

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	Performance
				2010/11	2011/12	2012/13		
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.	N/A	N/A	N/A	SDCM	
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%	72%	72%	SDCM	
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%	73%	73%	SDCM	
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%	86%	86%	SDCM	
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%	90%	90%	SDCM	
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%	95%	95%	SDCM	
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)	23%	25%	25%	SDCM	
A v	3	Provide improved service to applicants and agents.	SP944 % of customers satisfied with the processing of their planning application	73%	74%	74%	SDCM	

IMPROVEMENT PLAN: Development Control Service

COUNCIL ACTION #	Service Objective	Supporting Objective	Performance Indicator or SMART Milestone	Supporting Information	Completion by Month	Responsible Officer	Performance
A i A iii A iv	3 4 5	Improve customer contact with Planning Officers	Maintain a Duty Officer System following staff cuts in 10/11	<p>Additional Resources Required: None. .</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. Staff cuts could prejudice maintaining this service</p> <p>Other services affected: Contact Centre, ICT.</p>	Jun 2010 In operation	SDCM	
A i A iii A iv	1 3 4	Provide an efficient service for applicants and agents		<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>	Jun 2010 In place	SDCM	
C i C ii C iii	2 10	To provide a clear and efficient process for development from pre-application through to appeal.	Implement the recommendations of systems thinking task group, assigning responsibility to case officer for applications from registration to appeal	<p>Additional Resources Required: None – there will be a reduction</p> <p>Outputs: To provide a clear responsibility for applications</p> <p>Outcomes: To ensure a consistently high quality of development while meeting Government targets.</p> <p>Risks: Ability of staff to cope with potentially increased workloads and new work practices</p> <p>Other services affected: None.</p>	Jun 2010	SDCM	

IMPROVEMENT PLAN: Development Control Service

<p>E iii E iv E v</p>	<p>2 7</p>	<p>Implement the new IT system to be provided by Swift to the agreed timescale.</p>	<p>Help the section to deliver an efficient planning system with less staff</p>	<p>Additional Resources Required: Agreed as part of 09/10 budget. Outputs: More efficient use of staff and information. Outcomes: Better monitoring and provision of services in a timely manner. More information available to customers Risks: Delays in service provision and increase in complaints as system beds in Other services affected: IT</p>	<p>Jun 2010</p>	<p>GHJ/SH/SR</p>	
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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:

- 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	Supporting Objective	Performance Indicator or SMART Milestone	PI target or deadline (month) for action			Lead Officer	Performance
				2010/11	2011/12	2012/13		
A i	9	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 2010. Other actions include a Customer forum, training technical meetings and seminars to ensure accurate and consistent advice.	Dec 2010 SP927 SP935	Dec 2011 SP927 SP935	Dec 2012 SP927 SP935	Andy Beyer	
A i	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 2010. Other actions include a Customer forum, training technical meetings and seminars to ensure accurate and consistent advice.	Dec 2010 SP927 SP935	Dec 2011 SP927 SP935	Dec 2012 SP927 SP935	Andy Beyer	

Aim/ & Approach	Service Objective	Supporting Objective	Performance Indicator or SMART Milestone	PI target or deadline (month) for action			Lead Officer	Performance
				2010/11	2011/12	2012/13		
A iv	9	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 2010. Other actions include a Customer forum, training technical meetings and seminars to ensure accurate and consistent advice.	Dec 10 SP927 SP935	Dec 2011 SP927 SP935	Dec 2012 SP927 SP935	Andy Beyer	
A iv	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 2010. Other actions include a Customer forum, training technical meetings and seminars to ensure accurate and consistent advice.	Dec 2010 SP927 SP935	Dec 2011 SP927 SP935	Dec 2012 SP927 SP935	Andy Beyer	
A iv	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	SP922 SP923	SP922 SP923	Andy Beyer	
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	SP922 SP923	SP922 SP923	Andy Beyer	
A iv	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	SP924 SP925	SP924 SP925	Andrew Dearlove, Nick Kendall	

Aim/ & Approach	Service Objective	Supporting Objective	Performance Indicator or SMART Milestone	PI target or deadline (month) for action			Lead Officer	Performance
				2010/11	2011/12	2012/13		
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	SP924 SP925	SP924 SP925	Andrew Dearlove, Nick Kendall	
A ii	9	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	SP926	SP926	Andrew Dearlove	
A ii	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	SP926	SP926	Andrew Dearlove	
A iv	9	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	SP926	SP926	Andrew Dearlove	
A iv	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	SP926	SP926	Andrew Dearlove	

Aim/ & Approach	Service Objective	Supporting Objective	Performance Indicator or SMART Milestone	PI target or deadline (month) for action			Lead Officer	Performance
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A v	9	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	SP926	SP926	Andrew Dearlove	
A v	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	SP926	SP926	Andrew Dearlove	
A i	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	SP928 SP929 SP930	SP928 SP929 SP930	Andy Beyer Andrew Dearlove	
A ii	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	SP928 SP929 SP930	SP928 SP929 SP930	Andy Beyer Andrew Dearlove	
A iv	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	SP928 SP929 SP930	SP928 SP929 SP930	Andy Beyer Andrew Dearlove	
A i	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	SP928 SP929 SP930	SP928 SP929 SP930	Andy Beyer Andrew Dearlove	

Aim/ & Approach	Service Objective	Supporting Objective	Performance Indicator or SMART Milestone	PI target or deadline (month) for action			Lead Officer	Performance
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A ii	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	SP928 SP929 SP930	SP928 SP929 SP930	Andy Beyer Andrew Dearlove	
A iv	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	SP928 SP929 SP930	SP928 SP929 SP930	Andy Beyer Andrew Dearlove	
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	SP928 SP929 SP930	SP928 SP929 SP930	Andy Beyer Andrew Dearlove	
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	Jun 2010	N/A	N/A	Andy Beyer	
A iv	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	Jun 2010	N/A	N/A	Andy Beyer	

Aim/ & Approach	Service Objective	Supporting Objective	Performance Indicator or SMART Milestone	PI target or deadline (month) for action			Lead Officer	Performance
				2010/11	2011/12	2012/13		
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	Jun 2010	N/A	N/A	Andy Beyer/ Andrew Dearlove	
A iv	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	Jun 2010	N/A	N/A	Andy Beyer/ Andrew Dearlove	

IMPROVEMENT PLAN: Building Control Service

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

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 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

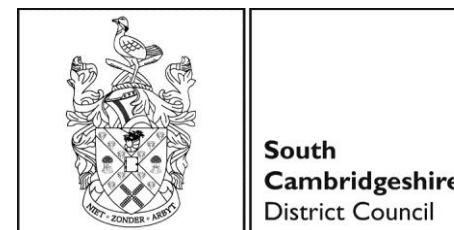
Aim/ & Approach	Service Objective	Improvement or Change Objective	Actions	Supporting Information	Completion by Month	Responsible Officer	Performance
A i	9	To improve operation and enable acceptance of on line applications, information and compatible integration with existing council software and enable the Egov initiative to continue.	To upgrade the existing building control computer system, by June 2010 , 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	Jun 2010	A Beyer / Paul Grainger	

Aim/ & Approach	Service Objective	Improvement or Change Objective	Actions	Supporting Information	Completion by Month	Responsible Officer	Performance
A iv	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 2010 , 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	Jun 2010	A Beyer / Paul Grainger	
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 2010 , 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	Jun 2010	A Beyer / Paul Grainger	
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 2010.	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	Sep 2010	A Beyer/ A Dearlove.	

Aim/ & Approach	Service Objective	Improvement or Change Objective	Actions	Supporting Information	Completion by Month	Responsible Officer	Performance
A v	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 2010.	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	Sep 2010	A Beyer/ A Dearlove.	

Planning Services (Building Control) Risk Register

Date completed: February 2010



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	↑	A iv,	A Beyer	06/2010
4a. Under funding 4b. Leading to a failure to meet statutory requirements 4c. Affecting ability to provide a first class service	B/2	→	A iv A v	A Beyer	06/2010
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	→	E i	A Beyer	06/2010
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	→	A iv	A Beyer	04/2010

<u>Impact</u>	<u>Likelihood</u>	<u>Direction of Travel</u>
A Extreme	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	

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.
- D: We are committed to assisting provision of local jobs for you and your family
- 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.
- D i. Working closely with local businesses
- D iii. Using cultural activities effectively to promote tourism
- E i. Protecting existing communities, villages and the countryside.
- 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.

Relevant Draft Council Actions for 2010/11

- 9. We will support local people to establish community orchards

Service Objectives:

- 1 - To act as stewards of the environment and take positive action to improve it
- 2 - To protect and make best use of the sustainability benefits of the natural and historic environment
- 3 - To reduce the causes and impacts of climate change and help the environment to adapt to it
- 4 - To support housing growth which is sensitive to and enhances the environment
- 5 - To increase public involvement in and enjoyment of the environment
- 6 - 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	Performance
				2010/11	2011/12	2012/13		
C viii E i,iii, iv	1-4	Increasing understanding of the natural and historic environment and influencing and guiding change – Subject SPD	Promote and provide training on the Landscaping of New Developments SPD (following adoption March 2010)	April - June	N/A	N/A	David Hamilton	
C viii E i,iii	1-4	Increasing understanding of the natural and historic environment and influencing and guiding change – Design Guide SPD	Promote and provide training on the District Design Guide SPD (following adoption March 2010)	April - June	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.	34% (29 out of 85)	36% 31 out of 85)	39% (33 out of 85)	David Bevan	
Aii E I, iii	1-4	Increasing understanding of the natural and historic environment and influencing and guiding change – Conservation Area Appraisal programme	Number of conservation area appraisals completed.	5 (4 from drafts)	2	2	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)	75%.	80%	85%.	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 Need to review indicator and data collection given small and possibly unrepresentative sample.	90%	91%	92%	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	95%	96%	97%	Roz Richardson	

Aim/ & Approach	Service Objective	Supporting Objective	Performance Indicator or SMART Milestone	PI target or deadline (month) for action			Lead Officer	Performance
				20010/11	2011/12	2012/13		
A iv, v	1-4, 6	Providing an effective and efficient environmental planning service to applicants and other customers – Monitoring implementation	The existing indicator is: SP931 - The number of implemented landscape schemes monitored The approach to monitoring is to be reviewed including in relation to the new planning system and an indicator and target should be agreed by the start of 2010/11.	TBC	TBC	TBC	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	52%	55%	57%	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	3,283 ha	3,284 ha	Rob Mungovan	
Ai, iv, v E i D 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	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	3	4	5	Stacey Weiser-Jones	
A i, ii, v B iii, iv C viii E I, ii	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 Add indicator to CorVu for number of trees planted with target of 30 a year (TBC).	2,500	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	Performance
				20010/11	2011/12	2012/13		
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	7.6	8.1	8.6	Rob Mungovan	
C.Action 9 A i, ii, B iii C iv, viii E i, ii	1-3, 5	Working with communities and other partners to achieve improvements to local places – Supporting local people to establish community orchards	Need to add indicator to CorVu and confirm target. Scheme is currently limited to 2010/11. Also included in Improvement Plan.	2	TBC	TBC	Rob Mungovan	

IMPROVEMENT PLAN: Conservation & Design Service					
(To be used to set out plans of the service to address Council Actions or other plans to improve the service or address corporate themes set out in the Overview). List the Council Actions that are the responsibility of your service first.					
COUNCIL ACTION #		Council Action	Supporting Information	Completion by Month	Officer
9		Supporting local people to establish community orchards	Work funded through existing Wildlife Enhancement Scheme budget. Target of 2 orchards to be confirmed.	Ongoing through 2010/11	Rob Mungovan
			Additional Resources Required: No Outputs: Orchards planted Outcomes: Improvements to local places, sustainability, community engagement, volunteering, supports development of parish and local groups Risks: Loss of budget, failure to engage communities, speed of projects Other services affected: Tree and Landscape teams within Conservation & Design		

IMPROVEMENT PLAN: Conservation & Design Service

(To be used to set out plans of the service to address Council Actions or other plans to improve the service or address corporate themes set out in the Overview). List the Council Actions that are the responsibility of your service first.

COUNCIL Aim/ Approach # See Key	Service Objective # See Key	Supporting Objective	SMART* Actions or Milestones	Supporting Information	Completion by Month	Officer
Ai, iv, v Ei	1, 6	Improvements to planning services	Exploiting benefits of new ICT planning system Improving co-ordination of planning and listed building consent systems	Additional Resources Required: No Outputs: Improved performance, efficiency and co-ordination of Council services Outcomes: better customer service, VFM Risks: Problems with implementation of new system Other services affected: Development Control, Building Control	TBC	David Bevan
A iv, v Ei	1,6	Improvements to information systems and management	Systematic filing systems and improved record management	Additional Resources Required: Yes but very limited available Outputs: Fit for purpose systems which meet corporate and national standards Outcomes: Improved performance, avoidance of problems, compliance Risks: Lack of resources and support for digitisation Other services affected: Development Control, Legal, ICT	Ongoing	David Bevan/ Theresa Roberts

SMART = Specific, measurable, achievable, relevant and timed.

Planning Services (Conservation & Design) Risk Register

Date completed, November 2009

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.	B3	Equal	Aiv, Ei, Eiii	Rob Mungovan	Ongoing
Major changes to historic environment planning introduced by new PPS 15. Need for Historic Environment Record covering historic buildings and revisions to SPDs will require investment/staff time. Extra workload and potential confusion created by emphasis on significance and lack of supporting legislation.	B2	Equal	Ai, iv Ei, iii	David Bevan/Corrie Newell	TBC
Insufficient capacity to deal with continued high levels of workload and range of demands (planning/tree casework, policy, grants schemes, partnerships and housing growth) resulting in – - Failure to meet deadlines - Failure to deliver some areas of work - Staff suffering from stress Knock-on impact of cuts in Planning and New Communities.	B2	Increased and new	Ai, iv Ei, iii	David Bevan	Ongoing
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.	B2	Equal	Ai, ii, iv, v Ei, ii, iii	David Bevan	Ongoing
Failure to fill the temporary maternity leave cover post in historic buildings team – inability to maintain statutory service	B3	New	Ai, iv, Ei	David Bevan	
Failure to provide effective planning arrangements including – - improved validation processes	B2	New	Aiv, Ei	David Bevan/Corrie	

Planning Services (Conservation & Design) Risk Register

Date completed, November 2009

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
- better integrated planning/historic buildings services				Newell	
Introduction of new planning system – - time taken to set up the system, transfer data and learn how to use - the system does not meet requirements including specialised functions of section - unable to exploit potential of system e.g. due to lack of funding - lack of adequate training and support	B3	New	Aiv, Ei	David Bevan/Section	
Time taken dealing with complaints and contentious cases/applicants	C1	New	Ai, iv, v E ii	David Bevan/Section	

<u>Impact</u>	<u>Likelihood</u>	<u>Direction of Travel</u>	
A Extreme	1 Almost certain	R	Priority reduced from last review (bracket indicates previous priority)
B High	2 Likely	E	Priority equal to last review
C Medium	3 Possible	I	Priority increased from last review (bracket indicates previous priority)
D Low	4 Unlikely	N	Priority which is new
	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: 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..

Council Aims/ Approaches	Supporting Objective	Performance Indicator or SMART Milestone	PI target or deadline (month) for action			Lead Officer	Performance
			2010/11	2011/12	2012/13		
A2, C1, C2, C7, C8, D2, E1, E3	Work with the local authority partners in Cambridgeshire to help shape the First Review of the East of England Plan or any successor strategic plan for Cambridgeshire.	The programme for the preparation of the East of England Plan .	Work with Cambridgeshire authorities on consultation on the submission draft of the East of England Plan: Sep 2010	Evidence for East of England Examination in Public: Not yet programmed		Keith Miles	
E1, E4	Seeking to influence the content of Cambs CC Minerals and Waste Development Plan Documents to minimize the impact of mineral extraction and transportation, and to minimize the impact of waste disposal.	The programme for plan preparation set out in the Cambs CC's Local Development Scheme	1. Consultation on submission Core Strategy and Site Specific Policy DPDs: Jul 2010 2. Core Strategy DPD Examination: Nov 2010	Site Specific Policies DPD Examination: Nov 2011		Keith Miles/ Alison Talkington	
A1, A2, A3, A4, A5, C1, C2, C7, C8, D2, E1, E2, E3, E4	Keep the rolling programme of plan preparation set out in the Local Development Scheme up to date.		Revise Local Development Scheme: Apr 2010	Revise Local Development Scheme: Apr 2011	Revise Local Development Scheme: Apr 2012	Keith Miles	

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Council Aims/ Approaches	Supporting Objective	Performance Indicator or SMART Milestone	PI target or deadline (month) for action			Lead Officer	Performance
			2010/11	2011/12	2012/13		
A1, A2, B3, C5, C7, C8, D1, D2, E2, E4, E5	Work with Cambridge City Council and Cambridgeshire County Council to prepare a Cambridge Northern Fringe Area Action Plan (S29 Committee).	The programme for plan preparation set out in the S29 Committee Local Development Scheme .	1. Pre-production including commencement of document preparation and scoping the sustainability appraisal: Jun 2010 2. Identify and assess issues and options including consultation with stakeholders: Jan 2011	1. Consultation on Draft Submission DPD and subsequent submission to SoS: Jun 2011 2. Public Examination: Jan 2012	Adoption: Jul 2013	Keith Miles	
A1, A2, B3, C1, C2, C7, C8, D1, D2, E1, E2, E4, E5	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.	The programme for plan preparation set out in the Local Development Scheme .	Pre-production including commencement of document preparation and scoping the sustainability appraisal: Sep 2010	1. Identify and assess issues and options including consultation with stakeholders and sustainability appraisal report: Apr 2011 2. Draft Core Strategy DPD: Nov 2011	1. Consultation on Draft Submission DPD and subsequent submission to SoS: Feb 2012 .	Caroline Hunt	

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Council Aims/ Approaches	Supporting Objective	Performance Indicator or SMART Milestone	PI target or deadline (month) for action			Lead Officer	Performance
			2010/11	2011/12	2012/13		
A1, A2, B3, C1, C2, C7, C8, D1, D2, E1, E2, E3, E4	Review Development Control Policies DPD to set out policies and proposals for development and land use in South Cambridgeshire's villages and countryside in a replacement Development Management Policies DPD .	The programme for plan preparation set out in the Local Development Scheme .		Pre-production including commencement of document preparation and scoping the sustainability appraisal: Sep 2011	1. Identify and assess issues and options including consultation with stakeholders and sustainability appraisal report: Apr 2012 2. Draft Development Control Policies DPD: Nov 2012	Caroline Hunt	
A1, B3, C1, C2, C7, C8, D1, D2, D3, E1, E2, E4, E5	Review Site Specific Policies DPD to set out policies and proposals for development and land use in South Cambridgeshire's villages and countryside.	The programme for plan preparation set out in the Local Development Scheme .			Pre-production including commencement of document preparation and scoping the sustainability appraisal: Sep 2012	Caroline Hunt	
A1, A2, B4, C1, C2, C4, C7, C8, E1, E2	The preparation of a Gypsy and Travellers Development Plan Document to provide an equitable policy framework for housing all of South Cambridgeshire's residents.	The programme for plan preparation set out in the Local Development Scheme .	Consultation on Draft Submission DPD and subsequent submission to SoS: Feb 2011	Public Examination: Apr 2012	Adoption and publication: Dec 2012	Jonathan Dixon	

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Council Aims/ Approaches	Supporting Objective	Performance Indicator or SMART Milestone	PI target or deadline (month) for action			Lead Officer	Performance
			2010/11	2011/12	2012/13		
A1, A2, A3, C1, C2, D1, E2, E3, E4, E5	The preparation of a Planning Obligations SPD to provide guidance to landowners, developers and stakeholders on development funding for necessary services, facilities and infrastructure.	A proposal in an adopted Development Plan Document. The programme for plan preparation set out in the Local Development Scheme.		Adoption and publication: Dec 2011		Keith Miles	
A1, A2, C1, C2, E1, E2, E3, E4	The preparation of a SPD providing guidance on securing a Housing Mix to help ensure that the District's housing needs can be met in new developments.	A proposal in an adopted Development Plan Document. The programme for plan preparation set out in the Local Development Scheme.	Adoption and publication: Dec 2011			Caroline Hunt	
		A proposal in an adopted Development Plan Document. The programme for plan preparation set out in the Local Development Scheme.	Adoption and publication: Jan 2011			Caroline Hunt	
A1, A2, C1, C2, C7, C8, E1, E2, E3, E4, E4	The preparation of a SPD providing guidance on the redevelopment of Papworth West Central to secure suitable provision of housing and community facilities to meet the needs of the local community.	A proposal in an adopted Development Plan Document. The programme for plan preparation set out in the Local Development Scheme.	Adoption and publication: Oct 2010			Keith Miles	

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Council Aims/ Approaches	Supporting Objective	Performance Indicator or SMART Milestone	PI target or deadline (month) for action			Lead Officer	Performance
			2010/11	2011/12	2012/13		
A1, A2, C7, C8, D1, D2, E1, E2, E3, E4	The preparation of a SPD providing guidance on the redevelopment of Papworth Hospital to secure suitable provision of employment and community facilities to meet the needs of the local community.	A proposal in an adopted Development Plan Document. The programme for plan preparation set out in the Local Development Scheme .			Adoption and publication: Jan 2013	Caroline Hunt	
A1, A2, A4, B3, B4, E1, E2, E3	Supporting the Environmental Health Service to produce a guidance on the preparation of Health Impact Assessments to accompany planning applications for relevant development.	A proposal in an adopted Development Plan Document. The programme for plan preparation set out in the Local Development Scheme .	Adoption and publication: Mar 2011			Claire Spencer	
A1, A2, D3, E1, E2	Supporting the Design and Conservation Manager to produce guidance on development affecting Historic landscapes park and gardens .	A proposal in an adopted Development Plan Document. The programme for plan preparation set out in the Local Development Scheme .	Adoption and publication: Mar 2011			Claire Spencer	
A1, A2, C7, C8, D1, D2, D3, E1, E2	The preparation of a SPD providing guidance on Rural dwellings required to support enterprises in the countryside.	A proposal in an adopted Development Plan Document. The programme for plan preparation set out in the Local Development Scheme .	Adoption and publication: Mar 2011			Caroline Hunt	

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Council Aims/ Approaches	Supporting Objective	Performance Indicator or SMART Milestone	PI target or deadline (month) for action			Lead Officer	Performance
			2010/11	2011/12	2012/13		
A1, A2, C7, C8, D1, D2, E1, E2	The preparation of a SPD providing guidance on securing a Fen Drayton LSA to help provide for on site experimental or other ground-breaking forms of sustainable living.	A proposal in an adopted Development Plan Document. The programme for plan preparation set out in the Local Development Scheme.	Adoption and publication: Mar 2011			Caroline Hunt	
A4, A5, B4, C1, C2, C7, C8, D2, E3, E4, E5	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	The programme for plan preparation set out in the Local Development Scheme.	Submission to Secretary of State: Dec 2010	Submission to Secretary of State: Dec 2011	Submission to Secretary of State: Dec 2012	Jenny Nuttycombe	
A4, B3, C7, C8, D1, E2, E3, E4	Working with internal service departments and externals 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.	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: On-going	Sites identified in the housing trajectories shown in the South Cambridgeshire Local Development Framework. Service and infrastructure projects within or affecting South Cambridgeshire: On-going	Sites identified in the housing trajectories shown in the South Cambridgeshire Local Development Framework. Service and infrastructure projects within or affecting South Cambridgeshire: On-going	Keith Miles	

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..

Council Aims/ Approaches	Supporting Objective	Performance Indicator or SMART Milestone	PI target or deadline (month) for action			Lead Officer	Performance
			2010/11	2011/12	2012/13		
C1, C7, C8, D2, D3, E1, E5	Working on statutory and other consultations from planning authorities, local authorities, local organizations and infrastructure providers whose proposals, services or infrastructure would have a significant impact on South Cambridgeshire.	Determined on a case by case basis by the timeline for the project.	<ol style="list-style-type: none"> 1. A14 upgrade (Highways Agency). 2. Cambridgeshire TIF (Cambs CC, Cambridge City) 3. Community transport in South Cambs (SCDC). 4. Local Transport Plan 3 (Cambs CC). 5. Cambridge transport corridors improvements strategy (Cambs CC, Cambridge City). 6. Cambridge Cycle Demonstration Town (Cambs CC, Cambridge City). 7. Stacking and flightpaths Stansted/Luton Airports consultation (NATS). 8. Cambs Water Cycle Strategy (Cambs Horizons, Cambs CC, Anglia Water, IDBs) 9. Green Infrastructure Strategy (Cambs Horizons, Cambs CC, Cambs Districts, Natural England) 	On-going from previous years otherwise not known at this time.	On-going from previous years otherwise not known at this time.	Relevant Planning Policy team members	

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	Performance
				2010/11	2011/12	2012/13		
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 any training and development needs for the customer liaison officers	As and when required – on-going	As and when required – on-going	As and when required – on-going	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	¼ Training Schedule Implemented	Mar 12	Mar 13	Rachael Fox	
A iii A iv A v	p, q	To improve internal and external customer service satisfaction.	Customer Service Excellence Accreditation	Training Schedule Implemented. Collation of Evidence Mar 11	Mar 12	Mar 13	Paul Knight/ 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	Performance
				2010/11	2011/12	2012/13		
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	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	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	2 days	2 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.	SP945 - % Prior Notification (PNT, PND and PNA Planning Applications average process time for registration team	1/3 days	2 days	2 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.	SP944 - Analysis of how Development Control Customers felt their application was dealt with – Customer Satisfaction Survey Responses	73%	73%	73%	Rachael Fox	

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



South
Cambridgeshire
District Council

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. This would create 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 existing ICT systems and databases.	A		A (i) A (iii) A (iv) A (v)	Rachael Fox	
4. If a new Planning ICT system is not implemented it will jeopardise any integration of joint working partnerships with other services both internally and externally. It would reduce efficiency, as no software enhancements would be active. No information would be available for measuring performance. This will create a diverse effect on staff morale and motivation. Setting of priorities and targets will be non-existent.	A		A (i) A (iii) A (iv) A (v)	Michael Osbourn/ Rachael Fox	
5. 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	
6. 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	
7. 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	

<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:
- The dotted line shows the Council's risk tolerance line.
 - 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.).

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.