

Planning and Building Control Service Plan 2010/11

Action Plan					Connections			
Action Code	ACTION	Description (Target, Outcome and Critical Success Factors)	Due Date	Lead Officer	If the action impacts on another service in terms of support/input, please specify below:	Resources	Relevant Sustainable Community Strategy Theme	Linked to an LAA Target

Strapline: Fit for purpose, services fit for you

Corporate Priority: Deliver customer focused services by maintaining and developing a well managed and publicly accountable organisation

By 2012 - Increase customer satisfaction with the Council, as a result of improved customer services and website access.

10-PB01	Planning Enforcement - review	<p>Target: Finalise and implement policy review Outcome: Improved service for customers in terms of clear understanding and extent of service Critical Success Factors: Finalised Guidance Note for customers and flow chart with agreed timescales Environmental Impacts: Protection of environment from unacceptable development</p>	30 June 2010	Development Control Manager			East Herts - Character (Built and Natural Environment)	Non Applicable
10-PB02	Planning Enforcement - Legal agreement monitoring	<p>Target: Effective procedures for the monitoring of compliance with legal agreements and implementation of anticipated outcomes Outcome: Acceptable mitigation of development impacts Critical Success Factors: Staff resources Environmental Impacts: Ensures that measures agreed, to compensate for any environmental impact of development, are monitored and implemented</p>	30 June 2010	Head of Planning and Building Control			East Herts - Character (Built and Natural Environment)	Non Applicable

By 2012 and 2014 - Deliver a financially sound and efficient Council by identifying efficiencies and more effective ways of working, thereby limiting the pressures on Council Tax.

10-PB03	C3W - undertake preparation, implement C3W changes and deliver benefits	<p>Target: Throughout year Outcome: Enhanced service delivery and reduced costs Critical Success Factors: Support with BPI and customer service improvements, IT support to deliver appropriate solutions, team support and adaptability Environmental Impacts: Likely reduced travel requirements.</p>	31 March 2011	Head of Planning and Building Control			East Herts - Environment (Energy and Climate Change)	Non Applicable
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Strapline: Shaping now, shaping the future

Corporate Priority: Safeguard and enhance our unique mix of rural and urban communities, ensuring sustainable, economic and social opportunities including the continuation of effective development control and other measures.

By 2012 - Establish a sound planning framework for the District through the production of the Local Development Framework (LDF).

10-PB04	Planning Policy - Local Development Scheme (LDS) revision	<p>Target: Revised and agreed LDS</p> <p>Outcome: Revised programme for the delivery of the Councils Local Development Framework (LDF)</p> <p>Critical Success Factors: Agreement of Go East</p> <p>Environmental Impacts: Programme for the delivery of policy framework which establishes what impact on the environment of development in the future is acceptable - and sets out broad criteria against which future development proposals judged</p>	30 September 2010	Planning Policy Manager		East Herts - Character (Built and Natural Environment)	NI 4 - % of people who feel they can influence decisions in their locality
10-PB05	Planning Policy - preparation of Core Strategy	<p>Target: Issues and Options consultation released in mid 2010</p> <p>Outcome: First stage on implementation of a Core Strategy as part of LDF</p> <p>Critical Success Factors: Acceptable to Members and appropriate in terms of regional/ national policy framework</p> <p>Environmental Impacts: Strategy sets out a broad framework for the future of the district - the spatial implementation of aspirations of the Council and other public service providers. There will be potential environmental impacts as a result of the strategy and these are assessed in its preparation</p>	30 September 2010	Planning Policy Manager		East Herts - Character (Built and Natural Environment)	NI 4 - % of people who feel they can influence decisions in their locality

Strapline: Caring about what's built (and) where

Corporate Priority: Care for and improve our natural and built environment

We will continue to maintain a high level of quality service to protect the natural environment by:

- Ensuring that new and existing developments meet all statutory and policy requirements, are well designed, of high-quality construction and are sustainable.
- Encouraging developers, property owners and occupiers towards responsible energy efficient building use.

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10-PB06	Building Control - respond proactively with regard to any further proposals associated with the DCLG (Department of Communities and Local Government) Future of Service Implementation plan	<p>Target: Ensure that the service responds and adapts to changes in legislation</p> <p>Outcome: Continued provision of high quality service to the customer</p> <p>Critical Success Factors: Content of future legislation or other future government action. Maintain adequate staff resource</p> <p>Environmental Impacts: Energy efficient and sustainable buildings</p>	31 March 2011	Building Control Manager			East Herts - Environment (Energy and Climate Change)	Non Applicable
10-PB07	Development Control - Bishop's Stortford schools proposals	<p>Target: Provide input into proposals to identify additional educational capacity in the town, including dealing with development proposals if they come forward</p> <p>Outcome: Securing appropriate educational capacity</p> <p>Critical Success Factors: staff capacity, actions of schools and other stakeholders</p> <p>Environmental Impacts: Provision of development which fully addresses its environmental impact</p>	31 March 2011	Development Control Manager			East Herts - Economy, Skills and Prosperity	NI 4 - % of people who feel they can influence decisions in their locality
10-PB08	Planning Policy and Development Control - Bishop's Stortford areas of special restraint (ASRs)	<p>Target: Provide support and input into proposals to bring forward development in the ASRs to the north of the town</p> <p>Outcome: ensure sustainable urban extension development proposals</p> <p>Critical Success Factors: staff capacity, actions of developer consortium</p> <p>Environmental Impacts: Provision of development which fully addresses its environmental impact</p>	31 March 2011	Development Control and Planning Policy Managers			East Herts - Character (Built and Natural Environment)	NI 4 - % of people who feel they can influence decisions in their locality