

SERVICE PLAN: Planning Policy Service

Relevant Council Actions:

C1 - Set up a forum of Parish Councils, housing associations and others to examine the workings of our exception sites policy in light of recent experience and current market conditions

Relevant Council Aim/s:

- A - We are committed to being a listening Council providing first class services accessible to all.
- C - We are committed to making South Cambridgeshire a place in which residents can feel proud to live.
- E - We are committed to providing a voice for rural life

Relevant Council Approach/es:

- A ii Working with voluntary organisations, Parish Councils and Cambridgeshire County Council to improve services through partnership
- A iii Making South Cambridgeshire District Council more open and accessible

- C i Making affordable housing more available to local people
- C ii Ensuring that affordable housing is in balance with the community
- C iii Achieving a sustainable future for the Council's housing stock

- E v Playing our part in improving rural services including transport links

Service Objective:

COUNCIL ACTIONS IMPLEMENTATION PLAN: Planning Policy Service

(To be used to set out plans to deliver the 33 Council Actions)

Council Action	Actions	Supporting Information	Completion by Month	Responsible Officer
A ii Aiii	Prepare and consult on a Statement of Community Involvement on planning issues by Sep 2010.	<p>Additional Resources Required: None, part of base budget</p> <p>Outputs: A Statement of Community Involvement, which shows how the community will be involved in plan-making and in decisions on planning applications.</p> <p>Outcomes: Plans and planning application decisions, which the public have been better able to influence by knowing when and how they will be consulted.</p> <p>Risks: Listed in the Local Development Scheme.</p> <p>Other services affected: The Council will integrate community engagement on planning with other community engagement activities taking place across the Council's wider functions; and in the process consider how its equality duties are being fulfilled.</p>	Sep 2010 Jan 2010	Alison Talkington
C ii C iii	Review the Core Strategy DPD by Dec 2012	<p>Additional Resources Required: None, part of base budget</p> <p>Outputs: An updated Core Strategy providing a continuous and up to date planning policy framework for the development and enhancement of South Cambridgeshire to meet the needs of its population which updates targets for responding to climate change and affordable housing.</p> <p>Outcomes: Reductions in CO₂ emissions from new development.</p> <p>Risks: Listed in the Local Development Scheme</p> <p>Other services affected:</p>	Dec 2012 Not yet started Expected start Sep 2010	Caroline Hunt
A iii C iii	The preparation of a Gypsy and Travellers DPD by Jan 2012	<p>Additional Resources Required: None, part of base budget</p> <p>Outputs: A Gypsy and Travellers DPD providing for an equitable policy framework for housing all of South Cambridgeshire's residents</p> <p>Outcomes: Planned pitch provision for travellers with local ties to South Cambridgeshire.</p> <p>Risks: Listed in the Local Development Scheme and unauthorised development of illegal travellers sites.</p> <p>Other services affected:</p>	Jan 2012 Site options consultation completed	Jonathan Dixon

COUNCIL ACTIONS IMPLEMENTATION PLAN: Planning Policy Service

(To be used to set out plans to deliver the 33 Council Actions)

Council Action	Actions	Supporting Information	Completion by Month	Responsible Officer
C i C ii	The preparation of an Affordable Housing SPD by Jan 2010	<p>Additional Resources Required: None, part of base budget</p> <p>Outputs: An Affordable Housing SPD providing guidance on securing affordable, including retirement homes for the elderly as a proportion of open market housing provision in the District.</p> <p>Outcomes: Affordable housing including retirement homes to meet the proven needs of the residents of South Cambridgeshire.</p> <p>Risks: Listed in the Local Development Scheme</p> <p>Other services affected:</p>	Jan 2010 Mar 2010	Caroline Hunt
C iii	The preparation of a Sustainable Design and Construction SPD by Jan 2010	<p>Additional Resources Required: None, part of base budget</p> <p>Outputs: A Sustainable Design and Construction SPD to help achieve the Council's targets for energy & water conservation and energy generation.</p> <p>Outcomes: Reductions in CO₂ emissions from new development.</p> <p>Risks: Listed in the Local Development Scheme</p> <p>Other services affected:</p>	Jan 2010 Mar 2010	Keith Miles
E v	Working with the Community Development Team, Cambridgeshire County Council and local communities in South Cambridgeshire to develop a Community Transport Plan by Jan 2010	<p>Additional Resources Required: None within Planning Policy. Focussing existing officers with transport responsibilities for the duration of this policy development.</p> <p>Outputs: A strategy for Community Transport provision in South Cambridgeshire.</p> <p>Outcomes: New community transport schemes in areas of poor public transport provision.</p> <p>Risks: Staff will be diverted on to meeting the DPD and SPD deadlines.</p> <p>Other services affected: Community development team.</p>	Jan 2010 On track	Claire Spencer

OPERATIONAL PLAN: Planning Policy Service

Service Objective: To provide up to date and deliverable planning policies to secure sustainable development and use of land in South Cambridgeshire which also gives effect to the spatial proposals in the Local Strategic Partnership's Sustainable Communities Strategy and Cambridgeshire's Local Area Agreement and to secure by representation appropriate policies in the Regional Spatial Strategy as it affects South Cambridgeshire.

Aim/ & Approach	Service Objective	Supporting Objective	Performance Indicator or SMART Milestone	PI target or deadline (month) for action			Lead Officer
				2009/10	2010/11	2011/12	
		Work with the local authority partners in Cambridgeshire to help shape the First Review of the East of England Plan using the programme for the preparation of the East of England Plan .	Work with Cambridgeshire authorities on preferred strategy for submission to EERA by Mar 2009 . Consultation on submission draft of the East of England Plan by Dec 2009	Dec 09 Completed	N/A	N/A	Keith Miles
		Keep the rolling programme of plan preparation set out in the Local Development Scheme up to date.	Revise Local Development Scheme each year	Apr 2009 Completed	Apr 2010	Apr 2011	Keith Miles
A ii A iii		Preparation of a Statement of Community Involvement which shows how the community will be involved in plan-making and in decisions on planning applications using the programme for plan preparation set out in the Local Development Scheme .	Public participation on preferred SCI options and sustainability appraisal report by May 2009	May 09 Completed Dec 2009	N/A	N/A	Alison Talkington
A ii A iii		Preparation of a Statement of Community Involvement which shows how the community will be involved in plan-making and in decisions on planning applications using the programme for plan preparation set out in the Local Development Scheme .	Consultation on submission of SCI and Sustainability Appraisal Report to SoS by Oct 2009	Oct 09 Completed	N/A	N/A	Alison Talkington

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Aim/ & Approach	Service Objective	Supporting Objective	Performance Indicator or SMART Milestone	PI target or deadline (month) for action			Lead Officer
				2009/10	2010/11	2011/12	
C ii, iii		Review the Core Strategy to provide a continuous and up to date planning policy framework for the development and enhancement of South Cambridgeshire to meet the needs of its population, using the programme for plan preparation set out in the Local Development Scheme	Pre-production including commencement of document preparation and scoping the sustainability appraisal by Jul 2009	Jul 09	Jul 2010	N/A	Caroline Hunt
C ii, iii		Review the Core Strategy to provide a continuous and up to date planning policy framework for the development and enhancement of South Cambridgeshire to meet the needs of its population, using the programme for plan preparation set out in the Local Development Scheme	Public participation on preferred options and sustainability appraisal report: Sep 2010	N/A	Sep 10 Mar 2011	N/A	Caroline Hunt

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Aim/ & Approach	Service Objective	Supporting Objective	Performance Indicator or SMART Milestone	PI target or deadline (month) for action			Lead Officer
				2009/10	2010/11	2011/12	
C ii, iii		Review the Core Strategy to provide a continuous and up to date planning policy framework for the development and enhancement of South Cambridgeshire to meet the needs of its population, using the programme for plan preparation set out in the Local Development Scheme	Consultation on proposed submission of DPD and Sustainability Appraisal Report to SoS: Jun 2011	N/A	N/A	June 11 Dec 2011	Caroline Hunt
C ii, iii		Review the Core Strategy to provide a continuous and up to date planning policy framework for the development and enhancement of South Cambridgeshire to meet the needs of its population, using the programme for plan preparation set out in the Local Development Scheme	If no significant issues raised during period for representations requiring a change to the DPD, the Council can move straight to Submission to SoS: Nov 2011 .	N/A	N/A	Nov 11 Mar 2012	Caroline Hunt
A iii C iii		The preparation of a Gypsy and Travellers Development Plan Document to provide an equitable policy framework for housing all of South Cambridgeshire's residents using the programme for plan preparation set out in the Local Development Scheme .	Public participation on preferred GTDPP options and sustainability appraisal report by Nov 2009		Nov 2010	N/A	Jonathan Dixon

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Aim/ & Approach	Service Objective	Supporting Objective	Performance Indicator or SMART Milestone	PI target or deadline (month) for action			Lead Officer
				2009/10	2010/11	2011/12	
A iii C iii		The preparation of a Gypsy and Travellers Development Plan Document to provide an equitable policy framework for housing all of South Cambridgeshire's residents using the programme for plan preparation set out in the Local Development Scheme .	Consultation on submission of DPD and Sustainability Appraisal Report to SoS: Sep 2010	N/A		Sep 2011	Jonathan Dixon
A iii C iii		The preparation of a Gypsy and Travellers Development Plan Document to provide an equitable policy framework for housing all of South Cambridgeshire's residents using the programme for plan preparation set out in the Local Development Scheme .	If no significant issues raised during period for representations requiring a change to the DPD, the Council can move straight to Submission to SoS: Dec 2010 .	N/A		Dec 2011	Jonathan Dixon
A iii C iii		The preparation of a Gypsy and Travellers Development Plan Document to provide an equitable policy framework for housing all of South Cambridgeshire's residents using the programme for plan preparation set out in the Local Development Scheme .	Adoption and publication: Jan 2012	N/A	N/A	Jan 12 Jun 2012	Jonathan Dixon

OPERATIONAL PLAN: Planning Policy Service

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Aim/ & Approach	Service Objective	Supporting Objective	Performance Indicator or SMART Milestone	PI target or deadline (month) for action			Lead Officer
				2009/10	2010/11	2011/12	
		Complete the preparation of a Site Specific Policies DPD to set out policies and proposals for development and land use in South Cambridgeshire's villages and countryside by using the programme for plan preparation set out in the Local Development Scheme .	Adoption and publication of SSP DPD by Oct 2009	Oct 09 Jan 2010	N/A	N/A	Caroline Hunt
		Complete the preparation of a Cambridge North West Area Action Plan to set out policies and proposals for development to meet the long-term development needs of Cambridge University using the programme for plan preparation set out in the Local Development Scheme .	Adoption and publication of CNWAAP by Jul 2009	Jul 09 Completed Sep 2009	N/A	N/A	Caroline Hunt
		The preparation of a Planning Obligations SPD to provide guidance to landowners, developers and stakeholders on development funding for necessary services, facilities and infrastructure using the programme for plan preparation set out in the Local Development Scheme .	Adoption and publication of PO SPD by Jan 2010			Jun 2011	Jonathan Dixon

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Aim/ & Approach	Service Objective	Supporting Objective	Performance Indicator or SMART Milestone	PI target or deadline (month) for action			Lead Officer
				2009/10	2010/11	2011/12	
C i		The preparation of a SPD providing guidance on securing Affordable Housing as a proportion of open market housing provision in the District using the programme for plan preparation set out in the Local Development Scheme .	Adoption and publication of AH SPD by Jan 2010	Jan 10 Mar 2010	N/A	N/A	Caroline Hunt
C ii		The preparation of a SPD providing guidance on securing Affordable Housing as a proportion of open market housing provision in the District using the programme for plan preparation set out in the Local Development Scheme	Adoption and publication of AH SPD by Jan 2010	Jan 10 Mar 2010	N/A	N/A	Caroline Hunt
C ii		The preparation of a SPD providing guidance on securing Sustainable Design and Construction to help achieve the Council's targets for energy & water conservation and energy generation using the programme for plan preparation set out in the Local Development Scheme	Adoption and publication of SDC SPD by Jan 2010	Jan 10 Mar 2010	N/A	N/A	Keith Miles

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Aim/ & Approach	Service Objective	Supporting Objective	Performance Indicator or SMART Milestone	PI target or deadline (month) for action			Lead Officer
				2009/10	2010/11	2011/12	
		Supporting the Design and Conservation Manager to produce a Design Guide SPD to secure high quality design in all new development using the programme for plan preparation set out in the Local Development Scheme .	Adoption and publication of DG SPD by Jan 2010	Jan 10 Mar 2010	N/A	N/A	Claire Spencer
		Supporting the Design and Conservation Manager to produce a Listed Buildings SPD to ensure that any alterations to listed buildings are sympathetic and high quality using the programme for plan preparation set out in the Local Development Scheme .	Adoption and publication: Oct 2009	Oct 09 Completed Jul 2009	N/A	N/A	Claire Spencer
		Supporting the Design and Conservation Manager to produce a Biodiversity Strategy to preservation and enhancement of the wildlife and ecology of the District using the programme for plan preparation set out in the Local Development Scheme .	Adoption and publication: Oct 2009	Oct 09 Completed Jul 2009	N/A	N/A	Claire Spencer

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Aim/ & Approach	Service Objective	Supporting Objective	Performance Indicator or SMART Milestone	PI target or deadline (month) for action			Lead Officer
				2009/10	2010/11	2011/12	
		Update the Annual Monitoring Report examining the extent to which key policies of the Local Development Framework are being implemented together with meeting the timetable for the preparation of Local Development Documents using the programme for plan preparation set out in the Local Development Scheme .	Submission annually to Secretary of State by December	Dec 09 Completed	Dec 2010	Dec 2011	Jenny Nuttycombe
E v		Working with internal service departments and external service and infrastructure providing partners to ensure that well serviced development proceeds as planned as well as assisting to plan the delivery of service and infrastructure improvements within or affecting South Cambridgeshire using the housing trajectories set out in the East of England Plan and South Cambridgeshire Local Development Framework	Sites identified in the housing trajectories shown in the South Cambridgeshire Local Development Framework. Service and infrastructure projects within or affecting South Cambridgeshire	Mar 10	Mar 11	Mar 12	Keith Miles

IMPROVEMENT PLAN: Planning Policy Service

(To be used to set out plans of the service to address inescapable requirements and service developments or improvements)

Relevant Council Aim/s: N/A

Relevant Council Approach/es: N/A

Service Objective: N/A

Aim/ & Approach	Service Objective	Improvement or Change Objective	Actions	Supporting Information	Completion by Month	Responsible Officer
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No specific improvements have been identified.

Our systems have already been changed at no cost to the Council and any other changes during the course of 09/10 will also be efficiency improvements again made at no cost to the Council.

The improvement that we need to have made is to change our IT consultation systems to take on board new plan-making Regulations.

The only 'improvement' that will have a cost is scanning our files, which has gone in as a Corporate Bid for the whole department.

COUNCIL ACTIONS IMPLEMENTATION PLAN: Development Control Service

(To be used to set out plans to deliver the 33 Council Actions)

COUNCIL ACTION #	Council Action	Actions	Supporting Information	Completion by Month	Responsible Officer
C1 E ii	Set up a forum of parish councils, housing associations and others by Sep 2009 to examine the workings of our exception sites policy in light of recent experience and current market conditions	The Forum will be established and have fully examined with a view to improving the exceptions policy, by Sep 2009.	Additional Resources Required: None. Outputs: Improved understanding by and quality of responses from Parish Councils, Housing Associations and others to applications for affordable housing on exception sites. Outcomes: Improved relationships with Parish Councils, Housing Associations and others and support from them to providing affordable housing on exception sites Risks: The Council not providing sufficient affordable housing to meet the needs of its population. Other services affected: Housing and Legal	Sep 2009 Jan 2010	Gareth Jones

OPERATIONAL PLAN: Development Control Service

Relevant Council Aim/s:

- A - We are committed to being a listening Council providing first class services accessible to all.
- C - We are committed to making South Cambridgeshire a place in which residents can feel proud to live.
- E - We are committed to providing a voice for rural life

Relevant Council Approach/es:

- A i Listening to and engaging with our local community.
- A ii working with voluntary organisations, Parish Councils and Cambridgeshire County Council to improve services through partnership
- A iii making South Cambridgeshire District Council more open and accessible
- A iv Achieving improved customer satisfaction with our services.
- A v. Ensuring that the Council demonstrates value for money in the way it works.

- C i making affordable housing more available to local people
- C ii ensuring that affordable housing is in balance with the community
- C iii achieving a sustainable future for the Council's housing stock
- C vii Taking account of climate change in all the services we deliver.
- C viii Promoting low carbon living and delivering low carbon growth through the planning system.

- E ii working more closely with Parish Councils and local Groups
- E iii implementing planning policies to achieve successful new communities
- E iv maximising planning gain for neighbouring communities
- E v playing our part in improving rural services including transport links

Service Objective:

- c To deliver an improved Development Control Service that meets all its statutory requirements and improves response rates to customer enquiries.

Aim/ & Approach	Service Objective	Supporting Objective	Performance Indicator or SMART Milestone	PI target or deadline (month) for action			Lead Officer
				2009/10	2010/11	2011/12	
A i A ii A iii A iv E ii	3 4	Introduce a new system of quarterly meetings to which all Parish Councils will be invited by March 10	Contribute to the setting up of the meetings and attend to offer advice and training. Establish Parish training sessions, perhaps 1 per team per year.	March 10 Achieved	N/A	N/A	David Rush
A v	2 3 4	Provide an efficient service for applicants , to ensure that applications are determined in accordance with Government and local targets.	NI 157a Processing of planning applications as measured against targets for 'major types	71% On target	72%	73%	David Rush
A v	2 3 4	Provide an efficient service for applicants , to ensure that applications are determined in accordance with Government and local targets.	NI 157b Processing of planning applications as measured against targets for 'minor' types	71% On target	72%	73%	David Rush
A v	2 3 4	Provide an efficient service for applicants , to ensure that applications are determined in accordance with Government and local targets.	NI 157c Processing of planning applications as measured against targets for 'other' application types	86% On target	86%	86%	David Rush
A v	2 3 4	Provide an efficient service for applicants , to ensure that applications are determined in accordance with Government and local targets.	SP921 % of householder applications determined within 8 weeks.	90% 80% Delays in registrati on process	90%	90%	David Rush
A iv	1 4	Provide an efficient service for applicants , to ensure that applications are determined in accordance with Government and local targets.	SP902 The %of decisions delegated to officers as a %of all decisions	95% 90% NB change I approach	95%	95%	David Rush

Aim/ & Approach	Service Objective	Supporting Objective	Performance Indicator or SMART Milestone	PI target or deadline (month) for action			Lead Officer
				2009/10	2010/11	2011/12	
C i C ii C iii	1 2 12	Provide an efficient service for applicants , to ensure that applications are determined in accordance with Government and local targets.	SH320 Affordable housing planning permissions as a % of all residential permissions (excludes new Traveller/Gypsy pitches)	20% On target	23%	25%	David Rush
A v	3	Provide improved service to applicants and agents.	SP944 % of customers satisfied with the processing of their planning application	73% Achieved	74%	75%	David Rush

IMPROVEMENT PLAN: Development Control Service

COUNCIL ACTION #	Service Objective	Supporting Objective	Performance Indicator or SMART Milestone	Supporting Information	Completion by Month	Responsible Officer
A i A iii A iv	3 4 5	Improve customer contact with Planning Officers	Establish a Duty Officer System by June 2009	<p>Additional Resources Required: None. Additional Senior Officer recruited as part of 08/09 budget.</p> <p>Outputs: Improved service to the public to provide direct contact with a Planning Officer.</p> <p>Outcomes: Fewer complaints.</p> <p>Risks: Poor quality services, delays in the process and poor quality developments.</p> <p>Other services affected: Contact Centre, ICT.</p>	06/09 In operation	David Rush
A i A iii A iv	1 3 4	Provide an efficient service for applicants and agents	Prepare a protocol for pre-application discussions, by June 2009 following discussions and agreement at the Agents Forum	<p>Additional Resources Required: None other than that generated by the eventual introduction of charging for some pre-application discussions.</p> <p>Outputs: Improved applications and compliance with 1APP requirements.</p> <p>Outcomes: Better quality decisions, improved and more consistent advice and improved quality of development.</p> <p>Risks: Delays in the process, not meeting targets for determination of applications and poorer quality developments.</p> <p>Other services affected: Other Services involved in development, such as Conservation, Environmental Health and Housing.</p>	06/09 In place	David Rush

IMPROVEMENT PLAN: Development Control Service

<p>C i C ii C iii</p>	<p>2 10</p>	<p>To provide a clear and efficient process for future development.</p>	<p>Require the submission of Design Guides with applications for 'major major' developments by Sep 2009 (Arbury Park report recommendation).</p>	<p>Additional Resources Required: None. Outputs: To provide a clear basis for decisions on future applications. Outcomes: To ensure a consistently high quality of development. Risks: Lack of public confidence in the planning system. Other services affected: None.</p>	<p>09/09 Design Guide is in draft with Urban Design Expected Mar 2010</p>	<p>David Rush</p>
<p>E iii E iv E v</p>	<p>2 7</p>	<p>Establish a database, which will enable the team to ensure the implementation of S.106 obligations in accordance with agreed timescale.</p>	<p>Increase staff resource to develop, launch and utilise the S106 obligation database by June 2009</p>	<p>Additional Resources Required: Agreed as part of 08/09 budget. Outputs: Better control of S.106 implementation. Outcomes: Better monitoring and provision of services in a timely manner. Risks: Delays in service provision and increase in complaints. Other services affected: Legal.</p>	<p>06/09 Completed</p>	<p>David Rush (with Paul Grainger support)</p>

OPERATIONAL PLAN: Building Control Service

Relevant Council Aim/s:

- A - We are committed to being a listening Council, providing first class services accessible to all.
 C - We are committed to making South Cambridgeshire a place in which residents can feel proud to live.

Relevant Council Approach/es:

- A i Listening to and engaging with our local community.
 A iv Achieving improved customer satisfaction with our services.
 A v. Ensuring that the Council demonstrates value for money in the way it works.
 C vii Taking account of climate change in all the services we deliver.
 C viii Promoting low carbon living and delivering low carbon growth through the planning system.

Service Objective:

- h Provide an efficient and effective service achieving improved public satisfaction.
 i Safeguard and improve the built and natural environment of the district.
 j Ensure the continued reductions in carbon growth in line with changing legislation and sustainable development.

Aim/ & Approach	Service Objective	Supporting Objective	Performance Indicator or SMART Milestone	PI target or deadline (month) for action			Lead Officer
				2009/10	2010/11	2011/12	
A i A iv	9 11	To provide accurate, current and consistent advice on Building Regulations, sustainability and energy efficiency and allied legislation using Audited sources	Carry out the annual customer survey in December 2009. Other actions include a Customer forum, training technical meetings and seminars to ensure accurate and consistent advice.	12/09 SP927 SP935 Completed In progress	12/10 SP927 SP935	12/11 SP927 SP935	Andy Beyer
A iv A v	9	To ensure all Building Regulation Applications are Registered and processed efficiently.	Monitor the time taken to acknowledge applications or provide a meaningful response and ensure procedures are updated	SP922 SP923 On target	SP922 SP923	SP922 SP923	Andy Beyer
A iv A v	9	To ensure all Full Plans applications and Building Notices are checked efficiently and consistently and within statutory and internal target time limits	Monitor and check time taken to check applications and issue decisions and ensure consistency of approach through guidance and training	SP924 SP925 On target	SP924 SP925	SP924 SP925	Andrew Dearlove, Nick Kendall

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				2009/10	2010/11	2011/12	
A ii A iv A v	9 10	To inspect all building work under our control to ensure compliance with current building regulations efficiently and effectively	Monitor the number of inspections and time taken to carry out and ensure the resources are targeted to ensure speed and accuracy, consistency and recording	SP926 On target	SP926	SP926	Andrew Dearlove
A i A ii A iv A v	10	To respond to all dangerous structure reports efficiently and within specific time limits	Ensure time taken to respond is commensurate with risk. Procedures are in place to ensure consistency of response on notification	SP928 SP929 SP930 On target	SP928 SP929 SP930	SP928 SP929 SP930	Andy Beyer Andrew Dearlove
A iv A v	10	To enforce building regulations throughout the district in a consistent and professional manner	Produce new enforcement procedures by June 2010 , to ensure any enforcement takes place in a consistent manner and follows a specific procedure maintaining accurate records of any action	06/10 50% Complete	N/A	N/A	Andy Beyer

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A i Listening to and engaging with our local community.

A iv Achieving improved customer satisfaction with our services.

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Aim/ & Approach	Service Objective	Supporting Objective	Performance Indicator or SMART Milestone	PI target or deadline (month) for action			Lead Officer
				2009/10	2010/11	2011/12	
A iv A v	9	To provide additional monitoring of planning conditions and consultations (subject to current financial bid)	Introduce a method of monitoring the time taken to respond to consultation requests by June 2010 and ensure site monitoring and accurate responses process audit	06/10 Not Started	N/A	N/A	Andy Beyer/ Andrew Dearlove

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Relevant Council Approach/es:

A i Listening to and engaging with our local community.

A iv Achieving improved customer satisfaction with our services.

A v. Ensuring that the Council demonstrates value for money in the way it works.

C vii Taking account of climate change in all the services that we deliver.

C viii Promoting low carbon living and delivering low carbon growth through the planning system.

Service Objective:

9 Provide an efficient and effective service achieving improved public satisfaction.

10 Safeguard and improve the built and natural environment of the district.

11 Ensure the continued reductions in carbon growth in line with changing legislation and sustainable development

Aim/ & Approach	Service Objective	Improvement or Change Objective	Actions	Supporting Information	Completion by Month	Responsible Officer
A i A iv A v	9	To improve operation and enable acceptance of on line applications, information and compatible integration with existing council software and enable the Egov initiative to continue.	To upgrade the existing building control computer system, by June 2009 , to a supported or web based version and provide software and hardware to plan check and record on site	Additional Resources Required: Funding for software and equipment Outputs: Improved service and integration with other services Outcomes: Greater efficiency, Compliance with government guidelines Risks: Critical unsupported system risks total failure. Other services affected: Planning, Legal. Finance	June 09 March 2010	A Beyer / Paul Grainger

IMPROVEMENT PLAN: Building Control Service

(To be used to set out plans of the service to address inescapable requirements and service developments or improvements)

A v A iv	9	To explore the sharing and pooling of resources with adjoining authorities to provide a consistent county wide approach to improve market share and service to our customers	Discuss with adjoining authorities the sharing of training, expertise, methods of working and secondment possibilities when workload dictates by Sep 2009.	Additional resources required: minimal some development of SLAs etc, Outputs: Increased marketing, greater levels of expertise, increased consistency. Outcomes: Possible increase in market share, improved customer service. Income. Other services affected: Legal, Planning	09/09 Ongoing	A Beyer/ A Dearlove.
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Planning Services (Building Control) Risk Register

Date completed, Draft 24th October 2008



South
Cambridgeshire
District Council

No. Title Description a) The risk event, b) Leading to consequence for service/Aim/Approach/Action, c) Resulting in possible outcome(s).	Impact/ Likelihood	Direction of Travel	Council Aims, Approaches, Actions	Owner	Timeline for Progress
1a. Reduction in market share or slowing of construction sector 1b. Leading to inability to provide first class service 1c. Reduction in value for money.	B/1	<input type="checkbox"/>	A iv,	A Beyer	06/2009
4a. Under funding 4b. Leading to a failure to meet statutory requirements 4c. Affecting ability to provide a first class service	B/2	<input type="checkbox"/>	A iv A v	A Beyer	06/2009
8a. Under funding and lack of qualified staff 8b. Leading to a reduced response to dangerous structures a loss of site control and reduced levels of public safety 8c. Injury and Claims against the Council	A/3	<input type="checkbox"/>	E i	A Beyer	06/2009
a. Under funding b. Leading to reduced engineering and surveying public and interdepartmental advice c. Reduced site control and increased enforcement loss of market share	C/3	<input type="checkbox"/>	A iv	A Beyer	04/2009

<u>Impact</u>	<u>Likelihood</u>	<u>Direction of Travel</u>	
A Extreme	1 Almost certain	<input type="checkbox"/>	Priority reduced from last review (bracket indicates previous priority)
B High	2 Likely	<input type="checkbox"/>	Priority equal to last review
C Medium	3 Possible	<input type="checkbox"/>	Priority increased from last review (bracket indicates previous priority)
D Low	4 Unlikely		
	5 Seldom		
	6 Rare		

Notes: 1. The dotted line shows the Council's risk tolerance line.

2. The Council is due to adopt new Aims, Approaches and Actions for 2009/10 onwards; please cross reference each risk to the relevant Aim(s), Approach/es and/or Action(s), as appropriate (e.g. A. v., or E. ii. 2.).

OPERATIONAL PLAN: Conservation and Design Service

Relevant Council Aim/s:

- A: We are committed to being a listening Council, providing first class services accessible to all.
- B: We are committed to ensuring that South Cambridgeshire continues to be a safe and healthy place for you and your family
- C: We are committed to making South Cambridgeshire a place in which residents can feel proud to live.
- E: We are committed to providing a voice for rural life

Relevant Council Approach/es:

- A i. Listening and engaging with our local community.
- A ii. Working with voluntary organisations, Parish Councils and Cambridgeshire County Council to improve services through partnership
- A iv. Achieving improved customer satisfaction with our services.
- A v. Ensuring the Council demonstrates value for money in the way it works.
- B iii. Promoting active lifestyles and increasing sport and recreation to improve the health of all age groups
- C iv. Working with local residents to promote community cohesion and addressing the needs of the most vulnerable in the community
- C vii. Taking account of climate change in all the services that we deliver.
- C viii. Promoting low carbon living and delivering low carbon growth through the planning system.
- E i. Protecting existing communities, villages and the countryside.
- E iii. Implementing planning policies to achieve successful new communities.
- E iv. Maximising planning gain for neighbouring communities.

Service Objectives:

- k - To act as stewards of the environment and take positive action to improve it
- l - To protect and make best use of the sustainability benefits of the natural and historic environment
- m - To reduce the causes and impacts of climate change and help the environment to adapt to it
- n - To support housing growth which is sensitive to and enhances the environment
- o - To increase public involvement in and enjoyment of the environment
- p - To provide a high quality and value for money service to the public and other users

Supporting Objectives:

- (a) Increasing understanding of the natural and historic environment and influencing and guiding change
- (b) Providing an effective and efficient environmental planning service to applicants and other customers
- (c) Protecting, enhancing and managing the natural and historic environment
- (d) Working with communities and other partners to achieve improvements to local places

Aim/ & Approach	Service Objective	Supporting Objective	Performance Indicator or SMART Milestone	PI target or deadline (month) for action			Lead Officer
				2009/10	2010/11	2011/12	
C viii E i,iii, iv	1-4	Increasing understanding of the natural and historic environment and influencing and guiding change – Subject SPD	Work with Planning Policy to produce the adopted SPD for Listed Buildings for the LDF	Adoption Sept 09 Adopted July 09	N/A	N/A	David Bevan
C viii E i,iii, iv	1-4	Increasing understanding of the natural and historic environment and influencing and guiding change – Subject SPD	Work with Planning Policy to produce the adopted SPD for Landscaping of New Developments for the LDF	Adoption Sept 09? February 10 Consultation responses received	N/A	N/A	David Hamilton
C viii E i,iii, iv	1-4	Increasing understanding of the natural and historic environment and influencing and guiding change – Subject SPD	Work with Planning Policy to produce the adopted SPD for Biodiversity for the LDF.	Adoption Sept 09 Adopted July 09	N/A	N/A	Rob Mungovan
C viii Ei,iii	1-4	Increasing understanding of the natural and historic environment and influencing and guiding change – Design Guide SPD	Work with Planning Policy to revise the District Design Guide and prepare for adoption as SPD.	Consultation draft July 09 February 10 Consultation responses received	N/A	N/A	Corrie Newell
Aii E I, iii	1-4	Increasing understanding of the natural and historic environment and influencing and guiding change – Conservation Area Appraisal programme	BV 219b - % of conservation areas in the local authority area with an up to date character appraisal.	TBC following review of existing work TBC	TBC	TBC	David Bevan

Aim/ & Approach	Service Objective	Supporting Objective	Performance Indicator or SMART Milestone	PI target or deadline (month) for action			Lead Officer
				2009/10	2010/11	2011/12	
Aii E I, iii	1-4	Increasing understanding of the natural and historic environment and influencing and guiding change – Conservation Area Appraisal programme	NEW PI - Number of conservation area appraisals completed.	TBC following review of existing work 1 in draft. 3 more to be in draft by end of 09/10.	TBC	TBC	David Bevan
A iv, v	6 1-4	Providing an effective and efficient environmental planning service to applicants and other customers – Speed of response to applications	SP 907 - % Listed Building Applications determined in 8 weeks. Note: Will contribute to NI157b (minor planning applications)	71% On target 88%	72%	73%	Corrie Newell
A i, iv, v	6 1-4	Providing an effective and efficient environmental planning service to applicants and other customers – Customer satisfaction	SP 908 - % of listed building applicants who agree or strongly agree that they were treated fairly	91% 78% to Dec 09 Note: results have limited reliability because of small sample size of returns.	92%	93%	Corrie Newell
A iv, v	6 1-4	Providing an effective and efficient environmental planning service to applicants and other customers – Speed of response to applications	SP 909 - % of listed tree consent applications processed within 8 weeks of receipt	91% On target 99%	92%	93%	Roz Richardson

Aim/ & Approach	Service Objective	Supporting Objective	Performance Indicator or SMART Milestone	PI target or deadline (month) for action			Lead Officer
				2009/10	2010/11	2011/12	
A iv, v	1-4, 6	Providing an effective and efficient environmental planning service to applicants and other customers – Monitoring implementation	SP931 - The number of implemented landscape schemes monitored Targets for this indicator have not been met over recent years, mainly because of other work pressures. Approach to monitoring and this indicator need to be reviewed with the new planning system.	50 TBC but limited to date	50	50	David Hamilton/ Cariona Campbell
A ii C vii E i	1-3	Protecting, enhancing and managing the natural and historic environment – Improving site management	NI 197 - Improved local biodiversity – active management of local sites	45% On target	52%	55%	Rob Mungovan
A ii C vii E i	1-4	Protecting, enhancing and managing the natural and historic environment – Extent and quality of resource	SP939 - Net area of County Wildlife Sites and Sites of Special Scientific Interest (in South Cambridgeshire) combined - Hectares	3,282 ha On target	3,282 ha	3,282 ha	Rob Mungovan
Ai, iv, v E i	1-2, 6	Protecting, enhancing and managing the natural and historic environment – Conservation repairs	SP904 - Number of historic buildings repaired with the support of SCDC grants	12 Achieved 13	12	12	Shona Smith
Ai, iv, v E i	1-2, 6	Protecting, enhancing and managing the natural and historic environment – Removing threats	SP903 - Historic buildings at risk taken off the register as a % of all buildings at risk Buildings at risk have not been monitored and pursued systematically because of other work pressures.	3 TBC	4	5	Stacey Weiser-Jones
A i, ii, v B iii, iv C viii E i	1-3, 5,6	Working with communities and other partners to achieve improvements to local places – New planting	SP905 - Metres of hedges and hedgerow trees created with the support of SCDC grants	2,500 Achieved 2,975	2,500	2,500	Roz Richardson

Aim/ & Approach	Service Objective	Supporting Objective	Performance Indicator or SMART Milestone	PI target or deadline (month) for action			Lead Officer
				2009/10	2010/11	2011/12	
A i, ii, iv B iii C viii E I, iii, iv	1-3, 5	Working with communities and other partners to achieve improvements to local places – Increasing people's contact with wildlife	SP 901 – Hectares of accessible wildlife space per 1,000 population	7.1 On target	7.6	8.1	Rob Mungovan

Planning Services (Conservation & Design) Risk Register

Date completed, Draft ??/??/ 2008

No. Title Description a) The risk event, b) <i>Leading to</i> consequence for service/Aim/Approach/Action, c) <i>Resulting in</i> possible outcome(s).	Impact/ Likelihood	Direction of Travel	Council Aims, Approaches, Actions	Owner	Timeline for Progress
Implementation of Biodiversity Duty (NERC Act 2006), which sets out the responsibilities of local authorities across their functions. Increased workload and demands on specialist staff. Diversion of staff resources from existing tasks and programme, and from meeting corporate, LAA and national targets. Impact on staff morale.	D2	□	2(a), 2(c), 2(d)		
Fundamental changes to Heritage Protection proposed with new legislation. (Probable timetable: parliamentary sessions 08/09, enactment '09, and implementation '10). New responsibilities for local authorities include the transfer of the Scheduled Ancient Monument system from English Heritage and the delivery of an integrated heritage approach. Increased demands on specialist staff and team workload. Need to revise SPDs. Diversion of staff resources from existing tasks. Reduction in capacity to deliver existing programmes and meet corporate and LAA targets. Impact on staff morale.	B6	□	2(d), 3(b)		
Significant increase in housing growth work without extra capacity reduces the ability to deliver programmes and meet targets. For example, there is less time to support partnership working with communities and improve local places.	B/C1	↑ (not included in last review)			
Lack of resources to improve the accuracy of environmental data, and digitise information backlog and new data, which applies across the section's areas. This conflicts with national planning policy and reduces the quality, effectiveness and efficiency of the section's work and the quality of planning policy, development control and other council services. Ultimately it harms the protection, management and enhancement of the environment. It also prevents the delivery of e Government and full public participation and access to information.	C1	↑ (not included in last review)			

<u>Impact</u>	<u>Likelihood</u>	<u>Direction of Travel</u>
A	1 Almost certain	□ Priority reduced from last review (bracket indicates previous priority)
B High	2 Likely	□ Priority equal to last review
C Medium	3 Possible	□ Priority increased from last review (bracket indicates previous priority)
D Low	4 Unlikely	
	5 Seldom	
	6 Rare	

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 2. The Council is due to adopt new Aims, Approaches and Actions for 2009/10 onwards; please cross reference each risk to the relevant Aim(s), Approach/es and/or Action(s), as appropriate (e.g. A. v., or E. ii. 2).

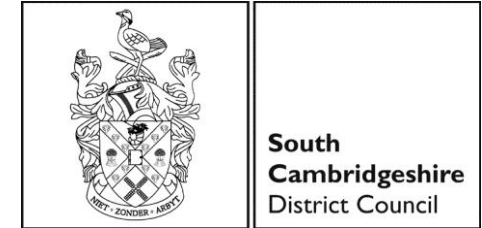
SERVICE PLAN: Registration Team (Registration/Administration/Secretarial Assistant Service)	
Relevant Council Aim:	
A) We are committed to being a listening Council, providing first class services accessible to all.	
Relevant Council Approaches:	
A iii Making South Cambridgeshire District Council more open and accessible A iv Achieving improved customer satisfaction with our services. A v Ensuring that the Council demonstrates value for money in the way it works.	
Service Objectives:	
Deliver high quality services that represent best value and area accessible to all our community by:	
p - A commitment to improvement and good quality services. q - Achieving improved customer satisfaction with our services.	

OPERATIONAL PLAN: Registration Team							
Aim/ & Approach	Service Objective	Supporting Objective	Performance Indicator or SMART Milestone	PI target or deadline (month) for action			Lead Officer
				2009/10	2010/11	2011/12	
A iii A iv A v	p, q	To improve internal and external customer service satisfaction.	Revise Contact Centre business rules for the Planning Service to take into account training and development needs for the customer liaison officers, by Sep 09	Sep 09 Completed and Jan 2010	N/A	N/A	Rachael Fox
A iii A iv A v	p, q	To improve internal and external customer service satisfaction.	Coordinate Contact Centre Training for the Planning service	Mar 10 Ongoing	Mar 11	Mar 12	Rachael Fox

OPERATIONAL PLAN: Registration Team

Aim/ & Approach	Service Objective	Supporting Objective	Performance Indicator or SMART Milestone	PI target or deadline (month) for action			Lead Officer
				2009/10	2010/11	2011/12	
A iv A v	p, q	To ensure the validation of Planning Applications to Development Control Area Teams is done in an efficient and effective manner.	SP936 - % Major Planning Applications average process time for registration team	7 days Not achieved	6 days	5 days	Rachael Fox
A iv A v	p, q	To ensure the validation of Planning Applications to Development Control Area Teams is done in an efficient and effective manner.	SP937 - % Minor Planning Applications average process time for registration team	5 days Not achieved	4 days	3 days	Rachael Fox
A iv A v	p, q	To ensure the validation of Planning Applications to Development Control Area Teams is done in an efficient and effective manner.	SP938 - % Other Planning Applications average process time for registration team	3 days Not achieved	2 days	2 days	Rachael Fox

Registration/Administration/Secretarial Assistant Risk Register
Date completed 5 November 2008



No. Title Description (The risk event, <i>Leading to</i> consequence for service/Aim/Approach/Action, <i>Resulting in</i> possible outcome(s).)	Impact/ Likelihood	Direction of Travel	Council Aims, Approaches, Actions	Owner	Timeline for Progress
1. Under funding and lack of additional hardware and software would not enable the effective and efficient checking, validation, registration and determination of on-line and paper copy planning applications. Dissatisfaction from customers of service.	B		A (i) A (iii) A (iv) A (v)	Rachael Fox	
2. Under funding and lack of additional hardware and software would restrict the amount of information the service would publish on the Council's website. We would not be able to keep our customers informed at what stage their planning application was at.	B		A (i) A (iii) A (iv) A (v)	Rachael Fox	
3. Lack of funding would restrict consultants from further improving, developing and maintaining of all ICT systems and databases.	A		A (i) A (iii) A (iv) A (v)	Rachael Fox	
4. Increased stress and pressure that could lead to short-term and/or long-term sickness/illness put upon employees if flexible working is not introduced and monitored effectively within the workplace.	B		A (iv) A (v)	Rachael Fox	
5. Lack of knowledge and training provided by the Planning service to our Contact Centre affects our performance and the ability to provide a first class customer care service standard.	C		A (iii)	Rachael Fox	
6. Lack of funding leads to staff not being fully trained and up to date with legislation, cannot provide adequate advice leading to under performing staff, incompetency and unprofessional manner. Dissatisfaction from customers of service, compensation because of bad decision-making.	A		A (iv) A (v)	Rachael Fox	

Impact

Likelihood

Direction of Travel

A	1 Almost	<input type="checkbox"/>	Priority reduced from last review (bracket indicates previous priority)
Extreme	certain	<input type="checkbox"/>	Priority equal to last review
B High	2 Likely	<input type="checkbox"/>	Priority increased from last review (bracket indicates previous priority)
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Notes: 1. The dotted line shows the Council's risk tolerance line.

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Registration function:

The processing of an application will involve the following stages:

- Checking to ensure forms are properly completed, plans included, the owner and/or leaseholder of the property notified, if required, and the correct fee paid
- The application requirements, advice and checklists for the submission of different types of applications are contained within the relevant application forms and guidance notes on the “1App” forms. All this information can be viewed and obtained from either the Planning Portal or the Council’s website
- Advertisements, if necessary, are placed in newspapers or site notices are put up in appropriate places
- Consultations – these cover clearing technical aspects with other statutory and technical bodies and supply services; informing those people who might be affected by the application; they all have the right to ask the local authority for more information and to raise objections
- Comments on applications may be made in writing to both Team East and Team West quoting the planning reference number whilst the application has not been decided. Alternatively the Council’s on-line system for viewing applications “Planning Application Search” also enables comments to be made direct to these teams via the Council’s website
- Consideration of applications against existing and emerging Council policies and any past history of decisions on that site or for similar applications
- More technical checks that the application meets the Council’s standards for such things as parking, day lighting and visibility near road junctions, etc
- Following a site visit by a planning officer who might also contact the agent and/or applicant if more information or amendments are advisable
- The application will either go to Planning Committee made up of Councillors, or will be considered by the Chief Officer responsible for planning matters. Should the application be referred to Planning Committee members of the public may attend the meeting and take part in the debate
- A link is provided to view the Council’s on-line Committee information “Modern.Gov”. All agendas, minutes, delegation and committee reports for Planning Committee applications are available at least 5 working days before the relevant meeting. The information is updated on a daily basis where necessary
- Shortly after Planning Committee the applicant and/or agent will receive a ‘decision notice’
- Any time during the above process you can contact the Case Officer handling your application to discuss its progress and to give any information supporting the application
- All local planning authorities are required to deal with an application within prescribed time periods. The process could be delayed beyond the target period by, for example, requests to the applicant and/or agent for amendments or the need to fit into the Planning Committee meeting schedule. If the application is complicated, it is advised to engage with a professional consultant. You can help speed up the process by contacting the planning duty officer before you submit the application to see if there are any standards or policies which could apply to your application. You may even be told that planning permission is not necessary, though you may still need approval under Building Regulations. To help try and identify if you need planning permission or not please view our “Planning Expert System” on-line to answer any questions.