

*The Council has agreed the following prioritised programme of action and support from the*

*Planning Advisory Service would be beneficial:*

- 1. Review current systems and establish a procedure for planning applications from submission of an application, validation and registration, through to decision-making and issuing the decision notice for major, minor and other applications*
- 2. Set up performance management and project systems to assist with the overall control and management of workloads*
- 3. Work with members to develop an improved scheme of delegation to officers*
- 4. Arrange training on building design and urban design*
- 5. Undertake a evaluation of system competence to comply with the 2006 PARSOL standards*
- 6. Assist with developing a customer charter*
- 7. Assist with development of model section 106 agreements and unilateral undertakings*
- 8. Assist with drafting a pre-application protocol including a review of charging for such advice*

*From the information available improvement is needed in respect of the following:*

- committee structure and operation needs to be reviewed*
- performance management systems to include weekly monitoring of cases at key stages*
- the development of a service staff recruitment strategy*
- use of the process mapping to identify blockages in the application process and feed into a revised improvement plan looking forward to March 2007 and beyond*
- development of guidance on section 106 requirements and a model agreement for section 106/unilateral undertakings*
- review of pre-application procedures especially for major applications*