## ESSENTIAL REFERENCE PAPER "B PLANNING ENFORCEMENT DRAFT ACTION PLAN

OUTCOME	ACTION	Person Responsible	Target Date
Increases ability to respond in a	Reduction in external support	Paul Dean	November 2017
timely manner to all incoming	(LSR)		
reports of breaches and enforcement issues	Reduction in all outstanding	Paul Dean	November 2017
	cases by 50%	_	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Informed members with up-to-date information	<ul><li>Improved record keeping</li><li>Evaluate what information</li></ul>	Team Paul Dean	<ul> <li>Immediate (Sept 17 – ongoing)</li> <li>September 2017</li> </ul>
IIIIOIIIIatioii	members need	Paul Dean	September 2017
	<ul> <li>Formulate a report format proposal</li> </ul>	Paul Dean	End September 2017
	<ul> <li>Monthly update circulated</li> </ul>	Paul Dean	Oct 17 – ongoing
	<ul> <li>Initial response to member</li> </ul>	Team	Immediate (Sept 17 – ongoing)
	enquiries within 2 working days		
Supported and resourced team	1.5 FTE recruited	Paul Dean	• August 2017
	<ul> <li>Fully trained team</li> </ul>	Paul Dean	December 2017
	<ul> <li>Weekly update meeting with manager in interim</li> </ul>	Liz Aston	September 2017
Improved information availability	Full implementation of the	Paul Dean	In the 6 month period to
improved information availability	recommendations emerging from the Digital East Herts Project	• Paul Deall	March 2018 and beyond
	Produce a continual review and improvement report	Paul Dean	At least quarterly
	Review Planning Enforcement Plan	Paul Dean	March 2018 then annually
Increased public and member confidence in service delivery	<ul> <li>Response to initial enquiry within 2 working days</li> </ul>	Team/Paul Dean	Immediate (Sept 17 – ongoing)
	Response with proposed	Team/Paul Dean	
	action within an additional 10		Immediate (Sept 17 – ongoing)
	working days, including site visit in 90% of cases	Team/Paul Dean	
	<ul> <li>Follow-up action within a further 10 working days</li> </ul>	Paul Dean/Legal department	Immediate (Sept 17 – ongoing)
	Appropriate use of Legal	Paul Dean	
	resources – monthly update	1 20 2 2000	Immediate (Sept 17 – ongoing)
	<ul> <li>50% of cases closed within 6</li> </ul>	Paul Dean	Singular (Sept 1) Singular
	months		Immediate (Sept 17 – ongoing)

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		•	By December 2017 - ongoing

