

Action Plan						Connections
Action Code	ACTION	What role will the service play?	Description (Target, Outcome, Critical Success Factors and Environmental Impacts)	Due Date	Lead Officer	If the action impacts on another service in terms of support/input, please specify below:
Corporate Priority: People Strapline: Fair and accessible services for those that use them and opportunities for everyone to contribute						
Deliver strong and relevant services						
13-PBC01	DC - Effective management of large scale development proposals - during the 2013/14 year to include proposals for development at Bishop's Stortford North	Enabler Community Leadership Influencer Service Provider / Commissioner / Manager	Target: Appropriate decisions made at all relevant stages Outcome: Acceptable development permitted to proceed Critical Success Factors: Staff skills and availability Environmental Impacts: New development	31 March 2014	Head of Planning and Building Control and Development Control Manager	Housing, Leisure and Community services
Corporate Priority: Place Strapline: Safe and Clean						
Ensure future development meets the need of the district and its residents						
13-PBC02	Planning Policy - production of and consultation on District Plan strategy	Community Leadership Influencer Enabler	Target: Consultation version available April 2013 Outcome: Robust development strategy for district Critical Success Factors: Staff skills and availability Environmental Impacts: Shaping of future built environment of district	31 December 2013	Head of Planning and Building Control and Planning Policy Manager	None
13-PBC03	Conservation - programme of conservation area assessment work	Community Leadership Influencer	Target: Completion of further programme of conservation area assessment work Outcome: Conservation area assessments Critical Success Factors: Appropriate professional input, consultation and Member support Environmental Impacts: Further understanding of quality and value of built environment	31 March 2014	Head of Planning and Building Control and Conservation Officer	None
Corporate Priority: Prosperity Strapline: Improving the economic and social opportunities available to our communities						
Deliver value for money						
13-PBC04	DC and BC - procurement process for replacement IT systems	Service Provider / Commissioner / Manager	Target: Replacement and updated software for both service areas Outcome: More resilient and customer focussed service Critical Success Factors: Cost of software and implementation process Environmental Impacts: Increased customer self-service	31 March 2014	Head of Planning and Building Control and service area managers	None
13-PBC05	BC - consideration of service delivery methods - possible mutual arrangement	Service Provider / Commissioner / Manager	Target: Future method of service delivery established Outcome: Efficient service delivery Critical Success Factors: Fully assessed potential scope of business Environmental Impacts: Maintaining safe and healthy built environment	30 June 2013	Head of Planning and Building Control and BC Manager	None