

APPENDIX 1 – 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"> Review DM policies and processes in line with Best Practice Review performance and reporting framework Eliminate legacy backlog Review Delegation Scheme Review Committee Operating Protocol Develop Pre Application Charging framework Implement Planning Performance Agreements Implement Audit recommendations 	<ul style="list-style-type: none"> Ed Baker Ed Ed Ed Ed Ed Ed Ed 	<ul style="list-style-type: none"> 2017 Q2 2017 Q1 2017 Q1 2017 Q1 2017 Q2 2016 Q4 2016 Q3 2017 Q1 	<ul style="list-style-type: none"> Operating Principles to underpin an efficient DM processes drafted Internal validation and consultation checklists being prepared Model Planning Conditions drafted Reporting framework updated and evolving. DFI to consult on new performance framework for planning <30 legacy application transferred from DoE. Work continuing to eliminating Legacy applications Changes to Scheme of Delegation agreed by Planning Committee. Decision to be taken by SP&R in May 2017 Feedback from "critical friend" on operation of Committee to be reviewed. Legal services to draft amended Protocol Pre-Application Discussion service, including charging, relaunched in April 2017 PPA template drafted. Planning Service in discussion with applicants about entering into a PPA Ongoing
Enforcement	Process enforcement cases to meet statutory target	<ul style="list-style-type: none"> Implement Enforcement Charter Adopt a proactive approach to enforcement 	<ul style="list-style-type: none"> Ed Ed 	<ul style="list-style-type: none"> 2016 Q1 Ongoing 	<ul style="list-style-type: none"> Implemented Planning Committee agreed to a complete ban on To Let signs within proposal area. Submission to DFI on removal of deemed rights being drafted
Corporate Working	Support Council priorities and objectives	<ul style="list-style-type: none"> Implement revised arrangements for advertisement of planning applications Implement Section 76 framework Development of Section 76 monitoring strategy Review the use of NI Direct for call handling Set up improved monitoring and management of calls and other communications Establish joint reception for Planning and Place Ensure corporate team approach to important city-wide project 	<ul style="list-style-type: none"> Ed Ed Ed Jane/Helen Jane/Helen Jane/Helen Ed 	<ul style="list-style-type: none"> 2017 Q2 2017 Q4 2017 Q2 2017 Q2 2017 Q2 2016 Q3 Ongoing 	<ul style="list-style-type: none"> Tender process being reviewed Draft economic report from consultants received. Framework being drafted. Matter due to be discussed by Planning Committee in June 2017 Study visit to Cardiff taken place. Action Plan for monitoring planning agreements finalised and in the process of being implemented. Contract with NI Direct to end 30.6.17. Calls to be dealt with by Planning Service in-house from July 2017 Arrangements for in-house call-handling by Planning Service from July 2017 being set up Implemented. Further synergies under consideration Meeting held with City Centre team. City Centre team now consulted on PADs and Major applications
ICT Solutions	Provide effective IT system for Planning	<ul style="list-style-type: none"> Improve short term operation of 	<ul style="list-style-type: none"> Ed 	<ul style="list-style-type: none"> Ongoing 	<ul style="list-style-type: none"> Ongoing liaison through Portal governance groups

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		Planning Portal <ul style="list-style-type: none"> Secure effective Planning Portal replacement 	<ul style="list-style-type: none"> Ed 	<ul style="list-style-type: none"> 2019 Q1 or before 	<ul style="list-style-type: none"> DFI-led Discovery Projected delayed and to commence June 2017. Business case to be reported by September 2017 with options to replace Portal. Planning Service to participate in Discovery in addition to exploring options for replacing the Portal independently
Member Engagement	Provide effective support for members	<ul style="list-style-type: none"> Finalise member engagement protocol Implement ongoing capacity building programme 	<ul style="list-style-type: none"> Ed Ed 	<ul style="list-style-type: none"> 2017 Q2 Ongoing 	<ul style="list-style-type: none"> Draft Protocol being reviewed ahead of referral to Planning Committee and final decision by SP&R. Planning Committee agreed a capacity building programme for 2017/18. Workshop on the Planning application process already taken place
Staff Engagement	Improve engagement and communication with staff	<ul style="list-style-type: none"> Implement effective engagement framework 	<ul style="list-style-type: none"> Ed 	<ul style="list-style-type: none"> Ongoing 	<ul style="list-style-type: none"> Key messages from management meetings implemented Quarterly team meetings implemented “Brainstorming” box available for new ideas and comments
Customer Engagement	Improve accessibility/understanding of the planning process to all users of the planning system	<ul style="list-style-type: none"> Consider options for further customer engagement Finalise and publish service standards Review website and ongoing use of other suitable media 	<ul style="list-style-type: none"> Ed Ed Ed 	<ul style="list-style-type: none"> Ongoing 2017 Q2 2017 Q3 	<ul style="list-style-type: none"> Workshop with agents and architects on the PAD process held. Further options being reviewed Draft Customer Guidance on the planning process to be prepared following adoption of Operating Principles for Development Management Ongoing. Lead Communicator for Planning & Place appointed to support the development of an improved planning website

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