

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.