

DEVELOPMENT SERVICES

Portfolio Holder Statement Update June 2012

1 What have the measures in the Portfolio Holder Statement been telling you about how things are going in service during 2011/12?

The number of enforcement cases registered is generally consistent throughout the year. There has been less enforcement notices served than 2010/11. This essentially relates to a shortage of staff resources, which has recently been addressed and will be reflected in the outcomes during 2012/13.

The number of delegated planning applications has fluctuated throughout the year between 80.7% and 91.2%. The national average is about 90% and therefore, we need to review the number of applications going to committee and improve the level of delegation by closely working with planning committee.

The number of appeal decisions against officer advice remains low, together with the number of planning decisions overturned by planning committee.

The number of searches received and income is remaining consistent.

Building Control cases are also remaining at a constant level, which in an economic downturn and strong competition from Approved Inspectors is positive.

Interest in Council properties has remained consistent over the course of the year.

Job & business creation figures have steadily improved despite the recession.

One area where we are now making progress is by carrying out customer surveys so that we can better understand our customers' needs.

2. Which measures have been of particular interest or concern during the period and what have you learnt about your systems from these measures? Please attach the final version of your SAP customer & operational measures for the year.

There has been a poor out-turn on performance relating to planning applications and enforcement generally, relating to resources and the need to develop and train staff, and reduce uncertainty for staff as there are a number of temporary employees.

The number of complaints upheld is a concern and we are analysing the reasons and putting into place the necessary changes to avoid the issues re-occurring.

That the measures for 'job creation' and 'businesses created' only cover the AWM funded projects. A consistent way of measuring quarterly performance in assisting business is needed across the whole of ED&R.

This is true with Estates where the number of voids has remained broadly consistent, but a % of those voids were being held for corporate purposes.

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

We now display measures within the office, for staff to observe and review. These are discussed in team meetings.

Although monitoring monthly data is important, longer term trend data provides useful information and we are beginning to build on and use this information.

Staff are also taking more responsibility for their case load and performance of the service.

With no information from customer surveys, it is very easy to mis-understand what is important to our customer. We have learnt that we need to survey all our customers, ie. Committee, applicants and neighbours to developments.

To merge the customer surveys between the AWM funded projects and the non-operational estates portfolio.

To consider different interim operational measures – such as length of time void and length of time to let a property.

To reconsider the measures collected as part of the development of the Job, Skills & Economy delivery plan.

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

Applicants are receiving decisions on applications more speedily, and this reduces the number of examples where applicants go ahead with the works at risk due to the time it was taking to deal with their proposals.

We have commenced work with planning committee and town councils to try to reduce the number of applications that need to go to committee to improve our delegation levels.

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

Different areas of the service are working more closely so that we can offer a better and more joined up service to the customer in a more timely way.

6. **Of your key projects (as identified in your portfolio holder statement) how many were completed and how many are not? Of those that were not completed please indicate what the revised dates are.**

Project Name	Progress	Original Milestones	New Milestones
Service improvement/Systems Thinking intervention	Ongoing throughout the year although progress has been slow.	March 2013	March 2013
Local Plan	Significant progress towards preparation of preferred options	Full Council report May 2012	
HS2	Supporting legal challenge against HS2	On-going	External timeframe
Warwick Town Centre AAP	Partnership working progressing to options stage	Executive report November 2011	Revised timetable to follow shortly behind local plan timetable
Leamington Town Centre AAP	None	Executive report March 2012	April 2013
Kenilworth Public Services centre	Completed Dec 2011	N/A	N/A
Disposal of Wilton House site	Completed Sept 2011	N/A	N/A
Evening Economy Strategy and SCS Projects	To be part of the Job, Skills and Economy Strategy		

Tourism Strategy	Now adopted		On-going
------------------	-------------	--	----------

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

Amendments were made for the 2012/13 Service Area Plan, however, these will be reviewed now Development Services' Management Team is complete.

Measures such as planning application performance need to be included. With regard to the enforcement action category, this needs to be worded to state number of enforcement notices served.