

**APPENDIX 2**

<b>DEVELOPMENT SERVICES SERVICE PLAN 2002 - 2004 WORKPLAN</b>			
<b>Topic</b>	<b>Action</b>	<b>When</b>	<b>Who</b>
<b>General</b>	<p>Introduction of IT system and associated system changes for Development and Building Control.</p> <p>Undertake Best Value Review of the Planning Service, including Building Control.</p> <p>Create an Old Town Square and expand the market in Leamington.</p> <p>Redevelop Court Street car park and adjoining land for commercial use.</p> <p>Develop and implement a scheme to improve Warwick Old Square and Church Street and revise proposals for Market Square.</p> <p>Implement St. Mary=s Lands, Warwick, proposals.</p> <p>Agree and secure redevelopment of land adjacent to Regent Hotel.</p> <p>Develop the railway arches for an arts scheme.</p>	<p>2002-2003</p> <p>April 2002 onwards</p> <p>By 2003</p> <p>By 2003</p> <p>2003</p> <p>2003</p> <p>2004</p> <p>By 2003</p>	<p>Planning and Engineering</p> <p>Planning and Engineering</p> <p>Policy, Planning and Engineering</p> <p>Policy, Planning and Property</p> <p>Policy, Planning and Leisure</p> <p>Policy, Planning and Leisure</p> <p>Planning, Policy and Property</p> <p>Policy Services</p>
<b>Development Control</b>	<p>Update main application forms.</p> <p>Publish approved Customer Charter.</p> <p>Ensure design guidelines encourage high quality new architecture and public art at the same time as identifying, protecting and celebrating key features of local distinctiveness.</p>	<p>Complete by April 2002</p> <p>Complete by April 2002</p> <p>All distinctive features identified by 2006</p>	<p>Planning and Engineering</p> <p>Planning and Engineering</p> <p>Planning and Engineering</p>

**DEVELOPMENT SERVICES SERVICE PLAN 2002 - 2004  
WORKPLAN**

<b>Topic</b>	<b>Action</b>	<b>When</b>	<b>Who</b>
<b>Planning Policy</b>	<p>Review existing Local Plan Key targets:-</p> <ol style="list-style-type: none"> <li>1. Place plan on deposit</li> <li>2. Prepare second deposit Plan</li> <li>3. Public Local Inquiry</li> </ol> <p><i>NB: This work programme is subject to any changes arising from green paper on the future of Planning, December 2001.</i></p>	<p>June 2002 January 2003 June 2003</p>	<p>Planning &amp; Eng. Planning &amp; Eng. Planning &amp; Eng.</p>
	<p>Review of rural conservation areas (completion of task from 2000-01 service plan). Review of Conservation Areas in Leamington, Warwick and Kenilworth. Assessment of need for additional conservation areas including in rural areas (work to start 6/03 and be completed 12/04).</p>	<p>May 2002  December 2003  March 2004+</p>	<p>Planning &amp; Eng.  Planning &amp; Eng.  Planning &amp; Eng.</p>
	<p>Conservation Leaflets - Revised guidance leaflets publication.</p>	<p>May 2002</p>	<p>Planning &amp; Eng.</p>
<b>Planning Policy</b>	<p>Prepare housing land availability study report.</p>	<p>December 2002 December 2003</p>	<p>Planning &amp; Eng.</p>
	<p>Provide responses and reports to Executive on Regional Planning Guidance and Structure Plan issues. Identify a preferred site for a new station in Kenilworth. Encourage improvements in the availability of Public Transport to major employment centres. Use the Local Plan to reduce the number of car journeys by locating new developments in areas which reduce the need to travel and which increase accessibility to jobs, schools and</p>	<p>As requested  March 2002 April 2003 and ongoing Draft Local Plan by April 2002</p>	<p>Planning &amp; Eng.  Planning &amp; Eng. Planning &amp; Policy  Planning &amp; Eng.</p>

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WORKPLAN**

<b>Topic</b>	<b>Action</b>	<b>When</b>	<b>Who</b>
	<p>services.</p> <p>Ensuring review of Local Plan recognises and maintains the strong rural/urban distinction in terms of design and land use protects Sites of Important Nature Conservation (SINCs) and encourages biodiversity.</p> <p>Continue to support the maintenance of the Habitat Biodiversity Audit (HBA) to provide baseline information and developing and implementing the Biodiversity Action Plan (BAP) including:</p> <ul style="list-style-type: none"> <li>§ habitat creation</li> <li>§ habitat management</li> <li>§ training for key people including planners, parish councillors and land managers.</li> </ul>	<p>Inclusion of relevant policies within the deposit Local Plan (2002)</p> <p>HBA updated until at least April 2005 and BAP drafted by 2003</p>	<p>Planning &amp; Eng.</p> <p>Planning &amp; Eng.</p>
<b>Planning Policy</b>	<p>Encourage use of appropriate brown field sites through the local plan review.</p> <p>Fund and operate grant aid scheme for improvements to historic buildings.</p> <p>Ensure the Local Plan includes policies which encourage water and energy efficiency.</p> <p>Promote the take up of shopfront grants</p>	<p>From 2001 and ongoing</p> <p>Ongoing</p> <p>Inclusion of relevant policies within the Local Plan review</p> <p>By 2003</p>	<p>Planning and Engineering</p> <p>Planning and Engineering</p> <p>Planning and Engineering</p> <p>Planning &amp; Eng.</p>
<b>Building Control</b>	<p>Review and maintain ISO 900/2000 Quality Assurance Service System for Building Control</p>	<p>2002/03</p>	<p>Planning and Engineering</p>
	<p>Progress electronic transfer of applications and finance transfers</p>	<p>2002/03</p>	<p>Planning &amp; Eng.</p>
	<p>Continue to ensure and achieve self financing for the Building</p>	<p>2002/05</p>	<p>Planning &amp; Eng.</p>

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WORKPLAN**

<b>Topic</b>	<b>Action</b>	<b>When</b>	<b>Who</b>
	Regulations Function (set fees for each financial year) Progress - Review internal application receipting procedures to improve acknowledgement times and performance standards	2002	Planning & Eng
<b>Property Management</b>	Integrated Property Management Computer System - Evaluate the various systems available for property management and make a recommendation to the Executive.	By June 2002	Property Services
<b>Property Management</b>	Performance Indicators - Utilising the new system referred to above, input all the information necessary to be able to provide the DTLR with the performance indicators in the format they require them	By 2003/04	Property Services
	GIS - Commence inputting data onto the system (this is likely to take around 12 months) - Property	By 2003/04	Property Services
<b>Economic Development</b>	Implement all actions arising out of the best value review	By 2003/04	Policy Services and Property Services
	Tourism - Agree a new Service Level Agreement with South Warwickshire Tourism Company Review SLA	April 2002 December 2002	Policy Services Policy Services
	Regeneration - Implement SRB5 Old Town Delivery Plan 2003/04 Implement SRB6 PIE Delivery Plan 2003/04 Complete staff restructure of Regenesi Implement proposals for Abbey End, Kenilworth.	By 2003/04 By 2003/04 June 2002 2003/04	Policy/Regenesi Policy Services Policy/Regenesi Policy/Property

**DEVELOPMENT SERVICES SERVICE PLAN 2002 - 2004  
WORKPLAN**

<b>Topic</b>	<b>Action</b>	<b>When</b>	<b>Who</b>
	Revise and implement the Community Involvement Strategy for Old Town.	September 2002	Policy and Regenesis
<b>Economic Development</b>	<p>Promote new Small Business Service.</p> <p>Establish a UK online for business local access point.</p> <p>Promote an awards scheme for businesses.</p> <p>Support the creative and arts related businesses through research, training, advice and information.</p> <p>Improve inward investment in the sub-region and Warwick district by working more closely with partners within the Coventry, Solihull and Warwickshire Partnership.</p> <p>Develop a tourism strategy for South Warwickshire.</p> <p>Improve tourism promotion and visitor management and welcome by working closely with South Warwickshire Tourism and influencing their business plan.</p> <p>Review Tourist Information Centre facilities in Kenilworth and Warwick with the aim of improving them.</p> <p>Promote loans and small grants for business initiatives in Old Town and setting up training courses.</p> <p>Establish and promote the Old Town Business Association and publish an updated Old Town Business Directory.</p> <p>Develop Spencers Yard as the hub of a cultural quarter.</p> <p>Improve and extend the Royal Priors shopping centre.</p>	<p>September 2001</p> <p>April 2002</p> <p>2002</p> <p>August 2002 and ongoing</p> <p>December 2001</p> <p>June 2002</p> <p>June 2002</p> <p>June 2002</p> <p>March 2002</p> <p>March 2002</p> <p>By 2003</p> <p>2004</p>	<p>Policy Services</p> <p>Policy Services</p> <p>Policy Services</p> <p>Policy Services</p> <p>Policy Services</p> <p>Policy Services</p> <p>Policy Services</p> <p>Policy Services and Regenesis</p> <p>Policy Services and Regenesis</p> <p>Policy/Regenesis</p> <p>Policy Services</p>
<b>Local Land Charges</b>	A new IT systems for Planning is to be installed by September 2002. The system will be chosen not only for its Planning but also its Land Charges attributes. It is anticipated that a new fully computerised Land Charges system will be installed six months	September 2002 and beyond	Land Charges with IT and Planning

**DEVELOPMENT SERVICES SERVICE PLAN 2002 - 2004  
WORKPLAN**

<b>Topic</b>	<b>Action</b>	<b>When</b>	<b>Who</b>
	after the completion of the Planning system (including the loading of back data).		

**Environmental Management- SERVICE PLAN 2002 - 2004  
WORKPLAN**

<b>Topic</b>	<b>Action</b>	<b>When</b>	<b>Who</b>
<b>Land Drainage</b>	Prepare brief for flood risk management as part of Warwick District Council emergency plan.	31st October 2002	Engineering
	Develop and implement a flood defence policy through a drainage forum for Warwick District including links to planning, tackling emergencies and capital investment.	Policy in place by 2001	Planning
	Complete DEFRA High Level Target 4 (National Flood and Coastal Defence Database)	31st December 2002	Engineering
	Implement identified flood alleviation schemes at Pringle Brook, Bates Memorial Field, Lillington Oak, Ashow and St Mary=s Lands and investigate the provision of the Kenilworth flood alleviation scheme.	All schemes successfully implemented by April 2002 (July 2002 for St Mary=s Lands)	Planning
	Undertake Saltisford Brook Improvement Works.		Engineering
	Commence work on Improvement Action Plan for Land Drainage element of Best Value Review.		Engineering
	Ensure Sustainable Drainage Systems (SUDS) are implemented in all new major developments by including policies within the local plan review.	Policy in Local Plan	Planning
	Complete DEFRA High Level Target 5 (National Flood and Coastal Defence Database)		Engineering
<b>Licensing and Registration</b>	Investigate possibility of introducing disability awareness training for taxi and private hire drivers.	During 2002/2003	Members and Customer Services

**Environmental Management- SERVICE PLAN 2002 - 2004  
WORKPLAN**

<b>Topic</b>	<b>Action</b>	<b>When</b>	<b>Who</b>
	Investigate possibility of introducing >knowledge= tests for taxi and private hire drivers  Making Entertainment Licenses dependent upon NVQ accreditation for door supervisors	March 2002	Members and Customer Services
<b>EMAS</b>	<u>EMAS General</u> Appoint EMAS verifiers Implement 2002/2003 Improvement Programme Complete development of management system Arrange EMAS Health Check from Verifiers Prepare first Environmental Public Statement Seek verification under EMAS Develop and implement 2002/2004 Improvement Programme	June 2002 March 2002 December 2002 January 2003 Spring 2003 Summer 2003 March 2004	EPO EPO EPO EPO EPO EPO EPO
<b>EMAS (continued)</b>	<u>Travel Plan</u> Continue incentive led approach to implementing the Travel Plan. Promote Green Travel Plans to the wider public and the private business community via a promotional event to co-incide with the <u>Don't Choke Britain</u> campaign including promotion of greener fuels (e.g. LPG) Implement the outcomes of the Car Allowance and Parking review. the Warwick Business Transport forum to develop Green Travel initiatives amongst businesses.	Ongoing  July 2002  March 2003  March 2003	EPO  Policy  EPO  EPO



**Environmental Management- SERVICE PLAN 2002 - 2004  
WORKPLAN**

<b>Topic</b>	<b>Action</b>	<b>When</b>	<b>Who</b>
<b>Community Initiative Team</b>	Set up Service Level Agreement between Action 21 and the Council	May 2002	Policy Services
<b>Waste Management</b>	Explore ways of improving the standard of street cleansing, including an assessment of high pressure hosing of certain key shopping streets and carrying out random spot checks and litter counts.	By 2003	Environmental Health
	Implement the specific actions listed in the Environmental Health Recycling Strategy Improvement Action Plan.	In accordance with the provisions of the Improvement Action Plan	Environmental Health
	Consider the expansion of the compost collection trial currently taking place in Whitnash.	Expand compost collection to cover 50% of households by 2003	Environmental Health
	Implement the relevant actions from the Cleansing of the Public Environment Best Value Improvement Plan.	Ongoing	Environmental Health
	Undertake trials of mobile camera surveillance and publicise the scheme along with any successful prosecutions.	Trial in place by March 2002 and assessment complete by December 2002	Environmental Health
	Increase the amount of waste recycled by the collection of green	Fortnightly	Environmental

**Environmental Management- SERVICE PLAN 2002 - 2004  
WORKPLAN**

<b>Topic</b>	<b>Action</b>	<b>When</b>	<b>Who</b>
	waste and paper.	Collection	Health
	Produce an integrated waste strategy in consultation with WCC	September 2002	Environ. Health
<b>Waste Management (continued)</b>	Improve rural recycling facilities by increasing number of recycling centres in rural areas and by considering expanding the kerbside collection of paper into rural parts of the district.	20% of domestic waste recycled by 2003 and 30% by 2005.	Environmental Health

**ENVIRONMENTAL HEALTH - SERVICE PLAN 2002 - 2004  
WORK PLAN**

Topic	Action	When	Who
<b>Pollution</b>	<p>Develop an air quality strategy for the district including: (a) improving public information awareness about air quality and (b) ensuring the Local Transport Plan, the Local Plan and the transport theme of the Community Plan take account of the need to improve local air quality.</p> <p>Encourage large employers to sign up to the Government=s Making a Corporate Commitment@ campaign to reduce emissions of CO2 for which they are directly responsible and support the Green Business Award scheme run jointly by the Courier and Warwick District Council.</p> <p>Provide effective monitoring and response for all aspects of the pollution service in accordance with established service standards.</p> <p>Implement the relevant actions from the Environmental Health Best Value Review Improvement Plan.</p>	<p>100% compliance with government air quality objectives by December 2002</p> <p>10 local organisations signed up by December 2002. Minimum of 10 entries in 2002 business awards</p> <p>Ongoing</p> <p>Ongoing</p>	<p>Environmental Health</p> <p>Policy Services</p> <p>Environmental Health</p> <p>Environmental Health</p>
<b>Health and Safety</b>	<p>Provide smokers with cessation advice and support programmes via designated General Practitioners</p> <p>Support initiatives within the district which tackle substance misuse, stifle the availability of drugs, protect the community from drug related criminal and anti and anti social behaviour and provide treatment to overcome drug use.</p>	<p>Ongoing</p> <p>March 2002</p>	<p>Environmental Health</p> <p>Environmental Health and Policy Services</p>

**ENVIRONMENTAL HEALTH - SERVICE PLAN 2002 - 2004  
WORK PLAN**

Topic	Action	When	Who
	<p>Improve primary care and support for mental illness.</p> <p>Promote national health campaigns and legislation across the district e.g. Food Safety, Healthy Eating, Health and Safety at Work</p> <p>Improve the health of people working in the district by promoting and piloting the Warwickshire Health and Workplace Award</p>	<p>2002</p> <p>Ongoing campaigns</p> <p>31<sup>st</sup> March 2003</p>	<p>Environmental Health</p> <p>Environmental Health</p> <p>Environmental Health</p>
	<p>Provide effective monitoring and response for all aspects of the Health and Safety service in accordance with the established service standards.</p> <p>Implement the relevant actions from the Environmental Health Best Value Review Improvement Plan.</p>	<p>Ongoing</p> <p>Ongoing</p>	<p>Environmental Health</p> <p>Environmental Health</p>
<b>Public Health</b>	<p>Implement the relevant actions from the Health Improvement Programme jointly with Primary Care Trust Partners.</p> <p>Provide effective monitoring and response for all aspects of the Public Health Service in accordance with established service standards.</p> <p>Implement the relevant actions from the Environmental Health Best Value Review Improvement Plan.</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	<p>Environmental Health</p> <p>Environmental Health</p> <p>Environmental Health</p>

**ENVIRONMENTAL HEALTH - SERVICE PLAN 2002 - 2004  
WORK PLAN**

Topic	Action	When	Who
<b>Food</b>	Provide effective monitoring and response for all aspects of the Food Service in accordance with established service standards.	Ongoing	Environmental Health
	Implement the relevant actions from the Environmental Health Best Value Review Improvement Plan.	Ongoing	Environmental Health
	Maintain accreditation under the ISO scheme.	Ongoing	Environmental Health

**HIGHWAYS TRANSPORTATION - SERVICE PLAN 2002/03 - 2003/04  
WORKPLAN**

Topic	Action	When	Who
<b>Highways Agency</b>	Complete work on Improvement Action Plan for Highway element of Best Value Review.	June 2002	Planning and Engineering
<b>Transportation Policy</b>	Conclude the District Council=s examination of decriminalisation of on street car parking enforcement.	June 2002	Planning and Engineering
	Identifying and establishing a comprehensive cycle route network across the district and prioritising implementation.	April 2003	Planning and Engineering
	Publishing a cycle guide for the district. Seeking the creation of 20 mph speed limits in key areas and within all major new housing developments, e. g. Home Zones	April 2003	Planning and Engineering
<b>District Highway Functions</b>	Introduction of asset database for footway lighting and bus shelters.	April 2003	Planning and Engineering
	Undertake environmental improvements at Old Square/Church Street, Warwick.	31 March each year	Planning and Engineering
	Undertake environmental improvement programme. Establishing new cycle routes including route 52 of National Cycle Network and a route from Hatton Park, Warwick Parkway and Warwick Town Centre.	April 2003	Planning and Engineering
	Establishing secure cycle parking in town centres at leisure centres, shopping centres and rail stations, etc	April 2003	Planning and Engineering

**TOWN CENTRE SERVICES - SERVICE PLAN 2002 - 2004  
WORKPLAN**

Topic	Action	When	Who
<b>Town Centre Management</b>	Monitor Quantitative data performance of town centre. To include Car Park Data, Car park usage by ticket. Pedestrian Flows, monthly comparison for town centre. Yearly comparison for count points.	Quarterly	Leisure Services
	Build on the success of the Warwickshire Retail Crime Initiative and Safer Shopping award and communicate this information to a wider audience.	During 2002	Leisure Services
	Seeking improvements to customer care facilities including shopmobility, parent/baby facilities, the introduction of a Family Friendly Leamington@.	2004	Leisure Services
	Implementing the Warwick Town Centre Action Plan.	2003	Leisure Services
	Supporting arts and cultural tourism in the town, particularly through the Warwick Events Group.	2003	Leisure Services
	Implement the Kenilworth Town Centre Action Plan.	2003	Leisure Services
	Securing improvement to Abbey End, Kenilworth.	2003	Leisure Services
	Encouraging the refurbishment and enhancement of Talisman Square, Kenilworth.	2003	Leisure Services
	Developing a promotion strategy and a comprehensive calendar of events to help promote Kenilworth Town Centre.	2003	Leisure Services
	Implement the Leamington Town Centre Action Plan to promote Leamington as a quality shopping and visitor destination.	2004	Leisure Services
<b>Car Parks</b>	Develop the existing web-sites for the three towns and link with	During April 2002.	Leisure Services

**TOWN CENTRE SERVICES - SERVICE PLAN 2002 - 2004  
WORKPLAN**

Topic	Action	When	Who
	Warwick District Council including Car Parking information.		
<b>Car Parks cont...</b>	Measure the performance of the car parking provision within the town centre and make the information available to help ongoing development of the car parking strategy.	Quarterly	Leisure Services
	Implement provisions of Best Value Review Improvement Plan. Providing a coach parking facility for the town of Warwick	Ongoing 2003	Leisure Services
<b>Markets</b>	Develop new market opportunities within the District.	During 2002	Leisure Services
<b>Public Conveniences</b>	Implement the Best Value review and agree linking of the contracts across the Business Units from April 2003.	Ongoing	Leisure Services
<b>CCTV</b>	Build on the success of the Warwickshire Retail Crime Initiative and Safer Shopping award and communicate this information to a wider audience.	During 2002	Leisure Services
	Improve and extend CCTV coverage in the district.	April 2002	Leisure Services