

## APPENDIX 2

### Major & Minor Planning Applications Improvement Plan

Action	Who	Timescale	Resource Implications	Date Achieved
<b>Improve Support Processes</b>				
1. Prepare Validation Checklists to be sent out with planning application forms, which will clearly set out for applicants the information required to be submitted before an application can be accepted as being valid.	MG	End of April '06	No cost implications 20 hours staff time	
2. Achieve an agreed target for the time taken from the validation of applications to their receipt by the Case Officer – create a local performance indicator.	MG/RA	End of July '06	No cost implications 6 hours staff time	
<b>Develop a Major Applications Protocol</b>				
3. Set out a “process map” for Major applications, specifying who does each part of the whole process and how much time they have to do it.	MG	End of March '06	No cost implications 20 hours staff time	
4. Set up a Protocol (derived from the “process map”) for processing Major applications to include a timeframe for the following: <ul style="list-style-type: none"> <li>Encourage and manage pre-application discussions, in accordance with the Development Team Approach Protocol where appropriate</li> <li>Agree an informal “contract” with applicants relating to agreed submission and Committee dates (in the event applications need to be considered by Committee)</li> <li>APO’s to check the validity of applications</li> </ul>	MG, MD & GL	End of May '06	No cost implications 40 hours staff time	

Action	Who	Timescale	Resource Implications	Date Achieved
<ul style="list-style-type: none"> <li>• Consultations and site visits to be carried out promptly</li> <li>• On-going discussions to be held with APO and DCM to discuss any difficulties or matters arising</li> <li>• On-going discussions to be held with legal and OCC to ensure timely progress of Section 106 Obligations</li> <li>• Discuss any necessary amendments with the applicants</li> <li>• Ensure the target Committee date is met</li> <li>• When an application is considered unacceptable, non-compliance with the Protocol by applicants may well lead to a refusal of permission</li> </ul>			No cost implications 10 hours staff time	
<p><b>Improve Monitoring</b></p>				
<p>5. Improve the monitoring of Major applications by setting up and keeping up-to-date a table on the p-drive of the computer network.</p>	GL & MD	End of April '06	No cost implications 40 hours staff time	
<p>6. Improve the monitoring of Majors and Minors by making better use of the Uniform computer system – running reports per Case Officer, application type, and decisions made and required to be made within a given timeband. Regular monitoring to be carried out by APO's and overseen on a monthly basis by the DCM.</p>	MG, RA, GL & MD	End of May '06	No cost implications 6 hours staff time	
<p><b>Raise Awareness</b></p>				
<p>7. Publicise the above Protocol on the Council's website, by including it in the guidance notes accompanying planning application forms, and by letters to be sent to regular</p>	MG	End of June '06	No cost implications 4 hours staff time	
			No cost implications	

Action	Who	Timescale	Resource Implications	Date Achieved
<p>agents and consultees.</p> <p>8. Write to OCC seeking their commitment to completing their Section 106 Agreements speedily and within agreed timescales.</p> <p>9. Meet with internal consultees to discuss ways of improving their consultation replies.</p> <p>10. Amend the standard letters to consultees to place greater emphasis on the need for prompt consultation replies.</p> <p>11. Emphasise to Members the importance of meeting the 8 and 13 week targets. Refer this Improvement Plan to the Executive, Development Control Committee, and Scrutiny Committee. Encourage Members to use their power to refer applications to Committee sparingly and, when they do, to ensure they notify the Case Officer as early as possible.</p> <p><b>Optimise Use of Resources</b></p> <p>12. Ensure staff resources are maintained by setting up a fund to draw on when key members of staff leave. A consultant will be employed temporarily and full-time until a permanent replacement is recruited.</p> <p>13. Seek the early introduction of Voicemail as a means of</p>	<p>MG</p> <p>MG &amp; RH</p> <p>MG</p> <p>MG/RH</p> <p>RH</p>	<p>End of March '06</p> <p>End of May '06</p> <p>End of May '06</p> <p>End of May '06</p> <p>End of May '06</p>	<p>10 hours staff time</p> <p>No cost implications 6 hours staff time</p> <p>No cost implications 6 hours staff time</p> <p>Appropriate use of Planning Delivery Grant 6 hours staff time</p> <p>£10k – to be funded from Planning Delivery Grant 2 hours staff time</p> <p>Outsourcing of any Legal work would have cost implications 20 hours staff time</p>	

Action	Who	Timescale	Resource Implications	Date Achieved
<p>freeing up Case Officer time.</p> <p>14. Meet with Legal to agree ways of speeding up the preparation of Section 106 Agreements. Possible outsourcing of some Legal work, and the use of templates and standard clauses to be considered.</p> <p>15. Carry out an assessment of the caseloads and capacity of the APO's and Principal Planning Officers (i.e. the Major applications Case Officers).</p> <p>16. Recruit staff to the 1.5 vacant Planning Support posts.</p>	<p>RH</p> <p>MG &amp; RH</p> <p>MG</p> <p>MG/RA</p>	<p>End of March '06</p> <p>End of June '06</p> <p>End of April '06</p> <p>End of May '06</p>	<p>No cost implications 15 hours staff time</p> <p>No cost implications 40 hours staff time</p>	