

PLANNING & ENVIRONMENTAL REGULATION – LOCAL LAND CHARGES

ACTION PLAN FOR SERVICE IMPROVEMENT

This is a Statutory Service so we are restricted but there are some areas which we could expand

1. Fee for Personal Search is much less than cost to the Authority
2. Turnaround times could be improved
3. Costing exercise to be completed and implemented in conjunction with government guidelines
4. Personal searchers would like data by email
5. Search Plus – we could charge an additional fee for unregulated useful information
6. Corporate GIS system
7. Marketing our Services

In order to ensure continued service improvement, the action plan has been developed to highlight agreed points of action and timescales for delivery.

The action plan is independent the current years service plan, although implementation of the action plan may in part reflect priorities and assist with service plan delivery.

This action plan is considered to be a working document and is subject to change.

Martine Fullbrook
Land Charges & Admin Manager
Sep 2007

Obj	Action	Lead	Target Date	Additional Resources
A	SHORT TERM			
1	<p>Fee for Personal Searches – It costs this Authority substantially more to produce the data for a personal search than the statutory price of £11.00 which was set by Central Government.</p> <p>Action - Write to local MPs (Hampshire Group & LLCI) for support and request that the issue be raised in parliament (Local Government Association to be copied in).</p>	Martine Fullbrook	End of October	Within existing resources
2	<p>Turnaround times.</p> <p>Other Authorities have a faster turn around and it has been suggested by NLIS that the 10 day turnaround is out of date and that 5 days is now more appropriate. We can make some improvements to the way we work and meet a 5 day turnaround time. <i>Will need to negotiate with HCC Highways regarding their information</i></p> <p>Action - Improve our Turnaround time.</p> <ol style="list-style-type: none"> 1. Staff to work to target of completing between 10 -12 searches per day. 2. Discuss turn around times with HCC and ask them to commit to faster turn around times themselves and to persuade them to accept searches by email. 3. Discuss with EH Commercial & Residential, the feasibility of checking searches on a daily basis so that they are returned to Land Charges more quickly . <ul style="list-style-type: none"> • Clarify role that EH and BC play in producing the search and their part in improving our turnaround times • Request commitment from both departments 	<p>Mavis Simonds</p> <p>Teresa Desoisa</p> <p>Martine Fullbrook /Matthew Evans</p>	<p>End of October</p> <p>End of October</p> <p>End of October</p>	<p>Within existing resources</p> <p>Additional resources required for training</p>

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	4. Follow up discussions regarding use of TPO module in UNiform,so that information is easier to access. (Training in use of the module to be set up)	Matt Saunders	End of 2007	and data transfer costs
3	<p>Complete and implement Costing exercise in conjunction with government guidelines.</p> <p>Action - Exercise has been completed but needs to be implemented as part of the budget process</p>	<p>Martine Fullbrook</p> <p>Matthew Evans</p>	End of October	£TBC
B	MEDIUM/LONG TERM			
4	<p>Personal searchers request for data by email</p> <p>Action - Look into feasibility and legal implications of providing personal search data by email. One Personal Search Agent suggested that his company would pay an additional fee for this.</p>	Martine Fullbrook	December	Within existing budget
5	<p>Search Plus –</p> <p>Action - Charge an additional fee for unregulated information that would be useful to the property purchaser.</p> <ol style="list-style-type: none"> 1. Decide what additional information we can provide. 2. Find sources of additional information – i.e copies of Decision Notices, TPOs, soil type, flood plains, water courses, doctor surgeries, schools, crime rates, health profile, population figures, Hart's part in the Hampshire 	Martine Fullbrook	Useful to have in place for 1 st April 2008	

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	<p>profile doc, ecological info, airports and transport links - look at the "up my street" website</p> <p>3. Decide what the fee should be</p>	,/Teresa Desoisa /Matt Saunders		
6	<p>Up date Corporate GIS system</p> <p>Action - Promote proper investment in corporate GIS system and identify as a growth item in future ICT budgets</p>	Matthew Evans/ Graeme Sindle		£30,000
6	<p>Marketing our Services</p> <p>Actions: We need to investigate how to market our services</p> <ol style="list-style-type: none"> 1. Produce Leaflets 2. Design web pages 3. Lobby solicitors & estate agents – questionnaire to be produced and circulated 4. Identify who our customers are i.e. how many are Fleet based solicitors? 5. Obtain skills required? 6. Complete a costing exercise 	Teresa Desoisa	1 st April 2008	