


Planning Service - Service Plan 2012/13

Service:	Head of Service:	Matthew Evans	
Planning Service (including Housing Enabling and Building Control)	Strategic Director:	Mary Orton	
	Portfolio Holder(s):	Adam Taylor Smith (Planning) Keith Webster (Housing Enabling)	

1. Introduction / Overview

Housing Enabling

This function supports the development of affordable homes on a number of sites on Council owned land, while supporting the delivery of affordable housing on other sites (including rural exceptions) through the planning process. The Council remains committed to delivering on its target of a minimum 250 new affordable houses in the next 5 years.

Building Control

It is a statutory requirement but also works within a competitive environment where private sector approved inspectors offer a similar service. The overriding objective is to fix charges to 'break even'.

Development Control, Planning Policy and Projects

The government's has radically reformed the planning system making it clearer, more democratic and more effective. The Localism Act and National Planning Policy Framework have major implications on the delivery of the Planning Service. The service will need to respond to these changes while continuing to provide advice to the Planning Committees, meet performance targets for determining applications, defend appeals effectively and provide an effective enforcement service. The Planning Policy and Projects team aims to develop up-to-date planning policy to ensure maximum community benefits from new development and implement projects to actively improve Waverly's built heritage. A key service priority is to progress the LDF Core Strategy.

2. Focus for the coming year – Action Plan

Desired outcome / Objective		To increase the supply of affordable houses with a minimum target of 250 affordable homes in 5 years				
Ref	Action(s)	Timescales / Deadlines	Lead Officer	Resource Implications	EqlA Needed? (Y/N/Done)	Success Criteria/Measures
P1	Complete affordable housing on Council owned sites and through the planning system.	In line with Commissioning Plan	Alice Lean	Officer time	N	Planning permission granted (where applicable) Development completed

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	Marshalls, Farnham (15 units) Rowland House Cranleigh (39 units) Station Road, Godalming (15 units) Wrecclesham Road, Farnham (32 units) Ridgley Road, Chiddingfold (8 units) Woodside, Chiddingfold Road (8 units)					Number and proportion of affordable houses delivered
P2	Complete Upper Tuesley development brief and grant planning permission for scheme	Development Brief adopted as Supplementary Planning Document (SPD) July 2012	Sarah Wells / Alice Lean	Officer time	N	Complete development brief July 2012 Planning permission granted December 2012 Development completed and Number and proportion of affordable houses delivered December 2014
P3	To deliver revised Affordable housing policies in the draft Core Strategy to maximise the delivery of new homes	See project plan for Local Development Framework (LDF) Core Strategy	Graham Parrott	Officer time	N	Adopted Core Strategy Number of affordable houses granted permission and built

Desired outcome / Objective		To promote excellence in design and improve the public realm				
Ref	Action(s)	Timescales / Deadlines	Lead Officer	Resource Implications	EqIA Needed? (Y/N/Done)	Success Criteria/Measures
P4	Adopt Farnham Town Centre Conservation Area Management Plan	Adoption July 2012	Sarah Wells	Officer time & community involvement	N	Adopted Management Plan. Implementation plan with timescales. Evidence of successful community engagement

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						Evidence of improvements in physical environment
P5	Adopt Haslemere Design Statement	Adoption July 2012	Sarah Wells	Officer time & community involvement	N	Adopted by the Council Evidence of successful community engagement Evidence of use in planning decisions and supported on appeal
P6	Carry out Conservation Area appraisals in accordance with programme	In line with project plan Wheeler Street adopted 2012/2013	Sarah Wells	Officer time	N	Two reviewed annually from 2012/13 and adopted by Council
P7	Preparation and agreement of Buildings of Local Merit (BLM)		Sarah Wells	Officer time & community involvement	N	Number of BLM designated Evidence on factor in planning decisions and appeals

Desired outcome / Objective		Update planning policy to secure development which meets community needs while enhancing the environment				
Ref	Action(s)	Timescales / Deadlines	Lead Officer	Resource Implications	EqIA Needed? (Y/N/Done)	Success Criteria/Measures
P8	Progress Core Strategy, Development Management and Site Allocations Development Plan Document	As set out in the Local Development Scheme	Graham Parrott	Officer time, consultants and inquiry costs	N	Sound Core Strategy 100% of milestones met Effective community engagement completed
P9	Prepare Community Infrastructure Levy (CIL) schedule	As set out in the Local Development Scheme	Graham Parrott	Officer time	N	100% of milestones met Sound CIL tested at public inquiry

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P10	Assess and meet the need for additional pitches for Gypsies and Travellers	Complete needs assessment May 2012 Update policies in line with Local Development Scheme	Graham Parrott / Elizabeth Sims	Officer time	N	Needs assessment completed Planning policies updated and additional pitches provided
P11	Support the preparation of neighbourhood plans by parish councils	Dependent on timescales of parishes	Graham Parrott	Dependent on number of parish plans instigated by parish councils	N	100% of neighbourhood plans produced are declared sound and adopted

Desired outcome / Objective		Maintain performance in the Development Control, Landscape and Building Control services while providing excellent customer service				
Ref	Action(s)	Timescales / Deadlines	Lead Officer	Resource Implications	EqIA Needed? (Y/N/Done)	Success Criteria/Measures
P12	Cover in full the cost of the Building Control Service through efficiency	Ongoing through monthly monitoring	Paul Frame	Officer time	N	Promote joint working with other building control services where efficiencies can be achieved – eg through staff secondment. Monitor income and expenditure on a regular basis during the year.
P13	Meet performance targets for Development Control, Enforcement and landscape team Learn from complaints and celebrate compliments	Ongoing	Elizabeth Sims, Paul Frame and Graham Parrott	Officer time	N	Monthly monitoring of performance and quarterly customer feedback analysis

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3. Equalities & Diversity Checklist – Equality Impact Assessments (EqIAs)

Which EQIAs have been completed for your service since the last Service Plan?			
Please list all actions identified in these EqIAs :			
Service EqIA last reviewed:		Next review due:	

4. Staff Involvement Checklist

Is there evidence of staff involvement in process?	Regular discussions about service plan priorities at staff and section head meetings
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5. Using Complaints for Service Improvement

Have you improved service delivery as a result of complaints received?	The Service keeps a register of complaints and compliments which are discussed at Service Management Team regular updates. All complaints received are required to include an assessment of what improvements to service delivery should be put in place. Most complaints relate to dissatisfaction with a planning decision rather than the service provided by the Council. However a number of complaints have resulted in improvements to the services we offer our customers for example improved information on the web site. The service receives many more compliments than it does complaints.
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