

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	<p>Target: Ensure that local fees are established</p> <p>Outcome: Cost of provision of service covered by fee income and greater local ability to set appropriate fees/ accountability.</p> <p>Critical Success Factors: Understanding of costs</p> <p>Environmental Impacts: Pressure to ensure costs minimised may lead to less environmental impacts (printing and paper costs)</p>	#####	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	<p>Target: Selection of single software system for Building Control and Development Control, progress on implementation of BPI options</p> <p>Outcome: Cost effective service provision</p> <p>Critical Success Factors: Ability of software providers, financial resources</p> <p>Environmental Impacts: Reduced environmental demands of service</p>	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	<p>Target: Introduce changes as required by legislative change during year</p> <p>Outcome: Ensuring that statutory requirements met and effective service provided</p> <p>Critical Success Factors: IT provision and professional capacity</p> <p>Environmental Impacts: Reduced environmental demands of service</p>	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	<p>Target: Retain British Standards Institute (BSi) quality assurance for next year</p> <p>Outcome: Ensure provision of service to recognised service levels in terms of timescales, satisfaction etc.</p> <p>Critical Success Factors: Quality systems</p> <p>Environmental Impacts: Effective health and safety control through the Building Control system</p>	#####	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)	<p>Target: Provide support and input into proposals to bring forward development where proposals come forward</p> <p>Outcome: Ensure sustainable and acceptable development proposals</p> <p>Critical Success Factors: Staff capacity, actions of developers, professional capacity</p> <p>Environmental Impacts: Provision of development which fully addresses its environmental impact</p>	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)	<p>Target: Preferred options stage in preparation of LDF</p> <p>Outcome: Further progress toward finalised LDF</p> <p>Critical Success Factors: Acceptable to Members and compatible with changing legislative requirements</p> <p>Environmental Impacts: Control over future impact of development on environment</p>	#####	Planning Policy Manager	None.	Within existing resources
11-PBC07	Development Control Conservation - Conservation Area (CA) Appraisals	<p>Target: Completion of programme of CA Appraisals</p> <p>Outcome: Robust framework for consideration of development proposals</p> <p>Critical Success Factors: Appropriate professional input, consultation and Member support</p> <p>Environmental Impacts: Control over changes to built environment</p>	#####	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	<p>Target: Ensuring that provisions and requirements of the legislation can be enabled</p> <p>Outcome: Created community control in built environment matters</p> <p>Critical Success Factors: Understanding of requirements, financial and professional resources where required</p> <p>Environmental Impacts: Greater local control over environmental issues</p>	31 March 2012	HPBC, DC and Planning Policy Managers	Accountancy and other service areas depending on requirements of legislation	Within existing resources
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