

## **DEVELOPMENT SERVICES**

### **Portfolio Holder Statement Update October 2012**

**1 What have the measures in the Portfolio Holder Statement been telling you about how things are going in service during 2012/13?**

The number of enforcement cases registered is generally consistent throughout the year. There have been more enforcement notices served than in 2011/12. As a result of staff shortages previously, we have focused on this over the last 6 months and is now reflected in the outcomes during 2012/13.

The number of delegated planning applications has fluctuated throughout the year between 80.7% and 91.2%, although more recently has been closer to 90%, which is about the national average. However, we need to review the number of applications going to committee by closely working with planning committee.

The number of planning applications dealt with during the statutory period has exceeded national targets, and we are now one of the higher performing authorities in the country.

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.

We continue to make progress with the preparation of the local plan

**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 monthly monitoring of 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, reducing the risk of work being done without planning permission..

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.

We are spending more time with our customers and stakeholders and changing our processes and procedures to accommodate their needs and concerns.

**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.

We are also setting up training events to assist staff in learning and developing themselves professionally

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	Submission date January 2013	Revised timetable to follow shortly.
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	No decision made yet – subject to report to Executive in December 2012
Kenilworth Public Services centre Phase 1	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.**

Some amendments have been made to the 2012/13 Service Area Plan..

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.