

POSe Review – Action Plan September 2023

Ref	Recommendation	Officer Response	Lead/ support	Actions	By When	Comment/Update
Priorities for Development Management						
001	Review the performance monitoring process to ensure that corporate, department and service priorities are regularly monitored at the appropriate level and to the right timescales	Agreed. Performance is reported to SLT and the lead member currently. Links to project 004	CT SHo, IM	Set up a sub group to review performance monitoring and oversee monthly reporting.	July	COMPLETED
002	Introduce a monitoring framework to include current and future government criteria and likely future “designation” criteria	This process commenced in January 2023, before the commissioning of POSe, and the KPIS for the service were amended for the 2023/24 Service Plan. However, there are limitations on what the back office can report on and further work will be necessary during the year to ensure the government’s proposed indicator set can be reported. A subgroup will be set up to take this work forward	CT SHo, IM	Monitoring sub group to consider how the KPIS can be improved to reflect the emerging government indicator set and to prepare comparative data on a quarterly basis against national and family group.	November	Outline of required performance tables and indicator set discussed at team meeting 8/8/23. Recognized that we need to wait for govt update on performance KPIS to avoid wasted effort.
003	Establish a process and targets for reducing the reliance on Extensions of Time and therefore the average length of time taken to determine applications	Agreed. The Service Performance Action Plan has already identified this an action and measures are being brigaded	CT SHo	Staff briefing Prepare Customer Charter and protocol for post submission amendments to applications Agent forum messaging Amend website text and upload customer charter Publish the Local Validation List	August	Staff briefing in DM Team meeting 4 July and Staff meeting 6 July. Letter sent 19 July to agents; DD signed 18 July with implementation date for Local Validation List, customer charter and new approach to dealing with planning applications of 31 July.
004	Regular reporting of the key performance indicators to members including the Plans Committee	Agreed. Links to project 001	CT SHo	Provide a Quarterly report of KPIS in the Plans Committee Agenda.	August	Monthly performance score card to be reported to Plans Committee members as part of the committee presentation slide deck, as a standing report
005	Review the role of the Team Leader to ensure the management and professional roles are clarified.	This post has been subject to pressure from the turnover of staff in the DM service. Staff turnover has meant the post has picked up a case load of applications which has made it very difficult to also undertake management responsibilities. Job description should be reviewed to be more specific and	RB CT	Review job description and undertake JE Readvertise post	September	JD reviewed and first draft completed JE panel held 20 September
The Member Interface						
006	Review and revise the member call-in procedures for planning applications and clarify the position regarding member call-ins in single member wards	Agreed	CT SG, LW, HW, MH	Review the delegated report template and implement Review the constitution and amend technical briefing for members 7 September Report to Cabinet October Report to Council November Implement 1 December	December	Discussed at the member briefing session on 7 September. Amendments to the process made including increase to 28 days for member call in requests. Reported to Cabinet 12 October COMPLETED
007	Review and revise the member call-in procedures for enforcement cases	Agreed	SHa RB, CT, MH	Review the enforcement process and policy Explain the enforcement plan to members briefing 26 July and invite issues and comment Consult members on proposed changes to plan August Review the constitution and amend technical briefing for members 7 September Report to Cabinet October Report to Council November Prepare a standard enforcement quarterly report template for plans committee	December	Discussed at the member briefing on 26 July and views sought in advance of a consultation exercise during August. Discussed again at Member briefing on 7 September and consultation feedback provided. Reported to cabinet on 12 October COMPLETED

008	Review and revise the pre-application process to provide for the Council to initiate early engagement on major proposals including members		RB MP, SG, MH	Review the pre-application protocol Update protocol and publish on website Review Chapter 25: Protocol on Presentations to Councillors technical briefing for members 7 September Report to Cabinet October Report to Council November Amend website content	December	Pre app process reviewed following meeting on 24 July. Minor amends to guidance made. Changes to the Constitution proposed to remove ambiguities with the pre-app guidance. Dem service review of practice in other authorities to provide benchmarking. Changes to the wording of chapter 25 suggested in cabinet report 12 October
Plans Committee						
009	Officer presentations should concentrate on the key material issues, especially those that are finely balanced or the subject of significant objection	Agreed. This will reduce officer presentation time and encourage members to read reports before the meeting (rather than relying on officer presentations)	CT SG	Prepare a protocol for officer presentations and add to the DM manual	July	COMPLETED
010	Changing the rules around public speaking, limiting slots for applicants, objectors and ward members to 3 minutes and reducing the deadline to register to speak from 7 to 3 working days	Agreed	MH CT/KW	Amend the constitution and meeting procedures Update the website and guidance note for public speaking technical briefing for members 7 September Report to Cabinet October Report to Council November	December	Discussed at the member training session on 26 July 2023 and views sought. Resistance from some members to reduce time for speaking but case will be put forward to cabinet on 12 October based on national best practice and the potential for efficiencies
011	If a ward member calls in an application, they should attend in person to explain the reasons for the call in, or if unable to attend they produce a written explanation to be read out at the meeting	Agreed	MH CT/RB	Review the constitution and meeting procedures technical briefing for members 7 September Report to Cabinet October Report to Council November	December	Discussed at Member briefing on 7 September. Strong desire from members to tighten the wording of the constitution on this issue. Suggested wording to 12 October cabinet
012	Review plans committee meeting arrangements	Agreed.	KW CT/RB	Review venue for plans committee and/or provide for live streaming from venue	December	Meeting held at Preston Rooms with ICS and Dem Services 16 August to discuss a solution to webcast the committee meetings and provide an additional audience focused monitor in the Preston Rooms. Further consideration of alternative venues has been made. Final solution and costs have been provided and budget is being sought. COMPLETED
			AW	Consider limiting the time committee can sit for without a vote up to a maximum of three hours AW to prepare a paper setting out the options for meeting start times, lengths, rules of debate and mitigating actions pros and cons (chair and vice chair to visit other LAs to look at rules of debate?) Consult with members technical briefing for members 7 September Report to Cabinet October Report to Council November	December	Discussed at Member briefing on 26 July and will not be taken forward. Members do not support this and constraining the time of committee could have serious consequences for planning performance and appeals COMPLETED
			CT	Consider using drone footage to illustrate sites Decisions about the sites to be visited to be made by Group leader in consultation with Chair Update the advice to members about visiting sites Encourage Cllr dialogue with officers prior to committee meetings	July	Complete. Process for Group Leader discussing sites with Chair to be visited confirmed. Drones will not be used at this time due to the costs and logistics. COMPLETED
013	Review Plans Committee reports	The committee template has recently been changed to simplify its content and format. The suggested changes will be considered	CT SG/JW	Utilize the suggested template Provide hyperlinks to policies in reports Details of consultation set out in appendices Add exec summary to reports Consider how internal consultee responses are set out	August	Templates reviewed but not all recommendations taken forward due to the added burden this places on reporting process COMPLETED
				Consider training for staff on presentations to cllrs Shorten officer presentations to salient facts	July	Officers have been advised on how to present items to committee. Training will be identified through PDRs COMPLETED

		This was a misunderstanding about the process followed occasioned by the induction of the new Group Leader at the time the review team were on site.	RB	Consider the workflow for signing off committee reports	July	COMPLETED
			SHo	Review the list of material and not material considerations for M3 consultation letters and the Members committee manual	August	COMPLETED
014	Planning training		CT	Promote Plans training sessions to cllrs Provide bespoke training to parish and town councils on the planning system to promote better understanding of material considerations	September	Plans Training promoted to members by Dem Services on quarterly basis Commission PAS or other provider to run PC training annually COMPLETED
Administrative and Procedural Issues						
015	Review the validation and registration process so that allocation takes place ahead of validation	Agreed.	CT	Change the format of allocation so this is undertaken by the Group Leader (TL in her absence) and carried out before the validation	September	CT to meet with SG and SHo. Look to implement from mid September
016	Seek to remove the current unnecessary double checking of applications at both validation and registration stages.	This appears to be a misunderstanding about the validation and registration process. However, it would be helpful to review the process and document this (for the DM manual) and to ensure there is no double handling of work through this process.	CT SG, LW, HW, SHo	Review the procedure for validation and registration and document this in the DM Manual Consider a rota system for uploading submitted application information to info@work Consider how many applications are being returned as invalid at registration stage	September	
017	Review the separate functions relating to TPOs to bring them back under the purview of Plans Committee		AW/KW RB/CT	Prepare an options paper setting out the choices for how TPO appeals can be heard by members and consult councillors. If changes are necessary then: technical briefing for members 7 September Report to Cabinet October Report to Council November	December	Discussed with members at the member training on 26 July and views sought. Members not in support of changing the current situation and this will not be taken forward COMPLETED
018	Consider the process for signing and sealing S106 agreements and review the involvement of SLT		RB/CT MH CT/AW	Change wording of plans committee resolutions to give delegation to HoG rather than HoSS Introduce new wording to the constitution to give delegation to the HoPG, or any officer subject to sub delegation, to enter into s106 agreements from reports not considered by plans committee technical briefing for members 7 September Report to Cabinet October Report to Council November	August December	Will be actioned from the plans committee in August COMPLETED This can be dealt with on a report by report basis inviting plans committee to give this delegation. However, consider changes to the constitution to provide fallback position. Suggested wording in report to Cabinet on 12 October COMPLETED
Staffing						
019	Develop a recruitment and retention strategy with corporate and HR support to reduce the reliance on temporary staff	Agreed. There is a recruitment strategy in the performance action plan	RB CT	Raise staffing issues and recruitment issues with the Workforce Board	July	Strategy reported to the Workforce Board 12 July COMPLETED
020	Ensure emails from elected representatives are acknowledged	Agreed.	RB	Issue a further staff instruction to remind them of the need to acknowledge emails	July	Complete but keep under review. Work instruction issued to all officers on 3 July 2023 COMPLETED
Misc						
021	Not related to the POSe Review - Update the meeting procedures to include reference to how late items will be dealt with in Extras Report, to formalize this approach	This advice exists but is not part of the meeting procedures. It would be helpful to formalize it for the avoidance of doubt.	MH	technical briefing for members 7 September Report to Cabinet October Report to Council November	December	The text for this exists and needs to be incorporated into the meeting procedures for the avoidance of doubt. Will be taken forward in cabinet report in October

022	Not related to the POSe review. Amendments to constitution (while we're in there)	<ol style="list-style-type: none"> 1. Cllrs making motion to refuse against officer recommendation to provide evidence for any subsequent appeal (4.2 of members planning code of good practice) 2. Applications from family members do not need to go to committee. Should they? 3. s106 agreements not signed by a specified date (or date agreed) decision reverts to officers 	MH CT, RB	technical briefing for members 7 September Report to Cabinet October Report to Council November	December	Suggested wording included in 12 October cabinet report that: applications made by family members/partners of serving members and officers should be referred to committee. Signing of S106 agreements not signed by a specified date (or date agreed) decision
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Notes:

- Grey shading indicates actions that are entirely complete.
- Pale blue shading indicates actions dependent on cabinet/council decision
- Pale yellow shading indicates low hanging fruit and quick wins
- Grey shading indicates an action has been completed
- RB: Richard Bennett; CT: Carolyn Tait; SG: Susan Garbutt; MP: Mark Pickrell; HW: Harry White; MH: Michael Hopkins; LW: Louise Winson; SHo: Steve Holmes; AW: Adrian Ward; KW: Karen Widdowson
- * if required