrick  |  | 98%<br>234 out of 238 applications on time        |
|  |   | 90% of all other applications to be determined within statutory timescales (or within an agreed timescale)   | 96%<br>110 out of 114 applications on time            | Rebecca Saunt<br>Andrew Phillips<br>Barbara Greengrass<br>Angela Briggs<br>All Planning Officers and<br>Christopher Patrick  |  | 97%<br>64 out of 66 applications on time          |
|  |   | 100% of Tree Preservation Order applications and Conservation Area Notices (trees) to be determined within statutory timescales.                     | 100%<br>381 applications on time                      | Cathy White – Senior Trees Officer<br>Rebecca Saunt  |  | 100%<br>170 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%<br>(1007 out of 1009 decisions)                 | Rebecca Saunt<br>Andrew Phillips<br>Barbara Greengrass<br>Angela Briggs<br>All Planning Officers and<br>Christopher Patrick  |  | 99.7%<br>577 applications out of 579 applications |



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|   |   | 75% of planning applications validated within 5 working days<br>N.B This is a decrease of 15% from last year's target.  | 66%<br>(1275 out of 1919 applications)   | Rebecca Saunt<br>Lucy Flintham – Office Team Leader<br>Sarah Parisi – Senior Planning Support Officer<br>All Support Team Members |    | <b>63% within 5 working days (690 out of 1096 apps)<br/>84% within 7 working days (922 apps)</b>   |
|   |   | 75% of discharge of condition applications determined within 8 weeks unless an extension of time has been agreed.<br>N.B this is a decrease of 5% from last year's target                           | 65%<br>(185 out of 283 discharge applications on time)   | Rebecca Saunt<br>Andrew Phillips<br>Barbara Greengrass<br>Angela Briggs<br>Christopher Partrick and<br>All Planning Officers      |    | <b>65%<br/>151 out of 232 applications on time</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 | Starting Decision Notice review following legislation update on pre-commencement conditions. Big reports not being printed for planning portal applications. Officers reading documents on screen.           | Rebecca Saunt<br>Lucy Flintham<br>Sarah Parisi  |    | <b>Working on emailing contributor acknowledgements, committee notifications and decision outcomes</b>   |
| To take a proactive approach to enhancing and improving the places in which people live: balancing economic, environmental and social needs | Making East Cambridgeshire an even better place to live | Carry out a scoping exercise for establishing Design Review panel to assess completed development schemes within 1 year.  | No further progress due to workloads and no permanent Conservation Officer in post until January   | Rebecca Saunt<br>Andrew Phillips<br>Barbara Greengrass<br>Angela Briggs<br>Christopher Partrick                                   |   | <b>CP looking at other panels' terms of reference</b>  |
|   |   | Review the 'Buildings of Local Interest Register' adopted in February 2017 within 1 year  | Desktop scoping begun for 15 parishes without coverage   | Rebecca Saunt<br>Christopher Partrick   |  | <b>CP publicised review at South Parish Forum, met with potential Ely volunteer</b>  |
|   |   | To help facilitate the successful delivery of North Ely through the planning process  | Care Home taken to Planning Committee and approved. Ongoing work with Redrow, Hopkins and Care Home on discharge of conditions. Work on Design Codes progressing and pre-application discussions continuing. | Rebecca Saunt<br>Angela Briggs  |  | <b>Care Home completed on site and occupied. Redrow now building on site. Ongoing work with Redrow, Hopkins and Care Home on discharge of conditions. Most Design Codes now approved and pre-application discussions continuing.</b> |

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|  |  | <p>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.</p> <p>Quarterly 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.</p> <p>Biannual meetings with Planning Manager and Enterprise Zone to cover any strategic problems or concerns</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 received are dealt with as a priority.</p> | <p>Rebecca Saunt<br/>Andrew Phillips<br/>Barbara Greengrass<br/>Angela Briggs</p> |    | <p><b>Regular meetings being held with Infrastructure &amp; Strategy Manager and Lancaster Way.</b></p> <p><b>Ongoing work on highway capacity.</b></p>  |
|  |  | <p>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.</p>   | <p>Carried out on a monthly basis</p>  | <p>Rebecca Saunt<br/>Barbara Greengrass<br/>Andrew Phillips<br/>Angela Briggs</p> |  | <p><b>Meetings carried out on a monthly basis with LLFA and Anglian Water and weekly basis with County Highways. We work closely with the Police and Fire Brigade during an application and at pre-application stage and on any other matters.</b></p> |

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| 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 1 year  | First draft completed and to be circulated to officers for comment once a full complement of staff – Working with Strategic Planning To update SPD's | Rebecca Saunt<br>Andrew Phillips<br>Barbara Greengrass<br>Angela Briggs<br>Christopher Partrick<br>Cathy White<br>All Planning Officers and Tree Officers |    | Comments have been received from Planning Officers on first draft and now being reviewed by Planning Manager for Strategic Planning to take forward. National Design Guide now published by Government which will also form a basis for the Design Guide. |
|   |   | Monitor 20% of approved tree works   | 20%<br>88 inspections  | Cathy White<br>Rebecca Saunt  |    | 20%<br>36 inspections   |
|   |   | Annual update to Tree Strategy   | New target   | Cathy White<br>Rebecca Saunt  |   | Completed and endorsed by Planning Committee April 2019   |
|   |   | 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%<br>100%   | Rebecca Saunt<br>Juleen Roman – Enforcement Team Leader<br>All Enforcement Officers   |  | 100% 146 inspections<br>100% 146 responses  |
|   |   | 80% of approved applications monitored for inconsistency and pre-commencement conditions within 2 months of commencement   | New target   | Rebecca Saunt<br>Juleen Roman<br>Lucy Flintham<br>Sarah Parisi  |  | 72% (238 out of 333 commencements)  |
|   |   | Undertake visits during works to listed buildings for 25% of approved consents   | Target will be achieved but there is a time lag between consent & implementation   | Rebecca Saunt<br>Christopher Partrick   |  | CP will get BC commencements report to ensure visits carried out to meet target – a couple of visits for ongoing works have been made   |

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|  |  | Proactively identify unauthorised adverts across the District and work with businesses to regularise   | Ongoing engagement with protagonists   | Rebecca Saunt<br>Juleen Roman<br>All Enforcement Officers  |   | JR & CP have met with Cathedral, Visit Ely & Riverside businesses. Application from King's School in progress.  |
|  |  | Investigation and implementation of a programme of biodiversity net gain for development sites in light of the Governments focus (NPFF and the publication of 'a Green Future') on enhancing the natural environment within 1 year | New target   | Rebecca Saunt<br>Andrew Phillips<br>Barbara Greengrass<br>Angela Briggs<br>Cathy White<br>All Planning Officers (including Senior and Assistant) and Tree Officers |  | New SPD on the Natural Environment approved by Full Council to be produced by Strategic Planning, working with Planning Officers. Reviewing biodiversity conditions to help secure biodiversity gains. Engaging with the public via social media to raise awareness of protected species and encourage residents to map their sightings to inform future biodiversity projects. |
|  |  | To Improve staff motivation, participation and involvement in service provision and encourage  | A customer driven efficient Council with a "can do" attitude and pro business approach and | 20 hrs of CPD to be identified and to be provided annually   | 970 hours completed by 25 members of staff resulting in 38.8 hrs/person              | Rebecca Saunt<br>All Officers   |

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| staff development  | commercially focused to ensure financial self-sufficiency for the tax payer   | To investigate going into local schools to discuss and promote the planning profession within 6 months   | New target  | Rebecca Saunt<br>Andrew Phillips<br>Barbara Greengrass<br>Angela Briggs<br>Christopher Partrick                                   |    | <b>Long Road College visited by the Planning Manager and talk given to students about a career in planning</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: 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  | 2 Judicial Reviews – Council consented to the 2 permissions being quashed and re-issued, addressing matters raised. Implications discussed with officers at team meeting.               | Rebecca Saunt   |    | <b>No Judicial Reviews received</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> </ul> At least one evening/breakfast agents meeting a year | <ul style="list-style-type: none"> <li>Parish meetings attended and letters produced</li> <li>Letters produced</li> <li>Breakfast meeting postponed due to lack of attendees</li> </ul> | Rebecca Saunt<br>Lucy Flintham<br>Sarah Parisi<br>Andrew Phillips<br>Barbara Greengrass<br>Angela Briggs<br>All Planning Officers |   | <b>Parish meetings attended when requested (5 in past 6 months), Newsletters not produced but regular updates sent by email in relation to key topics/information. 1 agents forums held and breakfast meeting arranged for November.</b> |
|  |   | Produce new guidance/general information leaflets and review current leaflets and publish a minimum of 2 on website every 6 months   | Reviewed, amended and published leaflet on the Planning Committee Process and Tree leaflet in final stages  | Rebecca Saunt<br>Andrew Phillips<br>Barbara Greengrass<br>Angela Briggs<br>Cathy White  |  | <b>Tree leaflets completed in Summer 2019</b>  |

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|  |  | Use feedback from customer surveys to inform improvements in the planning service   | Comments being summarised to highlight areas of improvement   | Rebecca Saunt<br>Lucy Flintham<br>Sarah Parisi  |  | Report taken to Committee to outline findings and included appendix 1 which outlined areas of improvements and timetable for completion. Next report programmed for February 2020 with updates.                                   |
|  |  | 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<br>Catherine Looper – Planning Officer<br>Molly Hood – Planning Officer |  | Planning Facebook page deleted as limited use by members of the public. Validated and decided applications reported and regular planning updates about planning news on Twitter. Will look to expand further in the next 6 months |