

## Development Management Service Improvement Plan 2016 - 18

Priority	2016/17 target	Action	Lead	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> <li>Ed</li> </ul>	<ul style="list-style-type: none"> <li>Quarter 4</li> <li>2017 Quarter 1</li> <li>Quarter 4</li> <li>Quarter 4</li> <li>Quarter 4</li> <li>Quarter 4</li> <li>Quarter 4</li> <li>Quarter 4</li> </ul>	<ul style="list-style-type: none"> <li>Letter issued to Dfl seeking agreement on local validation lists</li> <li>Development of model planning conditions underway.</li> <li>Internal validation and consultation checklists being prepared</li> <li>Reporting framework updated and evolving. Meeting with Dfl and Heads of Planning to consider the introduction of new KPIs.</li> <li>&lt;38 outstanding legacy application transferred from DoE. Work continuing on eliminating Legacy applications</li> <li>Workshop held with elected members on 15/12/16. Revised delegation scheme to be presented to Committee in January 2017.</li> <li>Feedback from "critical friend" on operation of Committee to be reviewed</li> <li>Draft Charging framework agreed at Committee 13/12/16. Consultation workshop with industry to be arranged early in New Year.</li> <li>Work continuing on finalising arrangements for PPAs. Potential for 1<sup>st</sup> PPA to be in place in New Year subject to final arrangements (Sirocco)</li> <li>Ongoing</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 closed 9 Dec. Responses now being analysed.</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 1 2017</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 underway</li> <li>External consultant commissioned to provide economic information. Party briefings arranged for January 2017</li> <li>Ongoing</li> <li>Report under preparation on way forward for consideration by SMT in Jan 2017.</li> <li>Ongoing</li> <li>Joint reception established. Revised processes and procedures agreed. Further synergies under consideration</li> <li>Meeting held with C&amp;N. Revised front ended consultation processes agreed</li> </ul>

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Priority	2016/17 target	Action	Lead	By when	Progress
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 2018 or 2019</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing liaison through Portal governance groups</li> <li>Continuing to examine potential replacement options through participation with DFI sponsored Discovery project. Revised TOR under consideration.</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 4</li> <li>Ongoing</li> </ul>	<ul style="list-style-type: none"> <li>Draft prepared. Expected to be presented to committee in New Year</li> <li>Workshop on weight given to BMAP and previous planning decisions held with elected members on 15 December 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 being prepared</li> <li>Ongoing. Meeting arranged with corporate comms</li> </ul>