

DEVELOPMENT SERVICES

Portfolio Holder Statement Update September 2011

1. Since April, what have the measures in the Portfolio Holder Statement been telling you about how things are going in service?

Decisions on planning applications are taking longer to process. This has been due to the disruption in service delivery through the retirement of senior officers and the recruitment process. This measurement should show marked improvement by the year end.

Fewer planning applications have been 'called in' to be considered by committee. This may indicate that there is greater confidence in decisions being made under delegated authority.

Planning enforcement cases have reduced, whilst enforcement action has increased. This suggests that there have been fewer enforcement action, but the Council has taken more action to resolve cases as they have come to light

Building control have responded to a higher number of cases this year. This may suggest that Building Control is being more effective in securing work. There have also been a reduction in the number of unauthorised work.

Economic development and regeneration have assisted more businesses this year, but have helped create fewer. This could be an indication of the stagnant nature of the economy.

2. Which measures have been of particular interest or concern during the period since April and what have you learnt about your systems from these measures?

The time taken to process planning applications has increased over this period of time. This has resulted in poor customer service and dissatisfaction with the this part of the service.

This measurement clearly shows the necessity for effective succession planning, including effective training and development for the planning officers.

3. What have you done to date as a result of learning from these measures?

A new management team has been appointed to Development Control, consisting of a: Development Manager and two Team Leaders. A priority task is to review training and development for the planning teams in development management.

4. What has been the impact of what you have done to date?

Too early in the process to answer this question.

5. What else do you plan to do as a result of learning from these measures?

Review the effectiveness of the service area to ensure that it is focussed on delivering good development in the District. This will be achieved through a better understanding of the needs of our customers and measuring how well we are achieving good customer service.

6. Of your key projects (as identified in your portfolio holder statement) how many are on track and how many are not? Of those that are not on track please indicate which milestones have been changed and what the revised dates are.

Project	Progress	Original milestones	Revised milestones
Kenilworth Public Service Centre	Ongoing	Acquire Police Station, Summer 2011. Report Sept 2011 (affordable Housing). Refit, Autumn 2011 Tenants in, Winter 2011	
Disposal of Wilton House	On target	Summer 2011	
Feasibility of the Disposal of Riverside House	On target	Exec report Spring 2012	
HS2	On target	Exec Report Winter 2011	
Tourism & Visitor Management Strategy	Ongoing	Executive, October 2011	YES
Enterprise Offer – Kenilworth & Warwick	Ongoing	Review autumn 2011, Possible Exec Report winter 2011	YES
Warwick Area Action Plan	Ongoing	End December 2011	N/A
Clarendon Arcade	Ongoing	Planning Committee, Autumn 2011	YES
Evening Economy Strategy	Ongoing	Exec, November 2011	YES
Local Plan	Ongoing	Various	YES
Kenilworth Mere	Delayed	Review Autumn, 2011	YES
Old Town Leamington	Delayed	Review Winter, 2011	YES
Economic Development Strategy	Delayed	Review Autumn 2011	YES
Investment Strategy	Pending	Spring, 2012	

7. Does your Service Area Plan/Portfolio Holder Statement need to be amended? If so, please describe the changes.

Yes, it is a management tool and it will be amended (in consultation with the Portfolio Holder) throughout the year.