















Commitments towards our Vision




Six Month Update-Planning Service

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.	80% of major applications determined within 13 weeks (or within an agreed timescale) N.B this is an increase of 10% from last years' target	100%	Rebecca Saunt- Planning Services Manager Andrew Phillips- Senior Planning Officer Barbara Greengrass- Senior Planning Officer Julie Barrow- Senior Planning Officer All Planning Officers and Conservation Officer	↑	100% 19 applications on time
		80% of minor applications to be determined within 8 weeks (or within an agreed timescale) N.B this an increase of 5% from last years' target	92%	Rebecca Saunt Andrew Phillips Barbara Greengrass Julie Barrow All Planning Officers and Conservation Officer	↑	93% 262 out of 282 applications on time
		90% of householder applications determined within 8 weeks (or within an agreed timescale)	97%	Rebecca Saunt Andrew Phillips Barbara Greengrass Julie Barrow All Planning Officers and Conservation Officer	↑	96% 239 out of 249 applications on time
		90% of all other applications to be determined within statutory timescales (or within an agreed timescale)	90%	Rebecca Saunt Andrew Phillips Barbara Greengrass Julie Barrow All Planning Officers and Conservation Officer	↑	92% 69 out of 75 applications on time
		100% of Tree Preservation Order applications and Conservation Area Notices (trees) to be determined within statutory timescales.	100%	Cathy White Neil Horsewell Rebecca Saunt	↔	100% 185 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.	99.5%	Rebecca Saunt Andrew Phillips Barbara Greengrass Julie Barrow All Planning Officers and Conservation Officer	↔	99.5% 754 applications out of 758 applications

		90% of planning applications validated within 5 working days	71%	Lucy Flintham Rebecca Saunt Sarah Parisi All Support Team Members		55% 640 out of 1172 applications
		90% of discharge of condition applications determined within 8 weeks unless an extension of time has been agreed.	61%	Rebecca Saunt Andrew Phillips Julie Barrow Barbara Greengrass All Planning Officers and Conservation Officer		45% 51 out of 122 applications
		10% increase in planning and pre-application fees from current budget This year we have budgeted to bring in: £745,166 from planning fees- 10% increase would be £7451 £49,290 from pre-app fees- 10% increase would be £4,929	Planning 47% Pre-app 93% Equating to; Pre-app £56,117 Planning £823,596 We budgeted in 16/17 to bring in £559,273 for planning and £29,000 for pre-app for the whole financial year.	Rebecca Saunt Andrew Phillips Julie Barrow Barbara Greengrass All Planning Officers and Conservation Officer		Planning 75% Pre-app 20% Equating to: Planning - £657010 Preapp - £32606
		Introduction of fees for listed building advice and retaining a percentage of the fee for invalid applications within 6 months	n/a	Rebecca Saunt Lucy Flintham Lorraine Brown		Completed
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	Develop a toolkit based upon the CABE building for life criteria as part of Design Guide review within 12 months.	Outstanding	Rebecca Saunt Lorraine Brown Andrew Phillips Julie Barrow Barbara Greengrass		Outstanding – due to workloads
		Carry out a scoping exercise for establishing Design Review panel to assess completed development schemes within 1 year.	Outstanding	Rebecca Saunt Lorraine Brown Andrew Phillips Julie Barrow Barbara Greengrass		Outstanding – due to workloads
		To help facilitate the successful delivery of North Ely through the planning process	The LPA has now received the first reserved matters application from a residential house builder on the Endurance Estate application. The discharge of condition applications for this site which have been received have been determined. There are also ongoing discussions/meetings with the Church Commissioners.	Rebecca Saunt Julie Barrow		Reserved matters applications and discharge of condition applications have been received for the Church Commissioners site
		To help facilitate the successful delivery of the leisure centre through the planning process	Approval has been granted for the reserved matters application and there has been a number of ongoing meetings and discharge of condition applications received.	Rebecca Saunt		All applications received have been determined and ongoing discussions

		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.	n/a	Rebecca Saunt Barbara Greengrass Julie Barrow 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	Ongoing	Rebecca Saunt Lorraine Brown Andrew Phillips Barbara Greengrass Julie Barrow Cathy White All Planning Officers and Tree Officers	↔	Outstanding – due to workloads
		Monitor 20% of approved tree works	20% 62 inspections	Cathy White Rebecca Saunt	↔	20% 37 inspections
		Carry out scoping exercise for establishing biennial district Design Awards within 12 months	Outstanding	Rebecca Saunt Lorraine Brown Andrew Phillips Julie Barrow Barbara Greengrass	↔	Outstanding – due to workloads
		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 Julie Barrow All Enforcement Officers	↑	100% 100%
		Undertake visits during works to listed buildings for 25% of approved consents N.B. this is an increase from last years' target.	30%	Lorraine Brown Rebecca Saunt	↓	19%
		Develop a Tree Strategy within 12 months to link with the new Local Plan	n/a	Cathy White Neil Horsewell Rebecca Saunt	↑	Ongoing – Working group has met twice so far.
		Proactively identify unauthorised adverts and satellite dishes in Soham within 6 months	n/a	Julie Barrow Rebecca Saunt All Enforcement Officers	↑	Properties identified – enforcement officer to progress

		Proactively identify unauthorised adverts and satellite dishes in Ely within 12 months.	n/a	Julie Barrow Rebecca Saunt All Enforcement Officers		Properties identified on Riverside. Meeting to be held in Nov with local Cllrs to devise a plan for Riverside and Town Centre due to the sensitivity of 'A' boards in particular. With enforcement officers to progress.
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	100%	Rebecca Saunt All Officers		520 hours completed
		Hold quarterly working party meetings to look at IT processes and systems for planning and enforcement	100%	Rebecca Saunt Andrew Phillips Barbara Greengrass Julie Barrow Lucy Flintham Cathy White Lorraine Brown Gareth Pritchard Oli Haydon		1 meeting held to date. IT currently going through another Review process.
		Meet quarterly with the Planning Service Delivery Champion	100%	Rebecca Saunt		100%
		Introduce information videos on our website for a minimum of 3 topics	Outstanding	Rebecca Saunt Andrew Phillips Barbara Greengrass Julie Barrow Oli Haydon		Outstanding – due to workloads
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"> 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 	New target	Rebecca Saunt	New Target	New target
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"> Parish meetings (to attend at least one meeting per Parish request, per year) and e-newsletters (x 4 a year) Agent Forums/Newsletters At least one evening/breakfast agents meeting a year 	n/a	Rebecca Saunt Lucy Flintham Sarah Parisi Julie Barrow Andrew Phillips Barbara Greengrass Lorraine Brown All Planning Officers		<ul style="list-style-type: none"> Parish meetings attended Letters produced Letters produced Breakfast meeting

		Produce new guidance/general information leaflets and review current leaflets and publish a minimum of 2 on website every 6 months	100%	Rebecca Saunt Lorraine Brown Andrew Phillips Barbara Greengrass Julie Barrow Cathy White		2 leaflets produced: Satellite Dishes and Boundary treatment and available on website
		Use feedback from customer surveys to inform improvements in the planning service	n/a	Rebecca Saunt Lucy Flintham Lorraine Brown		Comments being summarised to highlight areas of improvement
		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.	n/a	Rebecca Saunt Gareth Pritchard Oli Haydon		Twitter now reports all validated and decisions on applications. Regular updates from RS and OH/GP about planning news

Name of Service Delivery Champion: Cllr Lis Every

Comments

This is an extremely positive report. One or two areas have not met their half year target for a number of reasons. There were issues with obtaining qualified staff for the vacancies that occurred prior to this period. A positive approach was made to this by employing staff who had the potential to 'grow' into the job and this has been very successful resulting in the recruitment of a number of young, enthusiastic and bright young planners. Training has been excellent with really fast progress. It has been discussed that 'growing our own' is the right way to go as there are so few planners looking for jobs. In addition, the department experienced the huge rise in workload as the local plan drew to its end. This process led to many 'call ins' and applications, all trying to be processed before the Local Plan was accepted in October. The team needs to be congratulated for their hard work and fortitude during this exceptional period. Many extra hours of work were undertaken in a relatively short period of time in order to meet the needs of the clients and provide the best possible service. The morale of the department has remained high through the 'can do' and positive attitude of the Manager and Senior Planners who work well as a team. Recognition of the value of this team is really important and needs to support the training programmes that are required to maintain a highly skilled and motivated department at all levels. I congratulate them all on achieving what they have done during this 6th period. We had hoped for a period of stability, but are already experiencing loss in the department of excellent planners – off to the private sector! Attention is needed to this aspect of recruitment in order to ascertain the risk to the department in the future.