

## **RECOMMENDATIONS SET OUT IN SECTION 2 OF THE ENVIRONMENT AND PROSPERITY TASK AND FINISH GROUP REVIEW OF PLANNING ENFORCEMENT**

1. That a revised planning enforcement policy/protocol be developed and implemented. This policy/protocol shall reduce the current 4 priorities to a more relevant 3 which shall include the following;
  - **High Priority cases**  
Initial Assessment should be made the same day
  - **Medium Priority cases**  
Initial Assessment should be made within 5 working days
  - **Low Priority cases**  
Initial Assessment should be within 15 working days
2. The service should be encouraged and designed to operate as a single team working across the whole region, thereby creating a culture of case management within the enforcement team, bringing together the responsibility for enforcement with the professional officers of the team. A structure should be developed to provide clear decision making processes, with appropriate delegation to a single lead officer.
3. Relationships with other services should be further developed to enhance service delivery, with particular emphasis on the development of a service level agreement between the planning enforcement function and the legal services functions. To embrace this approach consideration should also be made to the facility of sharing database information directly between services and providing opportunities for members of the enforcement team to comment on the proposed planning conditions.
4. New performance reporting measures as detailed within the appendix shall be included within normal day to day practices, with a summary report provided to Council half yearly.
5. Improved customer interactions through the website as indicated within the appendix table reference per.005.
6. The provision of technical support staff to support the planning enforcement team should be made available.
7. The service should be encouraged to improve the use of technology, moving towards a paperless environment where possible and working to adopted operations procedures.
8. The inclusion within the corporate calendar for regular training and briefing sessions for all elected members relating to the planning enforcement function.
9. The service lead will require the development of a service culture, improving customer relationships.

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10. The initial performance target of 8 weeks should be considered as a business ambition when dealing with complaints.
11. Progress of complaints should be reported or made available to members at key stages of the investigation.
12. Consideration to any ICT issues should be treated as a matter of priority.

*Measures considered appropriate to the achievement of the above are highlighted within the table of the appendix to the Task and Finish Group report.*