

## Scrutiny Review Scoping Template

<b>Review Topic</b>	Planning
<b><u>Councillor Involvement</u></b>	Richard Austen-Baker, Roger Dennison
<b><u>Officer Support</u></b>	Mark Cassidy, Stephen Metcalfe and Jenny Kay
<b><u>Rationale</u></b> (Key issues and/or reason for doing the Review)	<p>Historic issues with inadequate staffing resources.</p> <p>Support for additional staff resources was provided in the 2021 budget and agreed by Full Council. Following this the Service set out a three stage recovery plan, where Stage 1 involved recruitment; Stage 2 involved addressing the backlog of planning applications and Stage 3 sought to identify a revised operating model based upon the new resources.</p> <p>Stage 1 has been predominantly completed (pending recruitment to the vacant Service Manager post); Stage 2 has been achieved 7 weeks ahead of schedule (there is no backlog of planning applications awaiting validation/allocation now); and Stage 3 is being implemented with key dates in January 2022 and April 2022.</p> <p><i>With regard to Stage 2 (above), the backlog amounted to 500 planning applications. This has already been resolved.</i></p>
<b><u>Purpose of Review/Objective</u></b>	A Planning Service which is responsive, resilient with consistent service delivery.
<b><u>Indicators of Success</u></b> (what factors would indicate that a Review has been successful)	<p>To meet customer's needs.</p> <p>More responsive service.</p> <p>Meets Government targets in future years (not including any skewed data that the backlog of applications has/will create(d) during Q2, Q3 and Q4 of 2021/22).</p> <p>Growing and retaining our own Talent.</p>
<b><u>Methodology/Approach</u></b> (what types of enquiry will be used to gather evidence and why)	<p>Resourcing</p> <p>Resilience</p> <p>Service offered to applicants.</p> <p>Explore public engagement aspects of service delivery.</p> <p>Apprenticeships – different levels</p> <p>Public perception</p> <p>Ensure consistent service delivery and quality control of decision making</p> <p>Other LAs – benchmarking.</p> <p>Process of a planning application</p> <p>Consider previous Peer Review</p> <p>Informal focus groups with Ward Cllrs to share experience and thoughts.</p>
<b><u>Specify Witnesses/Experts</u></b> (who to see and when)	<p>Local Architects and Agents</p> <p>Chamber of Trade</p> <p>Both local BIDS</p> <p>Civic Society</p> <p>Flood Action Group</p> <p>Ward Councillors</p> <p>Local Builders</p> <p>Planning Officers</p>

<b><u>Specify Evidence Sources for Documents</u></b> (which to look at)	Data from quarterly quality controls
<b><u>Specify Site Visits</u></b> (where and when)	N/A
<b><u>Specify Evidence Sources for Views of Stakeholders</u></b> (consultation/workshops/focus groups/public meetings)	Informal focus groups
<b><u>Publicity Requirements</u></b> (what is needed – press release, fliers, leaflets, radio broadcasts, etc.)	Press release when final report is published.
<b><u>Resource Requirements</u></b> (people, expenditure)	Councillor and Officer time.
<b><u>Barriers/dangers/risks/etc</u></b> (identify any weaknesses and potential pitfalls)	Size of the project Any possible future implications with regard to COVID restrictions.
<b>Projected start date</b>	<b>Draft Report Deadline</b>
<b>Meeting Frequency</b>	<b>Projected completion date</b>

**Formally Constituted**

**Informal Task Group**

**Membership**

	Chair

**Name of Task Group**

Planning Informal Task Group

**Terms of Reference**

To explore how the Council can provide a Planning Service which is responsive resilient with consistent, measurable service delivery.