

EPPING FOREST DISTRICT COUNCIL

PLANNING & ECONOMIC DEVELOPMENT IMPROVEMENT PLAN 2010-2011 (UPDATED AUGUST 2010)

AREA OF IMPROVEMENT	ACTION(S)	LEAD RESPONSIBILITY	TARGET FOR COMPLETION	RESOURCES AVAILABLE/ REQUIRED	PROGRESS	
					<input checked="" type="checkbox"/> Fully Achieved <input type="checkbox"/> Partially Achieved <input type="checkbox"/> Limited Action	
1. Develop and promote a set of service standards for Planning and Economic Development, outlining the minimum levels of service that external and internal customers will receive.	Review previous protocols, (e.g. those re DC and Enforcement)	Directorate Business Manager.	Dec 2010	Within existing Resources.	<input type="checkbox"/>	
	Set new Standards.		Dec 2010		<input type="checkbox"/>	
	Report Compliance.		Quarterly		<input type="checkbox"/>	

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2. Improving procedures For example; increasing the amount of information being held on i-Plan, so that more information is held electronically and is more accessible, otherwise bringing forward initiatives to reduce the costs of dealing with queries, by providing more information on the website, rather than via individual letters, or individual meetings, and by doing things right first time.	Confirm a programme of areas where information, primarily held in hard versions, can be scanned into i-Plan.	Directorate Business Manager	Dec 2010	Within existing resources.	<input type="checkbox"/>	
	Make more information available by improving the content of the sections of the website concerning Planning.		Dec 2010	Within existing resources.	<input type="checkbox"/>	

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<p>3.Create a Business Plan for 2011-2012, which meets Corporate requirements yet clearly indicates the future direction for the Directorate, in particular recognising the revised local focus of the new Government.</p>	Refocus Business Plan 2011-2012	Directorate Business Manager	March 2011	Within existing resources.	<input type="checkbox"/> X	

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4. Implement practical measures to improve the public perception and reputation of the Council's Planning Service, particularly with respect to high profile/controversial applications and enforcement action.	To instigate regular reporting on enforcement performance to Members.	Director of Planning and Economic Development/ Principal Planning Officer	Quarterly Reporting		<input type="checkbox"/>	
	To publicise the outcome of enforcement action more widely.		Ongoing		<input type="checkbox"/>	

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5. Green Issues. In parallel with work being undertaken by the Green Corporate Working Party to replace the Climate Change Strategy with a Carbon Management Strategy, make clearer what the different sections of the Directorate are doing to promote sustainable development.	Create a revised and improved section on the Council's website to give greater clarity and prominence to these matters.	Assistant Directors; Building, Development and Policy & Conservation	Feb 2011	Within existing resources.	<input type="checkbox"/>	
	Run training sessions for Members and Officers.				<input type="checkbox"/>	
	Revise the corporate strategy on climate change/ carbon management.		May 2011		<input type="checkbox"/>	
	Undertake projects to reach improvement targets for climate & carbon related National Performance Indicators.		Ongoing		<input type="checkbox"/>	
	Revise the Green Corporate Working Party terms of reference.		Nov 2010		<input type="checkbox"/>	