

**Planning Policy Service Improvement Plan 2003 – 2008
NOVEMBER 2002**

Key Issue	Action	Responsible Officer	Resource Implications	User Benefit	PMC	Priority	Timescale
1. Outcomes	1. Revisit the Service Plan for PLANNING POLICY to incorporate objectives for the service arising from the Community Plan, Corporate Policy and legislative changes to the development plans system.	Head of Environmental Services and Planning Policy Manager	Officer time	Better integration of Council policy with community requirements.	Revise Service Plan for the start of 2003 – 2004.	***	Whole plan period
	2. Devise timetable from 2003 to 2006 for preparation of a new Local Plan or Local Development Framework (LDF).	Head of Environmental Services and Planning Policy Manager	Officer time	Anticipates new legislation setting statutory timetables. Benefits service and users by establishing commitment to the task. Enables resources to be planned & procured effectively.	Publicly accountable timetable provides key benchmark for performance monitoring.	***	Implement 2003 and monitor for whole plan period.
	3. Undertake environmental appraisal of local plan & planning policy.	Planning Policy Manager	Officer time	Demonstrate that development outcomes are sustainable within the strategic context set by national & regional planning.	Monitor using best practice methodology.	***	Implement 2003
	4. Carry out independent risk assessment of local plan and ensure risk of High Court Challenge is minimised.	Planning Policy Manager & Monitoring Officer	Officer time	Minimise disruption to service.	Seek advice from Counsel.	***	From now.
	5. Work closely with regional, sub-regional and structure plan authorities to secure equitable strategic planning framework for Hart.	Planning Policy Manager	Officer time.	Long term interests of the wider community and future generations	Improved sustainability of development plan in absolute terms.	***	Whole plan period

	6. Prepare supplementary planning guidance (SPG) to address new policy issues and provide more detailed advice on development plan policy.	Planning Policy Manager	Officer time	Long term interests of the wider community and future generations	Devise new SPG as necessary.	**	Whole plan period
	7. Maintain sound relationships with members of the council and users of the service.	Planning Policy Manager	Officer time	Long term interests of the service and users of the service	Feedback from members.	***	Whole plan period
2. Performance Management	1. Monitor the frequency of use and effectiveness of planning policy in development control decision-making (including appeals). Report annually to the Policy Review Panel and Cabinet.	Planning Policy Manager	Officer time	Identify weak or inappropriate policies for review to secure the long-term interests of the wider community, future generations and service users.	Monitor from DC reports & appeal decisions.	***	Implement 2003
	2. Devise a set of local performance indicators to enable the proactive management of service delivery.	Planning Policy Manager	Officer time	Long term interests of the service and users of the service		**	Implement 2003
	3. Secure ongoing member training in policy issues.	Planning Policy Manager	Officer time	Long term interests of the service and users of the service		**	Implement 2003
3. Organisational Structure	1. Recreate a unified and comprehensive planning service within the Council by bringing Planning Policy into a single management structure with Development Control	Members and Business Unit heads	Officer time and any financial implications to be advised	Better quality comprehensive service to users	Implementation of new structure	***	2003 and remainder of plan period
4. Resources	1. Share admin & technical support from DC.	Head of Environmental Services, PPM & CDCO	Officer time	Better quality service to users.	Implementation of new structure	***	2003 and remainder of plan period

	2. Review structure & resourcing of planning policy section to match proposed new statutory timetable for preparation of LDFs, having regard also to work on Blackwater Valley Sub-Regional Study, Review of Hampshire County Structure Plan and anticipated need for SPGs.	Head of Environmental Services & Planning Policy Manager.	Officer time and any financial implications to be advised	Better quality service to users.	Implementation of new posts and/or contractual arrangements following risk analysis.	***	2003 and remainder of plan period
	3. Investigate feasibility of outsourcing all or part of service having regard to experience of other authorities where planning is a high priority service.	Head of Environmental Services and Planning Policy Manager	Officer time and any financial implications to be advised	More efficient service to users	Obtain most competitive solution	**	2003 and remainder of plan period
	4. Investigate feasibility for sharing resources with neighbouring authorities.	Head of Environmental Services and Planning Policy Manager	Officer time and any financial implications to be advised	More efficient service to users	Obtain most competitive solution	**	2003 and remainder of plan period
	5. Ensure that resourcing of economic development and other initiatives is not having an adverse impact on ability to deliver planning policy service.	Head of Environmental Services and Planning Policy Manager	Officer time and any financial implications to be advised	More efficient service to users		***	2003 and remainder of plan period
5. Accessibility and Communication	1. Produce large print version of local plan/local development framework and supplementary planning guidance.	Planning Policy Manager	Officer time, web space and in-house printing costs.	More accessible service to all users including hard-to-reach groups.	Customer feedback and improved satisfaction ratings	**	2003 and remainder of plan period
	2. Ensure all policy documents are available on the web site (with large print option). Enable statutory consultation responses to be received electronically.	Planning Policy Manager, technical staff & IS/IT working group.	Specialist officer time.	Alternative access to information for users, reducing the need to visit Council Offices or purchase hard copy documents.	Customer feedback and improved satisfaction ratings	***	2003 and remainder of plan period
	3. Share DC help-desk and provide policy support & advice.	All staff & Planning Policy Manager	Any implications to be advised	More user friendly service	Customer satisfaction surveys	***	2004 and whole plan period

	4. Establish a target length for each planning policy document in consultation with prospective users.	Planning Policy Manager	Officer time.	More user friendly service, maintain reader interest & comprehension.	Customer satisfaction surveys	***	Whole plan period
	5. Ensure that non-specialists check future planning policy documents for legibility/plain English.	Planning Policy Manager	Officer time.	More user friendly service, maintain reader interest & comprehension.	Customer satisfaction surveys, reduced need for explanation by officers.	***	Whole plan period
6. Costs of Service	1. To put in place an action plan to secure as much 'Planning Delivery Grant' from central government as possible within the timetable set to allocate those funds.	Head of Environmental Services and Planning Policy Manager	Officer time and any financial implications to be advised	More efficient service to users	Receipt of Government grant Aid	***	2003 and remainder of plan period
	2. Develop and implement the councils procurement policy in conjunction with the work of other Hampshire authorities and national guidance in respect of the acquisition of all new goods and services	Head of Environmental Services and Planning Policy Manager	Officer time and any financial implications to be advised	More efficient service to users	Secure high quality services through most effective means	***	2004 and remainder of plan period
7. Equity and Equality	1. As part of Environmental Assessment, appraise impact of planning policies on minority and hard to reach groups	Planning Policy Manager	Officer time	More accessible service to all users including hard-to-reach groups.	Use best practice methodology.	**	Implement 2003.
	2. Contact representatives of minority groups and existing community organisations to determine future consultation arrangements.	Planning Policy Manager	Officer time	More accessible service to all users including hard-to-reach groups.	Customer feedback and improved satisfaction ratings	*	2004
	3. Put in place monitoring procedures to measure equity and equality in service delivery.	Planning Policy Manager	Officer time	More accessible service to all users including hard-to-reach groups.	Customer feedback and improved satisfaction ratings	*	2004 and remainder of plan period