

BV Improvement Plan - 2003/04

Monitoring Framework Sep 03 update

OBJECTIVE		ACTION	ORIG DATE	REVISED DATE	COMMENTS
1.1	Service Aims	Produce leaflet Place on Website	Jan 03 Jan 03	On target	On website Leaflet in production
1.2	Team Meetings/ Appraisal	JA to attend Jan Group/ Section Meetings to discuss aims/objectives Add reference to appraisal info Appraisal dates fixed	Jan 03 Jan 03 Jan 03	On target On target On target	JA attended staff meetings Appraisal framework checked - OK Dates for appraisals agreed
1.3	Linkage with Corporate Policy/Community Plan	- Attendance at LSP meetings - Reflection of CP needs in Local Plan/LDF - continuing	Continuin g April 03	Continuing Aug 03	JA lead on Environmental Strategy Group CP/other corporate issues reflected in Local Plan
2.1	1/2.2 Planning/BC IT System (includes 3.4, 3.8, 3.9, 3.11, 4.6, 4.7 and 5.8)	- Selection of Tenderer - Implementation of systems involving business process change - Link with GIS - On line application submission/plan viewing on line	Feb 03 Feb 03 Onwards “ June 04	May 03 Aug 03 “ end 04	Plantech system approved Implementation under way – live mid Oct “ “ “ “ “ Work to be undertaken after application system live
2.3	Appointment of BVR IT implementation Officer	- Finalise specification - Progress Finance bid	Jan 03 Dec 02 onwards		Support for IT system implementation to be provided from corporate funds and Planning Development Grant

OBJECTIVE	ACTION	ORIG DATE	REVISED DATE	COMMENTS
3.1 Partnership with Stratford	- identify possible joint/partnership areas for 03/04 and programme for discussion	Jan 03	On target	List agreed with Stratford. to pursue. Progress continuing in relation to landscape advice. Further discussion required
	- identify possible longer term areas for development	March 03	On target	Further discussion and workprog to be agreed with Stratford
3.2 Outsourcing of advice for DC	- agree scope with Stratford for 03/04 in relation to arboricultural and landscape advice	Feb 03	Dec 03	Progress on possible joint contract awaiting trial 6 month period for new in house provision from Leisure
3.3 Investigate further outsourcing options/joint working	- potential areas: - DC conservation advice - enforcement investigation - Others - report on scope required	July 03	Feb 04	Delayed due to work pressures
3.4 (see 2.1)				
3.5/3.19 Complexity rating of DC applications time assessments	Assess merits of star rating and time assessments rating system for applications - report	April 03	March 04	To be discussed at DC Group meeting in April 03 Internal report to be prepared - Delayed due to work pressures
3.6 Fee income to be invested in resources	- bid for additional DC resources for 03/04 being made	Dec 02 onwards	Feb 03	All additional posts (4) for DC agreed by Council. Permanent funding available from 03/04

OBJECTIVE	ACTION	ORIG DATE	REVISED DATE	COMMENTS
3.6 Continued	Further work to await information on Planning Improvement Grant	Jan 02 Onwards	May 03	£75,000 available. Allocation agreed by Exec May
3.7 Delegation	Introduce system	Oct 03	Dec 03	Report made to Jan Planning Committee. Working Party of members set up to look at mechanisms. Visits undertaken to other authorities. Report to Dec Planning
3.8 Consultee response times	- IT issues linked with 2.1 - Remind consultees of timescales	April 03 onwards	Oct 03 onwards	to be dealt with as part of IT introduction
3.9 Staff arrangements linked to IT	See 2.1			to be dealt with as part of IT introduction
3.10 Increase staff numbers	Bid for resources through Finance round	Dec 02 onwards		Bids approved by Council in Feb. Staff all now appointed: Trainee planner, year out student and p/t enforcement officer
3.11 Joint BC/DC application registration	Develop as part of introduction of new IT System	June 03 onwards	Oct 03 onwards	to be considered as part of IT implementation
3.12 Flexible working	to consider options for development of existing flexible working arrangement. - discussion with Personnel + options development	Dec 03		Options to be considered Dec 03 onwards. Opportunities to be considered in the meantime if possible
3.13 Homeworking - BC	need to see further progress on IT/home support/3.14 below before assessing potential. - assess possibility of home based working	Oct 03	March 03	To be considered after IT system operational

OBJECTIVE	ACTION	ORIG DATE	REVISED DATE	COMMENTS
3.14 Hand held devices - BC	- trial to go ahead April 03 - report on outcome June 03	June 03	Nov 03	delay due to problems with partners – now to proceed Nov 03
3.15/Warwickshire Building Control Consortium	- Consortium to be set up	March 03	July 03	Now in place, following resolution of other authorities difficulties
3.17 Fast-track system for cashing DC/BC cheques	- liaise with Finance to amend systems	Jan 03	Marc 03	Discussion with Finance undertaken. Revised system for receiving cheques introduced March
3.18 Quality of applications	guidelines for quality of plans - checklist production	July 03	April 03	Included on new forms issued in Jan 02. .Downloadable forms included on website- April 03
3.19 see 3.5 above				
3.20 S106 Agreements	prepare standard 106 Agreement	July 03	Jan 04	S106 protocol being jointly prepared for Warwickshire. Led by WCC. Work also proceeding on developers pack for affordable housing
4.1 Internal Communications	Discuss at group meeting	Jan 03	Jan 03	raised at Group meetings - in progress
4.2 Continuous service improvement	Process to be prepared to generate and implement improvements	Feb 03	continuing	discussed with each Group Leader as part of the internal bi monthly performance monitoring process.
4.3 Charging for enquiries	- check existing changes - set new charging structure	March 03	Dec 03	Review delayed due to work pressures
4.4 Affordable Housing	- attendance at JCT - protocol for planning applications	on-going Feb 03	continuing	Close liaison with housing To be prepared in association new housing coordinator officer in Housing – started July 03

OBJECTIVE	ACTION	ORIG DATE	REVISED DATE	COMMENTS
4.4 (Continued)	Affordable housing pack - for all relevant applicants (together with Housing) - Affordable Housing Co-ordinator post to be in place - agree method of working with Planning	March 03 March 03	 July 03	Initial preparation work being undertaken by Housing Housing coordinator appointed by Housing Dept in the summer of 03. This post will work in partnership with Planning on affordable housing provision
4.5 Monitoring	- potential arrangements for partnership working to enable monitoring throughout Warks	March 03	Jan 04	To be examined as part of WAPO initiative to look at resource sharing across the County.
4.6/4.7 Improve monitoring of S106 agreements	see 2.1 - IT system - plus - 106 monitoring/reporting on planning gain.	March 03	On target	continue developing 106 monitoring. Basic system in place
4.8 Key Partners	- define partners and assess liaison arrangements	Feb 03	March 04	not yet undertaken due to work pressures
4.9 Conservation Grant Aid	- review procedures/guidance and report to Env. Scrutiny	March 03	April 03	Report to April Scrutiny - annual report and terms of reference combined
4.12 Additional post in PPC	Bid to be assessed through revenue process	Feb 03		Post not approved through budget process.
4.13 Equalities Monitoring	Develop Equalities Monitoring Form with Policy Officer, send out and monitor response	March 03	Jan 04	Not yet undertaken due to work pressures
4.14 Equality in consultation appointments	Advertise in BME press	Feb 03 onwards	On target	Continuing
4.15 Community Safety	-liaise with Police on policy and general planning issues	Nov 02	On target	Liaison meeting held with police representatives on 19 th November . Set out planning constraints. Further meeting to be held. Contacted liaison officer

OBJECTIVE	ACTION	ORIG DATE	REVISED DATE	COMMENTS
5.1 Public speaking at Committee	Considered by member W/P	Oct 03	Dec 03	Report on an approach to be made to Planning in Dec
5.2 Service Standards	- programme to be prepared	Jan 03	Part complete	Some standards on website. need for further programme of work
5.3A Improve Reception	- discuss possibility of planning advice desk at reception	Feb 03	Dec 03	Considered through BV review of customer services
5.4 Front of house service	- engage front of house officer - bid being considered through revenue bid process	Feb 03	On target	Post approved through bidding process. Appointment made
5.5 Continuing consultation	- Architects/agents group - 6 monthly	Jan 03	Jan 04	Delayed as a result of groups taking part in BV review. Needs a new programme
	- amenity/Chamber of Trade/PC Group	July 03	Feb 04	To be established later in year – as above
	annual applicant survey BC/DC	Nov 03	On target	DC - as part of the PI work this year BC – Jan 04, after Plantech introduction
	- Citizens Panel consultation	July 04		To be undertaken
	- Survey of historic grants/cons advice	May 03	May 04	Delay due to work pressures
	- Survey of amenity socs	May 04	May 04	To be undertaken
	seek views of minority groups through Councils Equalities Standards	from April 03	Dec 03	Delayed through work pressures
	- Annual Parish Council Seminar		Nov 03	

5.6	Economic Development	- send out leaflet	April 03	On target	
5.7	One Stop Shop	- set up mechanisms/process for one stop shop	April 03	Part implemented	Further work with role of Front of house staff
5.8	track application process through IT system	See 2.1 above			
5.9	Parish Council Training	identify needs - training sessions (dependant on resources)	Autumn 03/04	Late 03/early 04	need to establish resource availability and sort training sessions – Parish Council seminar in Nov 03
5.10	Access to list on Website	Access to weekly list on website -			Done - web site now has daily application detail updates
5.11	Large Print	- on-going			continuing
5.12	Contact Centre	- identify areas in which CC can assist	April 03	On target	Issues to be dealt with by contact centre in place and being developed. Regular meetings take place between planning and Contact staff
6.1	Social activity	Discussion with Groups	Nov	On target	Social events do take place
6.2	Informal meetings to discuss issues	Brainstorm prior to service plan	June 03	On target	Revised approach to service plan under way
6.3	Staff Suggestions	Action Suggestions	June 03	On target	Catalyst approach under way
6.4	Training	IT Training/CPD needs/ job related training	Continuing	On target	Identified as part of appraisal system
6.5	Job Swaps	Promote job swaps	Continuing		Arrange as appropriate with agreement
6.6	Gather information	Survey work	Feb04	Feb 04	To be undertaken April onwards