



Service Plan for 2008/09 (covering April 2008 – March 2011)

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 : City Strategy – Ann Reid

Signed off

Date:

Section 1: The service

The Planning and Sustainable Development Services cover 4 key functions:

- Design, Conservation and Sustainable Development
- Development Control and Planning Enforcement
- Building Control
- Local Land Charges and Property Information

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: 34 Conservation Areas, 2000 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 700 + Tree Preservation Orders, the management of 16,000 council trees, and 10 village greens. All issues relating to sustainability and 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. The Section processed over 2,800 planning applications and associated permissions (inc: Tree Preservation Order applications, telecoms masts) and around 700 enforcement cases last year as well as 68 Planning and Enforcement appeals and provided written advice for 1,200 formal development enquiries.

Building Control

This service administers the Building Regulations to new buildings, alterations and extensions. This covers aspects such as structure, energy conservation, access facilities for the disabled, dangerous structures, demolition control, input to public entertainment licensing, and street naming and numbering.

Last year we received 4074 applications. 2264 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

This service provides Planning, Highways and Environmental information in connection with land and property transactions. We also provide details of charges registered against the property, as defined by the Local Land Charges Act 1975. Such charges include Conservation Areas, Smoke Control Zones, Listed Buildings, Tree Preservation Orders, Enforcement Notices and Conditional Planning Consents. Last year we processed 6254 Searches all of which are 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 City of York Council.

The service is the first within City Strategy to be involved in e-service delivery. The service is currently connected to NLIS as a level 2e authority meaning that we can receive and return searches electronically

Service objectives our service objectives are:

S01 to improve and protect the environment of the City of York area.

S02 to provide effective stewardship of the City's historic and natural environment alongside the complimentary objective of economic growth within the City.

S03 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.

S04 to take a lead on providing advice and guidance corporately on: Sustainable Development, Ecological Foot printing, Carbon Management, Climate Change Strategy, and the Environmental Management System.

S05 to meet Government targets for speed of determination of applications without compromising the quality of new development.

S06 to ensure that new buildings are both internally and externally accessible to disabled people. make advice understandable to minority groups and communities.

S07 to deliver continuous improvement whilst meeting Central Governments Modernisation Agenda for Local Land Charges.

Section 2: The Drivers

Driver

How might this affect our service

External drivers

E1 CLG (was DCLG / ODPM) drive to maintain speed of planning application determination.

E2 Government White Paper "Stronger and Prosperous Communities" (Nov 2006).

E3 Barker report on reforms to the Planning system.

E4 Nationwide lack of qualified Building Control staff available for recruitment.

E5 External competition within Building Control and Land Charge markets.

E6 Review of national heritage protection measures

E7 New national indicators for measuring carbon emissions

E8 New biodiversity responsibilities

E9 Office of Fair Trading / Department of Trade and Industry's review of Local Land Charge Search.

Corporate drivers

C1 Revised Corporate priorities in particular those relating to improving the actual and perceived appearance of streets, the availability of affordable homes, the economic prosperity of the city and encouraging and empowering others to reduce the environmental impact of the activities. Council Direction statement : *"we will place environmental sustainability at the heart of everything we do"*

C2 Requirement for further savings to be achieved in 2008/09

C3 New emphasis and focus on Health and Safety matters, and attendance at work policy

C4 Delivery of key major projects for the city in particular University expansion, Metcalfe Lane Housing and Germany beck housing

C5 Job Evaluation process

Directorate drivers

D1 Implementation of the Development Control Action Improvement Plan.

D2 S106 procedures Audit & Inspection recommendations.

D3 Building Control Audit & Inspection recommendations.

D4 prepare for move to new CYC HQ building in 2010

D5 reducing sickness absence

Service drivers

S1 Additional demands on P+SD group members to provide input into major development schemes in the city

S2 Maintain and improve Development Control Performance above national targets despite end of Planning Delivery Grant funding

S3 Implementation of the Development Control Action Improvement Plan.

S4 Audit review of S 106 Agreements

S5 Implementation of HANER project

E1 Continued implementation of the DC Improvement Plan to deliver improvements to performance, quality of decisions and customer satisfaction.

E2 New performance framework and greater community involvement in the planning system.

E3 Uncertain which recommendations will be implemented.

E4 Reduced service delivery or increase costs with external support

E5 Reduced workload and income

E6 Possible new responsibilities for heritage protection 2009/10

E7 Increasing pressure and emphasis on the data collected and coordination role of Sustainability Officers

E8 Greater liaison with other directorates to assist them in meeting the new duties.

E9 Office of Fair Trading / Department of Trade and Industry's review of Local Land Charge Search.

C1 Gives focus and direction to Service priorities

C2 to be taken into account in workplans

C3 To be taken into account in workplans

C4 To be taken into account in workplans and budget savings and growth measures.

C5 need to manage change. Retention of staff where salary is reduced may be difficult

D1 Continued review of the plan required and implementation of proposals

D2 Requirement for re organisation of s106 arrangements and resource allocation

D3 BC is due to be audited in Jan 2008 there may be service implications as a result of that audit.

D4 Changes in working practices, document management etc

D5 improved performance and higher customer satisfaction

S1 May have adverse impact on performance and customer satisfaction

S2 Staffing levels need to be maintained or supplemented given known pressures

S3 Review of action plan and implementation of proposals.

S4 Review and reorganisation of arrangements for S106s

S5 An important project which will improve customer, stakeholder and officer access to information

Section 3: Critical Success Factors (CSFs)

CSFs for 2008/09	Why a CSF?
Decisions on reserved matters planning applications and discharging conditions /S106 requirements on approved schemes in relation to key development projects in the city will be delivered in a timely way	The schemes have been identified as being priority for the council to maintain and improve the economy of the city (one of the ten Corporate Priorities)
Maintain performance in relation to determination of applications. Performance on "major" applications is declining rapidly towards the government target having been well above it	Good performance will improve customer satisfaction and may be rewarded by Planning Delivery Grant. Failure to meet target could have adverse impact on CPA rating and possible redesignation as a "standards" authority.
Coordination of the implementation of the Carbon Management Programme Strategic Implementation Plan (due for completion in March 2008).	Leading role in the monitoring of council wide carbon reduction targets as set by the Environmental Sustainability Strategy in September 2007 (25% reduction of carbon emission from council activities by 2013 on 2006/07 baseline).

Section 4: Links to corporate priorities

Improvement Statement (IS)	Contribution
One of the seven Direction statements <i>"We will seek to place environmental sustainability at the heart of everything we do"</i>	The Planning and Sustainable Development service will take a lead on providing advice and guidance corporately on: Sustainable Development, Ecological Foot printing, Carbon Management, Climate Change Strategy, and the Environmental Management System. The service will through Development Control and Building Control have a major role to play in the deliver of sustainable development in the city
"Appearance of streets"	The work undertaken by both Development Control and Design Conservation and Sustainable Development groups contributes to the enhancement in the appearance of: the public realm, buildings, and the natural environment.
"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.
"Transport"	The Development Control process will seek to deliver sustainable means of transport in connection with new development in the city.
"Economic prosperity"	Development Control seeks to deliver applications decisions expediently to allow business to develop
"Environmental impact"	The service will take a lead on providing advice and guidance corporately on: Sustainable Development, Ecological Foot printing, Carbon Management, Climate Change Strategy, and the Environmental Management System. Development Control requires sustainable development to incorporate energy efficiency measures and green travel plans

Section 5: Balanced Scorecard of outcomes and measures

Customer based improvements

Customer Measures				
Measure	Current	2008/09 Target	2009/10 Target	2010/11 Target
C1 % of Planning applicants satisfied with the service	81% (06/07)	84%	86%	88%
C2: % score against Quality Of Service Checklist.(Development Control)	94% (06/07)	94%	100%	100%
C3: % of planning appeals upheld.	27%	25%	25%	23%
C4 % of Building Control customers satisfied with the service	95%	100%	100%	100%
C5 Telephone calls are answered within Customer First standards	94.84%	95%	95%	95%
C6 Correspondence replied to within 10 days across Planning and Sustainable Development	90.38%	95%	95%	95%
Customer Actions				
Improvement action	Deadline			
Continuously review outcomes of monthly Planning applicant's satisfaction survey and respond to improve the service	Ongoing			
Produce more and review existing informative guidance to applicants submitting applications.	Ongoing			
Develop correspondence monitoring roles of Development Control Assistant Area Team Leader	June 2008			
Review and produce officer procedures relating to reports, correspondence and processing to ensure consistency and desired quality	Ongoing			
Building Control revised working practices creating site and plan appraisal teams. This is a medium term plan to be finalised by 2010.	Initially June 2008			

Process based improvements

Process Measures				
Measure	Current	2008/09 Target	2009/10 Target	2010/11 Target
NI 157: Processing of Planning Applications as measured against targets for (see below)				
P1 % of "major" planning applications determined within 13 weeks	69.23%	70%	75%	75%
P2 % of "minor" planning applications determined within 8 weeks.	77.91%	80%	82%	84%
P3 % of "other" planning applications determined within 8 weeks.	88.87%	92%	94%	95%
P7 % of Building Regulations applicants advised of decisions within statutory time limits	92.15%	95%	97%	99%
P8 responses to notifications of dangerous structures/buildings within 2 hours	100%	100%	100%	100%
Number of invoices passed within 30 days across Planning and Sustainable Development	95.24%	95%	95%	95%
Process Actions				
Improvement action	Deadline			
Improved monitoring and management of these applications with maintained staffing levels	On going			
Building Control revised working practices creating site and plan appraisal teams. This is a medium term plan to be finalised by 2010	Initially June 2008			
Recruitment of additional Building Control staff	April – June 2008			

Resource management improvements

Resource Measures

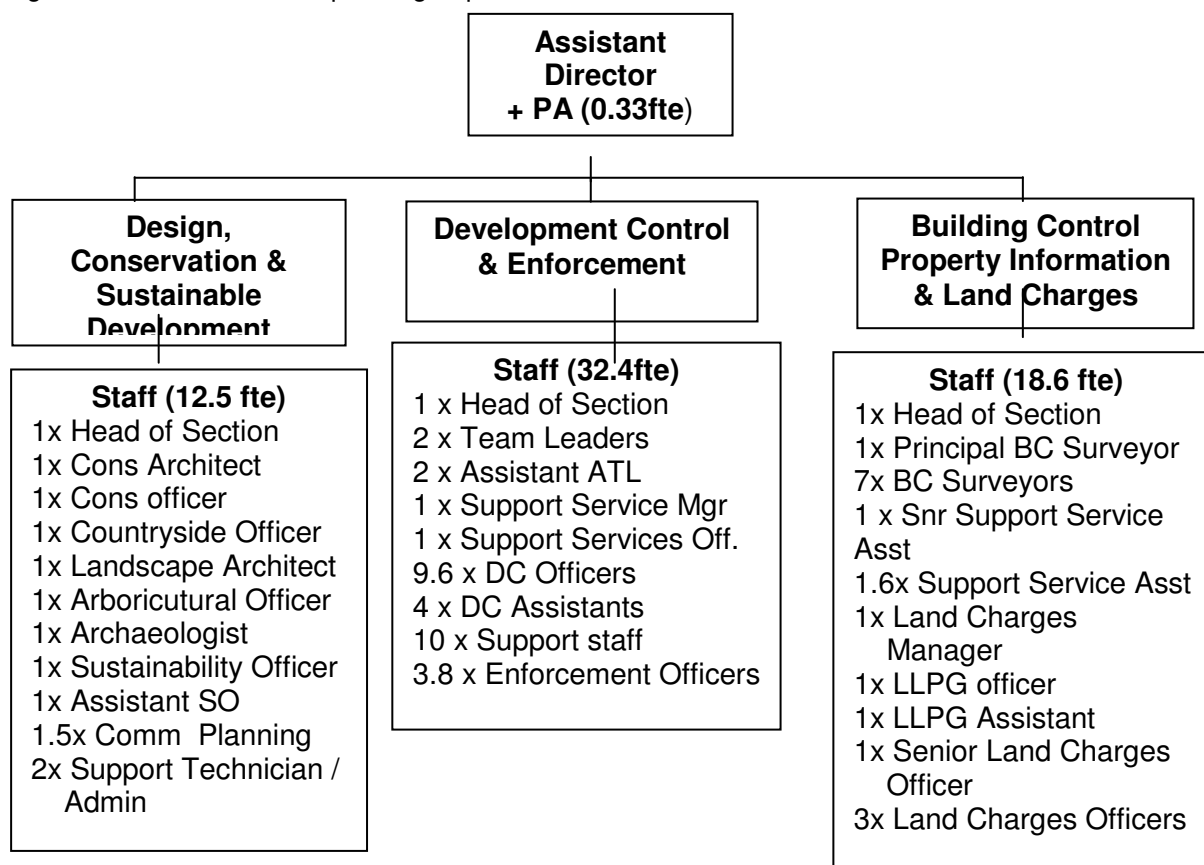
Measure	Current	2008/09 Target	2008/09 Target	2009/10 Target
R1. % Spend within budget for Planning and Sustainable Development	.6%	Under 0%	Under 0%	Under 0%
R2: % staff in Planning and Sustainable Development Group appraised in the last 12 months	80%	100%	100%	100%
Days lost for stress related illness as a % of sick days taken across Planning and Sustainable Development	0%	Not target based	Not target based	Not target based
Number of days lost to sickness (and stress) across	2.77days	<10 days	<10 days	<10 days
% of staff expressing satisfaction with their job Planning and Sustainable Development)	71%	Not Conducted	Next Survey 2009	Not Conducted

Resource Actions

Improvement action	Deadline
Monitor and review at GMTs and DMTs with reporting to Planning and Transport EMAP. Monitor planning fee increase impact on base budget and respond to pressures accordingly. Incorporate budget management into team based performance management reports – in line with new corporate performance reporting arrangements	Ongoing
Review discretionary fees and charges, having regard to Government guidance and outcome of benchmarking with other LA's	Ongoing
Complete 100% of annual appraisals within corporate deadlines	Ongoing
Provide staff development and training opportunities for all staff.	Ongoing

Section 6: Resources

The Planning and Sustainable Development group has **65 f.t.e** staff, at No.9 St Leonard's Place.



Budget

	<u>2007/08</u>	<u>2008/09</u>
Employees	£2,099k	£2,207k
Premises	£ 58k	£ 64k
Transport	£ 36k	£ 36k
Supplies and Services	£ 327k	£ 327k
Miscellaneous		
– Recharges	£1,247k	£1,410k
– Other	£ 0k	£ 0k
Capital Financing	£ 4k	£ 6k
Gross cost	£3,771k	£4,050k
Less Income	£3,077k	£2,592k
Net cost	£ 694k	£1,458k

There has been a 7% increase (£279k) in our expenditure budget since last year. This is due to pay and prices £109k and changes to recharge costs (£163k). Income budgets have been reduced to reflect the £310k loss of planning delivery grant, and the lower levels of income for land charges (£200k) and building control (£35k).

