

Scrutiny Standing Panel Agenda



Planning Services Scrutiny Standing Panel Tuesday, 7th February, 2012

Place: Committee Room 1, Civic Offices, High Street, Epping

Time: 7.30 pm

Democratic Services Officer: Mark Jenkins - Office of the Chief Executive
Email democraticservices@eppingforestdc.gov.uk Tel: 01992 564607

Members:

Councillors H Ulkun (Chairman), A Watts (Vice-Chairman), A Boyce, C Finn, P Keska, Ms Y Knight, A Lion, J Markham, B Sandler and Mrs J Sutcliffe

SUBSTITUTE NOMINATION DEADLINE:

18:30

1. APOLOGIES FOR ABSENCE

2. SUBSTITUTE MEMBERS

(Assistant to the Chief Executive). To report the appointment of any substitute members for the meeting.

3. DECLARATIONS OF INTEREST

(Assistant to the Chief Executive). To declare interests in any items of the agenda.

In considering whether to declare a personal or a prejudicial interest under the Code of Conduct, Overview and Scrutiny members are asked to pay particular attention to paragraph 11 of the Code in addition to the more familiar requirements.

This requires the declaration of a personal and prejudicial interest in any matter before an Overview and Scrutiny Committee which relates to a decision of or action by another Committee or Sub-Committee of the Council, a Joint Committee or Joint Sub-Committee in which the Council is involved and of which the Councillor is also a member.

Paragraph 11 does not refer to Cabinet decisions or attendance at an Overview and Scrutiny meeting purely for the purpose of answering questions or providing

information on such a matter.

4. NOTES FROM THE LAST MEETING (Pages 3 - 6)

To agree the notes of the last meeting of the Panel held on 20 December 2011 (attached).

5. TERMS OF REFERENCE (Pages 7 - 8)

The new Terms of Reference are attached. They were recommended by this Panel to the Overview and Scrutiny Committee and agreed on 24 January 2012.

6. WORK PROGRAMME (Pages 9 - 12)

The new Panel Work Programme is attached. They were recommended by this Panel to the Overview and Scrutiny Committee and agreed on 24 January 2012.

7. PRELIMINARY REPORT WORK PROGRAMME (Pages 13 - 20)

(Director of Planning and Economic Development) To consider the attached report.

8. ANY OTHER BUSINESS

9. DATES OF FUTURE MEETINGS

The next scheduled meeting of the Panel will be on Tuesday 24 April 2012 at 7.30p.m. in Committee Room 1.

**EPPING FOREST DISTRICT COUNCIL
NOTES OF A MEETING OF PLANNING SERVICES SCRUTINY STANDING PANEL
HELD ON TUESDAY, 20 DECEMBER 2011
IN COMMITTEE ROOM 1, CIVIC OFFICES, HIGH STREET, EPPING
AT 7.30 - 8.40 PM**

Members Present: A Watts (Vice-Chairman), H Ulkun (Chairman) A Boyce, C Finn, P Keska, Ms Y Knight, A Lion, J Markham, B Sandler and J M Whitehouse

Other members present: K Chana, J Philip and Mrs L Wagland

Apologies for Absence: Mrs J Sutcliffe

Officers Present I Willett (Assistant to the Chief Executive), J Preston (Director of Planning and Economic Development), P Millward (Business Manager) and M Jenkins (Democratic Services Assistant)

33. CHAIRMAN

By leave of the Panel, the Vice Chairman chaired the meeting, the Chairman acted as Vice Chair.

34. SUBSTITUTE MEMBERS

It was noted that Councillor J Whitehouse was substituting for Councillor Mrs J Sutcliffe.

35. DECLARATIONS OF INTEREST

There were no declarations made pursuant to the Council's Code of Member Conduct.

36. NOTES FROM THE LAST MEETING

RESOLVED:

That the notes of the Panel meetings of 13 September and 3 October 2011 be agreed.

37. TERMS OF REFERENCE/WORK PROGRAMME

The Panel received a report regarding the Planning Services Scrutiny Standing Panel's Terms of Reference and Work Programme 2011/12 from Mr P Millward, Business Manager, Planning and Economic Development.

The Terms of Reference and Work Programme had been amended in the past, but mostly these had been of a minor nature. Councillor A Lion, suggested that the Terms of Reference should be amended and had submitted a proposed draft to officers. Subsequently officers from Planning and Economic Development and Democratic Services had considered that a fundamental change to the Terms of Reference and Work Programme was required. This would reflect:

- (a) Consistency with other Scrutiny Panels; and
- (b) Alignment with other work streams such as the Planning and Economic Development Directorate Business Plan so as to refocus the Panel's work.

Members welcomed the proposed new Terms of Reference and Work Programme and recommended these to the Overview and Scrutiny Committee.

It was suggested that the Panel should scrutinise the Area Planning Sub-Committee Probity in Planning reports instead of the Area Plans Sub-Committees which were submitted to the planning sub-committees every six months, and then report to the Sub-Committees every year. This process could be reviewed at the end of the first year.

Members requested that planning obligations should also be reviewed, particularly the funds received and how they were utilised.

RECOMMENDED:

- (1) That the New Terms of Reference and Work Programme be recommended to the Overview and Scrutiny Committee for approval;
- (2) That the Probity in Planning reports be submitted to the Planning Services Scrutiny Standing Panel only, every six months, before recommending to the Area Planning Sub-Committees every year; and
- (3) That a report be submitted to the Panel regarding Planning Obligations, the monies raised and where they were spent.

38. REVIEW OF SELECTED BUILT CONTROVERSIAL PLANNING DECISIONS

The Panel received a report regarding a Review of Selected Built Planning Decisions from Mr J Preston, Director of Planning and Economic Development.

An outstanding matter in the Panel's Work Programme had been to review a selection of controversial planning decisions. Members had selected three development sites, one from each of the Area Plans Sub-Committee areas, which were considered worthy of reviewing since they had been built, to examine concerns at planning application decision had been justified and what lessons could be learnt.

Site visits were organised on 8 October and 21 November 2011 at the following places:

(a) Skillet Hill Farm, Honey Lane, Waltham Abbey

Planning permission had been allowed on appeal to change the use of the site to a lorry park for 25 lorries including changing the use of an existing house to a driver's café/shower/WC facility, and alteration of the existing access. It was subject to an S106 Agreement securing specific highway works and a highway contribution. The application had been refused planning permission for two reasons, firstly, the increased use of the site access onto Honey Lane would be harmful to highway safety and secondly, the development would be prejudicial to the purposes of including land in the Green Belt. The inspector had agreed with officers that there was a need for the lorry park and this was an appropriate location. The highway works eventually suggested overcame the reason for refusal and this outweighed the

principle of harm to the Green Belt, which in this case were well screened by vegetation.

At the site visit, the highway works had been carried out preventing access directly off the adjacent roundabout, preventing traffic entering the site by cutting across on-coming traffic by turning right. Lorry parking was not causing a problem. Members in attendance at the site visit felt that this was a good location for a lorry park. They felt that officers could have suggested deferring the application allowing a site visit before making a decision.

(b) 19 New Farm Drive, Abridge

Planning permission was granted after a number of previous applications for flat development had been refused including an appeal dismissed. It replaced a previous detached house on this prominent corner site overlooking the Metropolitan Green Belt. The design was modern with traditional shaped roof and therefore was appropriate in this semi-rural setting. It also considerably changed the outlook from the residential cul-de-sac of bungalows to the rear.

At the site visit, the discussion centred around the suitability of the design and the setting.

(c) The Retreat Public House, Retreat Way, Chigwell Row

Planning permission was granted on appeal to re-develop a site, comprised of a pub with a large area of hardstanding, into housing. It was a "brownfield" site under-developed site in a built up area. For this reason the principle of the development was acceptable. The local parish council considered that the planning inspector incorrectly allowed the appeal because it had resulted in a congested housing development. It was not a Green Belt site but adjoined Green Belt and was in a village setting. It was built to a greater density than housing in the surrounding area.

The site visit revealed that the former maximum parking spaces had created off-street parking congestion in an area not well served by public transport. There was little alternative to visiting the site by car and parking therefore was difficult due to the houses generally only having one parking space per residential unit. The quality of the two estate roads differed such that it was clear which provided the affordable housing. The Council have since adopted minimum parking standards such that the parking provided would be considered today as inadequate. There was also a stronger requirement for estate payouts conforming to the Essex Design Guide, irrespective of tenure since the appeal was allowed in 2003. The site appeared congested.

Members felt that greater representation by District Councillors should be made at planning appeals and that full access to all photographs taken by planning officers of planning sites should be provided. These could be loaded onto IPlan. It was also felt that once a year a request should be made to Area Planning Sub-Committees regarding identification of controversial development sites for further critical examination. This should not be undertaken at the Area Planning Sub-Committee.

RESOLVED:

- (1) That the review of Selected Built Controversial Planning Decisions be noted;

(2) That consideration be given to site photographs being supplied to Area Planning Sub-Committee members; and

(3) That a request be made to each members of Area Planning Sub-Committee to identify controversial development sites for review.

39. ANY OTHER BUSINESS

(a) Amenity Groups/Planning Agents - Consultation

It was requested that a further meeting should be organised with amenity groups and planning agents to discuss the planning process. The meeting should be structured with an agenda and include Development Control and the Local Plan. The impact of the Localism Bill would need coverage and the development of a new Planning Protocol.

RESOLVED:

That a meeting be organised with amenity groups and planning agents to discuss the planning process.

(b) Notification of Planning Decision

A Member informed the Panel that a problem had recently arisen where a planning committee decision had been relayed to an applicant incorrectly. Dialogue had since taken place with the Portfolio Holder for Planning and the Planning Service Director. The Panel requested a report explaining the problem for the next Panel meeting.

RESOLVED:

That a report be submitted to the Panel regarding ways of improving notification arrangements on planning decisions.

40. DATES OF FUTURE MEETINGS

The next meeting of the Panel was scheduled for Tuesday 7 February 2012 at 7.30p.m. and thereafter on Tuesday 24 April 2012 at 7.30p.m.

TERMS OF REFERENCE - STANDING PANEL

Title: Planning Services

Status: Standing Panel

Terms of Reference:

1. To consider and review Measures taken to Improve Performance within the Directorate concerning;
 - a) Performance standards and monitoring,
 - b) Benchmarking of Services
 - c) Other Reviews
2. To consider and review Business Processes, Value for Money and Staffing arrangements for the Directorate focusing on;
 - a) Development Control, Appeals and Enforcement.
 - b) Forward Planning, Economic Development, Conservation and Trees and Landscape
 - c) Building Control and the Planning Support Team
3. To monitor and receive reports/updates on the delivery of the Local Plan
4. To monitor and receive reports/updates on the Planning Electronic Document Management System. To provide information regarding the progress and availability of planning information held on i-Plan.
5. To establish whether there are any resource implications arising out of the topics under review and advise Cabinet for inclusion in the Budget Process each year;
6. To report to the Overview and Scrutiny Committee at appropriate intervals on the above. To report to the Overview and Scrutiny Committee, the Council and the Cabinet with recommendations on matters allocated to the Panel as appropriate.

Chairman: Councillor H Ulkun

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Planning Services Standing Panel (Chairman – Cllr H Ulkun)
(SUGGESTED DRAFT OUTLINE WORK PROGRAMME)

Item	Reports	Report Deadline Dates	Progress/Comments	Programme of Future Meetings
1. To consider and Review Measures taken to Improve Performance within the Directorate (BP Section 3 (a))	a) Summary review presented b) CIPFA Benchmarking report c) Other updates	7 th Feb 2012 24 th April 2012 TBA		7 th February 2012 24 th April 2012 June 2012 Sept 2012 Dec 2012
2. To consider and Review Business Processes, Value for Money and Staffing arrangements for the Directorate (BP Section 3 (b))	a) To consider the Financial Review (Bus Plan Section 3 (b)). b) To consider the Business and Environmental Review (Appendix Business Plan) c) To consider the Directorate Value for Money statement (Business Plan Section 4 (f)). d) To consider the Business Plan	7 th February 2012 7 th February 2012 7 th February 2012 7 th February 2012 7 th February 2012 24 th April 2012		
3. To monitor and receive reports/updates on the delivery of the Local Plan (BP Section 3 (c))	a) To report on the progress of the Local Plan b) To provide further updates on the Local Plan	TBA TBA		
4. To monitor and receive reports/updates on the Planning Electronic Document Management System (BP Section 3 (d))	a) To submit Electronic Records Management Progress Plan (Appendix Business Plan) b) To receive further updates	7 th February 2012 TBA		

Item	Reports	Report Deadline Dates	Progress/Comments	Programme of Future Meetings
5. To establish whether there are any resource implications arising out of the topics under review and advise Cabinet for inclusion in the Budget Process each year;	a) To provide reports/updates as and when required	TBA		
6. To report to the Overview and Scrutiny Committee at appropriate intervals on the above.	a) Any recent meeting of the Chairman and Vice Chairman of the Area and District Committees Invitation Panel.	TBA		

BUSINESS PLAN OUTLINE >> TERMS OF REFERENCE PLANNING SCRUTINY PANEL >> WORK PROGRAMME

BP 2011/12	BP 2012/13	TERMS OF REFERENCE PLANNING SCRUTINY	WORK PROGRAMME
<p>SECTIONS ONE TO FOUR STRATEGIC OVERVIEW - PLANNING & ECONOMIC DEVELOPMENT <u>SECTION ONE: INTRODUCTION</u> a) Title of Directorate, Background And Structure b) Portfolio and Corporate Responsibilities c) Date of commencement of the Business Plan</p>	<p>SECTIONS ONE TO FOUR STRATEGIC OVERVIEW - PLANNING & ECONOMIC DEVELOPMENT <u>SECTION ONE: INTRODUCTION</u> a) Title of Directorate, Background And Structure b) Portfolio and Corporate Responsibilities c) Date of commencement of the Business Plan d) Overview, Functions & Vision e) Customer Focus and Profile</p>		
<p><u>SECTION THREE: DIRECTORATE SUMMARY</u> a) Overview, Functions & Vision b) Customer Focus and Profile c) Improvement Plan, Planning and Economic Development. d) Financial review e) Business and Environmental Analysis</p>	<p><u>SECTION THREE: DIRECTORATE SUMMARY</u> a) Performance Management</p>	<p>1) To consider and Review Measures taken to Improve Performance within the Directorate</p>	<ul style="list-style-type: none"> • Summary review presented 07/02/2012 • CIPFA Benchmarking report 24/04/2012 • Other updates TBA
	<p>b) Business Review</p>	<p>2) To consider and Review Business Processes, Value for Money and Staffing arrangements for the Directorate</p>	<ul style="list-style-type: none"> • Business Plan presented 07/02/2012 • To receive further updates TBA
	<p>c) Local Plan</p>	<p>3) To monitor and receive reports/updates on the delivery of the Local Plan</p>	<ul style="list-style-type: none"> • To report on the progress of the Local Plan 07/02/2011 • To provide further updates on the Local Plan TBA
	<p>d) Electronic Records Document Management System</p>	<p>4) To monitor and receive reports/updates on the Planning Electronic Document Management System</p>	<ul style="list-style-type: none"> • To receive a progress report on 27/04/2012 • To receive further updates TBA
<p><u>SECTION FOUR: CORPORATE OBJECTIVES AND PRIORITIES</u> a) Key Cabinet Objectives and Priorities 2010/11. b) On the Horizon – Strategic Key Objectives for Planning and Econ. Dev. 2011/12 c) Risk Management d) Crime and Disorder e) Equality and Diversity f) Value for Money g) Resource Requirements h) Workforce Planning and Development</p>	<p><u>SECTION FOUR: CORPORATE OBJECTIVES AND PRIORITIES</u> a) Key Cabinet Objectives and Priorities 2010/11. b) On the Horizon – Strategic Key Objectives for Planning and Econ. Dev. 2011/12 c) Risk Management d) Crime and Disorder e) Equality and Diversity f) Value for Money g) Resource Requirements h) Workforce Planning and Development</p>	<p>5) To establish whether there are any resource implications arising out of the topics under review and advise Cabinet for inclusion in the Budget Process each year; 6) To report to the Overview and Scrutiny Committee at appropriate intervals on the above.</p>	<ul style="list-style-type: none"> • To provide reports/updates as and when required

BP 2011/12	BP 2012/13	TERMS OF REFERENCE PLANNING SCRUTINY	WORK PROGRAMME
SECTION FIVE TO ELEVEN TEAM OPERATIONAL PLANS <ol style="list-style-type: none"> 1) Forward Planning & Economic Development 2) Conservation 3) Trees & Landscape 4) Countrycare 5) Development Control 6) Building Control 7) Planning Support Team 	SECTION FIVE TO SEVEN SECTION OPERATIONAL PLANS <ol style="list-style-type: none"> 1) Policy and Conservation. (includes FP, ED, T&L) 2) Development Control (includes Appeals & Enforcement) 3) Building Control and Planning Support Team 		



Report to Planning Scrutiny Panel

Date of meeting: 7th February 2012

Subject: Preliminary Report Work Programme 2012-13

**Officer contact for further information: Peter Millward
(01992 56 4338)**

Committee Secretary: M Jenkins (01992 56 4607)

Recommendations/Decisions Required:

To consider as part of the Work Programme the Business and Financial Review contained in Section 3 (b) of the Business Plan (2012/13) and the Electronic Records Management Progress Plan (Appendix Two of the Business Plan 2012/13)

Report:

- 1 This report outlines the proposed Business and Financial Review to be inserted as Section 3 (b) of the Business Plan and forms a preliminary outline of an important element of the Business Plan for 2012/13 as attached as Appendix A.
- 2 In addition the Electronic Records Management Progress Plan Appendix Two of the Business Plan for is attached consideration as a part of the Work Programme for Planning Scrutiny Panel as Appendix B

Reason for decision:

- 3 The Panel received a report regarding the Planning Services Scrutiny Standing Panel's Terms of Reference and Work Programme 2011/12 on 7th December 2012 with suggestions for amending the Terms of Reference and Work Programme.
- 4 This forms the first element of the Work Programme to Planning Scrutiny Panel. The Work Programme will receive the full Business Plan in April 2012. The change to the Terms of Reference has been considered and agreed by the main Overview and Scrutiny Panel on 24th January 2012.
- 5 Further information will be provided to Planning Scrutiny Panel Work Programme as required.
- 6 Appendix A and B attached are the first two parts of the Business Plan submitted as part of the Work Programme for Planning and Economic Development 2012-2013.

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APPENDIX A.

3 (b) BUSINESS REVIEW

Business and Environmental Analysis

A Business and Environmental analysis of Planning and Economic Development has been carried out. This confirms that as a result of possible reductions in spending that there is a need to look strategically at what are the priorities for the Directorate.

This analysis has identified three key strategic choices for the Directorate;

- The priority is to promote full cost recovery methods for Development Control to align this with what is currently being carried out by Building Control who have had some success in this area. In addition across all sections of the Directorate there is a need to actively promote improved services and continuously implement efficiency savings.
- However it is recognised that savings need to be based on business principles and that it is essential that any decline or reduction in customer efficiency requires innovative and creative solutions based on Locally Decided Priorities for services.
- Within Budget limitations, there is a need to prioritise measures to safeguard the unique character of the District.

Financial Review

Planning and Economic Development financial activities are primarily divided into four areas;

- Direct Services
- Regulatory Non Fee Earning (Planning Appeals, Enforcement and Building Control)
- Regulated Fee Earning (Development Control)
- Regulated Full Recovery of Fee Earning work (Building Control).

Expenditure is estimated for **2012/13 to be £3.331** million met as follows;

CSB Budget	£ 2 713 000
CSB Savings	£ -106 000
DDF Budget	£ 724 000
Total Net Budget	£ 3 331 000

DIRECT SERVICES

The forecast costs for Direct Services are likely to reach £2,072,000 for 2012/13 as compared with 2011/12 - Original Estimate £1,712,000 and Provisional Outturn of £1,457,000.

Direct Services primarily consists of the sections within Policy and Conservation including;

- Forward Planning
- Economic Development
- Environmental Coordination
- Conservation Policy
- Town Centre Enhancements

- Countrycare

REGULATORY SERVICES NON FEE EARNING

It is expected that the costs for Non Fee Earning activities within Development Control are estimated to be £747, 000 for 2012/13 which represents a decrease as compared with 2007/08 of £820 000.

Development Control Appeals

The forecast cost of Appeals increased from £237 000 in 2007/08 (132 Appeals) to £421 000 in 2008/09 (153 Appeals). The forecast figure for 2012/13 is £275 000 (140 estimated).

Enforcement

The following table illustrates how the annual costs of Enforcement have dropped in recent years combined with a significant increase in Enforcement Notices served.

	2007/08	2012/13 (estimated)
Complaints received	757	720
Enforcement Notices Served	23	50
Costs	£583 000	£469 000

Building Control Non Fee Earning

Building Control Non Fee earning activity costs are expected to reach £158 000 for 2012/13 This expenditure has been managed to ensure that £164 000 for 2007/08 has not increased.

REGULATORY SERVICES FEE EARNING

This comprises of the following estimated Expenditure and Income for 2011/12 and 2012/13

FINANCIAL YEAR	EXPENDITURE	INCOME	NET
Development Control			
2011/12	£900,000	£552,000	£348, 000
(Probable Outturn)			
2012/13	£934 000	£576, 000	£358 000
Building Control			
2011/12	£460,000	£528,000	(£68,000)
(Probable Outturn)			
			(Surplus ring fenced)
2012/13	£507,000	£528,000	(£21,000)
			(Surplus Ring

			fenced)
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Building Control (full fee earning recovery)

Local Authorities were required, by the Building (Local Authority Charges) Regulations 2010, to bring in a new scheme of charges with effect from 1st October 2010. This was to enable cost recovery by Building Control services. Building Control has been able to achieve full cost recovery of fee earning services in recent years. Building Control continues to control costs and search for new income sources.

Development Control (regulated fee earning recovery)

Planning Fees for Development Control Planning Applications have in the past been nationally regulated and do not currently aim to achieve full cost recovery of fees. Development Control has been working with Planning Advisory Services since 2010/11 to set up a Benchmarking exercise aimed at full cost recovery of Planning Application costs.

Recent results from the Benchmarking exercise carried out in conjunction with PAS (Planning Advisory Services) and CIPFA in December 2011 have confirmed that we are under collecting in terms of planning fees. The benchmarking exercise to establish full cost recovery for Development Control Fee earning activities carried out with CIPFA is now complete. As a result we are now awaiting further guidance from Planning Advisory Services and the Department of Communities and Local Government regarding legislative approval for the local setting of planning fees. If accepted and approved by Parliament these charges could be implemented sometime in 2012/13.

APPENDIX ONE - BUSINESS AND ENVIRONMENTAL ANALYSIS

				CONTINUOUSLY IMPROVE EFFICIENCY ADOPT NEW WAYS OF WORKING TO MAXIMISE REVENUE.	PROVIDE STRONG LOCAL COMMUNITY LEADERSHIP TO PROMOTE THE SPECIAL CHARACTER & PEOPLE OF THE DISTRICT
	SAFEGUARD FRONTLINE SERVICES	HAVE THE LOWEST DISTRICT COUNCIL TAX IN ESSEX	BE RECOGNISED AS AN INNOVATIVE AND TOP PERFORMING COUNCIL IN ESSEX;		
STRENGTHS & OPPORTUNITIES	Promoting full cost recovery of services for Building Control and Development Control to safeguard frontline services and reduce the burden on council tax.	Well placed to provide effective, user friendly and high performing planning and building control services Significant progress made in i-Plan that is User and Carbon friendly. Recognition of the benefits of cost recovery in charging for BC and DC		Good record in terms of promoting green and sustainable policies in Conservation, Trees, Countrycare and protecting the environment.	
WEAKNESSES & THREATS	Some Frontline Services may be reorganised as a result of reductions in Public Spending. This may lead to perceptions that we are providing less than efficient planning and customer services. Delays in locally setting Planning Application fees may adversely effect income leading to shortfalls being met from Council Tax	Spending reductions may inhibit the ability of the Directorate to contribute towards innovative ways to improve service delivery. Short term savings may lead to a decline in the quantity and quality of electronic planning records held on i-Plan. Short term cost reductions may result in a negative “domino” effect leading to increased paper usage and “invisible” staffing requirements.		Reductions in staffing may have an adverse effect in formulating effective strategies to protect the special character of the district. Reductions in sustainability and economic initiatives’ could well be the subject of future savings with a detrimental “knock on” effect on the special character and economic development of the district.	
STRATEGIC CHOICES	A	Substantially reduce frontline services to minimise impact on council tax (ie implement major savings)	Maximise savings by making large cuts in spending to achieve significant savings but reducing service efficiency and effectiveness.	Make major cuts in the provision of green sustainability which may adversely affect the unique character and services for the District	
	B	Promote increased charges to meet full cost recovery. This may be subject to market resistance due to perceptions that the increases are combined with the provision of less than efficient service delivery.	Limit spending to achieve greater savings and actively manage the reduction in service effectiveness and decline in service improvement.	Limit cuts in spending to protect the interests of the people and District but recognise that some services may decline or be given less priority.	
	C	Promote full cost recovery methods for DC and BC. Actively promote improved services. Continuously implement efficiency savings.	Implement some unpopular savings based on business principles. Manage/limit the decline in customer efficiency by innovatively improving services to compensate for this (for example reducing paper based planning and implement better quality electronic services via iPlan)	Introduce limited savings in conjunction with the active implementation of the Local Plan and other business measures to safeguard the unique character of the District. At the same time implement measures to deliver improved and more efficient ways of working to deliver high quality, accessible planning services throughout the district.	

APPENDIX TWO - ELECTRONIC RECORDS MANAGEMENT PROGRESS PLAN

	ACTION FOR IMPROVEMENT	SERVICE AREA	BENEFITS	LIMITATIONS	STATUS	SECTION
1	Investigate ways to improve the speed of all Planning procedures including Business Process improvements for electronic record keeping	SCANNING AND RECORDS PST/ALL	This is an essential element of ERDMS that needs to take place to achieve significant staff/resource savings.	Resource/Budget limitations Improvements in Technology	Generally postponed due to lack of resources & technology developments	Directorate Policy
2	Support measures that improve Corporate Website design and access	WEB PR TEAM	Improved access by members of the public to all aspects of Planning and Building Control Information/Records	Wider Council resource limitations & priorities	ICT/Web PR team implementing improvements	Council Policy
3	Support measures to develop accessible performance/data reporting of electronic information Crystal Reports and Information@work	ALL PLANNING TEAMS	Enable officers to benefit directly from ERDMS, saving time, resources to provide efficient, effective and economical services	Northgate & ICT Development resource availability	Ongoing external training in Crystal Reports being carried out.	Planning Support Team
4	Improvements in the Gazetteer & LLPG addressing capability	ALL COUNCIL TEAMS	Improved accurate address capability creates a positive effect on all council and public services within the district	Partnerships - other local authorities & Development of GIS mapping	1 x 18 hour p/w Gazetteer Officer	Council Policy
Page 19	Implement facility to accept payments online by card for both DC and BC. Enable the receipt/acceptance of one line building control applications including the development of an online fees calculator for both BC and DC (PHASE 2)	BC & DC	BC and DC require this to take place as early as possible (April 2012) as part of its modernisation programme.	Subject to co-ordination by ICT.	Ongoing 2012/13	Directorate Policy
	6	Back scan Large Site Files, the balance of Decision Registers, Conservation Files, Contaminated Land and remaining Policy & Cons Files (PHASE 3)	DC ENFORCEMENT POLICY AND CONSERVATION	Other Planning Records of considerable interest to members of the public, professionals and businesses within the District. Assists in reduction of Freedom of Information requests	Resource Budget limitations	Generally postponed subject to resources allocation
7	Carry out a comprehensive audit of all Microfiche Records to ensure an accurate pre project listing is made including numbers and date originally microfilmed. (PHASE 4)	DC & BUILDING CONTROL	Important historical data that needs to be accurately catalogued prior to project implementation to convert to electronic format. Current estimates of all microfiche records is approximately 5-6 million images.	One additional staff member required could be work experience candidate	Ongoing 2012/13	Directorate Policy
8	Enable scanning of Microfiche records over two-three years due to high costs involved. These records are rapidly deteriorating due to age, frequent handling and exposure to light Previously considered not cost effective due to high costs. Recent technology developments have now made this possible at a lower unit cost. (PHASE 5)	DEVELOPMENT CONTROL BUILDING CONTROL	This is important historical Planning and Building Control data which is deteriorating that may be lost unless corrective action is taken to convert to electronic format.	Large amount of files and/or microfilmed information needs to be scanned. Significant Resource required	Is able to be carried out over a three to four year period as part of PED CSB Scanning budget	
9	Set up Project to scan all Building Control Records. (PHASE 6)	BUILDING CONTROL	Interest in BC Records to members of the public, professionals & businesses.		Gen.postponed subject to resources allocation	

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