

## IMPROVEMENT PLAN FOR BDC FOLLOWING DESIGNATION UNDER SECTION 62 (A) OF THE 1990 PLANNING ACT AS AMENDED

AREA FOR IMPROVEMENT	ACTIONS	IMPACT	TIMESCALE	RESPONSIBLE OFFICER	COMMENTS
<b>Improve initial stages upon application receipt</b>	Post Admin Officer to receive training regarding what is a "major" application.	Early identification of major applications as a priority; major applications will not be delayed in getting to a case officer	Completed by 01.01.15		
	Post Admin Officer to give major applications to Manager within one day for him to allocate to officers.	Reduce time wasted early on; application to case officer faster.	Ongoing since 01.01.15		
	Case Officer for major applications to check if valid by second/third day.	Reduce non productive time; early identification of valid/invalid.	Ongoing since 01.01.15		
	If valid, Case Officer for major applications to calculate decision date and Committee date and put on Committee list for the relevant committee by day 3.	Provide timescales to work to; ensure officers and managers are aware of the aimed for determination date.	Ongoing since 01.01.15		
<b>Greater focus on timeliness of decisions during the assessment and negotiation phase</b>	Regular monitoring of progress towards timescales and identification of appropriate action.	Regular performance analysis will enable early identification of capacity issues and potential delays to applications	On-going since 01.01.15		
	Offer Extension of Time agreements with developers or Planning Performance Agreements; use of standard templates and training for staff	Working with applicants to ensure positive outcomes and timely decisions			Use PAS templates and have training for officers
<b>Resourcing</b>	Majors to be more evenly distributed amongst experienced planners to avoid a log jam.	Delays reduced; better deployment of resources	On-going since 01.01.15		It is considered that the department now has the appropriate number of Principal Officers but further work is needed to match other staff and non major applications.
	Fine tuning of data and measures to better understand the number of officers needed in the department and to ensure the skill set matches types of major applications received.	Better deployment of resources	Completed at 01.01.15 but needs to be reviewed		
	Use PAS Planning Quality Framework to support this	Better data, benchmarked against others, on which to make management decisions	Start 03 2015		
<b>Improve consultation response times from consultees</b>	Head of Service to continue to meet monthly with Worcestershire County Council Highways to discuss all live major applications and time issues.	Timely consultee responses to enable case officer to take into account in good time, responding as appropriate	Agenda item on-going since 01.01.15		
	Agree a procedure with Worcestershire County Council about how relevant departments respond in a timely manner e.g. it is better for the District Council to get comments from different departments separately and sooner than a later comprehensive response.	WCC accept timescales and seek to meet them. Timely consultee responses to enable case officer to take into account in good time, responding as appropriate	28.02.15		
	Any issues with Worcestershire County Council not commenting on time to be raised by Head of Service to BDC CEO to then raise with WCC CEO.	Management and early resolution of delays	On-going since 01.01.15		
	Timely initial consultation with statutory consultees; phone call within the first week of the consultation period to establish if there are any emerging planning issues or timescale issues.	Management and early resolution of delays	On-going since 01.01.15		

	Work with stakeholders to get buy-in to pre-application process. (Some stakeholders give more attention to live applications than to pre-application queries).	Early identification of issues	On-going since 01.01.2015		
<b>Streamline planning obligation processes</b>	Case Officers to advise Legal team as soon as possible of 106 issues and to give Committee date and decision date.	Pressure to adhere to timescales.	On-going since 01.01.15		
	Increase use of standard Heads of Terms Agreements with applicants at an early stage and Development Management Manager to liaise with Legal Services Manager to ensure overall progression of 106'S.	Pressure to adhere to timescales.	On-going since 01.01.15		
	Re-introduce dual recommendations in Committee reports e.g. Authority to Head of Service to approve if 106 signed by given date or refused if 106 not signed by the date.	Reduce delays created by developer inactivity particularly after a resolution to approve			
	Formulation and use of standard agreements				
<b>Service improvement</b>	Work with peers from Wolverhampton Council to improve process	Effective processes that reflect BDC's priorities	31.03.15		
	Take part in Planning Advisory Service, Planning Quality Framework.	Continuous improvement of service.	From 28.02.2015		