



# 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
<b>External drivers</b>	
E1 CLG (was DCLG / ODPM) drive to maintain speed of planning application determination.	E1 Continued implementation of the DC Improvement Plan to deliver improvements to performance, quality of decisions and customer satisfaction.
E2 Government White Paper "Stronger and Prosperous Communities" (Nov 2006).	E2 New performance framework and greater community involvement in the planning system.
E3 Barker report on reforms to the Planning system.	E3 Uncertain which recommendations will be implemented.
E4 Nationwide lack of qualified Building Control staff available for recruitment.	E4 Reduced service delivery or increase costs with external support
E5 External competition within Building Control and Land Charge markets.	E5 Reduced workload and income
E6 Review of national heritage protection measures	E6 Possible new responsibilities for heritage protection 2009/10
E7 New national indicators for measuring carbon emissions	E7 Increasing pressure and emphasis on the data collected and coordination role of Sustainability Officers
E8 New biodiversity responsibilities	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.	E9 Office of Fair Trading / Department of Trade and Industry's review of Local Land Charge Search.
<b>Corporate drivers</b>	
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 : <i>"we will place environmental sustainability at the heart of everything we do"</i>	C1 Gives focus and direction to Service priorities
C2 Requirement for further savings to be achieved in 2008/09	C2 to be taken into account in workplans
C3 New emphasis and focus on Health and Safety matters, and attendance at work policy	C3 To be taken into account in workplans
C4 Delivery of key major projects for the city in particular University expansion, Metcalfe Lane Housing and Germany beck housing	C4 To be taken into account in workplans and budget savings and growth measures.
C5 Job Evaluation process	C5 need to manage change. Retention of staff where salary is reduced may be difficult
<b>Directorate drivers</b>	
D1 Implementation of the Development Control Action Improvement Plan.	D1 Continued review of the plan required and implementation of proposals
D2 S106 procedures Audit & Inspection recommendations.	D2 Requirement for re organisation of s106 arrangements and resource allocation
D3 Building Control Audit & Inspection recommendations.	D3 BC is due to be audited in Jan 2008 there may be service implications as a result of that audit.
D4 prepare for move to new CYC HQ building in 2010	D4 Changes in working practices, document management etc
D5 reducing sickness absence	D5 improved performance and higher customer satisfaction
<b>Service drivers</b>	
S1 Additional demands on P+SD group members to provide input into major development schemes in the city	S1 May have adverse impact on performance and customer satisfaction
S2 Maintain and improve Development Control Performance above national targets despite end of Planning Delivery Grant funding	S2 Staffing levels need to be maintained or supplemented given known pressures
S3 Implementation of the Development Control Action Improvement Plan.	S3 Review of action plan and implementation of proposals.
S4 Audit review of S 106 Agreements	S4 Review and reorganisation of arrangements for S106s
S5 Implementation of HANER project	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 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

<b>Customer Measures</b>				
Measure	Current	2008/09 Target	2009/10 Target	2010/11 Target
<b>C1</b> % of Planning applicants satisfied with the service	81% (06/07)	84%	86%	88%
<b>C2:</b> % score against Quality Of Service Checklist.(Development Control)	94% (06/07)	94%	100%	100%
<b>C3:</b> % of planning appeals upheld.	27%	25%	25%	23%
<b>C4</b> % of Building Control customers satisfied with the service	95%	85%	87%	90%
<b>C5</b> Telephone calls are answered within Customer First standards	94.84%	95%	95%	95%
<b>C6</b> Correspondence replied to within 10 days across Planning and Sustainable Development	90.38%	95%	95%	95%
<b>Customer Actions</b>				
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

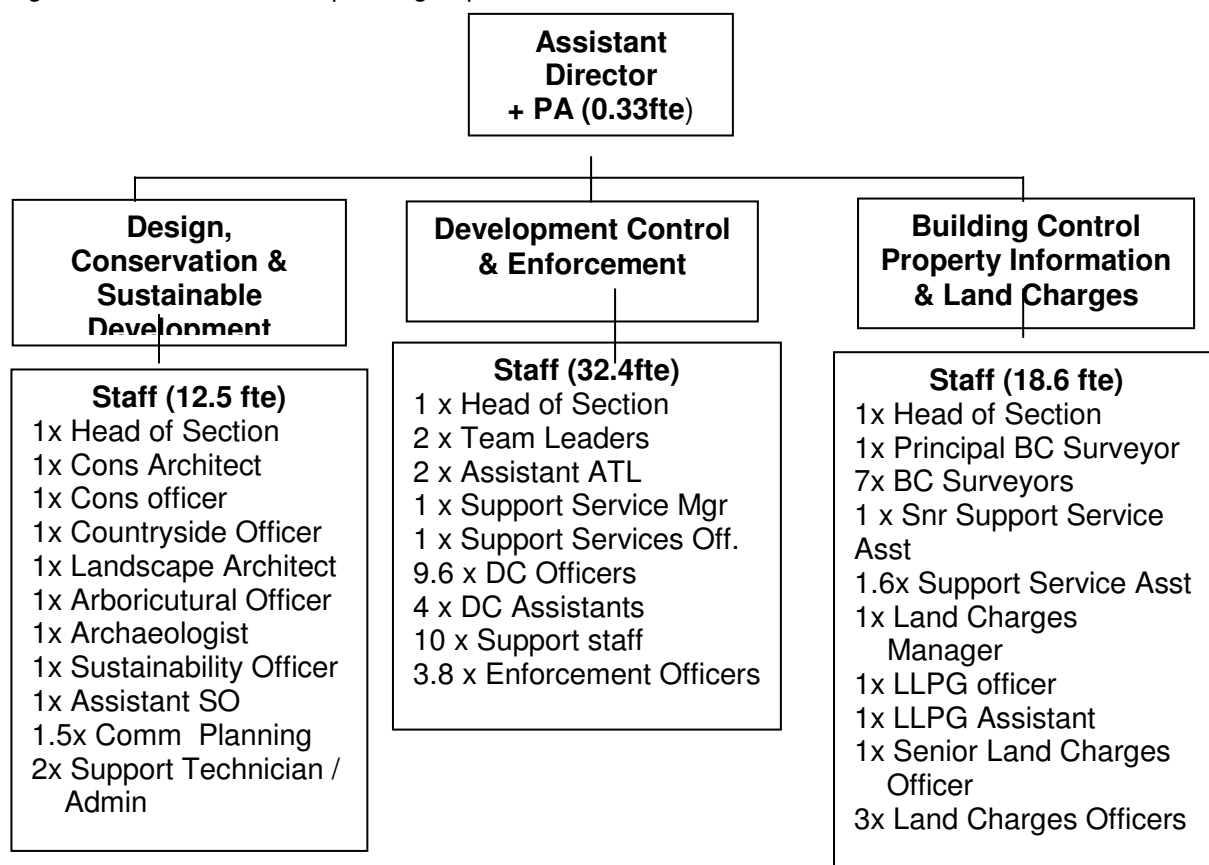
<b>Process Measures</b>				
Measure	Current	2008/09 Target	2009/10 Target	2010/11 Target
<b>NI 157: Processing of Planning Applications as measured against targets for (see below)</b>				
<b>P1</b> % of "major" planning applications determined within 13 weeks	69.23%	70%	75%	75%
<b>P2</b> % of "minor" planning applications determined within 8 weeks.	77.91%	80%	82%	84%
<b>P3</b> % of "other" planning applications determined within 8 weeks.	88.87%	92%	94%	95%
<b>P7</b> % of Building Regulations applicants advised of decisions within statutory time limits	92.15%	95%	97%	99%
<b>P8</b> 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%
<b>Process Actions</b>				
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

<b>Resource Measures</b>				
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
<b>Resource Actions</b>				
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	£2099k	£XXXX
Premises	£ 58k	£XXXX
Transport	£ 36k	£XXXX
Supplies and Services	£ 327k	£XXXX
Miscellaneous	£ 1247k	£XXXX
– – Recharges	£1247k	£XXXX
– – Other	£	£XXXX
Capital Financing	£ 4k	£XXXX
Gross cost	£3771k	£XXXX
Less Income	£3077k	£XXXX
<b>Net cost</b>	<b>£ 694k</b>	<b>£XXXXX</b>

2008/09 will be completed for March 2008 EMAP.

