

PLANNING SERVICE ACTION PLAN

ISSUE	ACTION	WHY	RESPONSIBLE OFFICER	MILESTONE(s)	DATE TO BE COMPLETED	ACTION
DC Process	To review the entire DC administrative process from receipt of application to determination in the light of recommendations in the Gilestone report. Then to produce a separate DC Process Action Plan	To ensure consistency transparency, fairness and probity. To show the Authority is willing to act to put things right.	CM DC KJ JP (0'ship)	1. Publication of Gilestone Report 2. Systematic implementation of each appropriate recommendation (with dates to be achieved) – DC Process Action Plan	30 th June 2008	1. Meeting with Lynne Coughlan (15/1/08) to discuss recommendations 2. Planning Service Team Meeting on 22/1/08 3. Discussion at NPA on 28/1/08 4. DC Process Action Plan by 29/2
'Poor' 8 Week Performance	To re-organise the DC Officers so that straight-forward applications are "fast tracked"	To ensure determination of such applications within 8 weeks	CM DC } co KJ }0'ship DC Officers	Meetings with DC Officers as necessary before 29 th February 2008	1 st March 2008	1. Meeting 9/1/08 2. KE & ED to fast track 3. Inf. Triage system on a trial basis for all.
'Poor' 8 Week Performance	To adopt a 'triage' system early in the application process in order to target those where negotiation and an amended scheme will bring significant results, but where the application is heading for a relatively straight-forward approval or refusal to limit negotiation	To ensure more determination of relatively straight-forward cases within 8 weeks, and to ensure a higher quality outcome where negotiation is sensible.	CM DC } co KJ }0'ship DC Officers	Meetings with DC Officers as necessary before 29 th February 2008	1 st March 2008	1. Meeting 9/1/08 2. KE & ED to fast track 3. Inf. Triage system on a trial basis for all.
Recruitment and Retention of Professional Staff	To establish a Career Grade Structure (CGS) for all planning officers	To induce experienced Officers to apply to and remain with the Authority – helping ensure consistency of approach. To ensure existing officers can see a clear progression for their career.	CM – 0'ship DC KJ TN	Meetings with Planning Managers to explore options and best practice. Liaison with HR and Unions	Draft CGS By 30 th June 2008	No progress yet
Customer Focus	To publish a Planning Services Charter	To ensure all customers know what to expect from the service.	JP } co- TN}0'ship	Draft PSC by 31 st March 2008	Final PSC by 30 th June 2008	No progress yet
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Customer Focus	To introduce a systematic and structured process of pre-application discussion arrangements, and to consider charging for elements of the Authority's time	To allow applicants with relatively complex issues to discuss matters with officers at appointed times. To ensure a higher standard of application	CM DC KJ JP GH (0'ship)	Options report to CMT in May 2008	1st October 2008	Initial draft already completed
Customer Focus	To review the existing provision of planning surgeries in terms of times and locations	To assess whether existing provision is fit for purpose, or whether another model would provide a better service	DC KJ JP (0'ship)	Options Report to CMT in April 2008	Decision on review by 31st July 2008	Awaiting NPA discussion on Gilestone
Conditions Monitoring and Enforcement	To review as soon as possible in the light of any recommendations made in the Gilestone Report.	To determine whether current practices are providing an optimal service	DC (0'ship) CJ	Publication of Gilestone Report	30th June 2008	Awaiting NPA discussion on Gilestone
	To put in place a clear set of enforcement policies and guidelines	To ensure consistency of, and clarity in, approach	DC CJ	Draft by 31st March 2008	Adopted 30th June 2008	Drafting already in progress
Consistency of Decisions	To continue to publish, and publicise, development control advice notes. To publish a list and timetable for their production	To ensure officers, members and our customers have a clear understanding of policies in the UDP against which applications will be determined	CM TN } Co RW } 0'ship RJ }	1. Comprehensive Affordable Housing Note by 31st March 08 Development Brief for Talgarth by 31st March 2008 2. Publication of "List" by 31st March 08 to include 'Replacement Dwellings' and 'Live/Work Schemes' plus Accessibility Issues	31st December 2009	On target On target