

## 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			
<b>Strapline: Fit for purpose, services fit for you</b> <b>Corporate Priority: Deliver good quality customer focused services by maintaining and developing a well managed and publicly accountable organisation</b>									
<b>By 2013 - Sustain customer satisfaction with the council, as a result of improved customer services and website access.</b>									
<b>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.</b>									
<b>By 2013 - Increase the percentage of residents who agree that the council provides value for money.</b>									
11-PBC01	Development Control - Implement introduction of local fee setting for planning and related applications	<p><b>Target:</b> Ensure that local fees are established  <b>Outcome:</b> Cost of provision of service covered by fee income and greater local ability to set appropriate fees/ accountability.  <b>Critical Success Factors:</b> Understanding of costs  <b>Environmental Impacts:</b> Pressure to ensure costs minimised may lead to less environmental impacts (printing and paper costs)</p>	##### 31 March 2012	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><b>Target:</b> Selection of single software system for Building Control and Development Control, progress on implementation of BPI options  <b>Outcome:</b> Cost effective service provision  <b>Critical Success Factors:</b> Ability of software providers, financial resources  <b>Environmental Impacts:</b> 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><b>Target:</b> Introduce changes as required by legislative change during year  <b>Outcome:</b> Ensuring that statutory requirements met and effective service provided  <b>Critical Success Factors:</b> IT provision and professional capacity  <b>Environmental Impacts:</b> 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><b>Target:</b> Retain British Standards Institute (BSI) quality assurance for next year  <b>Outcome:</b> Ensure provision of service to recognised service levels in terms of timescales, satisfaction etc.  <b>Critical Success Factors:</b> Quality systems  <b>Environmental Impacts:</b> Effective health and safety control through the Building Control system</p>	##### 31 March 2012	Building Control Manager	None.	Within existing resources			
<b>Strapline: Shaping now, shaping the future</b> <b>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.</b>									
<b>By 2013 - Establish a sound planning framework for the District through the production of the Local Development Framework (LDF).</b>									
<b>Continue to process planning applications in line with local expectations.</b>									
11-PBC05	Development Control and Planning Policy - Effective management of large scale development proposals (possibly development proposals at Bishop's Stortford North)	<p><b>Target:</b> Provide support and input into proposals to bring forward development where proposals come forward  <b>Outcome:</b> Ensure sustainable and acceptable development proposals  <b>Critical Success Factors:</b> Staff capacity, actions of developers, professional capacity  <b>Environmental Impacts:</b> 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><b>Target:</b> Preferred options stage in preparation of LDF  <b>Outcome:</b> Further progress toward finalised LDF  <b>Critical Success Factors:</b> Acceptable to Members and compatible with changing legislative requirements  <b>Environmental Impacts:</b> Control over future impact of development on environment</p>	##### 31 March 2012	Planning Policy Manager	None.	Within existing resources			
11-PBC07	Development Control Conservation - Conservation Area (CA) Appraisals	<p><b>Target:</b> Completion of programme of CA Appraisals  <b>Outcome:</b> Robust framework for consideration of development proposals  <b>Critical Success Factors:</b> Appropriate professional input, consultation and Member support  <b>Environmental Impacts:</b> Control over changes to built environment</p>	##### 31 March 2012	HPBC and Conservation Officer	None.	Within existing resources			
<b>Strapline: Leading the way, working together</b> <b>Corporate Priority: Deliver responsible community leadership that engages with our partners and the public</b>									
<b>By 2013 - Enable the local community to influence decisions, to assist in the delivery of services.</b>									
11-PBC08	Planning Policy and Development Control - Managing and delivering legislative change enabled through the Localism Bill	<p><b>Target:</b> Ensuring that provisions and requirements of the legislation can be enabled  <b>Outcome:</b> Created community control in built environment matters  <b>Critical Success Factors:</b> Understanding of requirements, financial and professional resources where required  <b>Environmental Impacts:</b> 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			