Planning and Building Control Service Plan 2011/12

	Action Plan				Connections	
Action Code	ACTION	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:	Resources
Strapline: Fit for purpose, services fit for you **Corporate Priority: Deliver good quality customer focused services by maintaining and developing a well managed and publicly accountable organisation**						
By 2013 - Sustain customer satisfaction with the council, as a result of improved customer services and website access.						
By 2013 - Reduce the revenue burden to the taxpayer by completing our review of working arrangements and oversee the development of a single site for back office functions and service administration.						
By 2013 - Increase the percentage of residents who agree that the council provides value for money.						
11-PBC01	Development Control - Implement introduction of local fee setting for planning and related applications	**Target:** Ensure that local fees are established **Outcome:** Cost of provision of service covered by fee income and greater local ability to set appropriate fees/accountability. **Critical Success Factors:** Understanding of costs **Environmental Impacts:** Pressure to ensure costs minimised may lead to less environmental impacts (printing and paper costs)	30 September 2011	Head of Planning and Building Control (HPBC) and Development Control (DC) Manager	Financial information - Accountancy service	Within existing resources
11-PBC02	C3W - Business Process Improvement (BPI) and IT	**Target:** Selection of single software system for Building Control and Development Control, progress on implementation of BPI options **Outcome:** Cost effective service provision **Critical Success Factors:** Ability of software providers, financial resources **Environmental Impacts:** Reduced environmental demands of service	31 March 2012	Head of Planning and Building Control (HPBC) and Development Control (DC) Manager	Business Support - IT and Accountancy	Within existing resources
11-PBC03	Building Control - adaptation to legislative changes	**Target:** Introduce changes as required by legislative change during year **Outcome:** Ensuring that statutory requirements met and effective service provided **Critical Success Factors:** IT provision and professional capacity **Environmental Impacts:** Reduced environmental demands of service	31 March 2012	Head of Planning and Building Control (HPBC) and Development Control (DC) Manager	None.	Within existing resources
11-PBC04	Building Control - Maintain Quality Assurance	**Target:** Retain British Standards Institute (BSi) quality assurance for next year **Outcome:** Ensure provision of service to recognised service levels in terms of timescales, satisfaction etc. **Critical Success Factors:** Quality systems **Environmental Impacts:** Effective health and safety control through the Building Control system	31 December 2011	Building Control Manager	None.	Within existing resources
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 2013 - Establish a sound planning framework for the District through the production of the Local Development Framework (LDF).						
Continue to process planning applications in line with local expectations.						
11-PBC05	Development Control and Planning Policy - Effective management of large scale development proposals (possibly development proposals at Bishop's Stortford North)	**Target:** Provide support and input into proposals to bring forward development where proposals come forward **Outcome:** Ensure sustainable and acceptable development proposals **Critical Success Factors:** Staff capacity, actions of developers, professional capacity **Environmental Impacts:** Provision of development which fully addresses its environmental impact	31 March 2012	HPBC, DC and Planning Policy Managers	Other service areas depending on development coming forward - usually including housing, environmental and community services	Within existing resources
11-PBC06	Planning Policy - progress preparation of Local Development Framework (LDF)	**Target:** Preferred options stage in preparation of LDF **Outcome:** Further progress toward finalised LDF **Critical Success Factors:** Acceptable to Members and compatible with changing legislative requirements **Environmental Impacts:** Control over future impact of development on environment	31 December 2011	Planning Policy Manager	None.	Within existing resources
11-PBC07	Development Control Conservation - Conservation Area (CA) Appraisals	**Target:** Completion of programme of CA Appraisals **Outcome:** Robust framework for consideration of development proposals **Critical Success Factors:** Appropriate professional input, consultation and Member support **Environmental Impacts:** Control over changes to built environment	31 December 2011	HPBC and Conservation Officer	None.	Within existing resources
Strapline: Leading the way, working together **Corporate Priority: Deliver responsible community leadership that engages with our partners and the public**						
By 2013 - Enable the local community to influence decisions, to assist in the delivery of services.						
11-PBC08	Planning Policy and Development Control - Managing and delivering legislative change enabled through the Localism Bill	**Target:** Ensuring that provisions and requirements of the legislation can be enabled **Outcome:** Created community control in built environment matters **Critical Success Factors:** Understanding of requirements, financial and professional resources where required **Environmental Impacts:** Greater local control over environmental issues	31 March 2012	HPBC, DC and Planning Policy Managers	Accountancy and other service areas depending on requirements of legislation	Within existing resources