

## **BRECKLAND COUNCIL**

### **Overview and Scrutiny Commission 17 December 2009** **Report of the Deputy Chief Executive**

#### **Planning and Building Control/Capita Symonds Contract**

##### **1. Purpose of Report**

- 1.1 To provide members with an update on the performance of the new Planning and Building Control partnership with Capita Symonds

##### **2. Recommendation**

- 2.1 Members note the report

**Note:** In preparing this report, due regard has been had to equality of opportunity, human rights, prevention of crime and disorder, environmental and risk management considerations as appropriate. Relevant officers have been consulted in relation to any legal, financial or human resources implications and comments received are reflected in the report.

##### **3.0 Introduction**

- 3.1 The Contract with Capita Symonds to deliver Planning & Building Control Services commenced on 29<sup>th</sup> June, 2009.
- 3.1 Capita Symonds Management team have been working closely with the Council to ensure a smooth transition whilst maintaining high levels of performance.
- 3.2 The Contract is managed by a governance structure, the key objectives include:
- To ensure the contractor is complying with all targets as set out in the business plan
  - To monitor the costs of the contract to the Council
  - Business development opportunities
- 3.3 The Contract is monitored on a monthly basis, attended by the Executive Member for Planning, Deputy Chief Executive and senior representatives from Capita Symonds.

##### **4. Issues/update**

- 4.1 Included below are the key matters for information:
- 'Planning on line' has been implemented. The next steps will be to complete the computerisation of the Land Charges system.
  - Other Local Authorities and CLG have expressed an interest in understanding how the contract works and the potential for future partnering arrangements. Solihull Members and Senior Officers have visited the Council for presentations and briefings on our

partnership approach.

- Attached is the most recent monthly contract monitoring meeting report
- The Local Development Framework has been found sound.

**4. Risk and Financial Implications**

4.1 No Risks identified at this time

4.2 Financial

4.2.1 N/A

**5. Legal Implications**

5.1 None.

**6. Other Implications**

- a) Equalities: None
- b) Section 17, Crime & Disorder Act 1998: None
- c) Section 40, Natural Environment & Rural Communities Act 2006: None
- d) Human Resources: None
- e) Human Rights: None
- f) Other: None

**7. Alignment to Council Priorities**

7.1 To protect and improve the local environment through the delivery of our Planning and Building Control services.

**8. Ward/Community Affected**

8.1 All

Lead Contact Officer:

Mark Stokes – Deputy Chief Executive

Key Decision Status:

*Non-key decision (not on Forward Plan)*

Appendices attached to this report:

*Appendix 1 – Contract Monitoring Report for October 2009*



**Capita Symonds Breckland**

**October Contract Monitoring Report**

**November 2009**

1a) i - Critical Service Performance Indicators

Date:	November 1 <sup>st</sup> , 2009
Completed by:	Jon Durbin

Service	National / Statutory indicator	Performance Target	October Performance % (Volumes)	Year to date % - 29 June 2009 on (Volumes)	Comments
Development Control	% of minor planning apps decided within 8 wks (NI = 65%)	80%	94.87% (39)	93.33% (135)	
	% of other planning apps decided within 8 wks (NI = 80%)	87%	100% (56)	99.52% (207)	
	% of major planning apps decided within 13 wks (NI = 65%)	66%	0% (2)	57.14 (14)	All major applications submitted since the start of the contract (29/06) have been submitted to Development Control Committee in time to enable the LPA to determine the application within the 13 weeks. The two applications determined in October relate to proposals for a Business Park in Snetterton and a residential development in Kenninghall. Both applications were submitted in 2008 and have been the subject of extensive negotiations relating to Section 106 agreements.
Building Control	% of Building Regulations decided within 5 weeks unless extended to 2 months by agreement	100%	100% (44)	100% (168)	

<p><b>Environmental Planning</b></p>	<p>Achievement of the Local Development Scheme</p>	<p>Adherence to an annual programme of work for the delivery of the Local Development Scheme</p>	<p>100%</p>	<p>100%</p>	<ul style="list-style-type: none"> <li>• Final Inspectors Report on Core Strategy received and available to view. Appropriate parties notified.</li> <li>• Contracts issued for Detailed A11 Energy Study and Detailed Habitats Regulation Assessment work.</li> <li>• Site Specific proposals for Swaffham, Narborough, Dereham, Swanton Morley and Shipdham reported to LDF Task and Finish Group</li> <li>• Annual Monitoring Report and amended Local Development Scheme prepared for Cabinet</li> <li>• Reports prepared for the Local Planning Authority on RSS Review 2031, Norfolk Minerals &amp; Waste LDF and Adoption of the Core Strategy</li> <li>• Thetford Area Action Plan progressed and evidence base being developed on Transport, The Cycle Loops, Masterplans and infrastructure.</li> <li>• Detailed Strategic Flood Risk Assessment for Thetford Town Centre delivered</li> </ul>
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1a) ii - Baseline Key Performance Indicators

Date:	November 1 <sup>st</sup> , 2009
Completed by:	Jon Durbin

Service	National / Statutory indicator	Performance Target	October Performance % (Volumes)	Year to date % - 29 June 2009 on (Volumes)	Comments
Building Control	Customer satisfaction (based on Questionnaire Responses)	89%	93% (15)	92.25% (62)	214 Questionnaires sent out YTD – 62 returned YTD
	Plans assessed within 10 working days	78%	100% (50)	100% (197)	
	Decisions in statutory period	100%	100% (44)	100% (168)	
	Same day inspections	97%	100% (434)	100% (1746)	
	Dangerous structures responses within 2 hours	91%	100% (1)	100% (6)	

Service	National / Statutory indicator	Performance Target	October Performance (Volumes)	Year to date 29 June 2009 on (Volumes)	Comments
Policy Planning	Adherence to the programme for LDF	Programme to be delivered on target	100%	100%	
Enforcement	The Enforcement Section of Development Control shall acknowledge any complaint made in writing within 5 working days from receipt	83%	100% (32)	100% (138)	Volumes are the actual number of enforcement complaints received.  Please note this indicator is to be reviewed at Contract Monitoring Board: CSL propose following: % of Enforcement cases resolved within 12 months – target 90% (Resolved cases relate to those closed with 'no further action' or, 'no action required' or, 'matter resolved otherwise)
Land Charges	The Service shall endeavour to make any necessary changes to the Land Charges Register within 3 working days of receipt of the charge information.	98%	98% (259)	99% (1273)	Data for the 3 day registration target is currently collected manually. Once the land charges system is computerised within Ocella the information will be available electronically. Purchase order raised with Ocella by Breckland Council.
Historic Buildings	Responding to planning application consultations within 10 working days including considering and negotiating, where appropriate, improvements which add value to the outcome of planning, advertisement and associated applications.	99%	100% (33)	99.5% (134)	

Service	National / Statutory indicator	Performance Target	October Performance (Volumes)	Year to date 29 June 2009 on (Volumes)	Comments
Tree Services	Responding to planning application consultations within 10 working days	99%	92% (52)	97.25% (168)	This work relates to trees, ecology and green infrastructure. Work load in these areas has increased but overall this is not currently having an affect on the overall Development Control Performance.
	Enquiries from members of the public to be responded to within 10 working days	100%	100% (14)	98.25% (53)	
	Applications for work to trees that are received directly by the team are to be dealt with within 6 or 8 weeks depending on how the tree is protected, conservation area or Tree Preservation Order.	100%	100% (18)	100% (64)	
	The Hedgerow Regulations service to determine within 42 days if the hedgerow needs to be protected.	100%	100% (0)	100% (1)	
Street naming and numbering	Respond and resolve Change of House Name Applications within 10 working days of receipt	90%	100% (5)	100% (8)	