

**Action Plan - Improvements to the enforcement service arising out of the Business Process Improvement (BPI) review and the**

Actions	When	Who by	Progress	Comple tion	Implementation
Review prioritisation of investigating cases, taking into account the outcome of the scrutiny review (SRG Rec 3)	31.5.10	MA	Review of investigation prioritisation scoped out on 18.5.10. Draft by 31.5.10.		31.07.10
Address backlog of old enforcement cases	31.3.10	MS	Self-contained exercise dealing with historic backlog between Jan and March 2010 through additional resource. Backlog significantly reduced by 339 cases. Remainder of old outstanding cases identified and to be tackled at a later stage, as capacity / resources permit.	X	Done
Form an action plan to progress cases from the backlog earmarked for action in a sustainable project managed way.	30.6.10	MS	Under preparation		01.07.10
Create Pro Forma for enf appeals statements	31.5.10	MS	Under preparation		01.06.10
Discuss and agree responsibilities on tree enforcement and prosecutions	30.06.10	NW	Meeting arranged in early June		31.07.10
Discuss and agree responsibilities on Listed Building enforcement and prosecutions	30.06.10	NW	Meeting arranged in early June		31.07.10
Produce a checklist/s of necessary documents to initiate legal proceedings for planning offences	30.06.10	EG	Under discussion with Legal		31.07.10
Look at feasibility of a dedicated enforcement administration assistant	31.01.10	LG	Option considered but no funding identified for additional resource. Enforcement officers to continue doing their own admin.	X	Done
Review the Enforcement section structure to be fit for purpose and include the range of skills and competencies identified and needed to deliver the redesigned service (SRG R9)	31.06.10	NG	To agree and recruit by 30.09.10		30.09.10
Investigate better use of IT, data collection and performance management reports (SRG R1)	31.05.10	JB	Scoped out on 18.05.10. JB will progress when performance targets and criteria finalised.		31.07.10
Produce a procedure note for officers (communication) (SRG R5)	15.07.10	MA	Procedure note based on BPI review To Be process map being drafted		31.07.10
Redraft enforcement letter templates (SRG R2)	30.06.10	MA	Currently under preparation		31.07.10
Produce a system for managing workloads / set performance targets and criteria for communicating progress and closing cases (SRG R1, R2 and R4)	31.05.10	MA	Scoped out on 18.05.10. Draft by 15.06.10		31.07.10
Look at recorded Delivery process	30.04.10	LG	Response received was inadequate. Currently investigating further options		30.06.10
FAQs on enforcement on website	31.05.10	NG	Being drafted		31.05.10
Review our enforcement policy	30.06.10	MA	Scoped out on 18.05.10. Draft by 15.07.10		31.07.10
Prepare customer charter (SRG R5)	15.09.10	MA	Scoped out on 18.05.10. Draft by 25.07.10.		30.07.10
Look at using Uniform workflow to track enforcement cases	15.07.10	JB	Scoped out on 18.05.10.		31.07.10
Information leaflet for Complainants (SRG R5)	15.09.10	MA	Scoped out on 18.05.10. Draft by 25.07.10.		30.07.10
Information leaflet for Developer (SGR R5)	15.09.10	MA	Scoped out on 18.05.10. Draft by 23.06.07.10.		30.07.10
Review practice in respect of enf cases that result in retrospective applications	30.06.10	MA	Scoped out on 18.05.10.		31.07.10
Quarterly report to each planning committee on service performance (SRG R4 and R6)	30.11.10	NG	First report on the July/September quarter, during the November committee cycle, following implementation on 31.7.10.		Nov-10
Report on benefits and difficulties of partnership (SRG R7)	Nov-10	NG	Report to Value and Performance Scrutiny Committee (VPSC) in Nov 2010		Nov-10
Consider an element of proactive enforcement	Nov-10	NG	To consider following embedding of the process. Will update November VPSC.		Nov-10