

# Planning Business Centre Plan 2019/2020

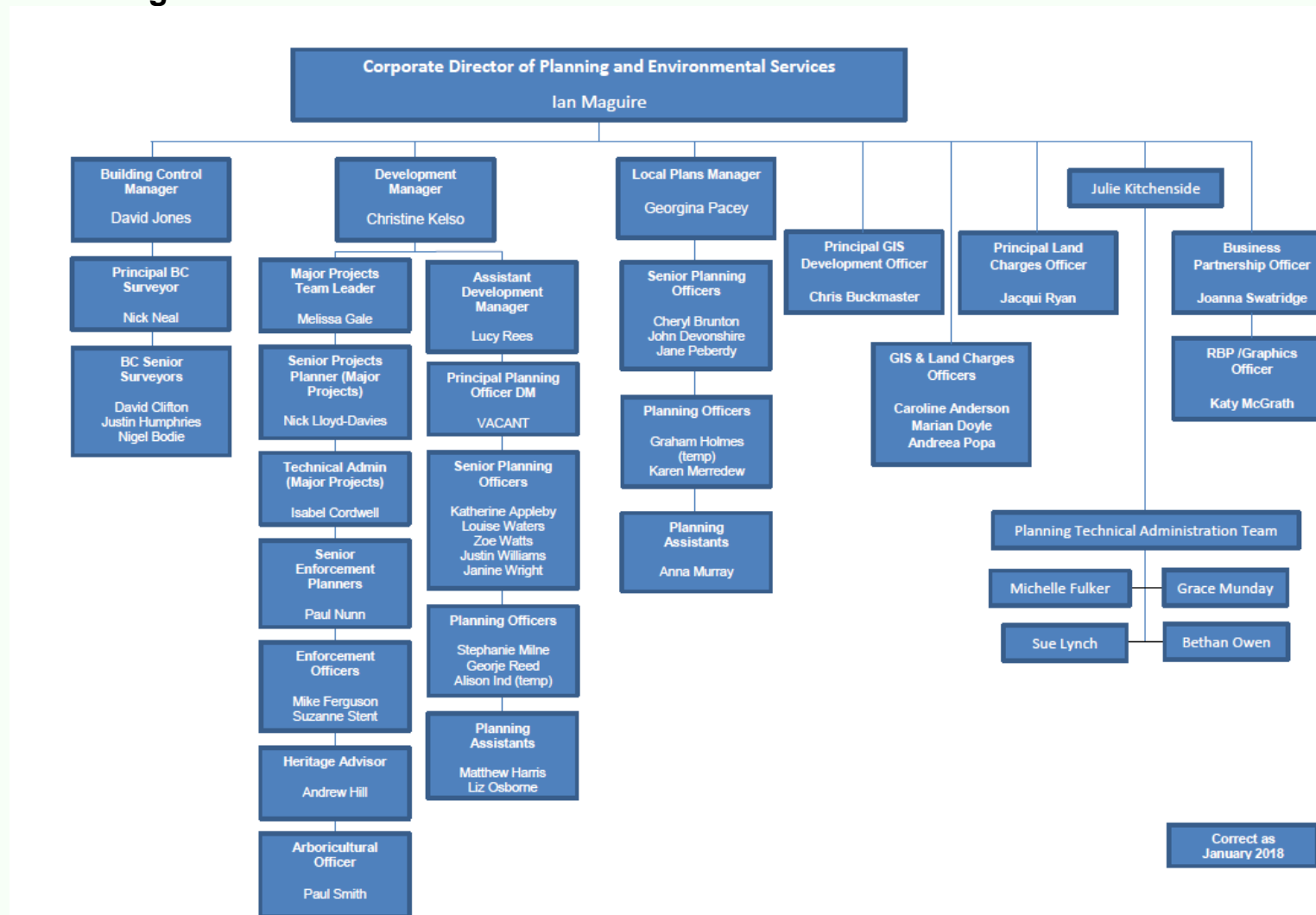
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## Section 1: Planning Business Centre structure: .



**Committee(s): Planning Committee, Corporate Management Committee**

## **Section 2: Planning Business Centre overview**

### **Planning Business Centre**

The key purposes of the Planning Business Centre are:

- Production of a Local Plan, and other strategic spatial planning guidance to guide development decision making within the Borough.
- The management of development, through the encouragement and assessment of applications under the Town and Country Planning Act, and the use of Enforcement powers under that Act to control harmful and unauthorised development.
- The maintenance and optimisation of the Council's Geographical Information Systems
- The maintenance, service and use of Local Land Charges records
- Supporting the Runnymede Business Partnership.
- Providing a Building Control Service as required by the Building Act 1984, including a 24/7 dangerous structures callout provision.

**There are five teams within the Business Centre administering these purposes and functions:**

Local Plans

Development Management

Building Control

Planning Technical Administration Team

GIS and Land Charges

## **Local Plans Team**

The key functions within the Local Plans Team are:

- Gathering evidence to inform plan making.
- Formation of Policy, including support for Neighbourhood planning; and adoption of the Local Plan
- Monitoring the implementation of policy to ensure contingencies can be enacted and future policy is evidence based.

While opportunities are taken for secondment and project based staff sharing within the business centre the assumed staff establishment is:

1 x Local Plans Manager

4.4 fte x Professional/Technical Planning Officers/Senior Officers

1 x Temporary Planning Officer

The delivery of the Local Plan is monitored as a Corporate Project. The plan making and plan adoption objectives are monitored through compliance with the Council Local Development Scheme (an adopted timetable for the formal adoption of policy documents). Policy Monitoring activities are undertaken on an annual basis, through the Annual Monitoring Report (AMR), the Runnymede State Report, and other annual (or longer) assessments, such as the Strategic Land Availability Assessment and the Traveller Accommodation Assessment.

## Building Control

The key functions within the Building Control Team are:

- The provision of Building Control advice to customers (both external and internal)
- The determination of applications for building regulation approval and associated consents
- The setting and collection of application charges ensuring the section breaks even in its fee related account
- The inspection of works on site to ensure compliance with the building regulations and associated legislation
- The investigation of potential breaches of the building regulations and exercise of the sections enforcement functions
- The inspection of unauthorised building works and exercise of the sections enforcement functions
- The processing of demolition notices and safety inspections of works on site
- The provision of a 24/7 dangerous structure call out service including major incidents
- The defence of council decisions in these areas in court, as may be required
- The processing of approved inspector applications, and maintain a register of their works
- The processing of competent persons applications, and maintain a register of their works

While contractors are used in addition to establishment posts, the current establishment within this team is

2 x Principal Building Control Surveyors (includes 1 acting manager)

3 x Building Control Surveyors

The 19/20 (non fee related) budget estimate for this team is £173,194

The key scope of the team's activities is:

In the 18/19 year the Building Control section is projected to deal with 632 Building Regulation applications, resulting in a projected income of £333,211

The section project to undertake 4,530 site inspections of building works within 24 hours, or on the same day where notification was received by 10.00am; investigated 36 reported unauthorised building works and 48 demolition notices were processed with sites attended.

A 24/7 dangerous structure callout service is provided by the section, with staff committed to attending site within 2 hours of initial notification, with a projection of 10 callouts undertaken.

The team also project the processing of 310 approved inspector applications, and project to maintain a register of 4,867 approved inspector and competent person notifications within the period.

The section is legally obliged to provide free general advice, assistance and up to 1 hours pre submission consultation for proposed works; as such these works are dealt with in the most cost/ time efficient method generally by telephone.

The sections Quality Assurance accreditation ISO 9001:2008 has also been successfully retained.

## **Development Management**

The key functions within the Development Management Team are:

The provision of planning advice to customers (both external and Internal)

The determination of applications for planning permission and associated consents

The investigation of potential breaches of planning control and exercise of the Council's planning enforcement functions

The administration and collection of developer contributions and obligations under s106 agreements and the Community Infrastructure Levy

The protection of trees which contribute to the quality of the environment and provision of advice to residents

The defence of Council decisions in these areas in appeal and court, as may be required

The assumed staff establishment is:

1x Development Manager

1 x Assistant Development Manager

1x Major Projects Team Leader

1 Major Projects Planner

1x Major Projects Technical Administrator

3x Planning Enforcement Officers

9.5 x FTE Planning Officers

The 19/20 budget estimate for the team is £1,687,659 expenditure and £1,506,940 income, exclusive of new growth described below.

The key scope of customer advice, through a paid pre-application advice service. In the 2018/2019 year in excess of 200 pre-application enquiries are likely to be received, resulting in an income in the order of £80,000.

The determination of planning applications are monitored as a corporate Key Performance Indicator. The Business Centre is likely to receive in excess of 1900 applications in the 2018/2019 year. The investigation of potential breaches of planning control of which the Business Centre is likely to receive is likely to be 220 in the 2018/19 year.

The administration of development contributions to fund local infrastructure (including mitigation for impacts to the Thames Basin Heath SPA) for which the Business Centre collected is likely to be in excess of £650,000 in the 2018/19 year

## **Planning and Building Control Technical Administration Team**

The key functions within the Planning and Building Control Technical Administration Team are:

- To support the wider Planning Business Centre as the first point for general customer contract and administration.
- To undertake the registration and validation of applications for both Development Management and Building Control functions

The current staff establishment is:

1 x Planning and Building Control Technical Administration Manager

4 fte x Planning and Building Control Technical Administration Officers

## **GIS and Land Charges**

The key functions within the GIS and Land Charges Team are:

- Maintaining the Geographical Information Systems and Corporate Gazetteer
- Analysing and presenting Information arising from these activities.
- Delivering the Land Charges and Searches function and maintaining the local register

While opportunities are taken for secondment and project based staff sharing within the business centre the assumed staff establishment is:

1 x Principal GIS Officer

1 x Principal Land Charges Officer

2.3 fte x GIS and Land Charges Officers

The 19/20 budget estimate within this team is £230,085 gross expenditure and £235,200 income for Land Charges and net £154,592 for GIS. (In addition to this, the GIS function is subject to an income from corporate recharges leading to a nil net expenditure, and the Land Charges function generates income to offset the costs of the service). As a mainly strategic team the scope of the team's activities is difficult to summarise.

The GIS and Land Charges Team provides a responsive corporate service for information presentation and analysis, as well as maintaining our Gazetteer, which is monitored through our benchmarked LLPG Improvement Schedule, which seeks to maintain our 'Gold' level of quality. The Team also holds and maintains the Register of Local Land Charges processing approximately 1,100 local land charges searches and 370 Register data amendments per annum.



### Section 3: Key drivers/influences for the Planning Business Centre

Drivers and influences		
Internal drivers/influences		
<p><b>Key corporate drivers/influences</b></p> <ul style="list-style-type: none"> <li>The Corporate Business Plan is trying to achieve against the following themes: <ul style="list-style-type: none"> <li>- Supporting Local People</li> <li>- Enhancing Our Environment</li> <li>- Improving Our Economy</li> <li>- Organisational Development</li> </ul> </li> <li>Corporate Key Performance Indicators.</li> <li>There is a need to increase income generation to offset growing costs and loss of government grants.</li> </ul>	<p><b>Key drivers/influences of any business centre strategies/key documents</b></p> <p>The Runnymede Local Plan – Strategic policies to define the spatial planning aims for the borough</p> <p>The Business Centre is the Local Planning Authority for Runnymede and is therefore responsible for all statutory obligations under the Town and Country Planning Act 1990 and national and European obligations as they are related to this function.</p> <p>Decisions are also made with reference to the Development Management and Planning Enforcement Charters and, for Building Control their own annual business plan</p>	
External drivers/influences		
<p><b>Key community/consultation drivers/influences</b></p> <ul style="list-style-type: none"> <li>Plan making activities and decision making on planning applications are undertaken in accordance with the adopted Statement of Community Involvement, with public consultation responses considered as part of the statutory process.</li> </ul>	<p><b>Key partner's / supplier's drivers/influences</b></p> <ul style="list-style-type: none"> <li>The Council operates under a required Duty to Cooperate with neighbouring Authorities and relevant statutory partners to ensure strategic and cross-boundary matters are properly considered in all plan making activities</li> </ul>	<p><b>National key drivers/influences</b></p> <ul style="list-style-type: none"> <li>Changes to national guidance and legislation, including the National Planning Practice Guidance, the National Planning Policy Framework and potentially the Housing and Planning Act</li> </ul>

## Section 4: Planned work

Key:  Project  Review  One-off Activity\*  New Business As Usual  Business As Usual

\*N.B. One-off Activity refers to an activity that is needed as a one-off but is not a project or a review e.g. writing a new policy/strategy or undertaking recruitment.

Projects				
Ref.	Project name ( <i>N.B. Detailed objectives, deliverables and risks can be found in Project Charters</i> )	Team/section leading on the project	Outcome(s) i.e. the benefit(s) the project brings once delivered	Completion date or stage at the end of the year (March 2020)
PLPS2	To introduce a Community Infrastructure Levy charging schedule	Planning Policy and Strategy	The CIL is essential to ensure developer contributions can be secured to assist in the funding of local infrastructure, including cost effective essential mitigation of identified impacts on European designated sites of environmental importance.	By end of Q4

Reviews				
Ref.	Objective	Team/section leading on the review	Outcome(s) i.e. the benefit(s) the objective brings once delivered	Completion date or stage at the end of the year (March 2020)
	None			

<b>One-off Activity</b>				
<b>Ref.</b>	<b>Objective</b>	<b>Team/section</b>	<b>Outcome(s) i.e. the benefit(s) the objective brings once delivered</b>	<b>Completion date or stage at the end of the year (March 2020)</b>
<b>PLPS1</b>	In accordance with the Local Development Scheme to adopt the new Local Plan	Planning Policy and Strategy	<p>Compliance with the legal requirement to have a Local Plan</p> <p>Enhanced ability to resist undesirable development</p> <p>Enhanced ability to guide the location, design and scale of development within the Borough</p> <p>Opportunity to introduce a Community Infrastructure Levy</p>	Beginning of Q2 2019
<b>PLPS4</b>	Review the Englefield Green and Thorpe Conservation Areas, with peer review from consultants	Planning Policy and Strategy	Enable the Council to comply with its statutory duty to review conservation areas from time to time.	The Englefield Green and Thorpe CA reviews are to be completed by end of March 2020

<b>PLPS5</b>	Commissioning and completing the production and of a Blue and Green Infrastructure Supplementary Planning Document/Strategy	Planning Policy and Strategy	To comply with the commitment contained in policies EE11 (Green Infrastructure) and EE12 (Blue Infrastructure) of the Runnymede 2030 Local Plan to in order to set out how development proposals can assist in enhancing Green and Blue Infrastructure in the Borough.	To be completed by end of March 2020
<b>PLPS6</b>	Working collaboratively with the Council's Housing team to produce more detailed guidance on matters related to affordable housing to support the relevant policies in the Local Plan.	Planning Policy and Strategy	To provide more detailed and transparent guidance for applicants and registered providers on matters associated with affordable housing provision across the Borough.	To be completed by end of March 2020
<b>PLPS7</b>	Reviewing the Borough's Sites of Nature Conservation Importance.	Planning Policy and Strategy	To comply with the commitment contained in policy EE9 (Biodiversity, Geodiversity and Nature Conservation) of the Runnymede 2030 Local Plan for the Council to resurvey its SNCIs during the first 5 years of the Local Plan.	To be completed by the end of March 2020
<b>PLPS8</b>	Working collaboratively with the Council's Environmental Protection team to produce more detailed guidance on environmental health matters to support the relevant policies in the Local Plan.	Planning Policy and Strategy	To provide transparency on what information is expected to be submitted with planning applications in order to address any relevant environmental protection matters to assist with the timely determination of planning applications. The guidance would also provide good practice guidance for applicants.	To be completed by the end of March 2020

<b>PLPS9</b>	Call for Sites for 2020 SLAA	Planning Policy and Strategy	To ensure that the Council's knowledge of available land for development is up to date to inform 5 year housing land supply work.	To be completed by the end of March 2020
<b>PLPS1 1</b>	Refresh the Council's Statement of Community Involvement	Planning Policy and Strategy	To reflect any recommendations from the Planning Services Review and to inform the public how the Council intends to involve and engage with the local community and stakeholders in the preparation of all planning policy documents and during the Development Management process.	To be completed by the end of March 2020

<b>New Business As Usual</b>				
<b>Ref.</b>	<b>Objective</b>	<b>Team/section</b>	<b>Outcome(s) i.e. the benefit(s) the objective brings once delivered</b>	<b>Completion date or stage at the end of the year (March 2020)</b>
<b>PLDM 7</b>	Delivery of new CIL system within the application processes	Development Management	The CIL is essential to ensure developer contributions can be secured to assist in the funding of local infrastructure, including cost effective essential mitigation of identified impacts on European designated sites of environmental importance.	By end of Q4

<b>PLPS1 0</b>	Complete annual update of the Council's Brownfield Register.	Planning Policy and Strategy	To comply with the statutory duty placed upon the Council by the Town and Country Planning (Brownfield Land Register) Regulations 2017.	To be completed by 31st December 2019
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<b>Business As Usual</b>				
<b>Ref.</b>	<b>Objective</b>	<b>Team/section</b>	<b>Outcome(s) i.e. the benefit(s) the objective brings once delivered</b>	<b>Completion date or stage at the end of the year (March 2020)</b>
<b>PLBC 1</b>	To undertake 80% of technical examination applications within 10 working days	Building Control	To maintain customer satisfaction, undertake good professional practices, and retention of clients	Ongoing daily activity responsive to market demand  The objective is reviewed on a weekly basis and reported as a KPI quarterly.
<b>PLBC 2</b>	To determine 100% of applications for building regulation approval within the 5 week/ 2 month statutory period	Building Control	This is a legal requirement and failure to determine applications within the statutory time period can result in repayment of building control charges and deemed approval, possibly resulting in the construction of non-compliant/ dangerous buildings	Ongoing daily activity responsive to market demand  The objective is reviewed on a weekly basis and reported as a KPI quarterly.

<b>PLBC 3</b>	To undertake 100% of site inspections within 24 hours or same day if requested before 10am	Building Control	The 24 hour provision is a legal requirement; failure to implement could lead to non-compliant/ possibly dangerous buildings. Same day inspections are good practice and assists with client retention and customer satisfaction	Ongoing daily activity responsive to market demand  The objective is reviewed on a daily basis and reported as a KPI quarterly.
<b>PLBC 4</b>	To retain the section's Quality Assurance Certification in accordance with ISO 9001:2015	Building Control	To maintain confidence in the management and processing of Building Regulation applications.	Certification compliance is reviewed on a 6monthly basis at management reviews, and twice annually via external auditing.
<b>PLBC 5</b>	Seek to maintain 75% professional customer satisfaction levels, of satisfied or very satisfied.	Building Control	Maintain customer satisfaction  Main quality control indicator, poor customer satisfaction will result in a loss of applications and fee income.	Customer satisfaction survey frequency is undertaken biennially in accordance with QA certification.

<b>PLDM 1</b>	To have determined applications for planning permission within the statutory time period of 8 or 13 weeks in accordance with KPI standards in a positive and proactive manner	Development Management	Avoiding delays to the processing of applications which is good customer service Facilitate early delivery of development which will contribute to meeting the Council's identified needs within the period of the Runnymede Local Plan  Provide homes for local people and economic growth providing more jobs	Decisions monitored every quarter; processes undertaken daily
<b>PLDM 2</b>	To have provided high quality responses to pre-application queries within the service standards in the Adopted Pre-application service schedule and any bespoke PPAs	Development Management	High quality development Applications processed quickly which provides certainty and good customer service	New monitoring process for PPAs in place
<b>PLDM 3</b>	To have successfully defended at least 80% of appeals against planning decisions	Development Management	Public confidence in Council Decision making against the adopted policies Achievement of strategic goals Maintain the quality of the local environment	Appeal decisions monitored every quarter
<b>PLDM 4</b>	To have investigated breaches of planning control in accordance with the Adopted Planning Enforcement Charter and to close as many cases as new requests made with expedient use of planning enforcement toolkit	Development Management	Increase in public confidence in enforcing of planning controls Maintaining local environmental quality and residential amenities	Monitored quarterly
<b>PLDM 5</b>	To have administered developer contributions in accordance with legal and financial protocols and to forward monies to relevant stakeholders in a timely manner within the financial year of receipt	Development Management	Improvements to infrastructure to support sustainable development	Annual monitoring at end of financial year; quarterly monitoring of TBHSPA SAMM monies



<b>PLDM 6</b>	To protect trees that positively contribute to the quality of the environment by making Tree Preservation Orders and ensuring development makes space for trees	Development Management	Maintain and improve public amenities and quality of the environment	New annual monitoring process required
<b>PLPS3</b>	Completion of the Annual Monitoring Report (s) 19/20	Planning Policy and Strategy	To monitor the effectiveness of the policies within the 2030 Local Plan	To be completed and published by the end of December 2019
<b>GISLC 1</b>	To maintain customer satisfaction for users of the GIS products	GIS Team	Maintaining customer satisfaction	Ongoing identification of customers, contact and assessment of how customer journey and needs have been met.

## Section 5: Planning Business Centre's requests for growth

Please list below any requests for growth for the 2019/20 year.

Description	Linked objective/project	Amount requested	Business case completed? (Not always relevant – if unsure CE to determine. If yes – attach with this plan)
Major Projects Delivery and Compliance Team'	PLDM1, 2, 7	Gross £257,000 pa	Yes

## Section 7: Planning Business Centre/Team's performance indicators

	Target					Actual						
Performance Indicator	Q1 (Apr-June)	Q2 (Jul-Sept)	Q3 (Oct-Dec)	Q4 (Jan-Mar)	Full year (Apr-Mar)	Q1 (Apr-June)	Q2 (Jul-Sept)	Q3 (Oct-Dec)	Q4 (Jan-Mar)	Full year (Apr-Mar)	Current status	Trend
Number of formal complaints related to the Business Centre/	0	0	0	0	0							
Number of decisions investigated by the ombudsman requiring a remedy by the Council.	0	0	0	0	0							
P1: Percentage of major planning applications processed to deadline (with the total number of applications in brackets for the actuals)	60%	60%	60%	60%	60%							
P2: Percentage of non-major planning applications processed to deadline (with the total number of applications in brackets for the actuals)	80%	80%	80%	80%	80%							
P3: Percentage of other planning applications processed to deadline (with the total number of applications in brackets for the actuals)	85%	85%	85%	85%	85%							
P4: Major planning appeals allowed as a % of Major Application decisions made (cumulative)	80%	80%	80%	80%	80%							

P5: Non-major planning appeals allowed as a % of Non-major Application decisions made (cumulative)	80%	80%	80%	80%	<b>80%</b>							
Building Regulation applications technically assessed within 10 working days	80%	80%	80%	80%	<b>80%</b>							
Building Regulation applications determined for approval within the 5 week/ 2 month statutory period	100%	100%	100%	100%	<b>100%</b>							
Building Control site inspections undertaken within 24 hours or same day if requested before 10am	100%	100%	100%	100%	<b>100%</b>							
Percentage of Regularisation Notices secured where unauthorised works require a Building Regulation application	80%	80%	80%	80%	<b>80%</b>							

## Section 8: Summary of the Planning Business Centre's contribution to Corporate Business Plan themes

Priority	Supporting Local People	Enhancing Our Environment	Improving Our Economy	Organisational development
Reference number	The Planning Business Centre collectively contributes to the three themes of Supporting Local People, Enhancing Our Environment and Improving Our Economy.			
Supports all Corporate Themes				
Reference number				

## Section 9: Planning Business Centre's risk management

*This section has been redacted*