

# PLANNING DIVISION SERVICE PLAN 2003/2004

## HALF YEARLY REPORT (SEPTEMBER 2003)

### SERVICE DESCRIPTION

- 1.1 The division provides services to residents of the district and the development industry consisting of: **Local Plan** - part of the Development Plan, **Development Control** and **Building Control**.
- 1.2 The Council has a legal duty under the Planning Acts and the Building Acts to:
- prepare a Local Plan and to monitor its effective implementation
  - control development including enforcement of unauthorised development and the removal of untidiness from land
  - protect Listed Buildings and identify, conserve and enhance Conservation Areas
  - protect trees and hedgerows of amenity value
  - control building works in the interests of health and safety, energy conservation and accessibility
  - ensure the removal of danger from structures that have become dangerous.

### THE HALF YEAR IN CONTEXT

The key challenges have been:

- the continuing rise in the number of applications for planning permission and Building Regulations Approval received in the face of recognised shortage of staffing resource (further rise by 20% in the number of planning applications) and
- maintaining performance levels in expectation of securing further performance related planning support grant so as to develop the service to cope with the expanding workload
- bringing forward a revision of the Local Plan. The Local Plan Inquiry has been all but concluded as far as appearances are concerned but written representations require to be completed.
- stabilising the building control service following a sustained period of staff shortage.

### ACHIEVEMENTS AND FURTHER ACTION REQUIRED

Action	Outcomes
Use PDR process to improve management and train and motivate staff	Service continues to perform well in spite of increased pressure of work with turnaround of applications up to target levels except for majors. Training focussed on career development as well as Council's needs Morale remains high but lack of adequate space needs to be addressed
Put Service Plan in place for the Division and monitor and report on budgets, maintaining level of admin support and market penetration for Building Control	Tighter management awareness and more effective service delivery maintaining throughput and more flexible use of available resources using external consultants as necessary, all reflecting in general customer satisfaction, indicated by individual response and lack of justified complaint Building Control penetration at 60%.

Action	Outcomes
Review South Derbyshire Local Plan	Public Local Inquiry almost completed but timetable for adoption in Spring 2004 may be delayed by weight of material Inspector needs to report on.
Secure new IT system for Development Control +Building Control	New system on order with project plan to be formulated for installation
Continue to develop performance monitoring framework	Reporting of performance to Development Control Committee now contains Customer Charter indicators Work needed on refining these
Improve on levels of customer satisfaction	Work progressing on piloting Customer Relationship Management System in Planning Service

## TASKS AT RISK OF NON DELIVERY DURING THE YEAR

ACTION	EXPLANATION
Deliver the probity in Planning Action Plan and introduce speaking at Development Control Committee	Pressure of initiatives that need to be put in place to continue to deliver the service, such as implementing new IT system, completing work on the Local Plan and re-organising office layout plus need for more resources.

## 2003/2004 PERFORMANCE INDICATORS

INDICATOR	2002/03 (actual)	2003/04 (target)	2003/04 (actual)
<b>Best Value PIs</b>			
Percentage of new homes built on previously developed. Land	64%		NA
Planning cost per head of population	£9.23		NA
Percentage of departures from local plan	0	0	0
Percentage of applications determined within 8 weeks	38% major 55% Minor 73% others	60% 60% 80%	63% 61% 79%
Average time to determine all applications (days)	64.24	56	NA
Percentage of satisfied applicants/consultees	NA	85%	NA
Checklist of Indicators (See below)	80%	100%	80%
Development Plan within last 5 years	YES	YES	YES
Development Plan contains comprehensive indicators & targets	NO	YES	NO
Supplementary Planning Guidance follows relevant Guidance	YES	YES	YES
Pre-Application Discussions Provided	YES	YES	YES
Published targets & monitoring for Development Control	YES	YES	YES
Is Percentage of appeals against Council less than 40%?	YES	YES	YES

Are more than 70% of applications determined by Officers ?	YES 90%	YES	YES
No Planning Costs Awarded against the Council?	YES	YES	YES
No Adverse Ombudsman report or Maladministration	YES	YES	YES
No Court findings under sections 287/288 or judicial review?	YES	YES	YES
Single Point of contact for initial advice / enquiries?	YES	YES	YES
Pre-Application Discussions covering all development?	YES	YES	YES
Nominated officer for each application?	YES	YES	YES
Fair Access	NO	YES	NO

## EMERGING ISSUES

The introduction of CRM and new software for planning will present a significant challenge but also significant opportunities for improved customer relationships and further efficiencies. Maintaining current levels of performance on dealing with planning applications will ensure further/improved grant aid from the Government. This will enable the service to further improve IT capability and employ short term staff to cope with the increased workload. The 20% increase in case load represents a staff member's normal annual through put. This already is twice that advised as normal for Development Control case officers. In this context expanding the area to accommodate staff will be crucial. The Planning Act has been passed and will require that a new regime of planning policy documents under a Local Development Framework will need to be put in place.



# ECONOMIC DEVELOPMENT DIVISION SERVICE PLAN 2003/2004

## HALF YEARLY REPORT (SEPTEMBER 2003)

### SERVICE DESCRIPTION

The Division is responsible for **Economic Development** activities such as encouraging inward investment, providing support to businesses, promoting the availability of sites and premises; developing partnerships and working with a wide range of organisations to promote regeneration of the area; **Tourism** promotion and development; **Asset and Estate Management** including strategic management activities, the efficient management of the Council's land and non housing properties, and disposal of any surplus assets; and **Footpath Management**, ensuring that the district's 350 miles of public rights of way are walkable and well maintained.

### THE HALF YEAR IN CONTEXT

During the past 6 months the Division has made substantial progress. Following the appointment of Heather Bell as Economic Development Assistant, we have been more pro-active in a number of areas, including the development of more co-ordinated service delivery with other partners, such as Business Link, emda and other sector representatives. We have marketed the opportunities available to businesses through the Environmental Improvement Scheme and received an excellent take-up.

In respect of Tourism we have continued with our fruitful partnership working with the National Forest Partnership. There are a number of changes taking place in the regional delivery structures, with significant potential impacts onto local authorities, and we have endeavoured to be as involved as possible in the negotiations and discussions on these changes.

We have co-ordinated bids to the Derby & Derbyshire Economic Partnership and have been working with both the DDEP and the LSP as they find their feet.

In respect of the Estates function, we have progressed a number of issues which need resolution, such as leasing arrangements for Village Halls and the space requirements of the different users of the Civic Offices and Depot. Occupancy rates for the commercial portfolio remain at 95%.

The Asset Management Improvement Plan has been rolled out, including a review of committee responsibilities for Asset Management, and the auditing of all the Council's Public Buildings for Disability Access purposes. There is still the opportunity for improvements, particularly in the delivery of maintenance services and Facilities Management and these are being pursued.

The Division continues to provide an effective Footpath Management service on behalf of the County Council.

## ACHIEVEMENTS

*i.e. completed tasks*

Best Value Review	<ul style="list-style-type: none"> <li>• Work continuing on delivery of Asset Management Review Improvement Plan</li> </ul>
Performance Management	<ul style="list-style-type: none"> <li>• Local property PI's developed and submitted with 2003 AMP. National pPI's reviewed and updated</li> <li>• Continue involvement with Benchmarking clubs</li> </ul>
Funding	<ul style="list-style-type: none"> <li>• Co-ordination of bids to the DDEP</li> <li>• Submission of Expressions of Interest for Footpath leaflet development, and Feasibility Study for 'Swadlincote Regeneration Route'.</li> </ul>
E Government	<ul style="list-style-type: none"> <li>• Tourism Destination Management System populated with data</li> </ul>
Property Transfer	<ul style="list-style-type: none"> <li>• Numerous disposals undertaken including 14-16 Wellwood Road, 18 Bridge Street, Residential development land at Alma Road etc</li> <li>• Disposal of surplus Public Toilets progressed</li> </ul>
Business Support	<ul style="list-style-type: none"> <li>• Marketing of Environmental Improvement Scheme commenced - high degree of interest achieved.</li> <li>• Register of available sites &amp; premises updated</li> <li>• Improved working relationship with Business Link &amp; emda</li> <li>• Links developed with sector representatives such as Connect UK (Creative Industries)</li> <li>• Part of McVities taskforce for job losses in Ashby</li> </ul>
Statistics	<ul style="list-style-type: none"> <li>• Developing a database of statistical information for internal and external enquiries</li> </ul>
Community Enterprise	<ul style="list-style-type: none"> <li>• Money Spider Credit Union registration with FSA completed</li> </ul>
Tourism Promotion	<ul style="list-style-type: none"> <li>• Successful lobbying of emda re draft strategy - National Forest is now one of the 'special projects' within the strategy</li> <li>• New arrangements developed for annual visitor guides publication - significant saving of staff time</li> <li>• Working with emda &amp; Derbyshire LA's to develop a Destination Management Organisation structure for the County</li> </ul>
Footpath Management	<ul style="list-style-type: none"> <li>• Successful outcome achieved for controversial footpath diversion</li> </ul>
Asset Management	<ul style="list-style-type: none"> <li>• Annual Asset Management Plan produced</li> <li>• Committee responsibilities reviewed</li> </ul>
Estate Management	<ul style="list-style-type: none"> <li>• 95% occupancy rate for commercial portfolio</li> <li>• Numerous lettings and sales completed</li> <li>• Professional advice provided to Members, officers and the public</li> </ul>

## TASKS AT RISK OF NON-DELIVERY DURING THE YEAR

ACTION	EXPLANATION
E-Government	<ul style="list-style-type: none"> <li>• Implement Countryside Access Management System - County Council not installed system to date due to staff sickness</li> </ul>

## 2003/2004 PERFORMANCE INDICATORS

Best Value Indicator	2002/03 (actual)	2003/04 (target)	2003/04 (estimate)
156 - % of buildings open to the public in which all public areas are suitable and accessible to disabled people	See note 1 below	See note 1 below	See note 1 below
180a (i) - Energy consumption/sq m of local authority operational property, compared with comparable buildings in the UK as a whole - Electricity	67%	67%	67%
180a (i) - Energy consumption/sq m of local authority operational property, compared with comparable buildings in the UK as a whole - Fossil fuels	30%	30%	30%
<b>National Property Performance Indicators</b>			
% gross internal floor-space in condition categories A - D (A is good, D is bad)			
A	9%	9%	9%
B	80%	91%	91%
C	11%	0%	0%
D	0%	0%	0%
Backlog of maintenance by cost expressed as a % in priority levels 1 - 3 and by value (1 is a high priority, 3 is low)			
1	£7050 (4%)	£0	£0
2	£14,935 (8%)	£0	£0
3	£160,235 (88%)	£100,235 (100%)	£100,235 (100%)
Overall average internal rate of return (IRR) for each of the following portfolios (a) Industrial, (b) Retail and (c) Agricultural investment	(a) 7.4% (b) 11.1% (c) n/a	(a) 7.4% (b) 11.1% (c) n/a	(a) 7.4% (b) 11.1% (c) n/a
Total annual management costs per sq. m (GIA) for the property portfolio (only covers strategic management costs)	£2.50	£2.50	£2.50
Revenue running cost per sq. m. for Civic Offices & (Depot)			
Repairs & maintenance costs per sq.m GIA	£5.22 (£2.69)	£5.22 (£2.69)	£5.22 (£2.69)
Energy costs per sq.m GIA	£4.80 (£2.98)	£4.80 (£2.98)	£4.80 (£2.98)
Water costs per sq.m GIA	£0.65 (£1.87)	£0.65 (£1.87)	£0.65 (£1.87)
CO2 emissions in tonnes per sq m	£0.073(0.049)	£0.073(0.049)	£0.073(0.049)
% of projects where outturn falls within +/- 5% of the estimated outturn, expressed as a % of the total number of projects completed in the financial year	60%	100%	100%
% of projects falling within +5% of the estimated timescale, expressed as a % of the total number of projects completed in that financial year	50%	100%	100%
<b>Local property indicators</b>			
Number of lettable commercial units provided by the Council	70	69	69
Number of units occupied as % of total	94% (target was 80%)	95%	95%
Income received for commercial units as a % of under or over performance to target level income level for the year	5% additional income (target was 0%)	0%	0%
No of Facilities whose management has been devolved to the community on long term leases	2	6	6
No of partners located in Council buildings	6	6	6
No of formal consultation exercises with stakeholders per annum	11 between 2000 and 2002	2	2
No of actual changes costed and considered as % of changes requested through consultation exercises	100%	100%	100%
% of tourism enquiries dealt with within 4 working days	95%	95%	95%
Number of media items	No target	12	50

Note 1: The Council previously reported a figure of 60% for this indicator i.e 6 buildings out of 10. However, in practise there are 29 corporate buildings which have public access, including village halls, sports pavilions and toilets. Since the Council calculated its return at 60%, the provisions of the Disability Discrimination Act (DDA) have come into effect which have increased the standards which should be applied. The Council has now audited all its public buildings to see whether there are issues which need to be dealt with to achieve compliance with the DDA. In all but one cases there are issues. Potentially therefore, the % of buildings complying with current standards is 3.5%. However, it is unclear whether the standard expected under BV156 is the same as under the DDA. As things are rapidly changing, and we are aiming to have undertaken all necessary works to meet the provisions of the DDA by October 2004, it would seem sensible not to report a figure for 2002/03, or a target for 2003/04, but to note that our target for 2004/05 will be 100%.

## **EMERGING ISSUES**

None specific which are not referred to in the service plan



**ENVIRONMENTAL HEALTH DIVISION  
SERVICE PLAN 2003/2004**

**HALF YEARLY REPORT (SEPTEMBER 2003)**

**SERVICE DESCRIPTION**

The Division is divided into 3 units, Commercial and Licensing, Environmental Protection and Private Sector Housing. Most functions are statutory and these include: -

- Regulating Standards relating to Food, Health & Safety, which includes the substances and premises.
- Corporate Health and Safety
- Various licensing functions, includes Private Hire Vehicles, Animal Boarding etc
- Investigation and Enforcement of Public Health Complaints including monitoring of Air Quality, Noise and Abandoned Vehicles
- The provision of services dealing with dog nuisance & pest control.
- Dealing with enforcement of travellers on Council owned land and management of short stay gypsy sites.
- Improving private sector housing stock through delivery of grants, enforcement and promotion of energy efficiency.

**THE HALF YEAR IN CONTEXT**

The main challenges faced by the Department were:-

- Implementation of the Contaminated Land Strategy.
- Implementation of the new integrated Pollution and Prevention Control regime for certain industrial processes within the area.
- Implementation of the new Environmental Health Computer System. (FLARE)
- Setting up of a 'one stop shop' for disabled adaptations in the public and private sector.
- Undertaking an Updating and Review Assessment for Air Quality
- Involvement of Division in three Thematic reviews under the Corporate Performance Assessment framework.
- Setting up a risk based Health And Safety and Food Based inspection Regime

**ACHIEVEMENTS**

The following table outlines the main key tasks undertaken and the outcomes.

ACTION	OUTCOMES
EH Regulating Services	All Commercial premises now entered onto FLARE system and inspection data for Food Hygiene/Health & Safety risk based inspection basis is now implemented. Formal Caution issued to a local business for offences under Health and Safety at work Act 1974. New Integrated Pollution Prevention & Control Regime underway. Customer satisfaction surveys undertaken for all services.
Quality Assurance	Procedures developed for Env. Health Services.
Abandoned Vehicles	Agreed adoption of Derbyshire Based procedures now in use. Information from DVLA on Vehicle ownership now obtainable from Internet- this has reduced delay in removing abandoned vehicles by several days. Abandoned vehicle administration to be transferred to Flare Computer system allowing greater management supervision of individual and all service requests.

Inspection of Part B pollution control premises	New risk based inspection programme for all Authorised processes implemented and being worked to. 1 major A2 permit received from Toyota UK, to be determined over a 12 month period, with new controls including energy use, noise, air and water emissions.
Air Quality	Updating & Screening Assessment completed, submitted and approved by DEFRA. Currently all National Air Quality Objectives are likely to be achieved within SDDC.
Dog Warden Service	Stray dog Kennelling service tendering process completed and new contract issued for September 03. Kennels remain with Lakeside Boarding Kennels.
Pest Control	All contracts renewed. Pest Control Service and charges reviewed. 750 Treatments in first 6 months.
Private Hire	Enforcement Action taken against all drivers, vehicles who failed to comply with conditions. Numerous appearances of drivers before licensing sub committee.
Butchers shops, Infectious Disease animal boarding tattooists and ear piercing	All Investigations, Licences dealt with in accordance with legal requirements and codes of practice.
Sampling of private water supplies	All samples taken analysed and brought to the attention of owner. All necessary remedial action taken. Guidance and sampling undertaken on New bottled water plant in Melbourne.
Bonfire Licensing Scheme	Work now commenced on these years' events in SDDC in collaboration with other Derbyshire Authorities.
Complaint Work including noise, dust, etc	517 complaints received and investigated up to September 03. New FLARE system configured and in operation from September 03. One Official caution issued, 2 Noise seizures undertaken, 1 successful prosecution and 1 pending prosecution.
Publicity	Programme drawn up and implemented. Web site information developed. Environmental Health Calendar profiling work of the department sent to all properties within the District. Noise awareness day competition reported in Burton Mail.
Private Sector Renewal	New Housing Renewal Policy published. PS Housing Strategy updated and reviewed to incorporate new policy.
Empty Homes	Data base of empty properties established (642 properties)
Caravan Sites & Mobile homes	Annual Inspection programme in progress – 5 main sites inspected (1 main site and 6 single van sites outstanding) No new site licences issued.
Housing Grants	Additional £150k Disabled Facilities Grant funding secured. 74% of overall housing grant budget allocated to date.
Disabled Adaptations	'one stop shop' to unify delivery of disabled adaptations in the private and public sector, implemented. Council adaptation backlog from previous system (approx 250 cases) on target to be cleared by spring 2004 (100% stairlift, 100% change of heating and 52% showers completed or allocated to contractor). 85% reduction in referral of cases under new system – no waiting list.
Home Energy Conservation	The government's target of 2% saving in domestic energy use (per annum) has been achieved ( final HECA report likely to show savings of around 5%)

## TASKS AT RISK OF NON DELIVERY DURING THE YEAR

ACTION	EXPLANATION
Public Entertainment licences	All licences renewed but not to dead lines due to lack of Administrative Support. Development bid to increase Administration was recently successful which should alleviate this situation.
Contaminated Land	Inspection of the area in line with the strategy not yet commenced, due to staff resources. New post-holder now in place as of September 03, review of strategy timetable underway, progress can now be made.
Empty Homes	Empty property register database now completed but risk based inspection programme of 642 empty properties not yet completed.

## 2003/2004 PERFORMANCE INDICATORS

INDICATOR	2002/03 (actual)	2003/04 (target)	2003/04 (estimate)
J5a The % of food premises inspections that should have been carried out that were carried out for: High risk premises.	99%	100%	100%
J5b Other premises	89%	100%	100%
BV166 This indicator is a test of whether the Division has written enforcement policies, planned enforcement activities, consultation and satisfaction levels, responsive enforcement activities and appropriate resources	100%	100%	100% all procedures, policies, customer satisfaction surveys and enforcement activities in place.
BV62 The proportion of unfit private sector dwellings made fit or demolished as a direct result of action by the local authority	1.39%	0.75%	1.19%
BV64 The number of private sector dwellings that have been vacant for more than 6 months at 1 <sup>st</sup> April 2001 that are returned into occupation or demolished during 2003/04 as a direct result of action by the local authority	7	1	6
<b>Local Indicator</b>			
Number of service requests responded to within 5 working days.	97.45% within 5 days (Total Requests 1257; in time 1225)	100%	Not available due to new FLARE implementation. Statistics will be available from September 03. Estimated to be 97%
Number of pest control treatments dealt with within 3 working days.	96% (Total 1564 requests)	100%	To be reported in Final Report. Undergoing change to FLARE.

Achieve 100% satisfactory responses to all customer service questionnaires - satisfactory, good and above. (target 100%)	N/A	N/A	Cannot collate information at present.
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## EMERGING ISSUES

Private Hire Licence conditions have not been altered for numerous years and are out of date. It is proposed to revamp these conditions and bring them before committee following consultation with operators and drivers.

Liquor licensing will be transferred from the Magistrates Court within the very near future to Local Authorities. Policy statement needs to be brought before Committee and go out to consultation with the Police, Fire, Social Services, the general public and the Licensing Trade. Additional staff resources will be required as it is estimated that there will be approximately 900 licences issued.

The Public Service Agreement 7(PSA) target to make all homes in the social sector decent by 2010 has been extended to include private sector homes. This has major implications for the conduct of the house condition survey and the councils aim to achieve 'fit for purpose'. The tender specification for the forthcoming house condition survey will now include for a decent homes assessment, which may have additional cost implications. It is anticipated the survey will be completed in 2004.

As the inspection of the District for Contaminated Land progresses in line with the Strategy, on site investigative work and expert consultative advice will be required. This will be for employing sampling and survey companies to carry out sampling and assessment work on potentially contaminated sites. The impact on the Council will be on the need for extra financial resources to enable this to be undertaken.

New guidelines are to be issued for Noise Management and Integrated Pollution Prevention & Control by DEFRA and the Chartered Institute in Environmental Health. These will need to be considered and implemented where appropriate.

New Guidelines are also to be issued by the ODPM in relation to the Management of Unauthorised Traveller Encampments. Again a review will be required as to how the Authority undertakes its duties in relation to travellers.