

Planning Enforcement Business Process Improvement		Action Plan: Progress 1st Nov 2010		Appendix 2
Actions	Who by	Progress	Completion	Implementation
Review prioritisation of investigating cases, taking into account the outcome of the scrutiny review (SRG Rec 3)	MA	Priority framework for investigation reviewed reflecting the priority categories suggested by the scrutiny review	Done 30.06.10	1.8.10
Address backlog of old enforcement cases	MS	Backlog reduced significantly from over 1,000 cases by end of March 2010 through additional resource. Numbers have been maintained steady since (497 live cases on 19.10.10) despite reduction in available enforcement resources until October 2010. Remaining old outstanding cases identified and to be tackled at a later stage, as capacity / resources permit.	Done 31.03.10	31.03.10 and on-going
Form an action plan to progress cases from the backlog earmarked for action, in a sustainable project managed way.	MS	Action to be pursued on identified cases, as and when resources permit in a drip-feed fashion. C4 HMO cases identified for action, however permitted development rights introduced on 1.10.10.	Done 01.07.10	01.07.10 and on-going
Create Pro Forma for enf appeals statements	MS	Proforma enforcement statements prepared.To be built-upon thereafter.	Done 30.06.10	30.06.10
Discuss and agree responsibilities on tree enforcement and prosecutions	NW	Discussions in progress. Next meeting 3.11.10.	Due 30.11.10	01.12.10
Discuss and agree responsibilities on Listed Building enforcement and prosecutions	NW	Discussions in progress. Next meeting 3.11.10	Due 30.11.10	01.12.10
Produce a checklist/s of necessary documents to initiate legal proceedings for planning offences	EG	Under discussion with Legal	Due 30.11.10	01.12.10
Look at feasibility of a dedicated enforcement administration assistant	LG	Option considered but no funding identified for additional resource. Enforcement officers to continue doing their own admin.	Done 31.03.10	01.04.10
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)	NG	Enforcement service vision paper prepared by 15.07.10. Structure reviewed.Proposal to provide one senior and two planning enforcement officers. Second enforcement officer confirmed in post permanently from 1.10.10. Senior enforcement officer post covered by temporary appointment for the time being.	Done 15.09.10	01.10.10
Investigate better use of IT, data collection and performance management reports (SRG R1)	JB	Better use of IT scoped out on 18.05.10. JB will progress when performance targets and criteria finalised. Had to wait until after implementation of recent Uniform upgrade. Further Uniform upgrade with increased enforcement functionality currently being developed and to be tested during November/ December 2010. IT systems currently being adjusted to enable data capture. data capture to commence in December 2010. Performance management information Access reports already scoped out and to be formulated in Jan 2011 and tested and finalised in February 2011.	Work in progress. Completion due 28.02.11	Data capture to commence December 2010 and working access reports implemented by 28.02.11.
Produce a procedure note for officers (communication) (SRG R5)	MA	targets by 15.7.10. New process implemented for new enforcement investigation cases received after 31.07.10. Procedure note to officers still to be finalised upon completion of IT improvements.	Note to be completed by 31.03.11	Process implemented 31.07.10
Redraft enforcement letter templates (SRG R2)	MA	Templates redrafted 15.7.10 and implemented on 31.07.10. To be fully functional in Uniform by end December 2010.	Done 15.07.10	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)	MA	Scoped out on 18.05.10. Drafted by 15.07.10. Implemented in practice for new cases received after 31.07.10. Uniform database still being developed in terms of electronic data capture.	Done 15.07.10	Implemented 31.07.10. Electronic data capture dev. work still in progress.
Look at recorded Delivery process	LG	Workable alternatives not identified to date.	Done 30.04.10	
FAQs on enforcement on website	NG	FAQs drafted by 31.05.10. On website 18.06.10	Done 31.05.10	18.06.10
Review our enforcement policy	MA	Scoped out on 18.05.10. Policy reviewed and draft note prepared by 15.07.10. Actions implemented 31.07.10. Enforcement policy document to be finalised once all aspects of the action plan complete.	Completion outstanding	31.07.10
Prepare customer charter (SRG R5)	MA	Scoped out on 18.05.10. Most information relevant to a charter incorporated and published as part of FAQs on website on 18.06.10. Customer charter to be completed published by 30.11.10.	Due 30.11.10	01.12.10
Look at using Uniform workflow to track enforcement cases	JB	Scoped out on 18.05.10. Part of current IT development work. Awaiting implementation of Uniform version 8.1 with increased enforcement functionality.	Work in progress	April 2011?
Information leaflet for Complainants (SRG R5)	MA	Scoped out on 18.05.10. Info already incorporated in FAQs since 18.06.10. Leaflet to be completed by 30.11.10.	Due 30.11.10	01.12.10
Information leaflet for Developer (SGR R5)	MA	Scoped out on 18.05.10. Info already incorporated in FAQs since 18.06.10. Leaflet to be completed by 30.11.10.	Due 30.11.10	01.12.10
Review practice in respect of enf cases that result in retrospective applications	MA	Scoped out on 18.05.10. Done by 15.07.10.	Done 15.07.10	31.07.10
Quarterly report to each planning committee on service performance (SRG R4 and R6)	NG	IT development work still in progress. Data capture from 1.12.10. First quarterly performance management report to be prepared for Jan-March 2011 quarter and to be reported to area committees in the May 2011 cycle.	May 2011 cycle	Jan-Mar 2011 report in May 2011 cycle and quarterly thereafter

Report on benefits and difficulties of partnership (SRG R7)	NG	See comments in main report, referred to the Value and Performance Scrutiny Committee working group in November 2010	Nov 2010	Nov-10
Consider an element of proactive enforcement	NG	See comments in main report, referred to the Value and Performance Scrutiny Committee working group in November 2010	Nov-10	Nov-10

**Action Plan - Improvements to the enforcement serv
review and the recommendations of the Scrutiny Re**

**Price arising out of the Business Process Improvement (BPI)
Review Group (SRG) report**