## PLANNING CONTROL SERVICE IMPROVEMENT PLAN (DRAFT FOR SCRUTINY)

	R SCRUTINY)						2010					1					2040	 	_			,
		Mar	Apr	May	June	July	2018 Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	2019 June	Aug	Sep	Oct	Nov	Dec
WP1 - Culture	How																					
Define the Vision for the service	Discussion and agreement at team improvement meeting					Team meeting																
Instilling a sense of ownership in staff - taking responsibility	Team meeting discussion and commitment to our future approach, ongoing 1-2-1 line management relationship					Team meeting																
Representing the Council - giving the right messages and making the right impression	Team meeting discussion and commitment to our future approach, ongoing 1-2-1 line management relationship					Team meeting																
Embedding the 4C's and making a tangible difference	Team meeting discussion and commitment to our future approach, ongoing 1-2-1 line management relationship					Team meeting																
WP2 - Processes and Casework																						
Validation List review and adoption	Review and update to reflect modern requirements to ensure applications are of a high quality								Adopt													
Pre-Application Advice Protocol Review. Review all aspects including charging structure and service standards.	Review the current document and propose amendments. Consider other practices, as well as what can be realistically delivered in SCC. Engage Finance to see if the charging regime is best suited to our business.							Adopt														
Review lead-in to Regulation Committee: timescales and notification, process	Consider flow of the current process and whether each stage best meets the needs of officer involved																					
Address the backlog: review all cases, decide a way forward, allocate and process to reduce the backlog	Spreadsheet of all outstanding cases; consider how to deal with each; action of either writing to applicant/agent or distribution to officers		Review					Review						Review					Review			
Review registration/validation procedures	Team meeting discussion about the process, agree actions and who to implement					Team meeting																
Review the "Yellow Sheet"	Team meeting discussion about the process, agree actions and who to implement					Team meeting																
DEF/Mastergov introduction	Ongoing work, key part of core business for Planning Control																					
Legal Referrals - review the process, who authorises, define the type of requests made	Team meeting discussion about the process, agree actions and who to implement					Team meeting																
Consultation - identifying consultees, review how decisions are made about who is consulted, whether any guidance is needed	Team meeting discussion about the process, agree actions and who to implement					Team meeting																I
Processing applications - review how it is done, embedding a diligent approach to adhering to timescales	Team meeting discussion about the process, agree actions and who to implement					Team meeting																
Review Enforcement cases	6 monthly review plus covered in structured 1-2-1's. Also report to Reg Committee																					I
Review report formats for delegated and Reg Committee to ensure consistency	Assess current report format, discuss after a Reg Committee with Members					Team meeting																
Review the Code of Practice	This was written in November 2008 and needs to be updated; will include reference to Regulation Committee																					
EIA review	More efficient process, introduction of matrix approach for all applications																					
WP3 - Resources and Staff	Consider levels of workload, skills, business need and																					
Review structure - have clarity on roles/who does what, wherther the structure meets the need of the business and if not, what structure is preferred	the right structure that can deliver it. Includes consideration of salaries and ability to attract the right people																					

Review skills within the team and identify training needs and how training could best be delivered	Base consideration on business need and of having a system of development and training in place that improves team skills/abilities			Ongoing work									
Apprentices and/or Graduates	Consider their potential introduction into the team, who we could work with to deliver a range of work, how could they be accommodated and developed, progression												
	Work with finance to consider optimum rates and how protocols can be updated												
Synergy with Business Support Activity Analysis	Work going on by Business Support to analyse staff activity and allocation to service areas; need to ensure synergy with this work												
Staff Management - ensure a structured approach to 1-2 1's focusing on case progression, actions and notes. Consider introduction of a "surgery" for officer advice.	Senior officers put in place a standardised approach for case management with officers to ensure progress on applications												
Consider the delivery model for the service	Look at options that are realistic and could provide alternatives to current in-house model. Report on options and preferred option.												
Team efficiency - consider case management and how applications are processed by individual officers	Consider how staff process applications, look for efficiencies, structured approach to time management, 1-2-1's that focus on delivering decisions			Team meeting									
WP4 - Engagement													
Staff	initial email; team meeting; survey			Survey	Team								
Members	Meeting Cabinet Lead, Scrutiny		Cabinet	Scrutiny	meeting			Scrutiny					+
		Mcu and	 Member	20.0001				Jonatiny	 				+
Senior Officers/SLT	Meeting with Directors, poss SLT	PH											
Waste Industry	Survey then Specific meeting			Survey	Forum	 			 	Forum			
Minerals Industry	Survey then Specific meeting			Survey	Forum				Forum				
Agents	Survey then Specific meeting												
Internal/Reg 3 applicants	Survey then Specific meeting			Survey	Meeting			Meeting					
Mendip Quarry Producers	As part of the Minerals Industry contact												