



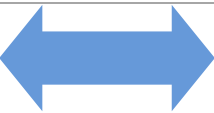



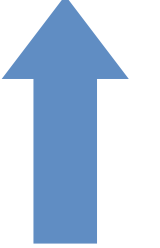
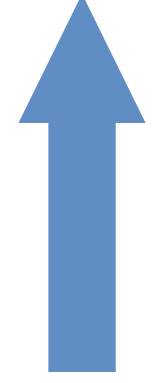






Commitments towards our Vision



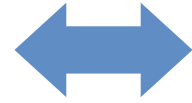





Planning Service – End of year report 2018 - 2019






Performance Measure	Link to Corporate Plan Priority	Target and reporting timescale (i.e. 6 monthly or annually)	Baseline from previous year/output from previous year	Owner and co-owners	Status (at end of year stage)	Outcome or output (at end of year)
To deliver statutory functions within specified timescales and within budget constraints	A customer driven efficient Council with a "can do" attitude and pro business approach and commercially focused to ensure financial self-sufficiency for the tax payer.	90% of major applications determined within 13 weeks (or within an agreed timescale) N.B this is an increase of 10% from last years' target	96% 27 out of 28 applications on time	Rebecca Saunt- Planning Services Manager Andrew Phillips- Planning Team Leader Barbara Greengrass- Planning Team Leader Angela Briggs – Planning Team Leader All Planning Officers and Christopher Partrick - Conservation Officer		97% 35 out of 36 applications on time
		80% of minor applications to be determined within 8 weeks (or within an agreed timescale)	92% 406 out of 442 applications on time	Rebecca Saunt Andrew Phillips Barbara Greengrass Angela Briggs All Planning Officers and Christopher Partrick		95% 380 out of 402 applications on time
		90% of householder applications determined within 8 weeks (or within an agreed timescale)	97% 397 out of 411 applications on time	Rebecca Saunt Andrew Phillips Angela Briggs Barbara Greengrass All Planning Officers and Christopher Partrick		99% 385 out of 390 applications on time
		90% of all other applications to be determined within statutory timescales (or within an agreed timescale)	93% 113 out of 121 applications on time	Rebecca Saunt Andrew Phillips Angela Briggs Barbara Greengrass All Planning Officers and Christopher Partrick		96% 110 out of 114 applications on time
		100% of Tree Preservation Order applications and Conservation Area Notices (trees) to be determined within statutory timescales.	100% 292 out of 292 applications on time	Cathy White Rebecca Saunt		100% 381 applications on time
		100% of planning applications determined within 26 weeks of validation unless a planning performance agreement or extension of time has been agreed.	99.8% 1097 out of 1099 applications	Rebecca Saunt Andrew Phillips Angela Briggs Barbara Greengrass All Planning Officers and Christopher Partrick		99.8% 1007 applications out of 1009 applications

To deliver statutory functions within specified timescales and within budget constraints	90% of planning applications validated within 5 working days	75% 1341 out of 1797 applications (24hr grace period for applicants)	Lucy Flintham Rebecca Saunt Sarah Parisi All Support Team Members		66% within 5 working days (1275 out of 1919 apps) 83% within 7 (1590 apps) due to number of applications received and periods of time where Support Team was not at full capacity due to staff leaving.
	80% of discharge of condition applications determined within 8 weeks unless an extension of time has been agreed. N.B this is a decrease of 10% from last year's target	59% 146 out of 251 applications	Rebecca Saunt Andrew Phillips Angela Briggs Barbara Greengrass All Planning Officers and Christopher Partrick		65% (185 out of 283 discharge applications on time)
	10% increase in planning and pre-application fees from current budget	Planning 27% Pre-app 1.8% Equating to: Planning - £949,367 Pre-app - £50,173 (Missed by £4,046)	Rebecca Saunt Andrew Phillips Angela Briggs Barbara Greengrass All Planning Officers and Christopher Partrick		Budgeted Planning £895,166 Pre-app £49,783 Planning 14% Pre-app -1% Equating to: Planning £1,024,577 Pre-app: £49,284
	To re-invest the statutory 20% planning fee increase to deliver efficiencies for the Planning Department – The budget for 18/19 is expected to be £179,033	n/a	Rebecca Saunt Lucy Flintham		The statutory 20% planning fee has been utilised to support the following efficiencies: Training on High Hedges, TPO modules and testing for Appeal documents on Public Access and on-site apps for Planning & Enforcement purchased

		Implementation of further electronic working processes and procedures within 1 year – to include reduction of paper documents held on a planning file, emailing decision notices and correspondence	n/a	Rebecca Saunt Lucy Flintham Sarah Parisi		Starting Decision Notice review following legislation update on pre-commencement conditions. Big reports not being printed for planning portal applications. Officers reading documents on screen
To take a proactive approach to enhancing and improving the places in which people live: balancing economic, environmental and social needs	Making East Cambridgeshire an even better place to live	Develop a toolkit based upon the CABA building for life criteria as part of Design Guide review within 12 months.	In progress (50%) – to be completed by 04/05/2018	Rebecca Saunt Andrew Phillips Angela Briggs Barbara Greengrass		No further progress due to workloads and no permanent Conservation Officer in post until January
		Carry out a scoping exercise for establishing Design Review panel to assess completed development schemes within 1 year.	Attended meeting with Cambridge City Design Panel to take Design Panel forward.	Rebecca Saunt Christopher Partrick Andrew Phillips Angela Briggs Barbara Greengrass		No further progress due to workloads and no permanent Conservation Officer in post until January
		To help facilitate the successful delivery of North Ely through the planning process	Redrow Homes and Hopkins reserved matters taken to Committee. Care Home to go to Committee in April. Discharge of condition applications are expected to be progressed as far as possible by end of Feb 2018	Rebecca Saunt Angela Briggs		Care Home taken to Planning Committee and approved. Ongoing work with Redrow, Hopkins and Care Home on discharge of conditions. Work on Design Codes progressing and pre-application discussions continuing.

		<p>To work proactively with any Enterprise Zone within the district to bring forward appropriate development in order to provide a range of jobs to the district in a timely manner.</p> <p>Quarterly meetings between the Enterprise Zone and a Senior Planning Officer (as well as other relevant professionals) in order to mitigate problems and find solutions to significant problems at the earliest opportunity.</p> <p>Biannual meetings with Planning Manager and Enterprise Zone to cover any strategic problems or concerns</p>	n/a	<p>Rebecca Saunt Andrew Phillips Angela Briggs Barbara Greengrass</p>		<p>Lancaster Way only Enterprise Zone. Planning Team Leader met with the Lancaster Way Project Group Meeting every 3 months. Planning Team Leader and Planning Manager have worked with the Infrastructure and Strategy Manager and Director (Commercial) with the developer to try and overcome a highway capacity problem on the site and met on a regular basis to discuss applications. Applications received are dealt with as priority.</p>
		<p>To meet with the Police, Fire Brigade, Lead Local Flood Authority and other key stakeholders on a quarterly basis to increase the level of service we are able to provide to our customers.</p>	Carried out on a monthly basis	<p>Rebecca Saunt Barbara Greengrass Angela Briggs Andrew Phillips</p>		<p>Carried out on a monthly basis</p>
<p>To improve the quality of the built & natural environment throughout the district</p>	<p>Making East Cambridgeshire an even better place to live</p>	<p>Undertake review & update Design Guide SPD for adoption within 12 months</p>	In progress (50%) – to be completed by 04/05/2018	<p>Rebecca Saunt Andrew Phillips Angela Briggs Barbara Greengrass Cathy White All Planning Officers and Tree Officers</p>		<p>First draft completed and to be circulated to officers for comment once a full complement of staff Working with Strategic Planning To update SPD's</p>
		<p>Monitor 20% of approved tree works</p>	20% 35 inspections	<p>Cathy White Rebecca Saunt</p>		<p>20% 88 inspections</p>
		<p>80% of enforcement complaints to have preliminary investigation completed within 10 working days of receipt and the complainant contacted within 15 working days to advise of findings</p>	100% 100%	<p>Rebecca Saunt All Enforcement Officers</p>		<p>100% 100%</p>

		Undertake visits during works to listed buildings for 25% of approved consents N.B. this is an increase from last years' target.	24% 10 out of 41 applications	Rebecca Saunt Christopher Partrick		Not achieved due to no permanent full time Conservation Officer in post until January
		Develop a Tree Strategy within 12 months to link with the new Local Plan	Ongoing – on track with preparation	Cathy White Rebecca Saunt Catherine Looper		Completed, Adopted by Regulatory Services Committee and published. A review of 2018 has been completed and is attached at Appendix B
		Proactively identify unauthorised adverts and satellite dishes in Soham within 6 months	Enforcement officers currently making contact with premises displaying unauthorised advertisements/satellite dishes. Proactive work very much in progress.	Rebecca Saunt All Enforcement Officers		Soham town centre is visibly improved – new breaches dealt with as they arise and ongoing resolutions to those originally identified
		Proactively identify unauthorised adverts and satellite dishes in Ely within 12 months.	Meeting held with Ely Councillors and town centre manager in November 2017. Traders are working with the East Cambridgeshire Access Group on voluntary code of contact. Enforcement team due to receive an update from Ely Councillors in February 2018. Decision will be taken thereafter as to nature of proactive work to be carried out.	Rebecca Saunt All Enforcement Officers		Illuminated advertisements are being dealt with as identified and also taken further proactive work across the District, in particular adjacent to the public highway, which has had visible results
To Improve staff motivation, participation and involvement in service provision and encourage staff development	A customer driven efficient Council with a “can do” attitude and pro business approach and commercially focused to ensure financial self-sufficiency for the tax payer	20 hrs of CPD to be identified and to be provided annually	35.6 hrs/person 855 hours completed	Rebecca Saunt All Officers		970 hours completed by 25 members of staff resulting in 38.8 hrs/person
		Hold quarterly working party meetings to look at IT processes and systems for planning and enforcement	1 meeting held to date. IT currently going through another Review process.	Rebecca Saunt Andrew Phillips Angela Briggs Barbara Greengrass Lucy Flintham Cathy White		Meetings not restarted following IT review but ongoing discussions are being held
		Meet quarterly with the Planning Service Delivery Champion	100%	Rebecca Saunt		100%
		Introduce information videos on our website for a minimum of 3 topics	Outstanding	Rebecca Saunt Andrew Phillips Angela Briggs Barbara Greengrass		Outstanding – due to workloads and officer leaving

Ensure that the Council's corporate risks are managed effectively and mitigations are put in place to reduce impact.		To regularly review higher level corporate risks, including: <ul style="list-style-type: none"> Judicial review- the decision making process has not been carried out lawfully, which could lead to a financial risk on the Authority and judicial review by aggrieved party 	n/a	Rebecca Saunt		2 Judicial Reviews – Council consented to the 2 permissions being quashed and re-issued, addressing matters raised. Implications discussed with officers at team meeting.
To provide excellent customer services at all times and to improve communication with all customers	A customer driven efficient Council with a “can do” attitude and pro business approach and commercially focused to ensure financial self-sufficiency for the tax payer.	Proactively engage with Parish Councils and Agents through: <ul style="list-style-type: none"> Parish meetings (to attend at least one meeting per Parish request, per year)and e-newsletters (x 4 a year) Agent Forums/Newsletters At least one evening/breakfast agents meeting a year 	<ul style="list-style-type: none"> Parish meetings attended Letters produced Letters produced Breakfast meeting 	Rebecca Saunt Lucy Flintham Sarah Parisi Andrew Phillips Angela Briggs Barbara Greengrass All Planning Officers		<ul style="list-style-type: none"> Parish meetings attended and letters produced Letters produced Breakfast meeting postponed due to lack of attendees
		Produce new guidance/general information leaflets and review current leaflets and publish a minimum of 2 on website every 6 months	2 leaflets produced: Satellite Dishes and Boundary treatment and available on website	Rebecca Saunt Andrew Phillips Angela Briggs Barbara Greengrass Cathy White		Reviewed, amended and published leaflet on the Planning Committee Process and Tree leaflet in final stages
		Use feedback from customer surveys to inform improvements in the planning service	Comments being summarised to highlight areas of improvement	Rebecca Saunt Lucy Flintham		Comments being summarised to highlight areas of improvement
		Expand further the use of social media (Facebook and Twitter) into the planning service to support the planning process and keep customers and the general public up to date with news and information.	Twitter now reports all validated and decided applications. Regular updates from RS and OH about planning news and advice sessions on Tues/Thurs. Facebook picking up slowly.	Rebecca Saunt		Twitter continues to report all validated and decided applications.