



Service Plan: Place Service 2024/25

Version 1	Version to be considered by Overview & Scrutiny Committee in March 2024	6 March 2024
Version 2		

Introduction

Service Plans set out the key actions each service will undertake during the coming year to deliver the Council's objectives and priorities, and core services. Most of our work is the day-to-day service delivery (or business as usual), which is monitored through the Key Performance Indicators (KPIs). Individuals' performance is monitored through performance appraisals (PDRs) and 1:1s during the year. The service priorities set out in the service plans are those projects and initiatives that are being delivered over and above the day-to-day service delivery.

The 2024/25 Service Plans support the delivery of the Council's Corporate Plan 2023-2027 and are set within the financial context of the approved revenue and capital budget for 2024/25. As such, any material changes from what is proposed will likely require further consideration, particularly concerning staff resources and budgets. Whilst the draft service plans should be able to be delivered within the existing resources (both people and budget), they assume we will be able to recruit and maintain a full staff complement, and they do not allow for unforeseen or unexpected major events or incidents that the Council may have to respond to during the year.

Service Plans and the service planning process are key to the Council's existing performance management framework. Progress against Service Plans are reviewed by the Overview & Scrutiny Committee Service Panels every quarter. The considerations of the Service Panels are reported to the Overview and Scrutiny Committee.

Service Overview

The Place service consists of four teams working collaboratively to protect, enhance and promote our natural, built and historic environments and deliver sustainable growth to improve the quality of life for all. Place covers a range of services focussed on delivering excellent services to our residents, businesses, and other stakeholders:

- Development Management & Building Control,
- Planning Policy & Economic Development, Flood Risk Management and Emergency Planning,
- Environmental Health & Licensing, and
- Data, Business Support & Facilities Management.

The Place service helps communities become stronger and more resilient. We take an integrated place-based approach, working together as 'One Council' to develop the economy, ensure we protect and enhance the environment, and meet our carbon-neutral commitments by 2035 and 2040.

Every day, we deliver important 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 of high quality, meeting the needs of our communities now and in the future.

We are responsible for effective and creative place-shaping through the local plan and other planning documents. We help support communities undertaking neighbourhood plans or conservation area appraisals. We carry the statutory responsibility for determining planning applications. We also utilise our discretionary planning enforcement powers where it is expedient in the public interest to take enforcement action.

Delivering sustainable growth and developing vibrant and diverse economies provides opportunities for communities to access affordable homes supported by essential infrastructure while protecting and enhancing the natural and built environment.

Resourcing

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



Development Management & Building Control team	Planning Policy & Economic Development team	Environmental Health & Licensing team	Business Support, Facilities and Data team
<p>Development management (including heritage, conservation and planning enforcement) Protected trees (tree preservation orders, CATs etc) Application registration / validation Section 106 developer contributions (administration, monitoring and spend) Street naming and numbering Administration of Council-owned SANG (Suitable Alternative Natural Greenspace)</p> <p><u>Client manage:</u> Building Control</p>	<p>Planning policy / strategic planning Neighbourhood plans Assets of community value Conservation area appraisals Emergency planning and preparedness Flood risk management and land drainage (inc Fleet Pond reservoir management) Management of Hart's drainage assets</p>	<p>Environmental health (including food safety and environmental protection) Health & safety Animal welfare licensing</p> <p><u>Client manage:</u> Licensing Dog warden Pest control</p>	<p>Business support Data (including Uniform and GIS) Facilities Corporate health & safety Corporate apprentices Street name plates replacement of damaged signs Special event traffic orders (Town & Police Clauses Act) Table & chairs / pavement licenses</p> <p><u>Client manage:</u> Land charges</p>

Service priorities

The table below sets out the service priorities for 2024/25, over and above day-to-day service delivery. Delivery against these is monitored via the quarterly O&S Service Panel.

	Service Priority	Link to Corporate Plan	Resources	Expected Outcomes	Target Completion Date
1	Local Plan assessment	Planet People Place	Staff resource: ART, DH, MH	An assessment of whether the adopted local plan needs updating	April 2025 (5 years post adoption of the Local Plan)
2	Affordable homes supplementary planning document (SPD)	Planet People Place	Staff resource: ART, DH, MH	Guidance for provision of affordable homes on sites and off-site contributions	Adopt by March 2025
3	Commission a review of the Article 4 directions relating to Conservation Areas	Planet People Place Resilient & financially sound Council	Staff resource: CT, DH Commission external consultant	Detailed review of the existing Article 4 directions to consider whether they are still justified/necessary/appropriate	March 2025
4	Kingsway flood alleviation scheme	Planet People	Budget: £53,500 remaining from previous grant and an	Survey and support the delivery of Property Flood Resilience measures to those	March 2025

		Place	additional £287,500 available from: the EA (£249,500) and HCC (£38,000). Total = £341,000 Staff resource: AJ & DH	residents who sign up to the scheme	
5	To review the recommendations of the Overview & Scrutiny task & finish group on fly tipping	Planet People Place Resilient & financially sound Council	Commission Consultants to carry out an options appraisal, including costing.	To produce an options paper for Cabinet to consider	Summer/Autumn 2024
6	Implement process review recommendations to increase the speed of Planning Application Decisions focussing specifically on the decision-making process and the removal of bureaucratic barriers and constraints,	Place	Existing Staff Resources	Improved planning performance on determining planning applications	Summer 2024

Performance indicators and targets

KPI	Description	Annual Target
Development Management		
DM1	Context: Number of Major development applications determined	<i>Data only</i>
DM2	Percentage of Major development application decisions made within the statutory determination period (including Extensions of Time)	60%
DM3	Context: Number of Minor development applications determined	<i>Data only</i>
DM4	Percentage of Minor development application decisions made within the statutory determination period (including Extensions of Time)	70%
DM5	Context: Number of Other applications determined	<i>Data only</i>
DM6	Percentage of Other application decisions made within the statutory determination period (including Extensions of Time)	80%
DM7	Context: Number of Tree preservation works applications determined	<i>Data only</i>
DM8	Percentage of Tree Preservation works applications decisions within the statutory determination period (including Extensions of Time)	75%
DM9 (NEW)	Context: Number of Major development planning appeals lost	<i>Data only</i>
DM10 (NEW)	Percentage of Major development planning appeals compared with the number of major planning applications determined. (National target is less than 10% over 2 year period)	10%
DM11	Context: Number of all planning appeals	<i>Data only</i>

KPI	Description	Annual Target
(NEW)		
DM12 (NEW)	Percentage of all planning appeals won (includes split decisions, and appeals withdrawn)	60%
DM13 (New)	Detailed profile of applications on hand which have not yet been determined and are beyond statutory determination periods.	<i>data</i>
Environmental Health		
EH1	Percentage of scheduled/proactive Food Safety inspections undertaken within timeframe [Based upon routine programme of interventions in accordance with the frequencies set out in the Food Law Code of Practice]	80%
EH2	Percentage of Environmental Protections service requests (including noise, statutory nuisance and public health) responded within time	80%
EH3	Percentage of Food and Health & Safety service requests (including RIDDORs, HSADV, food poisoning investigations) responded to within time	80%
EH4	Percentage of formal consultation responses made within time (including Planning and Licensing)	80%
EH5	Number of fly-tipping service requests received by service	<i>Data only</i>
EH6	Number of fly-tipping enforcement actions	<i>Data only</i>
Licensing		
L1	Percentage of driver and vehicle applications and renewals issued within response time (including Hackney Carriage, Private Hire, Vehicle Operators) (Target 10 working days)	80%

KPI	Description	Annual Target
L2	Percentage of LA2003 premises and personal licences issued within response time. (Target 2-5 working days)	80%
L3	Percentage of TENs responded within time (Target 1 working day)	80%
Planning Policy		
PP1	Brownfield Register [Statutory Duty to publish at least annually an update to the register of previously developed land deemed as suitable for residential development]	Publish by: 31 December
PP2	Authority Monitoring Report (AMR) [Statutory duty to publish annually, reporting on matters including local plan policy formulation and implementation, duty to cooperate activity, and Neighbourhood Plans]	Publish by: 31 December
PP3	Infrastructure Funding Statement (IFS) [Statutory duty to publish annually, reporting on s106 (and where relevant CIL) monies secured, received, allocated and spent]	Publish by: 31 December
PP4	Statutory returns to Government [Collation and submission of data relating to housing delivery and self-build including Housing Flows Reconciliation (HFR), Housing Delivery Test information, Self and Custom Build]	Various deadlines throughout the year