



INFRASTRUCTURE OVERVIEW AND SCRUTINY COMMITTEE

Committee Report

Public

Date of Meeting: 31st January 2002

Title: PLANNING SERVICES SERVICE PLAN

Report of: DIRECTOR OF ENVIRONMENT AND DEVELOPMENT

Report reference: EN 016/02

Summary:

As part of the process of briefing the Committee on relevant Council services under their remit, appended to this report is the Planning Services Plan for 2001/2.

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Note: in compliance with section 100d of the Local Government (Access to Information) Act 1985 the report has been prepared in part from the following papers: None

**CARLISLE
CITY COUNCIL**



Planning Services Division

Service Plan

2001 / 2002

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1.0 Introduction

- 1.1 This document describes the work of the City Council's Planning Services Division of the Department of Environment and Development. It identifies the actions to be implemented and measured for the period 2001/2002 to achieve the Council's Vision and Corporate Objectives and the Council's statutory responsibilities in respect of planning, conservation and building control.
- 1.2 The Council's Corporate Vision is currently based upon the mission statement, organisational values and key objectives that evolved during the 1990's and were agreed and consulted upon externally in 1998.
- 1.3 The present **Key Objectives** are:
- ◆ Reduce Crime & Disorder
 - ◆ Promote Sustainable Transport
 - ◆ Improve Social Well-Being, Health and Education
 - ◆ Protect and Improve Our Environment
 - ◆ Develop Employment and Training Opportunities
 - ◆ Satisfy Housing Need
 - ◆ Advance Carlisle as a Regional and Cultural Capital
 - ◆ Spend the Community's Money Wisely
- 1.4. The Planning Services Division has an important role in achieving these objectives together with fulfilling the

Council's statutory duties are the basis for our Service Plan. The objectives will be revisited to reflect the emerging City Vision that will outline the Vision for Carlisle over the next ten years and changing statutory requirements.

The City Vision

- 1.5 The **draft** City Vision statement is:
Carlisle is an attractive, vibrant historic city with a strong sense of community, well positioned as an evolving sub-regional centre.
- 1.6 To ensure a high quality of life for all our people we will build on the best of our heritage and develop a diverse sustainable economy in an active, safe and inviting city.
- 1.7 We will do this by:
- ◆ Working in representative partnerships, which make best use of the skills and resources available.
 - ◆ Encouraging innovation and positive changes, which lead to a prosperous and confident future.
 - ◆ Nurturing a sustainable environment, in which all people can flourish and enjoy a good quality of life.
- And*
- ◆ Involving local people in the development of their City Vision

City Vision Themes

1.8 A number of draft themes have been developed and will provide the basis of the City Vision objectives. They are:

- Infrastructure, Environment, and Transport
- Health & Well-being
- Communities
- Economic Prosperity
- Celebrating Carlisle

Portfolios

1.9 Following the political reform of the Council, the Cabinet will be arranged using the following portfolios:

- Corporate Resources
- Finance & Resources
- Strategy & Performance
- Community Activities
- Infrastructure, Environment and Transport
- Health & Well-being
- Economic Prosperity
- Promoting Carlisle

Manager & Budget Holder

Alan Eales, Head of Planning Services

Summary of Services

The Division delivers a range of services under three service Sections. The main Section responsibilities include:

- Local Plans and Conservation;
- Development Control; and
- Building Control

Local Plans and Conservation

This Section delivers a range of services including:

- Preparation and review of the Carlisle District Local Plan;
- Input into and response to both Regional Planning Guidance (RPG) and the Cumbria and Lake District Joint Structure Plan;
- Preparation of Supplementary Planning Guidance (SPG);
- Planning input into Corporate Strategies;
- Advice on Listed Buildings;
- Designation and review of Conservation Areas;

- Conservation grants
- Environmental enhancement schemes;
- Making of Tree Preservation Orders (TPO) and advice on work on trees covered by TPOs and trees in Conservation Areas;
- Hedgerow Removal Notices; and
- Research and monitoring.

Development Control

This Section delivers a range of services including:

- Advice and guidance to prospective applicants;
- Consideration of applications for:
 - Planning permission
 - Advertisement Consent
 - Listed Building Consent
 - Conservation Area Consent
- Dealing with planning appeals and inquiries
- Planning enforcement.

Building Control

This Section delivers a range of services including:

- Advice and guidance to prospective applicants;
- Consideration of Building Regulation applications;
- Control of demolition;
- Dealing with dangerous structures;
- Safety at Sports Grounds;
- Shop Mobility;
- Advice on access for the disabled issues; and
- Access grants.

Links to Council's Objectives

The Division has input to each of the Council's objectives through the various areas of work outlined above. Although primarily responsible to the Infrastructure, Environment and Transport Portfolio the planning, conservation and building control responsibilities will impact on most of the Portfolio areas in one way or another.

Strategies

The key strategy for which the Division is responsible is the Carlisle District Local Plan, which guides all land use development in the District. The Division, however, has responsibility for x and has input into other strategies such as the Crime and Disorder Strategy and the Cultural Strategy.

It is intended that an Equal Access Strategy is prepared during the next financial year.

Major Issues Facing the Division

For 2001 / 2002 the following are anticipated as the major issues:-

General

The Secretary of State is expected to be issuing a Green Paper on the future of the Planning system in the autumn of 2001. This will look at ways of modernising and speeding up the planning system. The Department of Transport, Local Government and the Regions has also commissioned a study in to the resources of planning in local authorities.

Local Plans and Conservation

- Regional Planning Guidance

The Secretary of State will be issuing revised Regional Planning Guidance (RPG) later this year. This will have a

fundamental effect on the future development of the Region and will exert influence on the development of Cumbria.

- Cumbria and Lake District Joint Structure Plan

The Structure Plan is to be reviewed and Issues Papers will be issued for consultation once the Secretary of State has issued the revised RPG.

- Carlisle District Local Plan

The review and roll forward of the Carlisle District Local Plan to 2011 will follow the revision of the Structure Plan and will run slightly behind the Structure Plan Review.

- Carlisle City Centre

A review of the City Centre will also be undertaken as a separate piece of work but will also inform the review of the Local Plan.

Development Control

- Major Planning Inquiries

The Section is faced with a number of major planning inquiries within the next year on retail and residential matters including the Morton Urban Extension that has been called in by the Secretary of State.

- Increasing number of Planning Applications and Appeals

The Section has seen an increasing number of planning applications over the past two years, this is creating severe

pressure in the Section and a review of the structure of Section is to be undertaken to release more resources.

- Although there is an adopted Code of Conduct for the consideration of planning applications a Planning Charter is to be prepared which will set down the existing practice of how applications are dealt with and establish the time scales in which action will be taken.

Building Control

- Competition

The main issue facing Building Control is the need to be self financing over a rolling three year cycle. This has been achieved over the past two years. The Section must continue to remain competitive against competition from private sector Inspectors.

- Recruitment

Recruitment for Building Control is continuing to be difficult.

- Shop Mobility

The changes to charging in the Lanes car park may create difficulties in the operation of the Shop Mobility. The position will be monitored and if problems arise these will be tackled to find an acceptable solution.

Customer Consultation

Consultation on all aspects of planning from the preparation of the Local Plan and Supplementary Planning Guidance (SPG) to consultation on individual planning applications is a statutory requirement and fundamental to the whole planning system.

As part of the Best Value regime the Development Control section is required to consult all applicants or their agents every third year. This exercise has been carried out last and out of 500 questionnaires sent out a total of 261 responses were received, a 52% response rate with a confidence interval of $\pm 4\%$.

Regardless of which way the application went 88% were satisfied with the service provided by the Council when processing their application with 50% being very satisfied.

Building Control undertook a customer satisfaction survey in 1999. Over 90% of building control users considered that their applications were considered quickly and 87% of respondents considered the building control staff to be efficient.

Shop Mobility is currently conducting a Customer satisfaction survey and the results will be known by November 2001.

The Local Plans and Conservation Section conducted a survey of those who had used the service in relation to Tree Preservation Orders during the previous year. Survey was sent

to 40 people, 23 responded and all but two (90%) were satisfied with the service.

Benchmarking

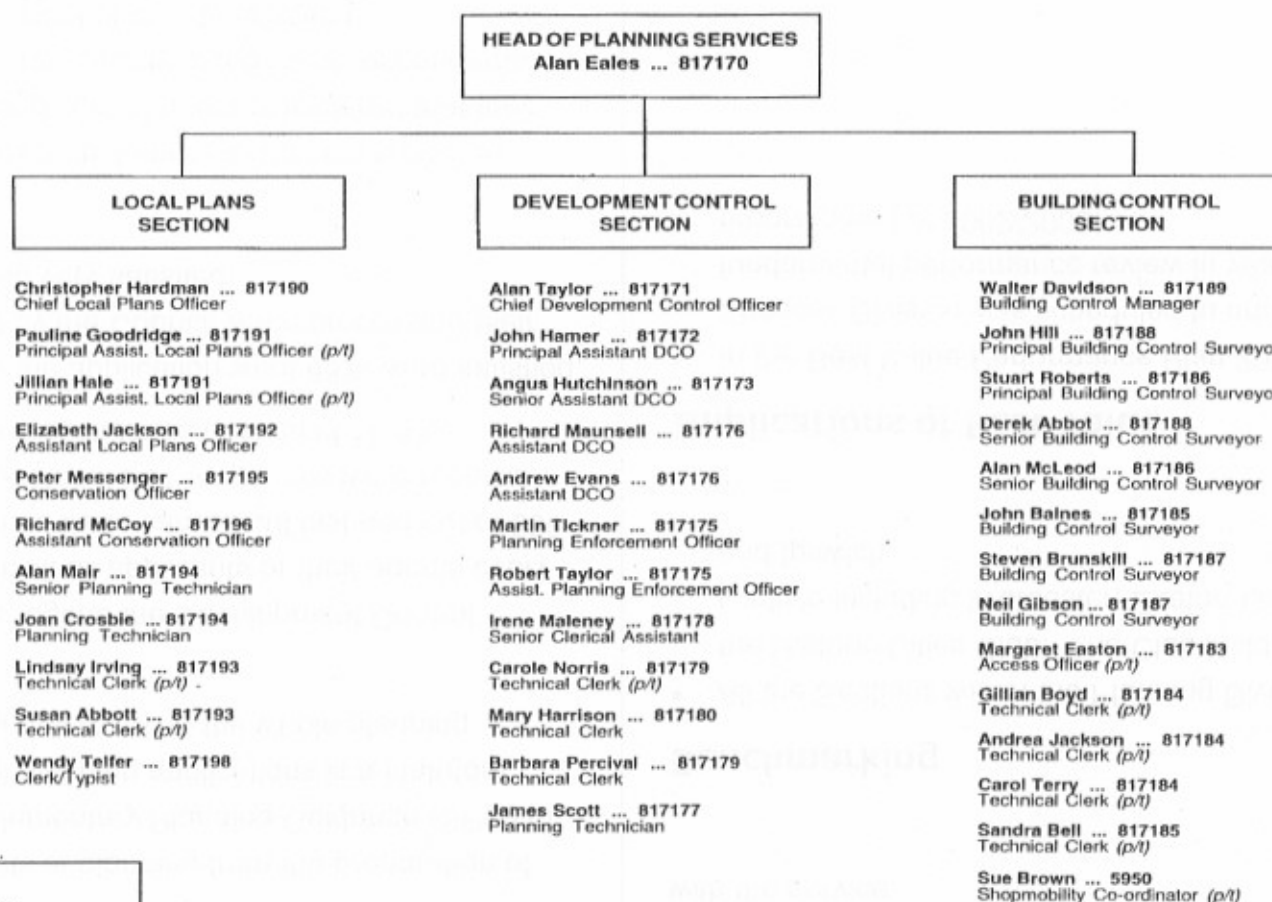
- All the Sections within the Planning Division Benchmark with the Historic Cities Club. The Club includes similar cities to Carlisle including Worcester, Exeter, Gloucester, Canterbury and Ipswich.

Implications of Best Value

- In the Best Value Performance Plan 2000/2001, the Planning Services Division was scheduled to undergo a Best Value fundamental performance review in year three of the programme i.e. 2002/2003.

Staffing Structure

The Division consists of 26 full time and 11 part time staff and the following is the staffing structure currently in place:



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Budgetary Resources

The following tables summarise the Division's budgets for 2001/2002.

Planning Services

Controllable budget

BUDGET HEADING	Estimate 2001/2002
Employee costs	£45,690
Transport costs	£10,690
Protective Clothing	£380
Establishment costs	£53,490
TOTAL	£110,250

Planning Services

Uncontrollable Costs

BUDGET HEADING	Estimate 2001/2002
EXPENDITURE	
Personnel recharges	£300
Insurances	£110
Central Administration	£76,140
Departmental Administration	£44,100
TOTAL	£120,650

Building Control- Operations

Controllable budget

BUDGET HEADING	Estimate 2001/2002
Employee costs	£183,610
Transport costs	£18,550
Establishment costs	£6,420
TOTAL	£208,580

Uncontrollable budget

Expenditure

Personnel recharges	£3,070
Insurances	£630
Central Admin.	£27,510
Departmental Admin.	£13,350
TOTAL	£44,560

Income

Building Control Inspection Fees	£270,800
Land Charges	£10,840
TOTAL	£

Building Control-Client

Controllable budget

BUDGET HEADING	Estimate 2001/2002
Employee costs	£78,700
Transport costs	£7,950
Establishment costs	£16,470
TOTAL	£103,120

Uncontrollable Budget – Expenditure

Personnel Recharges	£1,310
Insurances	£260
Central Admin.	£15,640
Departmental Admin.	£5,720
TOTAL	£22,930

Shop Mobility

Controllable budget – Expenditure

BUDGET HEADING	Estimate 2001/2002
Employee costs	£10,250
Energy	£880
Transport costs	£140
Establishment Costs	£2,710
TOTAL	£13,980

Development Control

Controllable Budget

BUDGET HEADING	Estimate 2001/2002
Employee costs	£281,080
Transport costs	£9,480
Supplies & Services	£1,780
Establishment costs	£34,710
NPI Planning Enforce 3YR	£26,890
TOTAL	£353,940

Uncontrollable budget – Expenditure

BUDGET HEADING	Estimate 2001/2002
Personnel recharges	£3,740
Insurances	£770
Central Administration	£66,000
Departmental Admin.	£57,230
TOTAL	£127,740

Uncontrollable budget – Income

BUDGET HEADING	Estimate 2001/2002
Press List	£1,100
General fees	£298,300
Determinations	£1,220
Land Charges	£11,200
TOTAL	£311,820

Local Plans

Controllable budget

BUDGET HEADING	Estimate 2001/20002
Employee costs	£169,060
Transport Costs	£4,420
Supplies & Services	£400
Establishment Costs	£11,560
Grants	£5,520
TOTAL	£190,960

Local Plans

Uncontrollable budget –Expenditure

Personnel Recharges	£2,210
Insurances	£520
Central Administration	£16,690
Departmental Administration	£89,660
TOTAL	£109,080

Uncontrollable budget – Income

Local Plans Sales	£1,000
TOTAL	£1,000

Conservation

Controllable budget - Expenditure

BUDGET HEADING	Estimate 2001/2002
Employee Costs	£57,460
Transport Costs	£3,440
Supplies & Services	£300
Establishment Costs	£1,340
New Policy Initiatives	£40,600
Conservation Historic Build	£34,890
TOTAL	£138,030

Uncontrollable budget – Expenditure

Personnel Recharges	£590
Insurance	£760
Central Administration	£3860
Departmental Administration	£24,800
TOTAL	£30,010

Action Plan 2001/2002

1. Unit Aim

Our Unit aim tries to encapsulate our core role:

*To provide a high quality professional service
in the undertaking of statutory
planning and building regulatory responsibilities*

2. Unit Objectives

Objectives have been developed for the main functions of the Unit and are linked to the corporate objectives. They are not job specific and reflect the cross cutting nature of the unit's responsibilities.

- *To provide statutory and non-statutory land use planning and building control service appropriate to the needs of the district*
- *To make planning more accessible to the communities of the district*
- *To provide professional research and information on land use planning available to all customers of the service*

- *To respond efficiently and effectively to the demands of the public for planning related service*
- *To work with departments in implementing corporate policy initiatives*
- *To preserve and enhance the natural heritage assets of the district*
- *To preserve and enhance the historic environment of the district*

3. Delivery of Unit Objectives

This action plan covers our predicted work commitments for the period 2001/2002.

Objective: To provide statutory and non-statutory land use planning and building control service appropriate to the needs of the district

Corporate Objective(s): All

Portfolio:

Indicator	Performance (previous year)	Target (2001/02)	Target (2002/03)	Reporting process	Monitoring & evaluation comments
Determine all applications for development in accordance with established planning policy		Reduction in the number of successful planning appeals			Appeal decisions monitored
Determine applications for building regulations in accordance with established regulations and guidance	No appeals, determinations or insurance claims against the service	No appeals, determinations or insurance claims against the service	No appeals, determinations or insurance claims against the service		Appeals, determinations, insurance claims against the service
Quality Assurance of the Council's Building Control Service	ISO 9002 attained	ISO 9002 to be maintained	ISO 9002 to be maintained		
To respond to consultations on national planning policy	N/A	Respond to green paper on the future of planning (Autumn 2001)			
To respond to consultation on Regional Planning Guidance for the North West	Comments provided to the Regional Assembly on the consultation draft	Consultation anticipated December 2001		Executive	
To respond to Cumbria County Council on the issues paper consultation for Joint Structure Plan	N/a	Consultation anticipated during November/December 2001	Consultation on deposit plan envisaged during this year	Executive	
Undertake review work on Carlisle District Local Plan	Topic based research undertaken on retail and playing pitches as well as	Continue topic based research to feed into review process	Undertake preparation and first stage consultation Issues paper to commence review	Working Groups, Executive	

	continual monitoring of employment and housing land to feed into review process				
Undertake the preparation of Supplementary Planning Guidance as required	Supplementary Planning Guidance on Countryside Design, Good Practice in the Design, Adaptation and Maintenance of Buildings, Designing Out crime in residential areas, Morton Masterplan and Development Framework.	Achieving Well Designed Housing SPG to be adopted (March 2002)	SPG to be identified as site specific or policy issues emerge		
To undertake preparation of Development Briefs/Design Guides for potential development sites		The Cosmo, Avenue Road, Harraby. Development Brief to be adopted	Responsive to sites as they emerge or identified through Local Plan review or other corporate strategies		
Production of community led Village Design Statements	N/a	Scotby draft statement produced to be pursued by the community Replaced by Vital Villages project aim to assist in the production of a parish plan for one parish	Aim to adopt elements of a parish plan as SPG		

Objective: To make planning more accessible to the communities of the district

Corporate Objective(s): All

Portfolio:

Indicator	Performance (2000/01)	Target (2001/02)	Target (2002/03)	Reporting process	Monitoring & evaluation comments
To consult customers on the Local Plan Service	N/a	Undertake a sample consultation to receive initial feedback on the service provided throughout the local plans and conservation section (Feb 2002)	Review the responses to the consultation and modify action plan accordingly		
Work with Parish Councils on developing design and development guides for parishes through the Vital Villages Project	N/a	Undertake one pilot parish plan based on expressions of interest	Extend the initiative as appropriate		
Increase the information provided through the Council's Web Site	Basic information provided	Extend the information by December 2001 and consult on SPGs on the web site	Use the Council's web site interactively for review of the Local Plan		
Undertake Initiatives and contribute to projects developed through the City's Local Strategic Partnership and City Vision	N/a	Representation on the Council's corporate regeneration officer group	Continued involvement		
Undertake Environmental Education Initiatives to increase knowledge of planning	Presentations to classes of students on local issues	Undertake 6 presentations to groups of students and/or residents	Increase student involvement through the use of the local plan review process		

Objective: To provide professional research and information on land use planning topics for all customers of the service

Corporate Objective(s): All

Portfolio(s):

Indicator	Performance (2000/01)	Target (2001/02)	Target (2002/03)	Reporting process	Monitoring & evaluation comments
To undertake monitoring of housing land availability annually and publish results	Surveys undertaken 6 monthly	Survey work commences March 2002	Complete 2002 survey work and publish results June 2002		
To undertake monitoring of employment land availability annually and publish results	Surveys undertaken 6 monthly	Survey work commences March 2002	Complete 2002 survey work and publish results June 2002		
Undertake National Land Use Database –Previously Developed Land research	N/a	To be completed by end of September 2001	Database updates continually undertaken		
To undertake a review of the Urban capacity Study to Inform Local Plan review	N/a	To be completed January 2002			
To respond to all research questionnaires	Responses within consultation period	100% response within deadline set by consultee	100% response within deadline set by consultee		
Respond to requests for development guidelines for Council owned property	N/a	Initial guidelines within 10 days including timetable for full development brief preparation where required	100% responses within consultation period		
Respond to consultation from the Highway Authority on footpath matters	N/a	100% responses within consultation period			

To undertake a playing pitch assessment to inform the review of the Local Plan	N/a	Assessment to be completed June 2001	Review commences		
To undertake an open space assessment to inform the review of the Local Plan	N/a	Assessment to be completed December 2001	Review commences		
To undertake monitoring of a sample of policies to inform review of the Local Plan		Assessment ongoing			
Undertake revision of the Area of Special Control of Advertisements		Adopt revised area by March 2002			

Objective: To respond efficiently and effectively to the demands of the public for planning related service

Corporate Objective(s): All

Portfolio(s):

Indicator	Performance (2000/01)	Target (2001/02)	Target (2002/03)	Reporting process	Monitoring & evaluation comments
Corporate response rate for telephone, mail, fax and e-mail requests for information		Corporate standards			User feedback
Develop standards for attending site visits in line with the planning division code of conduct		Standard to be included in Planning Charter			User feedback
To set standards of service to be expected		Preparation and adoption of a planning charter setting out standards of service	Implement measures to improve performance where identified		Monitor performance against planning charter
Pre-application advice to be provided when requested	828 enquiries logged in 2000 plus advice on planning applications	Level of requests determined by customers standard of service contained in planning charter			Monitor against planning charter 5% sample of enquiry files

Objective: To work with departments in implementing corporate policy initiatives

Corporate Objective(s): All

Portfolio(s):

Indicator	Performance (2000/01)	Target (2001/02)	Target (2002/03)	Reporting process	Monitoring & evaluation comments
To have an input into the corporate strategies and provide officer support for the following council initiatives					
Market Towns Initiative (Longtown)	N/a	Officer support for the Healthcheck process providing data where requested			
Rural Strategy	Attendance at rural policy officer group meetings	To provide assistance with development of a rural strategy for the district			
Carlisle South	N/a	To prepare development guides and briefs for regeneration initiatives in the Carlisle South area			
Foot and Mouth Disease	N/a	Input into consultations on the Cumbria Rural Action Zone document and other strategies developed			
LSVT	N/a	Provide planning advice to consultants and the Council in preparing for LSVT			

Objective: To preserve and enhance to natural heritage assets of the district

Corporate Objective(s): Protect and improve our environment

Portfolio:

Indicator	Performance (2000/01)	Target (2001/02)	Target (2002/03)	Reporting process	Monitoring & evaluation comments
Continuing management of Areas of Outstanding Natural Beauty	Ongoing management attending partnership meetings for both AONBs	Establish JAC for management of the Solway Coast AONB through Solway Rural Initiative (end of March 2002)	Review of 5 year management plan for Solway Coast AONB and adoption of plan by City Council		
Implementation of the Cumbria Landscape Project	Attend Cumbria landscape Group meetings	Attend Cumbria landscape Group meetings and quarterly project steering group meetings	Attend landscape group meetings and review Landscape project officer post through steering group		
Respond to consultations on English Nature designated wildlife sites	Response within consultation time period on Bolton Moss and Walton Moss candidate Special Areas for Consultation	100% responses within consultation period			
Respond to consultations by DEFRA	Consultations on Countryside Stewardship schemes response within 10 days	Respond to research on damage to wildlife sites and others within consultation period			
Designation of Tree Preservation Orders (TPOs)	4 TPOs confirmed (66 trees)	5 TPOs to be confirmed by March 2002	6 TPOs to be confirmed		
Determine applications for works to trees covered by TPOs		100% determined within the statutory time period	100% determined within the statutory time period		
Determine applications for works to trees in conservation areas		100% determined within the statutory time period	100% determined within the statutory time period		

Determine applications for hedgerow removal		100% determined within the statutory time period	100% determined within the statutory time period		
Award environmental grants for landscape and environmental protection and management	Grants awarded totalling £10,000 covering partnership management schemes for the North Pennines AONB, Solway Coast AONB, Solway Firth Partnership and work by BTCV and Cumbria Broadleaves	Grants totalling £5,000 awarded to management partnerships for both AONBs, Solway Firth Partnership and a number of BTCV projects			
Respond to Forestry Felling Licence consultations from the Forestry Authority		Weekly list to respond to as necessary. Reply within 10 days to any that have implications for the district			

Objective: To preserve and enhance the historic environment of the district

Corporate Objective(s): Protect and improve our environment

Portfolio:

Indicator	Performance (2000/01)	Target (2001/02)	Target (2002/03)	Reporting process	Monitoring & evaluation comments
Review and undertake designations of conservation areas	None	Undertake 1 review and designate 1 conservation area			
Issue advice to owners of historic buildings on repair and restoration work	Advice provided on request	Advice provided on request in accordance with corporate standards			
Award grants for repairs to listed buildings	£34,000 grants awarded for listed building repairs	£34,000 grants awarded to repair listed buildings			
Promote the City Centre HERS initiative to regenerate the historic core area		3 grants to be awarded to promote economic regeneration			
Promote the Longtown HERS initiative to regenerate Longtown		5 grants to be awarded to promote economic regeneration			
Joint production of the Carlisle Castle Conservation Plan with English Heritage		Adoption of the conservation plan			
Joint production of Lanercost Priory Community Partnership Development Proposal		To be adopted as a working strategy			
Submission of a Townscape Heritage Initiative bid for Longtown		Bid to be prepared through the Market Towns Initiative healthcheck process			
Submission of bid for funding to restore Brackenhill tower and promote as a heritage resource		Production of Brackenhill Tower Conservation Plan			

Staff contact information

<i>Name</i>	<i>Job Titles</i>	<i>e-mail Address</i>	<i>Telephone Number</i>
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Chris Hardman	Chief Local Plans Officer	ChristopherH@carlisle-city.gov.uk	01228 817190
Walter Davidson	Building Control Manager	WalterD@carlisle-city.gov.uk	01228 817189
Peter Messenger	Conservation Officer	PeterMe@carlisle-city.gov.uk	01228 817195

4. Performance Indicators

This unit is responsible for the following Performance Indicators:

Improve social well-being, health & education

	Performance Indicator	Target 2001/2002
BV156 (amended)	% of authority buildings open to the public, in which all public areas are suitable for and accessible to disabled people	19%
LP36	a) Continued expansion of membership of shopmobility. b) Increase in number of wheelchairs available c) Level of user satisfaction (new)	500 2 Not available
LP37	a) % of call-outs for dangerous structures identified within 24 hours b) Number of structures identified.	100 30
LP38	a) % of inspections of premises undertaken when due under Health & Safety Act b) % of actions on accident notifications within 2 working days	90 100

Protect & Improve our Environment

	Performance Indicator	Target 2001/2002
BV106	% of new homes built on previously developed land	40
BV107	Planning cost per head of population	£7.54
BV108	The number of advertised departures from the statutory plan approved by the authority as a % of total permissions granted	0.02
BV109	% of applications determined within 8 weeks	75
BV110	Average time taken to determine all applications	8.10 weeks
BV179	% of standard searches carried out in 10 working days	96.5%
BV112	Score against a checklist of planning best practice	7:10
LP47	% of available Building Control Service work retained.	92%

LP49	a) % spent of conservation grant aid funding on repairs to Historic Buildings	100%
	b) % of conservation grant aid applications responded to within 10 days	100%
	c) Number of properties granted aided	20
LP50 (Amended)	Checking full plans applications submitted for building regulation approval within:	
	7 working days – domestic applications	90
	21 working days – other applications	100
LP106 (new)	% of requests for works covered by Tree Preservation Orders and located within conservation areas processed within statutory time periods	95%