

## Appendix A: Enforcement Improvement Action Plan

	Action	What this involves	Resource required	Date for completion	How we will know this is complete	Risks of not delivering this action
<b>A</b>	<b>Improvement of data held within the uniform system:</b>	This will involve both reviewing existing data within the system, and ensuring that new data added to the system is added appropriately, with sufficient detail and kept up to date etc.	This is a change in process which also requires a degree of awareness of the cases being reviewed. It will need to be led by existing enforcement officers so will impact time available for investigations and action on cases. In the longer term this will be beneficial to officer time.	December 2025	All current and historic cases will be stored in the same way.	Risk of data inconsistency and quality and longer term impacts on officer time.
<b>B</b>	<b>Use of Idox DMS to store all documents linked to enforcement cases</b>	This will require the indexing of a significant number of documents held elsewhere into the DMS so that they are all accessible/held together.	Subject to system changes, the new process can be utilised within 6 months through existing officers. For historic cases, well informed data processing resource to be secured.	June 2025	For all new cases, comparable function in respect of all document access will exist for enforcement records to match that of planning applications.	Risk of data inconsistency and quality and longer term impacts on officer time.
<b>C</b>	<b>Creation of templates to produce documentation from within uniform</b>	Templates can be created within the uniform system for various commonly used document such as letters and notices. They can be set to automatically complete with data held within the database e.g. site address, case reference number, description of potential breach etc, and once these templates are set up and in use, they would speed up the production/ drafting of such documents, assisting staff.	These will need to be produced collaboratively between enforcement officers, the digital team, planning support and legal.	December 2024	Templates of notices and letters will generate through Uniform with ease.	Increased officer time and inconsistency in the quality of documents produced.
<b>D</b>	<b>Use of Idox Enterprise to manage workflow and case management</b>	The Enterprise software is integrated with uniform, so it can be set to display lists of various tasks in order of priority based upon variables such as number of days to a deadline or since an event occurred (i.e. trigger points).  However, prior to being about to utilise this software the trigger points will need to be determined, and they are reliant upon a change in process in the way in which the uniform software is currently being utilised	Not a significant resource requirement but it depends upon Action A	December 2025	The enterprise function of Uniform will be populated and usable by enforcement officers.	Poorer performance and delays in enforcement decision making.

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<b>E</b>	<b>Use of Idox Enterprise linked tools to produce statistical information and managerial reports</b>	The Enterprise software linked tools can be set to automatically extract and collate data on cases stored within the uniform system, in order to produce statistic information, which can then be analysed as part of monitoring caseload levels of the team, and the 'performance' data currently manually extracted and included in the quarterly reports to Strategic Planning Committee.	This depends on Action A and requires focussed resource from the digital team.	December 2025	Reports will be available on demand to officers and managers	A reduced ability to appraise workloads and efficiency. Lower fulfilment for officers in achieving targets. Poorer service outcomes.
<b>F</b>	<b>Use of Idox Public Access to publish statutory registers</b>	The Statutory Register includes copies of all notices served in the district, and is currently held in paper form in secure storage. The Public Access system currently used to publish planning applications on the ESC website can be utilised to publish such documents.	This depends on Action A. It may be possible to populate the Statutory Register through this new method for current/recent cases first and therefore a phased introduction may be possible.	June 2025-December 2025	Statutory registers will all be accessible through Public Access and linked with property history.	Increased officer time and inconsistency in the quality of public data. Risk of legal challenge
<b>G</b>	<b>Use of Idox Mobile App to allow off site working and access to case documents</b>	These tablets will enable enforcement officers to access constraints data that could affect permitted development rights (i.e. see if a site is a Conservation Area or other designation) and download copies of relevant plans etc from previous relevant planning applications, and have them on hand on the tablet to refer to when looking at potential breaches of planning control onsite.	The resource demands are largely concluded but it is in testing stage requiring the time of users and the Digital team to ensure optimal functioning. Early use will require manager attention to ensure officers maximise the benefits of this tool.	December 2024	Officers will have tablets and full access to cases whilst on site.	Poor access to data in the field. Customer impression of professionalism. Wasted officer time