



## Service Plan: Place service 2025/26

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**Focus of Service Plans:** For this year, the focus of the service plans is on projects and service developments that go beyond business-as-usual work. This means the plans will not detail the regular, ongoing activities of the teams, which are considered core work.

Version 1	Version to be considered by Overview & Scrutiny Committee in March 2025	
Version 2		

## 1. Service overview

The Place service consists of three teams working collaboratively to protect, enhance and promote our natural, built and historic environments and deliver sustainable growth to improve quality of life for all.

Every day, we deliver critical services such as environmental health and licensing. We plan for the future in terms of homes, employment space and associated infrastructure and ensure that development is high quality, meeting the needs of our communities now and in the future.

### Resourcing

The team structure of the Place service is set out below:

Development Management & Building Control	Planning Policy & Economic Development	Environmental Health & Licensing
<p>Development management (including heritage, conservation and planning enforcement)</p> <p>Protected trees (tree preservation orders, conservation area trees etc)</p> <p>Application registration and validation</p> <p>Section 106 developer contributions (administration, monitoring and spend)</p> <p>Street naming and numbering</p> <p>Administration of Council-owned SANG (Suitable Alternative Natural Greenspace)</p> <p><b>Contract manage:</b> Building Control (Shared Service provided by Rushmoor Borough Council)</p>	<p>Planning policy / strategic planning</p> <p>Neighbourhood plans</p> <p>Conservation area appraisals</p> <p>Economic Development</p>	<p>Environmental health (including food safety and environmental protection)</p> <p>Health &amp; Safety</p> <p>Animal welfare licensing</p> <p><b>Contract manage:</b> Licensing (Shared Service provided by Basingstoke &amp; Deane Borough Council)</p> <p>Dog warden service (Service provided by SDK Environmental)</p> <p>Pest control service (Service provided by SDK Environmental)</p>

## 2. Service priorities

The table below sets out the service priorities for 2025/26, over and above day-to-day service delivery. Delivery against these is monitored via the quarterly O&S Service Panel.

No	Service Priority	Link to Corporate Plan	Resources	Expected Outcomes	Target Completion Date
1	Project & Resourcing Plan for the production of the New Local Plan	Planet People Place Resilient & financially sound Council	Partly met with existing staffing resources with external project and resource management support  Cabinet agreed the use of the current balance on the Local Plan ear marked reserve, up to £63k, for spend on consultancy and software costs	Project & Resourcing Plan which sets out the timetable with key milestones, resources and risks for the preparation of a New Local Plan  Publish a Local Development Scheme (LDS) / Local Plan Timetable	Summer 2025

2	Preparation of the New Local Plan	Planet People Place Resilient & financially sound Council	Cabinet agreed the use of the current balance on the Local Plan ear marked reserve, up to £63k, for spend on consultancy and software costs, and ear marked a further £1m for the Local Plan reserve	<p>A New Local Plan would take at least 30 months to adoption; this project will run until 2028</p> <p>Outcome will be the adoption of a New Local Plan to guide development in the district including delivery of new homes, economic development and supporting infrastructure</p>	Deliver of the project in accordance with the key milestones set out the latest version of the Local Development Scheme / Local Plan Timetable
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3	<p>Ensure the key actions from the 2024 Review of performance of the Development Management service (O&amp;S report 12 November 2024) are fully embedded and are effective</p>	<p>Planet</p> <p>People</p> <p>Place</p> <p>Resilient &amp; financially sound Council</p>	<p>Mainly met within existing Staff Resources</p> <p>Digital strategy resource required</p> <p>Funding secured from MHCLG Digital Planning Improvement Fund (value £50k)</p>	<p>Improved performance against the DM KPIs compared with 2023/24</p> <p>Improved customer satisfaction</p> <p>Better quality decisions, design quality, delivery of affordable homes, provision of appropriate infrastructure</p> <p>Delivered improved efficiency in order to provide greater resilience and better outcomes</p>	<p>First review by: 30 September 2025</p> <p>Final review by: 31 March 2026</p>
4	<p>Implement measures to improve efficiency &amp; effectiveness of service delivering – including implementation of digital strategy</p>	<p>Planet</p> <p>People</p> <p>Place</p> <p>Resilient &amp; financially sound Council</p>	<p>Partly met with existing staffing resources in Environmental Health, Development Management and Planning Policy teams</p> <p>Digital strategy resource required</p>	<p>Improved efficiency in delivering the services, including improved customer experience and reduce costs, through the use of improved digital solutions</p>	<p>First review by: 30 September 2025</p> <p>Final review by: 31 January 2026</p>

5	Air Quality Framework	Planet People Place	Within existing staffing resources	Publication of an air quality strategy	March 2026
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### 3. Performance indicators and targets

KPI	Description	Annual Target
Development Management		
DM1	Context: Number of Major development applications determined <i>This provides the context for DM2 below</i>	<i>Data only</i>
DM2	Percentage of Major development application decisions made within the statutory determination period (including Extensions of Time) <i>National threshold is 60% within 13 weeks (or Extensions of Time) over 12-month period October 2024 to September 2025</i>	60%
DM3	Context: Number of Minor development applications determined <i>This provides the context for DM4 below</i>	<i>Data only</i>
DM4	Percentage of Minor development application decisions made within the statutory determination period (including Extensions of Time) <i>National threshold is 70% within 8 weeks (or Extensions of Time) over 12-month period October 2024 to September 2025</i>	70%
DM5	Context: Number of Other applications determined <i>This provides the context for DM6 below</i>	<i>Data only</i>
DM6	Percentage of Other application decisions made within the statutory determination period (including Extensions of Time) <i>National threshold is 70% within 8 weeks (or Extensions of Time) over 12-month period October 2024 to September 2025</i>	80%
DM7	Context: Number of Tree preservation works applications determined <i>This provides the context for DM8 below</i>	<i>Data only</i>
DM8	Percentage of Tree Preservation works applications decisions within the statutory	75%

KPI	Description	Annual Target
	determination period (including Extensions of Time)	
DM9	Context: Number of Major development planning appeals allowed <i>This provides the context for DM10 below</i>	<i>Data only</i>
DM10	Percentage of Major development planning appeals allowed compared with the number of major planning applications determined. <i>National threshold is less than 10% over 2-year period April 2023 to March 2025. Likely to be rolled forward</i>	10%
DM11	Context: Number of all planning appeals <i>This provides the context for DM12 below</i>	<i>Data only</i>
DM12	Percentage of all planning appeals dismissed <i>This includes split decisions, and appeals withdrawn</i>	60%
DM13	Detailed profile of applications on hand which have not yet been determined and are beyond statutory determination periods <i>Major: period 13 weeks</i> <i>Minor: period 8 weeks</i> <i>Other: period 8 weeks</i>	<i>Data only</i>
Environmental Health		
EH1	Percentage of scheduled/proactive Food Safety inspections undertaken within timeframe <i>Based upon targets in the Council's Food Safety Plan 2024-27</i>	80%
EH2	Percentage of Environmental Protections service requests responded within time <i>Includes noise, statutory nuisance and public health</i>	80%
EH3	Percentage of Food and Health & Safety service requests responded to within time	80%



KPI	Description	Annual Target
	<i>Including: Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDORs) HSADV, food poisoning investigations</i>	
EH4	Percentage of formal consultation responses made within time <i>Planning and Licensing consultations</i>	80%
EH5	Number of fly-tipping cases investigated <i>Number of fly tipping cases reported to the Environmental Health team where there is some evidence of who is responsible. This is not the number of cases of fly tipping where the Council is responsible for clearing the waste.</i>	Data only
EH6	Number of formal fly-tipping enforcement actions <i>Includes issuing of Fixed Penalty Notices and completion of the legal bundle for Court Prosecutions</i>	Data only
Licensing		
L1	Percentage of driver and vehicle applications and renewals issued within response time <i>Including Hackney Carriage, Private Hire, Vehicle Operators Target 10 working days</i>	80%
L2	Percentage of Licensing Act 2003 (Premises Licences and Club Premises) premises and personal licences issued within response time <i>Target 2-5 working days</i>	80%
L3	<i>Percentage of Temporary Event Notices (TENs) responded within time Target 1 working day</i>	80%

Planning Policy		
PP1	<p>Delivery of the New Local Plan against the key milestones in the Local Development Scheme / Local Plan Timetable once published</p> <p><i>The Project &amp; Resourcing Plan for the production of the New Local Plan, including the publication of a Local Development Scheme (LDS) / Local Plan Timetable is Service Priority 1 above</i></p>	<p>Milestones will be in the Local Plan Timetable when published</p>