

WEST DEVON HUB COMMITTEE



West Devon
Borough
Council

Minutes of a meeting of the **West Devon Hub Committee** held
on
Tuesday, 10th September, 2019 at **2.00 pm** at the **Chamber**
- Kilworthy Park

Present: **Councillors:**

Chairman Cllr Jory
Vice Chairman Cllr Samuel

Cllr Edmonds
Cllr Leech
Cllr Moody
Cllr Sellis

Cllr Mott
Cllr Cheadle
Cllr Pearce

In attendance:
Councillors:

Cllr Crozier
Cllr Ewings
Cllr Hipsey
Cllr Ratcliffe
Cllr Southcott

Cllr Daniel
Cllr Heyworth
Cllr Musgrave
Cllr Renders
Cllr Yelland

Officers:
Chief Executive
Deputy Chief Executive
Section 151 Officer
Strategic Planning Manager (Joint Local Plan)
Housing Specialist
Commissioning Manager
Head of Environment Services Practice
Assets Senior Specialist
Senior Specialist Democratic Services

24. **Declarations of Interest**

*HC 24

Members were invited to declare any interests in the items of business to be discussed and the following was made:

Cllr D K A Sellis declared a personal interest in Item 20: 'Grounds Maintenance Review' (Minute HC 40 below refers) by virtue of being the local Devon County Councillor and a Tavistock resident and remained in the meeting and took part in the debate and vote on this item.

25. **Confirmation of Minutes**

*HC 25

The Minutes of the Hub Committee meeting held on 16 July 2019 were confirmed and signed by the Chairman as a correct record, subject to inclusion of the following amendment under Minute *HC 17:

'The Lead Member for *Communities* introduced the report.'

26. **Hub Committee Forward Plan**

*HC 26

Members were presented with the Hub Committee Forward Plan setting out items on the agenda for Hub Committee meetings for the next four months.

The contents of the Forward Plan was agreed subject to the Coastal Concordat item being removed from the Forward Plan until the DEFRA guidance had been published.

27. **Medium Term Financial Strategy 2020/21 to 2024/25 - Cllr Jory**

HC 27

A report was considered that set out the Budget Strategy for the Council for the next five years and was the starting point for developing a meaningful strategy setting out the intention for all of the different strands of funding available to the Council. The report stated that the Council would then be able to rely on the Strategy to inform future decisions.

The Leader introduced the report and invited the Section 151 Officer to provide an update to Members in light of the Chancellor having now announced the Spending Review for 2019. In so doing, the Section 151 Officer advised that this update information had been included in full in the published agenda report that was to be considered by the Council at its meeting on 17 September 2019.

In the ensuing debate, reference was made to:-

- (a) the Medium Term Financial Strategy training session that had been held earlier in the day. A number of Members thanked officers for delivering what had been a very informative session;
- (b) the work of the Financial Stability Review Group. A Member expressed his surprise that a recommendation had not been included with regard to the Review Group being tasked with investigating options to close the forecasted £0.38 million budget gap for 2020/21. In response, the Section 151 Officer informed

that this task was included as part of the Group's terms of reference and these would again be revisited by Members at the first Group meeting of this Municipal Year.

It was then **RESOLVED** that Hub Committee had considered the Medium Term Financial Strategy and **RECOMMENDED** to Council:

1. that the strategic intention be set to raise Council Tax by the maximum allowed in any given year, without triggering a council tax referendum, to endeavour to continue to deliver services. (NOTE. the actual council tax for any given year will be decided by Council in the preceding February);
2. to respond to any Government announcement/consultation in September 2019 on Business Rates Reform;
3. to continue to actively lobby and engage with the Government, Devon MPs and other sector bodies such as the District Councils Network and the Rural Services Network, for a realistic business rates baseline to be set for the Council for 2020 onwards, if business rates reform is introduced for 2020-21 or a later timescale (NOTE. it is widely thought that it will be delayed until 2021-22);
4. that the Council continues to lobby in support of the Government eliminating Negative Revenue Support Grant in 2020/21 (and thereafter) and continues to lobby for Rural Services Delivery Grant allocations which adequately reflect the cost of rural service provision;
5. to use £200,000 of New Homes Bonus funding for 2020-21 (or any alternative scheme) to fund the revenue base budget and then reduce to £100,000 by 2021-22 and £50,000 by 2022-23 for modelling purposes;
6. that the minimum level of Unearmarked Reserves to be retained is increased from £750,000 (2019/20 level) to £900,000 for 2020/21, to reflect the increase in financial risks which the Council faces;
7. to transfer £200,000 of Unearmarked Reserves into the Financial Stability Earmarked Reserve;
8. that the Council continues dialogue with the actuaries of the Devon Pension Fund and DCC on the options for the Council's Pension position, with the aim of reducing the current contributions, increasing affordability, whilst best managing the pension deficit. (NOTE: a report will be presented to Members by January 2020 of options, once the results of the Triennial Pension Revaluation are known);
9. that the Council maintains an Upper Limit on External Borrowing (for all Council services) as part of the Medium Term Financial Strategy of £50 million;

10. the forecast budget gap for 2020/21 of £0.38 million and the position for future years be noted; and
11. the current options identified and timescales for closing the budget gap in 2020/21 and future years, to achieve long term financial sustainability be noted.

28. **Quarter 1 Revenue Monitoring 2019/20 - Cllr Edmonds**

HC 28

Members were presented with a report that enabled them to monitor income and expenditure variations against the approved budget for 2019/20 and provided a forecast for the year end position.

The Lead Member for Performance and Resources presented the report.

During the subsequent debate, the recommendation to recruit two additional planning enforcement case managers was welcomed. Members acknowledged the difficult circumstances within which the Enforcement Team was working and wished to formally record their appreciation for the work that they were carrying out.

The Committee noted that the recommendation had already been unanimously supported by the Overview and Scrutiny Committee at its meeting on 3 September 2019 (Minute O&S 30 refers). In light of the reputational importance of the service to the Council, Members requested that the Overview and Scrutiny Committee receive a verbal report in a further three months' time that reviewed the recruitment process; the effectiveness of the revised Enforcement Plan; and the number of live cases.

It was then **RESOLVED** that:

1. the forecast income and expenditure variations for the 2019/20 financial year and the overall projected underspend of £16,000 be noted;
2. the Council be **RECOMMENDED** to approve the proposal for two additional planning enforcement level 6 case managers to be recruited which will cost an additional £21,460 per annum (WDBC share). (NOTE: the two posts are recommended to be funded from the Planning Earmarked Reserve in 2019/20 at a maximum cost of £17,200 (WDBC share)); and
3. the Overview and Scrutiny Committee be requested to receive a verbal report in a further three months' time that reviewed the recruitment process; the effectiveness of the revised Enforcement Plan; and the number of live cases.

29. **Capital Budget Monitoring 2019/2020 - Cllr Edmonds**

*HC 29

Members were presented with a report that advised them of the financial position as at 30 June 2019 for the purposes of budget monitoring. All capital projects were within the individual capital budgets approved by Members.

The Lead Member for Performance and Resources introduced the report.

With no questions or debate being raised, it was then **RESOLVED** that the contents of the report be noted.

30. **Approval of the Plymouth and South West Devon Local Development Scheme - Cllr Mott**

*HC 30

Members were presented with a report that sought approval of the Plymouth and South West Devon Local Development Scheme (LDS) which was a three year project plan for preparing documents, rather than a policy document itself. The LDS was intended to provide a starting point for the local community and stakeholders to find out what planning documents were being prepared by the Council and the timetable for their production.

The Lead Member for Environment introduced the report.

In discussion, reference was made to:-

- (a) the proposed timetable for the 'Managing Rural Development' Development Planning Document (DPD). Such was the significance of this DPD that Members questioned whether the timetable could be progressed to ensure that it was adopted before spring 2021. In response, officers advised that this timetable was considered to be a realistic timetable when considering the number of key milestones that were to be followed. By way of comfort, officers did confirm that local Neighbourhood Plans could be progressed irrespective of this DPD being adopted;
- (b) adequate car parking standards and provision. Some Members expressed their concerns that it had recently come to light that the Council no longer had any requirement to be made for minimum car parking provision per dwelling. In response, it was requested that any Members who had such concerns should make representations during the current consultation that was taking place into the Joint Local Plan Supplementary Planning Document.

It was then **RESOLVED** that the Plymouth and South West Devon Local Development Scheme be approved for adoption and publication.

31. **Homelessness Strategy Action Plan 19/20 - Cllr Sellis**

*HC 31

Members were presented with a report that sought approval of the Homelessness Strategy Action Plan for 2019/20 and the South Hams and West Devon Rough Sleeper Strategy 2019/22.

The Lead Member for Homes introduced the report and emphasised the importance of Members who had any concerns about any of their constituents being potentially homeless to make contact with Council officers as soon as was practically possible.

A number of Members paid tribute to the work that was being undertaken by housing officers and felt that the Council should be very proud of the homelessness prevention work that was carried out by the team.

Furthermore, the lead Member highlighted the success of the recent Affordable Housing Drop-in Event that had been held in Tavistock and thanked the affordable housing officers for highlighting the available housing opportunities within the West Devon Borough to residents who had attended this Event.

It was then **RESOLVED** that the Homelessness Action Plan 2019/20 and the South Hams and West Devon Rough Sleeper Strategy 2019/22 be approved.

32. **Write Off Report - Cllr Edmonds**

*HC 32

Members were presented with a report that informed them of the debt written off for revenue streams within the Revenue and Benefits service. Debts up to the value of £5,000 were written off by the s151 officer under delegated authority. Permission was sought to write off individual debts with a value of more than £5,000.

The Section 151 Officer was invited to detail the bad debt provision table that was illustrated in the published agenda papers.

It was then **RESOLVED** that:

1. it be noted that, in accordance with Financial Regulations, the s151 Officer has authorised the write off of individual West Devon Borough Council debts totaling £40,704.62 as detailed in the appendices to the presented agenda report at tables 1 and 2; and
2. the write off of individual debts in excess of £5,000 (totalling £24,689.39) be approved.

33. **Corporate Strategy - Cllr Jory**

HC 33

Members were presented with a report that detailed findings from recent Member led consultation with local communities. The purpose of the consultation was to engage with local residents to find out what mattered most to them under each of the Council's six strategic themes.

The Leader introduced the report and had sympathy with the expressed view that the recommendation should refer to 'objectives' instead of 'targets'.

A detailed discussion ensued over the proposed next steps and the majority of Members welcomed the suggestion that each lead Hub Committee Member would be tasked with establishing practical ways of achieving the adopted desired outcomes within their portfolio areas.

It was then **RESOLVED** that Council be **RECOMMENDED** that the Corporate Strategy desired outcomes (objectives) up until 2023 be adopted as follows:

Homes

- Enable the delivery of at least 150 affordable homes.

Communities

- Actively support communities to develop and introduce their Neighbourhood Plans; and
- Fund grass roots initiatives that unite communities.

Environment

- Increase the percentage of waste that we recycle;
- Meet our climate change pledge and help to reduce carbon emissions; and
- Work with partners to encourage high quality, environmentally sound new homes.

Enterprise

- Provide professional and impartial business advice; and
- Lobby strategic partners to provide affordable premises, improve broadband, develop road and rail links.

Wellbeing

- Working with the NHS and local charities to enhance access to health and wellbeing services; and
- Provide affordable and well maintained leisure centres offering a range of activities for all.

Efficient and Effective Council

- Ensure value for money without compromising customer service; and
- Improve our customer satisfaction ratings.

34.

Partnership Funding - Cllrs Pearce & Leech

*HC 34

Members were presented with a report that sought approval to adopt a commissioning based model to awarding funds thus allowing the Council to clearly articulate the services it required and to draw up legally binding agreements to make sure services were delivered efficiently and effectively.

The Lead Members for Communities and Wellbeing introduced the report and highlighted the intention for the process to be more transparent and accountable whilst providing greater long term clarity for partners.

During discussion, the following points were raised:-

- (a) It was confirmed that the content of the Service Level Agreements would be proportionate to the size of the Partnership organisation and the amount of funding being allocated. Furthermore, Members supported the proposal that this approach would be implemented for all Partnerships irrespective of whether or not they were defined as being a 'key' partnership;
- (b) With regard to the draft Industrial Strategy that had been produced by the Local Enterprise Partnership, the Chief Executive informed that it had been submitted to Central Government during August 2019. Whilst it was still being treated as a confidential document, the Chief Executive assured Members that its content was very relevant to the Borough and she would ensure that a copy was circulated to all Members as soon as she was permitted to do so. In addition, it was agreed that the Strategy would be included on the agenda of a future Informal Council session;
- (c) It was agreed that Cllr Musgrave would provide a lead role in collating the information for the Junior Life Skills partnership.

It was then **RESOLVED** that a commissioning model be adopted to award partnership funding from 2020-23, based on one or all of the following:

- i. Local need;
- ii. Alignment to the Council's Corporate Strategy; and
- iii. Statutory Duty.

35. **Environmental Protection Enforcement Policy - Cllr Mott**

*HC 35

Members were presented with a report that sought approval of an Environmental Protection Policy to support the enforcement work carried out by officers, and to enable the Council to continue to manage environmental protection enforcement in an efficient and effective manner, in line with the Council's Environment theme and priorities.

The Lead Member for Environment introduced the report.

During debate, Members welcomed the assurances that they were given that adoption of the Policy would help to lead to more effective monitoring of fly tipping and dog controls. In particular, the Committee welcomed the installation of CCTV provision at those identified fly tipping hotspots within the Borough.

It was then **RESOLVED** that, with immediate effect, the Environmental Protection Enforcement Policy be adopted.

36.

Lead Member Update - Cllr Cheadle

*HC 36

Cllr Cheadle (lead Hub Committee Member for Enterprise) had circulated a paper to all Members in advance of the meeting that set out his vision for delivering on this Corporate Strategy theme.

Cllr Cheadle introduced his paper and advised that he had identified six elements of work that would each be led by one of the six appointed Members of the Economy Working Group. These leads were as follows:

- Planning (lead Cllr Pearce);
- Infrastructure: A386/Rail (lead Cllr Coulson) and Broadband (lead Cllr Crozier);
- Business Enabling (lead Cllr Southcott);
- Town Centre Regeneration (lead Cllr Kimber); and
- Understanding Business Needs and Success Criteria (lead Cllr Cheadle).

In his concluding comments, Cllr Cheadle advised that work in each of these areas would evolve and he was committed to providing regular progress reports to the wider membership.

During the subsequent debate, the following points were raised:-

- (a) For absolute clarity, the lead Member emphasised that there was absolutely no intention for this work to interfere with the Development Management function. To reinforce the point, Cllr Pearce (who was also the Vice-Chairman of the Development Management and Licensing Committee) had been deliberately nominated to this role to ensure that there was no conflict;
- (b) On those occasions when business visits were to be undertaken, the Leader stressed the importance of local ward Members being made aware;
- (c) In her capacity as a dual-hatted Member, the lead Member for Homes confirmed that she would be happy to facilitate any meeting with Devon County Council representatives.

37.

Reports of Other Bodies - Overview and Scrutiny Committee 3 September 2019:

HC 37

Overview and Scrutiny Committee – 3 September 2019

A: O&S 30 Planning Enforcement Plan Review

As a result of some Members having difficulties accessing the appendices, it was agreed that the recommendation to approve the updated Enforcement Plan; the Harm Assessment Matrix; and the proposed Enforcement Action Plan would be referenced up to the Council meeting to be held on 17 September 2019 for a decision.

In addition, it was then agreed that these three documents would be appended to the published Hub Committee minutes that would be presented to the next Council meeting.

With regard to the Council recommendation to recruit two additional Planning Enforcement Case Managers, it was noted that this had already been considered earlier at this meeting (Minute HC 28 part 2 above refers).

It was then **RECOMMENDED** that the Council be asked to approve the:

1. updated Enforcement Plan (as detailed in Appendix A to these minutes);
2. Harm Assessment Matrix (as detailed in Appendix B to these minutes); and
3. proposed Enforcement Action Plan (as detailed in Appendix C to these minutes).

38. **Exclusion of Public and Press:**

*HC 38

RESOLVED

That in accordance with Section 100(A)(4) of the Local Government Act 1972, the public and press be excluded from the meeting during consideration of the following items of business as the likely disclosure of exempt information as defined in paragraph 3 of Schedule 12A to the Act is involved.

39. **IT Procurement - Cllr Edmonds**

*HC 39

The Committee considered an exempt report that outlined the proposed approach to the IT Procurement project.

The lead Member for Performance and Resources introduced the report and Members expressed their support for the proposals.

It was then **RESOLVED** that:

1. the approach for the IT Procurement project (as detailed in the presented agenda report) be noted and the proposed way forward (as outlined in Paragraph 3 of the presented agenda report) be supported; and
2. authority be delegated to the Head of IT Practice to commence with the development of a detailed implementation plan in accordance with Option 2 (as set out in the presented agenda report).

40. **Grounds Maintenance Review - Cllr Mott**

HC 40

The Committee considered an exempt report that made recommendations in respect of the Grounds Maintenance service.

The lead Member for Environment introduced the report and there was widespread support expressed for the recommendation.

It was then **RECOMMENDED** that the Council approve the proposal for the Grounds Maintenance service that is outlined in paragraph 5.1 of the presented agenda report.

41. **Land at Okehampton - Cllr Jory**

HC 41

An exempt report was considered that advised of an opportunity for the Council to acquire a parcel of land in Okehampton.

The Leader introduced the report and the Committee wished to thank the lead officers for reaching this outcome.

It was then **RECOMMENDED** that the Council:

1. approve the acquisition of a parcel of land to support the Strategic Development Plan, with the purchase being funded from the Capital Receipts Reserve and the Financial Stability Reserve; and
2. delegate authority to the Director of Place and Enterprise, in consultation with the Section 151 Officer and the Leader of the Council to conclude negotiations in accordance with paragraph 1.3 of the presented agenda report.

(NOTE: THESE DECISIONS, WITH THE EXCEPTION OF MINUTES HC 27, HC 28 PART 2, HC 33, HC 37, HC 40 AND HC 41, WHICH ARE RECOMMENDATIONS TO THE FULL COUNCIL MEETING ON 17 SEPTEMBER 2019, WILL BECOME EFFECTIVE FROM WEDNESDAY 18 SEPTEMBER 2019 UNLESS CALLED IN, IN ACCORDANCE WITH SCRUTINY PROCEDURE RULE 18).

The Meeting concluded at 5.20 pm

Signed by:

Chairman



WEST DEVON BOROUGH – LOCAL ENFORCEMENT PLAN

1. Introduction

- 1.1 The National Planning Policy Framework (NPPF) recommends that local planning authorities publish a local enforcement plan to manage planning enforcement proactively and in a way that is appropriate to their area.
- 1.2 [The](#) Local Enforcement Plan sets out the West Devon Borough Council priorities for investigation, explains what will be investigated and what will not, and it outlines the Councils' general discretionary powers with regard to planning enforcement. The plan sets out the priorities for responses to complaints and details the timescales for response by planning enforcement officers along with explaining the assessments and considerations that are undertaken and actions and outcomes that may result.
- 1.3 Paragraph 207 of the NPPF sets out that effective enforcement is important as a means of maintaining public confidence in the planning system, that planning enforcement action is discretionary, and that Local Planning Authorities should act proportionately in responding to suspected breaches of planning control.
- 1.4 This Local Enforcement Plan sets out how the Council will investigate alleged cases of unauthorised development and take action where appropriate. It also ensures that development takes place in a sustainable manner and that the credibility of the planning system in West Devon is not undermined. The planning enforcement function needs ongoing review recognising that the Council is required to set balanced budgets presenting how its financial resources are to be allocated and utilised; thus showing the Council's financial plan for any coming year with regard to statutory services as well as local key priorities and objectives. West Devon Borough Council like many across the country remain subject to financial challenges. Discussions do include stakeholders, service users and the public who help us to re-design our services to achieve the best outcomes within the resource limits. The amount of resource which can be applied to planning enforcement will be subject to change over time and this Local Enforcement Plan must be reviewed and amended according to resource and priority setting.
- 1.5 West Devon Borough Council believe that planning enforcement has a key role in achieving the high standards of development being sought, and the purpose of this Local Enforcement Plan is to set out our approach to handling planning related enforcement matters. ~~It will be of interest to anyone who thinks the planning rules may have been broken in their area (often referred to as a 'breach of planning control'). For example, if you think that: building work is taking place without approval; a building is higher or in some way different from the approved scheme; the use of some land or a building has changed without planning permission; conditions of a planning permission are not being met; works to a listed building are being carried out without approval; a piece of land or building has become an unacceptable eyesore; adverts have been displayed without~~

~~consent; protected trees, or those in Conservation Areas, are being felled/pruned without approval.~~ The Council will, in exercising their planning enforcement function, take account of National Planning Policies including the NPPF, the Governments Planning Practice Guidance, the relevant policies of the Local Plan and all other relevant material planning considerations.

The relevant pages on planning enforcement from the Government's Planning Practice Guidance can be accessed via the following link:-

<https://www.gov.uk/guidance/ensuring-effective-enforcement>

- 1.6 Specifically the Government's Planning Practice Guidance sets out that the preparation and adoption of a local enforcement plan is important because it: allows engagement in the process of defining objectives and priorities which are tailored to local circumstances; sets out the priorities for enforcement action, which will inform decisions about when to take enforcement action; provides greater transparency and accountability about how the local planning authority will decide if it is expedient to exercise its discretionary powers; provides greater certainty for all parties engaged in the development process.
- 1.7 Planning controls can assist in effectively guiding and managing the pattern of development and change across West Devon Borough Council and secure the delivery of planning objectives of the Local Plan. The Development Management team (of which the Planning Enforcement is a part) is at the heart of achieving this, and it is crucial that developments are not only authorised, but are also carried out in accordance with approved plans.
- 1.8 One of the Council's key corporate aims is to provide and safeguard an attractive built and natural environment. Planning enforcement, in association with other Council enforcement functions, contribute to the Corporate Enforcement Policy which has a key role to play in achieving this aim. The Council take breaches of planning control seriously, particularly if it is either done intentionally, or results in significant harm. Although it will try to negotiate solutions where this is appropriate and possible, it will use the powers available to take formal action only when~~re~~ necessary and in a way proportionate to the harm caused by any breach.
- 1.9 The Planning Enforcement Team will investigate when there are reasonable grounds to suspect that there has been a breach of planning control~~possible breaches~~ and take the appropriate form of action. The aim is to provide a service that is reactive to complaints made by citizens, members and stakeholders.
- 1.10 Where appropriate, the Planning Enforcement Team will liaise and work with other enforcement bodies such as Building Control, Highways, Premises Licencing and Pollution Control.
- 1.11 This Local Enforcement Plan has been approved by the Council for use in all its Planning enforcement work. As the plan does not form part of the Statutory Local Plan there is no requirement to conduct formal consultations.

2. Key Service Aims

The Council's main aims for the Planning Enforcement Service are for it:-

- 2.1 To operate in accordance with the procedures explained in this Plan, which sets out the level of service and performance the public and businesses can expect. We will regularly review these standards taking account of the views of stakeholders.
- 2.2 To provide information and advice in plain language on the policies and procedures of the service, and to communicate this mainly by electronic means whilst giving access for all. Confidentiality will be maintained for complainants.
- 2.3 To work with the community on compliance with planning controls on the basis that prevention is better than cure, and to ensure that our efforts are coordinated with other enforcement agencies within and outside the Council.
- 2.4 To provide an efficient service with appropriate publicised contact points.
- 2.5 To exercise the planning enforcement powers on an individual basis, considering fitness for purpose and having clear regard to an assessment in each case of the expediency and public interest tests, before taking action. The Council has a wide range of planning enforcement powers, but must act in accordance with national policy and guidance.
- 2.6 To decide when a breach of planning control has occurred, whether or not this is sufficiently harmful as to require action to be taken in the public interest. At one end of the scale, if no or little harm is identified, the matter could be treated as a 'technical breach' with no further action to be taken, or a planning application might be invited to regularise the situation. At the other end of the scale, where it is assessed that serious harm has occurred, a formal notice might be served and other formal steps considered.
- 2.7 To use the Council's planning enforcement powers in a fair and consistent manner.
- 2.8 To respond when required through the Council's compliments, suggestions and complaints procedure in an appropriate, accessible, effective and timely manner.
- 2.9 To protect and enhance the environment of West Devon Borough Council by active and responsible use of the full range of enforcement powers.

3. Planning enforcement law and what is a breach of planning control

- 3.1 The enforcement of planning law is complex; this is because the government attempts to strike a balance between the rights of individuals to use or alter their property in the way they wish, and the need to safeguard the character and quality of neighbourhoods and to uphold the planning policies of the local area.

- 3.2 In general, the system tends to give the benefit of the doubt to anyone undertaking the unauthorised development, and the Council are expected to give those responsible for undertaking unauthorised development the chance to put matters right before taking formal action.
- 3.3 If the Council's actions are considered too harsh, hasty or legally incorrect, it can be ordered to pay costs or have its decisions overturned by the Planning Inspectorate or the Courts. However, the Local Government Ombudsman has held, in a number of investigated cases, that there is maladministration if a local authority fails to take effective enforcement action which was plainly necessary. Such a failing can lead to a compensatory payment to the complainant.
- 3.4 The Council's power to take enforcement action comes from laws passed by Parliament, principally by the Town and Country Planning Act 1990, the Planning and Compensation Act 1991 and the Localism Act 2011. These laws give Councils power to take action against those responsible for breaches of planning control.
- 3.5 Not all works are classed as development and not all development requires planning permission. The main source of guidance on what is development and what requires permission includes: The Town & Country Planning Act 1990, The Town & Country Planning (General Permitted Development) Order; The Town & Country Planning (Use Classes) Order; and The Town & Country Planning (Control of Advertisement) Regulations.

These documents, which are published by the government, contain schedules which list instances where consent is not required. For example, certain structures do not need permission because of their size, height, volume, location, etc. This is called 'permitted development' and specific guidelines are given in the General Permitted Development Order (the GPDO). The Use Classes Order places most types of use into classes (e.g., retail, business, etc.) and, in general, permission is required to change from one class to another. The Control of Advertisement Regulations set out what forms of advertising are exempt, what advertisements benefit from deemed consent and what requires express consent.

- 3.6 The above Statutory Instruments are regularly revised and updated by Government, but up-to-date documents can be found on the Government's Legislation website - <http://www.legislation.gov.uk>
- 3.7 For a breach of planning control to have occurred, it must first be established that development requiring planning permission has taken place. Development is a legal term and generally means building works and/or some changes of use.

(i) Building works can include the erection of a building, excavations, alterations to buildings, larger fences, and so on, although small-scale extensions or alterations to houses may not need any permission.

(ii) Changes of use can include a change from a shop to an office or a house to flats and so on. Changes of use that occur within the same Use Class Category do not require Planning permission. This might involve a change from a clothes shop to a hairdresser, or a change from a doctor's surgery to a day nursery. In addition, some changes of use from one use class to another do not require planning permission, such as from a restaurant to an estate agent, or a solicitor's office to a shop.

3.8 The enforcement process is closely regulated by legal procedures, planning legislation and guidance from the Government. This provides the framework within which the Council's planning policies and its enforcement process are applied.

4. Service commitments and reporting suspected breaches of planning control

4.1 The Planning Enforcement Team will investigate complaints relating to suspected unauthorised development and changes of use, and non-compliance with planning consents and conditions when there are reasonable grounds to do so. -A certain amount of information is needed (e.g.: location, nature of activity) in order that the complaint can be registered. The use of the online reporting form is encouraged as it ensures that the complaint goes direct to the correct team and ensures that all of the information we need is provided.-<https://www.westdevon.gov.uk/article/3088/Planning-Breach>

4.2 The Council encourages the reporting of suspected breaches of planning control, as development can gain immunity from enforcement action over time. It is important that any suspected breaches are reported as soon as possible in order that harmful development can be removed or the impact minimised~~de~~.

4.3 If the information initially provided is insufficient we will ask for additional information before investigating the breach. In all but the most exceptional (Emergency) cases, the Planning Enforcement Service is unable to investigate alleged breaches of planning control from anonymous sources. If, during the course of investigation, the contact details of the complainant are found to be false, in most circumstances, the investigation will cease.

4.4 The Council will not investigate complaints believed to be malicious or spurious or after provisional checks are found to be without basis.

4.5 In accordance with the Data Protection Act 1998, the Council will not disclose any information relating to the identity of a complainant. However, as any occupiers of land or buildings close to the breach of planning control will usually be the most affected, it is possible that an individual subject of an investigation will make their own assumptions as to who may have informed the Council.

4.6 To make the most effective use of resources all incoming enforcement cases are prioritised when registered based on information provided and an assessment of any planning history, with early site visits undertaken for deemed Emergency and High Priority cases. This will determine mainly the speed at which the cases are investigated and actioned and will be affected mainly by the assessment of the type and extent of the harm caused. There are three enforcement priorities:

(a) Emergency – i.e.: where irreversible harm is likely to be caused if the Council does not act immediately. For example: Ongoing unauthorised works to listed buildings; unauthorised felling/pruning of protected trees.

(b) High Priority – i.e.: where there is significant public concern or where there is (or is the potential for) significant harm to be caused to residential amenity in the surrounding area. For example: Breaches of planning conditions specifically identified to meet expressed public concerns, such as hours of operation; unauthorised uses/activities which are causing significant harm.

(c) Lower Priority – i.e.: smaller scale infringements which do not result in significant immediate or irreversible harm. For example:

Unauthorised building of walls/fences;

Unauthorised erection of satellite dishes.

| Action | Priority | | |
|---|---|--|--|
| | Emergency | High | Lower |
| Register and allocate to case officer | Immediate background/history check | Within 4 working days | Within 7 working days |
| Site Visit (where applicable) | As soon as possible, and certainly within 24 hours (excluding weekend and Bank/Public Holidays) | Within 5 working days | Within 20 working days from the date that the complaint was registered |
| Contact complainant with ease assessment, proposed course of action and likely timescale update on the case | As soon as possible, and certainly within 72 hours (excluding weekend and Bank/Public Holidays) from the date of the site visit | Within 10 working days from the date of the site visit | Within 30 working days from the date of the site visit |
| Commence formal enforcement or resolve the breach or conclude that it is the breach is not expedient to take action or a planning application to regularise the breach is submitted | As soon as possible if irreversible harm is being done | Within 10 weeks from the date of the site visit | Within 20 weeks from the date of the site visit |

4.7 Our service targets which ensure our performance can be measured are:

- Enforcement complaints received to be registered and allocated to an officer within the times as set out in the table at 4.6. Target – 100%
- Enforcement cases prioritised as emergency all of the timescales as set out in the table at 4.6. Target - 100%
- Enforcement cases prioritised as High all of the timescales as set out at 4.6. Target – 100%
- Enforcement cases prioritised as Low all of the timescales as set out at 4.6, with the exception of registration and allocation. Target – 80%.

5. The assessment and decision making process for planning enforcement cases

5.1 Breaching planning control is not a criminal offence in most cases. For each allegation the Council will investigate the circumstances of the case and determine what, if required, would make the development acceptable and accord with planning regulations and policies.

5.2 For the majority of cases, a council officer will undertake a visit to the site which is subject of the allegation to establish whether a breach of planning control has taken place. To allow timely investigation and effective work-planning, the majority of site visits are made without prior arrangement. It may not be necessary for the officer to visit a complainant's property or meet with them.

5.3 -Planning Enforcement Officers are authorised under Section 196A of the Town and Country Planning Act 1990 to enter, at any reasonable hour and when it is reasonably necessary, any land to ascertain whether there is or has been any breach of planning control.

5.4 If no occupier can be found at the time of visit, Officers have powers to inspect the land in their absence.

5.5 Officers do not have powers to force entry into any dwelling house. Where appropriate, they will leave a calling card requesting the occupier of the land to contact the Council. In the event admission to a dwelling house is reasonably required, 24 hours' notice of intended entry will be given to the occupier of the dwelling. If entry to land or buildings is refused and it is reasonably necessary to gain entry to the site, Officers may apply to the Magistrates Court for a Warrant under Section 196B of the Town and Country Planning Act 1990. This course of action will only be taken in cases where it is considered both necessary and proportionate to the alleged breach under investigation.

5.6 Whilst on site, officers may ask questions of any present occupiers and may take photographs or measurements. Any information gathered will be used to ascertain whether a breach of planning control has taken place. If a breach has occurred, this information will be used to assess the most appropriate course of action to resolve the

matter. [The site may need to be visited by different officers depending upon the nature of the case-](#)

- 5.7 Where officers can find no evidence of a breach of planning control the investigation will be closed, the relevant parties informed and no further action taken. In some circumstances the complainant may be asked to provide additional evidence to identify or substantiate the allegation, for example logs, records and diaries. Such cases will not be reinvestigated unless the complainant is able to provide more substantive evidence of the alleged breach of planning control.
- 5.8 When investigating breaches of planning control, officers must identify whether or not a breach is immune from enforcement action. With the exception of works to Listed Buildings [and works to protected trees](#), breaches of planning control will become lawful by the passage of time. When this occurs the breach is immune from enforcement action and the Council is unable to remove or mitigate any planning harm. Immunity from enforcement action for all building and engineering operations occurs four years from the date the development was substantially completed. The four year rule also applies to any breach of planning control that involves the change of use of any building to a dwelling house. All other breaches of planning control are subject to immunity after 10 years have passed. Legislation covering Listed Buildings does not include an immunity period and action can be taken at any time, subject to expediency considerations, where it is found that unauthorised works harm its character as a building of special architectural or historic interest.
- 5.9 The general test applied is “would planning permission have been granted for the development if it had gone through a planning application process”. Non-planning considerations will not be part of this process. Issues that cannot be taken into account include:
Breaches of restrictive covenants, Private disputes, Competition between businesses, Damage to property, Boundary or other land disputes, reduction in value of land or property.
- 5.10 The Council will initially attempt to resolve all breaches of planning control through negotiation, with the exception of breaches of planning control which could not be rectified to meet planning criteria and should be resolved as a priority. Negotiation will not be allowed to unjustifiably delay any necessary planning enforcement action. Formal planning enforcement action is discretionary and will be taken where the Council considers it to be: essential having considered the provisions of the Local Plan and to any other material planning considerations; and necessary in the public interest (unacceptably affecting public space or the existing use of land and buildings requiring protection in the public interest).

Public interest - it is not the role of the Council to protect the private interests of one party against those of another, unless these also coincide with the public interest. Nor is it the role of planning enforcement to act punitively against breaches of planning control, to punish minor or trivial breaches which do not result in demonstrable harm to the public interest. The Councils will need to ensure that any responses to breaches of planning control are proportionate and have regard to the extent to which the public interest is affected by a decision to take or not to take action. Part of this assessment is the expediency test.

Expediency test: - In cases where it has been established that a breach of planning control has occurred at the initial stage, the Planning Enforcement Officer will undertake an assessment of expediency to determine which next course of action should be taken. An expediency test will usually involve the Planning Enforcement Officer assessing: whether the breach is in accordance with the policies of the Local Plan; the breach against any other material planning considerations; whether had a planning application been submitted before the development occurred, permission would have been likely to have been granted; whether the breach unacceptably affects public amenity; whether the breach unacceptably affects any existing land, use or buildings which merit protection in the public interest; whether action would be proportionate with the breach to which it relates; whether action would be in the public interest; whether action is plainly necessary. [This will be undertaken using a Harm Assessment Matrix](#)

- 5.11 The Council has a duty to ensure proper consideration in cases where there has been previous involvement or there will likely be future involvement of the Development Management Service. Consultation with the relevant Development Management Officer will take place prior to concluding the expediency assessment to ensure consistency of decision making. This can include discussions around enforceability and reasons for conditions attached to planning decisions.
- 5.12 In cases where specialist knowledge may be required to determine the expediency of taking action, the Planning Enforcement Officer will consult the relevant department or authority prior to concluding the expediency decision.
- 5.13 Enforcement action will not be taken against a minor or technical breach which causes no harm to the local area, nor will enforcement action be taken purely to regularise breaches of planning control that have been found to be acceptable. [A Harm Assessment Matrix will be used as an assessment tool to provide consistency and transparency in the decision making process. A planning application will only be invited in cases where a potential impact of the development requires to be controlled by a planning condition. In cases where an application would have a chance of success, an application will be invited for consideration through the usual process. In cases where an application has been invited and no harm is being caused to the local area, no further formal action can be taken regardless of whether or not an application is submitted.](#) In circumstances where the best reasonable course of action to deal with the harm being caused lies outside of planning controls, the planning enforcement team will refer the matter to the relevant department/team for action, as more effective and efficient outcomes can sometimes be achieved by use of powers outside the Town and Country Planning legislation, such as the Environmental Protection Act or the Highway Act.
- 5.14 The decision to take enforcement action will normally be made by the Enforcement Specialist or another Specialist in Development Management in accordance with the Council's officer scheme of delegation arrangements. Equally, decisions not to take enforcement action will be made under officer delegation arrangements and reasons for not taking action will be recorded in writing. It is in the public interest that decisions not to take enforcement action are properly recorded.
- 5.15 The Council will not allow prolonged negotiation to delay essential enforcement action. The Councils will endeavour to overcome any harm caused by unauthorised development, by negotiation wherever possible. However, the enforcement system

rapidly loses credibility if unacceptable developments remain due to protracted enforcement discussions. A time limit for concluding negotiations will therefore normally be set in accordance with the priority of the case.

- 5.16 In situations where an unauthorised development may be acceptable, or made acceptable by appropriate planning conditions, a planning application will be invited so as to regularise the development. Where such an application is not forthcoming a decision of whether to take action will then need to be made.
- 5.17 Details of the planning application process can be found here:-
<https://www.southhams.gov.uk/article/680/Planning>
- 5.18 The Council will make efficient use of the relevant investigative powers and will justify their use as required. Full use will be made of Planning Contravention Notices or section 330 notices to elicit information about alleged breaches of control where evidence is not otherwise forthcoming. Where appropriate, powers of entry on to land will be used to obtain information for enforcement purposes.
- 5.19 In carrying out its planning enforcement investigations the Council will make efficient use of HM Land Registry records and its own records. Close links are established with other Teams of the Council to improve and enhance investigations. Information relevant to enforcement investigations is held in a variety of locations. Sources outside the Council include HM Land Registry, national and local amenity groups, national bodies, (e.g.: Environment Agency, Health and Safety Executive, DVLA, Historic England). Within the Council, Housing and benefit records, electoral roll, and Council Tax records are all examples of areas where information relevant to enforcement investigations can be located.
- 5.20 The Council will comply with the provisions of the Police and Criminal Evidence Act 1984 (as amended) [PACE] when interviewing persons suspected of a criminal offence (in so far as it applies to those being interviewed by a non-police agency) and with the Criminal Procedures and Investigations Act 1996 [CPIA] and Section 222 of the Local Government Act 1972, when carrying out prosecutions. It is not a criminal offence to carry out development without first obtaining planning permission. However, it is an offence to erect unauthorised advertisements, do work to a protected tree without consent, carry out unauthorised works to a listed building, or fail to comply with an enforcement, breach of condition, planning contravention or stop notice. For a successful prosecution to take place it is essential that the provisions of PACE, CPIA and the Code of Conduct for Crown Prosecutors are followed.
- 5.21 The Council will endeavour to allocate resources to see priority actions through to the end. Once a priority investigation has been commenced, the Council will ensure that resources are made available in order to ensure that the matter is concluded satisfactorily. This will mean that lower priority cases have less resource allocated to them. From time to time, the Council will prepare supplementary policies to deal with specific areas of focus relating to breaches of planning control which may arise.
- 5.22 The Council will be clear and precise in specifying breaches and requirements. Every effort will be taken to ensure that those being regulated fully understand what action is being taken, the steps that are required to remedy the breach, and the possible implications should they fail to comply with the requirements of that action.

5.23 The Council will make sure the reasons for issuing an Enforcement Notice match its requirements. Only those actions necessary to remedy a breach will be included in a notice. The Council will stick to procedural time limits unless there are justifiable reasons for extensions. In certain circumstances additional time may be required in order to comply with the Council's requirements. When this is apparent, due consideration will be given to permitting such requests so long as the apparent harm to third parties can be minimised.

5.24 There is a right of Appeal against a Planning Enforcement Notice. The details of which can be found at this link: - <https://www.gov.uk/appeal-enforcement-notice>

5.25 The Council will be flexible and consider genuine solutions. Where possible, any alternative solution will be considered in order to achieve a satisfactory conclusion to a reported breach of planning control. The use of formal enforcement action will in some circumstances be as a last resort, ~~and shall not be used without first seeking a remedy by other means, for instance through negotiations.~~

6. Planning enforcement interventions and powers available to the Council

~~Where negotiations fail w~~**We may decide to instigate formal proceedings. This could result in one or more of the actions set out below being pursued.**

6.1 Planning Contravention Notice (PCN). The main purpose of a PCN is to gather initial information so that the Council can establish whether there is a case for taking Enforcement Action. It is an offence if the recipient of the notice fails to provide the required information. If convicted of such an offence the offender would be liable on conviction to a fine currently not exceeding £2,500.

6.2 Enforcement Notice. This is the most common form of notice used to deal with unauthorised development, operations and/or uses. Before such action is embarked upon the Council must be satisfied that it is appropriate to issue the notice having regard to the nature of the unauthorised development and in the light of Government guidance. An Enforcement Notice will specify the alleged breach, the steps that must be taken to remedy the breach, and a time period in which to comply. The recipient of the notice has a right of appeal to the Secretary of State. If any person is subsequently found to be in breach of an Enforcement Notice the Authority will consider whether to prosecute. If found guilty in any court hearing that person would be liable on conviction in the Magistrates Courts to a maximum fine of £20,000.

6.3 Breach of Condition Notice (BCN). This type of notice can only be used where planning consent has been granted subject to conditions. The Council can issue a BCN to ensure full or part compliance with planning conditions. As with the Enforcement Notice a BCN would specify the breach and steps required to secure compliance with the notice. Unlike the Enforcement Notice a BCN must allow a minimum of 28 days in which to comply with the requirements. There are no rights of appeal against a BCN. If any person is found to be in breach of a valid BCN he or she shall be guilty of an offence with a maximum fine currently not exceeding £2,500 on conviction.

6.4 Stop Notice. The Council can, when appropriate to do so, serve a Stop Notice requiring activities to cease immediately. Such a notice can only follow the service of an Enforcement Notice. There are limitations on the service of this notice and additionally

compensation may be payable by the Council in some circumstances if the recipient makes a successful challenge. It is used very selectively and it is not necessarily an instant solution.

- 6.5 Injunction. Where the Council considers a breach of planning control to be a serious and immediate risk to health and safety, or necessary in terms of expediency, it may apply to the County or High Court for an Injunction. This can be extremely expensive, but can be effective in appropriate circumstances.
- 6.6 Temporary Stop Notices. Where the Council consider that there has been a breach of planning control and it is necessary in order to safeguard the amenity of the area that the activity that amounts to the breach should stop immediately, Section 171E of the Town and Country Planning Act 1990 enables the local planning authority to issue a temporary stop notice. This differs from the normal stop notice powers because the temporary stop notice does not have to wait for an enforcement notice to be issued. In addition, the effect of the temporary stop notice will be immediate, it will not have to wait three days before the temporary stop notice takes effect or give reasons why the temporary stop notice will take effect immediately.
- 6.7 Section 215 Notice. The condition of certain buildings or land often causes serious harm to the visual amenity of an area. Should the Council consider it appropriate to do so they may serve on the owner and occupier a Notice under Section 215 of the Town and Country Planning Act, 1990. Such a notice would require steps for remedying the condition of the land or buildings and specify a period of time for complying but in any event not less than 28 days. This Notice can be appealed via a magistrates' hearing. If any person is subsequently found guilty of an offence of not complying with the requirements of a 215 Notice they shall be liable on conviction to a fine currently not exceeding £2,500
- 6.8 High Hedges. If a complaint has been properly made and we decide that action should be taken to resolve the complaint, we may issue a formal notice to the person responsible for the hedge, setting out what must be done and by when. This action is under the Anti-Social Behaviour Act 2003 and is known as a remedial notice. This can include long-term maintenance of the hedge at a lower height. It cannot involve reducing the height of the hedge below 2 metres, or its removal. Although we cannot require such action, the hedge owner is free to go further than the remedial notice requires. The remedial notice becomes a charge on the property and legal obligations under such a notice pass to any subsequent owners.
- 6.9 Signs and Advertisements Where an advertisement is not lawfully displayed and causes harm to the amenity or public safety, and it is considered that express consent would not be granted, the owner/ occupier shall be requested to remove the offending sign. If the sign is not removed by agreement the Council does have the power to prosecute. If a person is found guilty of an offence under The Control of Advertisement Regulations he or she could be liable to a fine not exceeding £2,500 per advert. The Council also has the power to serve a Notice requiring the discontinuance of a lawfully displayed advertisement if it is satisfied that it is necessary to do so to remedy a substantial injury to the amenity of the locality or a danger to members of the public. Recipients of a Discontinuance Notice do have a right of appeal.
- 6.10 Prosecution. The Council will consider commencing a prosecution in the Courts against any person who has failed to comply with the requirement(s) of any of the

above Notices where the date for compliance has passed and the requirements have not been complied with. The prosecution is to seek to establish that an offence has occurred.

- 6.11 In considering whether to initiate prosecution proceedings against the offender the Planning Enforcement Officer will consider the possible defences (reasons to appeal) against the prosecution proceedings as set by legislation, the Code for Prosecutors evidential test and the Code for Prosecutors public interest test. All decisions will be reviewed and agreed with a Council Legal Officer.
- 6.12 The Council's Legal Officer is responsible for taking the matter before the Magistrates or Crown Court. A notice may have to be served on more than one person to meet the terms of 'good service' for example a mortgage provider or an occupant where the landowner has also been served. The Council can at any time decide not to proceed with a prosecution.

Evidential Test The evidence to be presented to [the](#) Magistrates Court must be reliable and sufficient to satisfy the Council's Legal Officer (prosecutor) that there is a realistic prospect of conviction. The evidence must clearly prove that the offence has occurred and identify who is legally responsible for that breach (the defendant).

Public Interest Test If the case does pass the evidential stage, the Council's Legal Officer (prosecutor) must then decide whether a prosecution is needed in the public interest. They must balance factors for and against prosecution carefully and fairly. Some factors may increase the need to prosecute but others may suggest that another course of action would be better.

- 6.13 In cases where it is considered disproportionate, likely to be ineffective in resolving the breach, there is no realistic prospect of conviction, or where it is not in the public interest, the Planning Enforcement Service will not initiate prosecution proceedings. In cases where it is necessary to use witnesses not employed by the Council, the witness will be advised of the possible need to attend court and will be asked to provide a written witness statement. In such circumstances, if witnesses cannot or do not provide the necessary evidence, those prosecution proceedings may not be pursued.

7. **Key Principles, conclusion and contact details**

- 7.1 This Local Enforcement Plan explains how the Council has responded to government policy on planning enforcement contained in the National Planning Policy Framework, it also sets out the procedures for delivering the Council's Planning Enforcement Service within the available resources.
- 7.2 This Plan is not part of the Statutory Local Plan, but has been agreed by the Council in line with the provisions of the NPPF. This plan and the following guiding principle will be observed and taken into account in all planning enforcement matters:

West Devon Council as a Local Planning Authority will in their consideration of and exercise of decision making in all enforcement matters have due regard to this Plan along with National Planning Policies including the NPPF, the Governments Planning Practice Guidance, the relevant policies of the Local Plan and all other relevant material planning considerations

- 7.3 The Council will continue to seek to improve its Planning Enforcement service by regularly monitoring, reviewing and updating its policies and procedures as a matter of

good practice, and consult with stakeholders to make improvements in the delivery of the service. Performance review reports will be prepared to consider service standards and performance in the context of available resources, workloads and outcomes.

- 7.4 Complaints about the service. If you are unhappy about the advice given or action taken or the level of service you have received from Development Management in relation to how it carries out its enforcement functions you can make a complaint using the Council's Complaints Procedure. Details are available on our websites.

Planning Enforcement Contact Details

Our website:

<https://www.westdevon.gov.uk/article/680/Planning>

Phone Number:-

West Devon Borough Council: 01803 861234

Email:- **PlanningEnforcement@swdevon.gov.uk**

Working together



Date:

Case Ref:

Address:

Summary of Breach:

HARM ASSESSMENT MATRIX

- All retrospective refusals of planning permission, and all clear and significant breaches of adopted development plan policy, will automatically be the subject of a full investigation – no need to complete this form for such cases.
- After the initial site visit/investigation to establish the facts of the matter, each new case will be allocated scores as set out below to assess its harm. The total will provide its harm score on which its priority will be based.
- Where no material breach of planning control is identified, the case will be closed.

| Criteria | Points | Score |
|---|--------|-------|
| Degree of conflict with policy | 0-3 | |
| Highway or other public safety issue | 0-3 | |
| Degree of excess of what would be permitted development or extant planning | 0-3 | |
| Environmental/ecological harm | 0-3 | |
| Harm to amenity | 0-3 | |
| Area extent of harm None = 0 Neighbour(s) only = 1 Local = 2 Widespread = 3 | 0-3 | |
| Likely to set undesirable precedent | 0-3 | |
| Breach of condition or Article 4 Direction | 0-3 | |
| Degree of harm to any conservation area or other particularly sensitive location | 0-3 | |
| Any other material considerations or exceptional circumstances (specify) | 0-3 | |
| TOTAL POINTS (HARM SCORE) | | |

Only complaints which score 5 or above will be further investigated – though this does not necessarily mean that formal action will ultimately be considered to be expedient. Those with a lesser score will not normally be pursued, but may be informed of the breach and invited to remedy/regularise it. In both cases the complainant is to be notified of our actions. The above assessment will be used as a guidance tool in the decision-making process and prioritisation of cases, but the final decision in each case remains a matter of professional planning judgement.

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Planning Enforcement Action Plan

Action 1.

- 1.1 Amend Enforcement Plan including introducing Harm Assessment Criteria. Facilitate a risk based decision making and expedite cases that are not expedient for action.
- 1.2 Amended Enforcement Plan to go to O&S Committees in September with delivery as soon as Council approval

Action 2.

- 2.1 Instruct Planning Enforcement Officers to schedule diary time for case closures.
- 2.2 This will ensure cases are closed in a timely regular fashion. There is a tendency to put case closure as a task due to the competing demands of investigative requirements for new cases. Case closure and the associated notifications are an important part of the process and must be scheduled.
- 2.3 Deliver by end September 2019

Action 3.

- 3.1 Review letter template for Breach of Condition allegations.
- 3.2 The introduction of warning letters will streamline the investigation process by giving the responsible person(s) opportunity to remedy the breach without the need for protracted negotiation.

Action 4.

- 4.1 Review outgoing communication templates and website to influence expectation and limit repeat requests for updates from customers.
- 4.2 Deliver by end September 2019

Action 5.

- 5.1 Recruit temporary enforcement officer to cover temporary sickness absence.
- 5.2 Deliver by September 2019.

Action 6.

- 6.1 Provide Rocketbooks/mobile solution to Enforcement Officers.
- 6.2 These electronic notebooks allow notes made during site visits to be uploaded on to W360, this avoids wasted effort by double keying data into APP.
- 6.3 Deliver by end of September 2019.

Action 7.

- 7.1 Quarterly Performance Review meeting with all members of the Planning Enforcement Service chaired by Head of Development Management Practice.

7.2 Deliver by October 2019.

Action 8.

8.1 Ward Member briefings to review all open cases and identify those of concern and prioritise accordingly together with those capable of closure.

8.2 Deliver by October 2019 and ongoing.