

Service Plan Template for 2007/08 (covering April 2007 – March 2010)

Service Plan for: Planning and Sustainable Development

Directorate: City Strategy

Service Plan Holder: Mike Slater

Workplans: Development Control
Building Control
Land Charges and Property Information
Design/conservation and Sustainable Development

Director: Bill Woolley

Signed off

Date:

EMAP : Planning and Transport

Signed off

Date:

Section 1: The service

The Planning and Sustainable Development Services cover 4 key functions:

- Design, Conservation and Sustainable Development
- Development Control
- Building Control
- Local Land Charges

Design, Conservation and Sustainable Development

This service provides specialist consultancy services to serve departmental, corporate and the wider public's needs. In particular we cover: Consideration of issues affecting the 34 Conservation Areas, 1800 listed buildings within the City, the City Walls and 7 Areas of Archaeological Importance. Local Nature Reserves, Sites of Special Scientific Interest, protection of trees covered by m 650 + Tree Preservation Orders, and the management of 16,000 council trees. All issues relating to sustainability + community planning.

Development Control

This service deals with planning applications and enforcement. The service is a statutory function in accordance with the provisions of the Town and Country Planning Act 1990 and related legislation. The determination of planning applications is undertaken through 2 Area Sub-Committees and a Main Committee, plus through delegated powers to Officers. Process around 2,800 planning applications and associated permissions (inc: Tree Preservation Order applications, telecoms masts) and 700 enforcement cases. Last year: over 40 Planning and Enforcement appeals and provided written advice for nearly 1,100 development enquiries.

Building Control

Administer the Building Regulations to new buildings, alterations and extensions. This covers: energy conservation, access facilities for the disabled, dangerous structures, demolition control, public entertainment licensing, and street naming / numbering. Last year we received 2698 applications. 2024 of which are fee based. This covers the full costs of the service. Income potential is being expanded with a series of Partnership arrangements with local private companies within the construction sector.

Local Land Charges

Service provides: Planning, Highways and Environmental information in connection with land and property transactions. Also provide details of charges registered against the property, as defined by the Local Land Charges Act 1975. In 2006 processed 6719 Searches (all fee based) covering the full costs of the service. Property searches fees are statutory and are set by the Department of Constitutional Affairs, whilst other searches fees are discretionary and are set by CYC. The service can receive and return searches electronically.

Service Objectives our service objectives are:

- to improve and protect the environment of the City of York area.
- to provide effective stewardship of the City's historic and natural environment alongside the complimentary objective of economic growth within the City.
- to influence development schemes, whether public or private, to ensure the highest quality of design and appearance which enhances the unique character and future well being of York.
- to provide significant contribution towards a Local Agenda 21, through which all sections of the community can begin to work towards achieving sustainable development.
- to secure further funding for the natural and historic built environment.
- to meet Government targets for speed of determination of applications without compromising the quality of new development.
- to ensure that new buildings are both internally and externally accessible to disabled people.
- to make advice understandable to minority groups and communities.
- to deliver continuous improvement whilst meeting Central Governments Modernisation Agenda for Local Land Charges.
- Ensure the Health and Safety of staff and customers of the services provided. Contribute to and implement the Corporate Action Plan and response to the first year of the HSE Strategic Intervention.

Section 2: The Drivers

Driver type	How might this affect our service	Sources
<p>External drivers</p> <ol style="list-style-type: none"> 1. CLG (was DCLG / ODPM) drive to increase speed of application determination. Targets may be “stretched” during 2007/8? 2. Government White Paper “Stronger and Prosperous Communities” (Nov 2006). 3. Barker report on reforms to the Planning system. 4. Office of Fair Trading / Department of Trade and Industry’s review of Local Land Charge Search. 5. Implementation of the Home Information Packs (HIP) in June 2007? 6. Requirement to continuously improve the e-service. 7. National review of Heritage protection measures. 	<ol style="list-style-type: none"> 1. Continued implementation of the DC Improvement .Plan to deliver improvements to performance, quality of decisions and customer satisfaction. 2. New performance framework and greater community involvement in the planning system. 3. Uncertain which recommendations will be implemented. 4. Fee deregulation will impact on income fee setting and income generation. 5. Working practices to be reviewed. 6. Resources directed towards delivery and maintenance of “e-planning” including scanning 7. Possibly new Council responsibility for Heritage protection measures- implementation 2007-10? 	<p>CLG (was DCLG + ODPM)</p> <p>OFT and DTI</p>
<p>Corporate drivers</p> <ol style="list-style-type: none"> 1. Corporate objectives & priorities particularly Improvement Statements IS2 “transport”, IS 9 “affordable housing” and IS13 “improve efficiency and reduce waste’ 2. BVPI 219 poor performance. indicator impacts on the “Culture” block of CPA. 3. Job Evaluation 4. easy York. 	<ol style="list-style-type: none"> 1. Gives focus and direction to priorities within the corporate strategy. 2. To increase the number of Conservation Areas in the city which have had “appraisals” and management plan. 3. Impact on budget and existing staff +management structure is not known. 4. Further work in PSD group to realise customer + service benefits. 	

<ul style="list-style-type: none"> 5. HR, health & safety, equalities policies and performance targets. 6. Budget savings and some growth items. 	<ul style="list-style-type: none"> 5. To be taken into account in workplans 6. To be taken into account in workplans 	
<p>Directorate drivers</p> <ul style="list-style-type: none"> 1. Government White Paper “Stronger and Prosperous Communities” (Nov 2006). 2. Reducing sickness. 3. Review of the Community Plan. 4. Review risk assessments throughout the Directorate 	<ul style="list-style-type: none"> 1. Wide ranging implications, including governance, community involvement in decision making, new performance framework. 2. Better management of sickness absence. 3. Community planning officers in P+SD group to support review of the Community Plan. 4. To be incorporated into workplans 	
<p>Service drivers</p> <ul style="list-style-type: none"> 1. A review of Building Control staffing resources will be required to assess the ability to cope with additional workload due to changes in legislation. 2. Implementation of the Development Control Action Improvement Plan. 3. Need to review the extent of “proactive” work of the Design/Conservation and Sustainable Development team and to consider possible ways to increase urban design capacity. 4. Improve the management and monitoring of responses to correspondence, complaints and Ombudsman enquiries / cases 5. Implementation of the HANER project (Historic and Natural Environment records) 6. Maintain and improve Development Control Performance above national targets. 	<ul style="list-style-type: none"> 1. Additional workload would not allow the current level of service (or improvement) to be maintained without additional resources. 2. Review of action plan and implementation of proposals. 3. Additional resources required. May have to be transferred from another service area in the group? 4. Performance below CYC targets and Ombudsman target times for response 5. Important project which will improve: customer, stakeholder and officer access to information. 6. Staffing levels need to be maintained or supplemented depending on workload pressures . Important also for customer satisfaction and CPA rating. 	

7. Development and implementation of a Council Sustainable Development Strategy and Action Plan (SDS) which includes a corporate Environmental Management System (EMS).'

7. Important corporate project to be lead by sustainability officers in DSCD team

Section 3: Critical Success Factors (CSFs)

CSFs for 2007/08	Why a CSF?
<p>Improve performance in relation the determination of planning applications. Although performance on “major” applications is well above target performance on “minor” and “other” applications needs to be improved (BVPI 109 b + c)</p>	<p>Communities and Local Government (was DCLG and ODPM) drive to increase speed of application determination. Targets may be “stretched” during 2007/8?</p> <p>Good performance will improve customer satisfaction and may be rewarded by Planning Delivery Grant.</p> <p>Failure to meet target could have adverse impact on CPA rating and possible redesignation as a “standards” authority.</p>
<p>Improve the management and monitoring of responses to correspondence, complaints and Ombudsman enquiries / cases</p>	<p>Performance below CYC targets and Ombudsman target times for response</p>
<p>Implementation of the HANER project (Historic and Natural Environment records)</p>	<p>This is an important project which has commenced and which will improve: customer, stakeholder and officer access to information.</p>
<p>A review of Building Control staffing resources will be required to assess the ability to cope with additional workload due to changes in legislation Building Control workload is increasing as a result in changes and amendments to the legislation.</p>	<p>The additional workload would not allow the current level of service (or improvement) to be maintained without additional resources. Performance is already being affected.</p>
<p>Deliver and implement a council Sustainable Development Strategy and Action Plan'</p>	<p>To coordinate sustainable development activities in the council and deliver the Environmental Management System and the resulting resource savings. The process has started on the production of the SDS and executive have given agreement (2004) to deliver a council EMS.'</p>
<p>The Design Conservation and Sustainable Development team to take a proactive and leadership role in urban design and conservation in the city with the community planning officers providing significant input to the review of the Community Plan</p>	<p>Important to link and join up the community Plan and the physical fabric of the city and to contribute to the renewal of a vision for the city.</p>

Section 4: Links to corporate priorities

Improvement Statement (IS)	Contribution
IS 1. “reduce waste to landfill”	The “sustainability officers” in P+SD group will have a significant input the development of the emerging waste strategy and measures to increase recycling throughout the city
IS 2. “transport”	The Development Control process will seek to deliver sustainable means of transport in connection with new development in the city.
IP 3. “appearance of the city”	The work undertaken by both Development Control and DC+SD groups contributes to the enhancement in the appearance of :the public realm, buildings, the natural environment.
IP 4. ” safer city”	The planning process has full regard to designing out crime
IP 6. “science city”	New employment land and buildings for science city are facilitated through the planning process
IS 9. “affordable housing”	The majority of new “affordable” homes in the city are delivered through the Development control process and secured by S 106 agreements associated with planning permissions.
IS13 “Improve efficiency and reduce waste to free up resources.”	DC&SD to coordinate the SDS and action plans a the EMS that will reduce the councils environmental impact and create a more efficient use of resources.'

Links to other plans

- Regional Spatial Strategy
- Local Plan/LDF – through policy work development Control and community involvement.
- Community Plan
- Local Area Agreements.
- Economic development Plan - approving new developments which assist existing businesses, attract business and /or boost the local economy.
- Tourism Strategy - Guidance advice and Development control
- Local transport Plan 2 - through development control.
- Leisure strategy.
- [easy@york](#) programme
- Corporate IT plan

Section 5: Balanced Scorecard of outcomes and measures

Customer based improvement

Outcomes	Measures					Actions
<ul style="list-style-type: none"> High customer satisfaction with services We understand and meet the diverse needs of all our customers by providing more accessible and tailored services 	Measure	Current	2007/08 Target	2008/09 Target	2009/10 Target	<ul style="list-style-type: none"> Review outcomes of monthly Planning applicant's satisfaction survey and respond to improve the service. Produce more informative guidance to applicants submitting applications. Review collation and use of customer satisfaction information to focus on customer needs and concerns
	C1 % of planning applicants satisfied with the service	81%	83%	85%	88%	
	C2: % score against Quality Of Service Checklist.	94%	94%	94%	100%	
	C3: % of planning appeals upheld.	27%	25%	24%	23%	
	C4 Telephone calls are answered within Customer First standards across Planning and Sustainable development	94%	95%	95%	95%	
C5: Correspondence replied to within 10 days across Planning and Sustainable Development	84%	95%	95%	95%		

Process based improvement

Outcomes	Measures					Actions
<ul style="list-style-type: none"> Improved performance in relation to the determination of planning applications ("minor and others") Improved performance in relation to Building Regulations applications 	Measure	Current	2007/08 Target	2008/09 Target	2009/10 Target	<ul style="list-style-type: none"> Improved monitoring and management of these applications. Increase staffing levels in Building Control to take account of increased workload.
	P1: % of "minor" planning applications determined within 8 weeks.	72%	75%	78%	80%	
	P2 % of "other" planning	86%	89%	92%	95%	

	applications determined within 8 weeks.					
	P4: % of planning decisions delegated.	90%	90%	90%	90%	
	P5 Standard residential searches completed in 7 working days	100%	99%	100%	100%	
	P6 Non-standard residential searches in 10 working days	100%	99%	100%	100%	
	P7 % of Building Regulations applicants advised of decision within statutory time limits	94%	98%	98%	99%	
	P8 %of Building Regulations applicants advised of defects within 15 working days	85%	91%	93%	94%	

Finance based improvement

Outcomes	Measures					Actions
<ul style="list-style-type: none"> To deliver budget on target Seek to maintain a substantial award of Planning Delivery Grant for next year depute overall reduction in national funding Ensure discretionary fees & charges are set at fair levels which also cover the associated costs of the Development Control and Building Control Services. 	Measure	Current	2007/08 Target	2008/09 Target	2009/10 Target	<ul style="list-style-type: none"> Monitor and review at GMTs and DMTs with reporting to Planning and Transport EMAP. Ensure base budget supplemented by PDG to implement the Improvement Plan. Incorporate budget management into team based performance management reports – in line with new corporate performance reporting arrangements. Review discretionary fees and charges, having regard to
	F1. Spend against budget within Planning and Sustainable Development PSD	Less than 100%	Less than 100%	Less than 100%	Less than 100%	
	F2 Invoices paid within 30 days within PSD	New indicator no data available	95%	95%	95%	

Staff based improvement

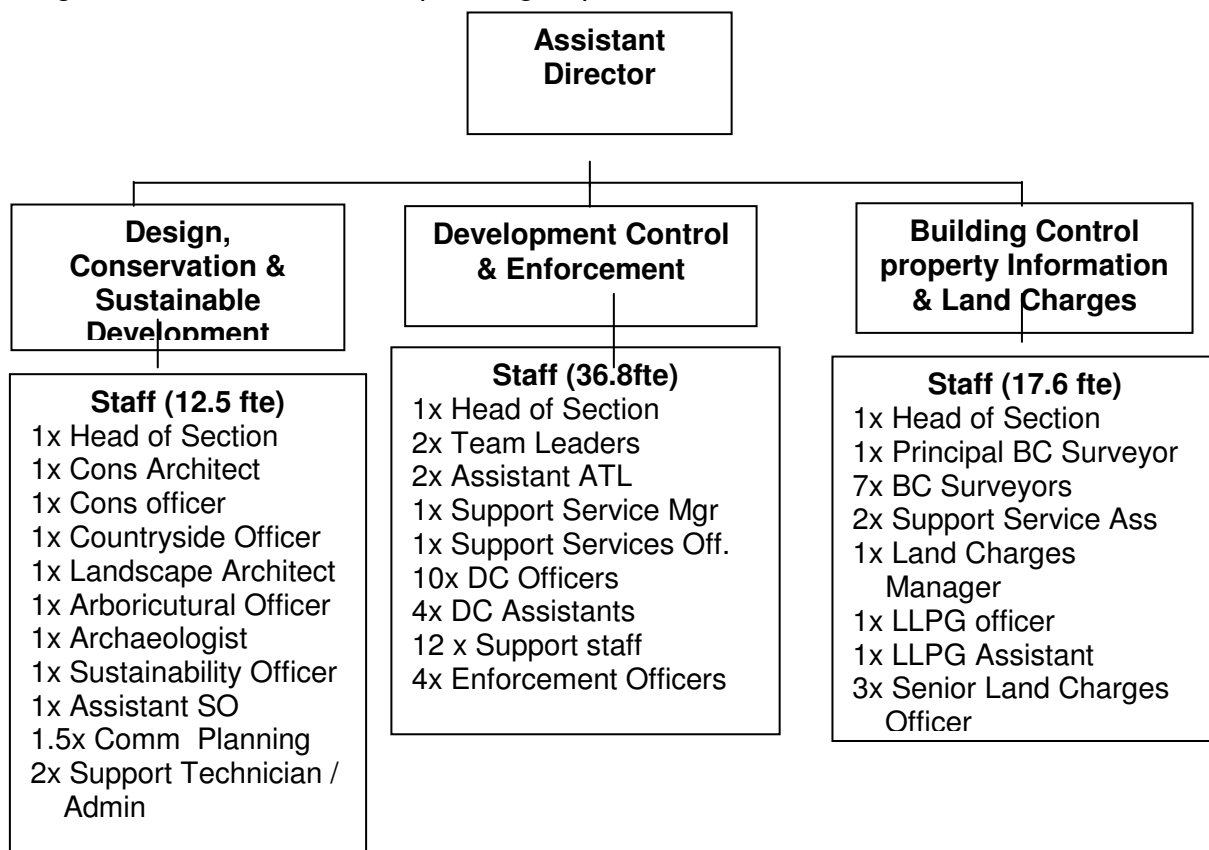
Outcomes	Measures					Actions	
<ul style="list-style-type: none"> • Improve staff knowledge and skills to improve services and customer satisfaction. • Improve working environment for staff to facilitate more efficient and integrated working. • Reduced levels of sickness. 	Measure	Current	2007/08 Target	2008/09 Target	2009/10 Target	<ul style="list-style-type: none"> • Complete 100% of annual appraisals by June of each year. • Provide staff development and training opportunities for all staff. • Improved monitoring and management of sickness absence 	
	S1: % staff in Planning appraised in the last 12 months	40% (05/06)	100%	100%	100%		
	S2: Number of staff days lost to sickness (and stress) across Planning (days/full time)	11.42 (Apr-Dec)	Less than 10 days	Less than 10 days	Less than 10 days		
	S3: Days lost for stress related illness as a percentage of sickness days taken across PSD	2%	Not target based	Not target based	Not target based		
	S4: % starters completing induction process	60% (05/06)	80%	80%	80%		
	S5: % starters completing induction process	60%	80%	80%	80%		
	S6: Overall staff satisfaction rating of staff in directorate in staff survey	60%	Every 18 months	75%	Every 18 months		

Section 6: Corporate Issues

Actions/Evidence	Deadline
Equalities action/s	
<ul style="list-style-type: none"> Review the advice and guidance given by P+SD group members to ensure that the highest disability standards are delivered to customers. Discuss potential changes with disabled people's organisations to identify priority areas where improvements can be made. 	On-going
Operational Risk – red risk action/s	
High Risk .“Development Control failure to meet national targets on planning applications” - actions identified to reduce risk to “ medium” level	On-going
High Risk .“Development Control failure to carry out statutory functions - actions identified to reduce risk to “ medium” level	On-going
High Risk. ”Inadequate staffing levels in Building Control and Property Information” - actions identified to reduce risk to “ medium” level.	On-going
High Risk. “Failure of Building Control to compete with private sector competition”- actions identified to reduce risk to “ medium” level.	On-going
High Risk. “Failure of Building Control and property Information to carry out statutory function” - actions identified to reduce risk to “ medium” level	On-going
Gershon – Efficiency improvement	
<ul style="list-style-type: none"> Increased use of website by customers to download forms and obtain planning related information will lead to less interruption of the service by phone calls and reception callers. 	On-going
<ul style="list-style-type: none"> Electronic consultation of internal services and some statutory consultees will reduce copying and postage costs. 	On-going
Competitiveness statement	
<ul style="list-style-type: none"> The planning service has a statutory duty to provide independent services within a democratic framework of decision-making and approval. Therefore, a natural market of planning organisations is not readily available in York. Planning Services are also regularly benchmarked against other authorities across the country. The service is in the lowest 5% for cost per head of population. Building Control and Land charges services are delivered with all costs met by applicants. 	

Section 7: Resources

The Planning and Sustainable Development group has **66.9 f.t.e** staff, at St Leonard's Place.



Budget

	<u>2006/07</u>	<u>2007/08</u>
Employees	£ 2,012k	£ 2,099k
Premises	£ 56k	£ 58k
Transport	£ 38k	£ 36k
Supplies and Services	£ 312k	£ 327k
Miscellaneous	£ 1,228k	£ 1,247k
– Recharges	£1,228k	£ 1,247k
– Other	£ -	£ -
Capital Financing	£ 4k	£ 4k
Gross cost	£ 3,650k	£ 3,771k
Less Income	£ 3,011k	£ 3,077k
Net cost	£ 639k	£ 694k

There has been a 8% increase in our budget since last year. This is due to £78k pay and prices, £50k growth less £-73k savings.

Section 7: Monitoring and reporting arrangements

This service plan will be monitored monthly at Group Management team meetings and quarterly/ regularly by DMT and Executive members using the Directorate Corporate management framework.

Review of progress with the Development Control Improvement Plan is undertaken on a monthly basis

Review of application progress takes place on a weekly basis at service level, with report on application performance to DMT on monthly basis

