

## Development Management Service Improvement Plan 2016 - 18

Priority	2016/17 target	Action	who	By when	Progress
Processing planning applications	Improve performance in processing of planning applications to meet statutory targets	<ul style="list-style-type: none"> <li>Review DM policies and processes in line with Best Practice</li> <li>Review performance and reporting framework</li> <li>Eliminate legacy backlog</li> <li>Review Delegation Scheme</li> <li>Review Committee Operating Protocol</li> <li>Develop Pre Application Charging framework</li> <li>Implement Planning Performance Agreements</li> <li>Implement Audit recommendations</li> </ul>	<ul style="list-style-type: none"> <li>Ed Baker</li> <li>Ed</li> <li>Ed</li> <li>Ed</li> <li>Ed</li> <li>Ed</li> <li>Ed</li> </ul>	<ul style="list-style-type: none"> <li>Quarter 4</li> <li>Quarter 4</li> <li>Quarter 4</li> <li>Quarter 4</li> <li>Quarter 3</li> <li>Quarter 3</li> <li>Quarter 4</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing</li> <li>Ongoing</li> <li>&lt; 45 @ Nov 2016</li> <li>Workshop planned for Planning Committee in Dec</li> <li>Ongoing</li> <li>Committee approval to instigate secured. Report to Committee with charging schedule in Dec 2016.</li> <li>Implementation arrangements being finalised</li> <li>Draft Action plan agreed. A number of recommendations already implemented.</li> </ul>
Enforcement	Process enforcement cases to meet statutory target	<ul style="list-style-type: none"> <li>Implement Enforcement Charter</li> <li>Adopt a proactive approach to enforcement</li> </ul>	<ul style="list-style-type: none"> <li>Ed</li> <li>Ed</li> </ul>	<ul style="list-style-type: none"> <li>Quarter 1</li> <li>Ongoing</li> </ul>	<ul style="list-style-type: none"> <li>Implemented</li> <li>Public consultation on removal of deemed consent for estate agent student to let signage commenced</li> </ul>
Corporate Working	Support Council priorities and objectives	<ul style="list-style-type: none"> <li>Implement revised arrangements for advertisement of planning applications</li> <li>Implement Section 76 framework</li> <li>Development of Section 76 monitoring strategy</li> <li>Review the use of NI Direct for call handling</li> <li>Set up improved monitoring and management of calls and other communications</li> <li>Establish joint reception for Planning and Place</li> <li>Ensure corporate team approach to important city-wide project</li> </ul>	<ul style="list-style-type: none"> <li>Ed</li> <li>Ed</li> <li>Ed</li> <li>Jane/Helen</li> <li>Jane/Helen</li> <li>Jane/Helen</li> <li>Ed</li> </ul>	<ul style="list-style-type: none"> <li>Quarter 4</li> <li>Quarter 1 2017</li> <li>Quarter 1 2017</li> <li>Quarter 1 2017</li> <li>Quarter 1 2017</li> <li>Quarter 3</li> <li>Ongoing</li> </ul>	<ul style="list-style-type: none"> <li>Tender process being finalised.</li> <li>Framework expected to be issued for consultation in Dec 201</li> <li>Ongoing</li> <li>Ongoing</li> <li>Ongoing</li> <li>Revised processes and procedures agreed</li> <li>Ongoing</li> </ul>
ICT Solutions	Provide effective IT system for Planning	<ul style="list-style-type: none"> <li>Improve short term operation of Planning Portal</li> <li>Secure effective Planning Portal replacement</li> </ul>	<ul style="list-style-type: none"> <li>Ed</li> <li>Ed</li> </ul>	<ul style="list-style-type: none"> <li>Quarter 4</li> <li>By 2019</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing liaison through Portal governance groups</li> <li>Continuing to examine potential replacement options including Discovery phase with Dfl.</li> </ul>
Member Engagement	Provide effective support for members	<ul style="list-style-type: none"> <li>Finalise member engagement protocol</li> <li>Implement ongoing capacity building programme</li> </ul>	<ul style="list-style-type: none"> <li>Ed</li> <li>Ed</li> </ul>	<ul style="list-style-type: none"> <li>Quarter 3</li> <li>Ongoing</li> </ul>	<ul style="list-style-type: none"> <li>Draft prepared</li> <li>2 workshops on planning issues and Scheme of Delegation planned for Dec 2016</li> </ul>
Staff Engagement	Improve engagement and communication with staff	<ul style="list-style-type: none"> <li>Implement effective engagement framework</li> </ul>	<ul style="list-style-type: none"> <li>Ed</li> </ul>	<ul style="list-style-type: none"> <li>Quarter 3</li> </ul>	<ul style="list-style-type: none"> <li>Key messages from management meetings implemented</li> <li>Quarterly team meetings implemented</li> </ul>
Customer Engagement	Improve accessibility/understanding of the planning process to all users of the planning system	<ul style="list-style-type: none"> <li>Consider options for further customer engagement</li> <li>Finalise and publish service standards</li> <li>Review website and ongoing use of other suitable media</li> </ul>	<ul style="list-style-type: none"> <li>Ed</li> <li>Ed</li> <li>Ed</li> </ul>	<ul style="list-style-type: none"> <li>Quarter 4</li> <li>Quarter 4</li> <li>Ongoing</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing</li> <li>Draft prepared</li> <li>Ongoing</li> </ul>