

Appendix D: Enforcement Action Plan Timeframes

Action Point	Key Tasks within that Action	Aims and Intentions	Factors affecting timeframe for delivery	Target Time for completion
<b>Action 1: Caseloads and Resources</b>	<ul style="list-style-type: none"> <li>Recruitment of additional Enforcement Officer.</li> <li>Expansion of Planning Support resource to provide enforcement support</li> <li>Introduction of new monitoring bands for the timeframes for the closure of cases</li> </ul>	<ul style="list-style-type: none"> <li>To increase the number officers in order to reduce individual caseloads to a more manageable level, which in turn should enable officers to clear many of the simpler cases that are less likely to result in formal enforcement action, which in turn should enable officers to be able to focus more on the those cases that are resulting in the most harm and are in the public interest to pursue.</li> <li>To add administrative support to the team, in order to reduce the number these tasks that enforcement officers have to undertaken (e.g. uploading files) which should also increase their capacity to deal with cases.</li> </ul>	<ul style="list-style-type: none"> <li>The recruitment process, including approval of resources, advertisement of positions, interviews and appointment process.</li> </ul>	6-9 Months
Action 2: Use of Software and Digitisation	<ul style="list-style-type: none"> <li>Transfer of data from 'Information at work to the new Document Management System (As part of wider programme for Document Management System role out for Planning Service)</li> <li>Transfer of enforcement case data stored elsewhere on to the new Document Management System.</li> <li>Review and where appropriate closure of old /historic enforcement cases.</li> <li>Setting up processes/ensuring appropriate data is being recorded in to the enforcement module of the uniform system ready for PowerBi.</li> <li>Introduction of other monitoring mechanisms and timeframes for enforcement tasks, linking to PowerBi, e.g. time taken for case to be logged, time taken for first site inspection etc...</li> <li>Exploration of what we can set up in terms of document templates within the Enforcement module of Uniform, and then their creation and introduction</li> </ul>	<ul style="list-style-type: none"> <li>The transfer of data from 'Information at Work' and from elsewhere will ensure all data related to planning enforcement cases is stored in one location, improving accessibility for officers which in time should create efficiency in the way they can access these records.</li> <li>Old/historic cases are to be closed as part of cleansing the dataset, so a truer picture of the number of open cases can be obtained.</li> <li>The introduction of these monitoring mechanisms and timeframes, will tie in with the targets for initial site visits publish in the <a href="#">Local Planning Enforcement Policy</a> with monitoring of team capacity through PowerBi, and should enable the team to identify any potential elements to process which are resulting in common delays and/or preventing officers from proceeding forward with cases.</li> <li>The introduction of templates for documents such as notification letters and emails to complainants</li> </ul>	<ul style="list-style-type: none"> <li>These key tasks and process are going to require a significant amount of officer time, from the Technical Lead and within both the Planning Enforcement Team and the ICT team.</li> <li>The availability of officer resources within the ICT team and Planning Services will be critical to the completion.</li> <li>The timeframes for wider programs of ICT upgrades and improvements including the role out of the new Document Management System and PowerBi, will affect the points at which certain tasks can be completed, along with affecting the availability of ICT staff to assist with other elements of these proposals.</li> </ul>	<p>These will be evolving and ongoing tasks over the next 12 months, but there are the following key target dates for various elements:</p> <ul style="list-style-type: none"> <li>Transfer of data from Information at work on to the new Document Management System (and commencement of using that Document Management System for new cases) – to be completed in line with wider ICT timescale by Spring 2023</li> <li>Transfer of electronic data from elsewhere onto the new Document Management System – the time for completion is dependent upon additional planning administrative support, but the aims is for it to be completed within 6 months of the introduction of the new Document Management System (i.e. by Spring 2023)</li> <li>Scanning of paper files and transfer into the New Document Management System. This is likely to be an ongoing task for many years, which can be done as and when around the day job.</li> </ul>

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		and site owners (and potentially enforcement cases) within the uniform software, so that contact details etc are automatically populated, would enable time savings for Enforcement Officers in the longer term.		<ul style="list-style-type: none"> <li>Review of current boxes being used for recording key tasks in uniform and ensuring appropriate boxes are being completed for integration with PowerBI statistical system – this will be an ongoing task, but the aim is to be able to introduce these fully within 12 months.</li> <li>Determining which document templates would be useful, setting them up and commencement of use by the team, this will be an ongoing task, but the aim is to be able to introduce these within 12 months.</li> </ul>
Action 3: Signing off Process	<ul style="list-style-type: none"> <li>Mapping out how process has to work within uniform and enterprise, in terms of not only cases being closed/signed off, but also the 'trigger points' for the transfer of cases between officers. Also need to carefully consider how notification letters etc fit into this process.</li> <li>ICT to create trigger points in uniform and enterprise software</li> <li>Roll out of new review and signing off process to enforcement team</li> </ul>	<ul style="list-style-type: none"> <li>To ensure that the signing off process and associated process of electronic case files passing between officers occurs in such a way as to avoid the potential for files to go missing or be overlooked for review and signing off.</li> <li>To ensure that signing off tasks appear on the active tasks lists within enterprise for the relevant signing off officers, so that they are recognised as to do tasks.</li> </ul>	<ul style="list-style-type: none"> <li>This will be dependent upon the officer resource of the Technical Lead, other enforcement officers and ICT officers to ensure the process is set up correctly with the appropriate trigger points and completion of appropriate boxes within the uniform database for future monitoring purposes.</li> </ul>	Process to be introduced by the end of 2022.
Action 4: Reporting of updates on cases to Members	<ul style="list-style-type: none"> <li>Report to Strategic Planning Committee setting out recommended new report format</li> <li>Commencement of use of new Report format for North and South Planning Committees</li> </ul>	<ul style="list-style-type: none"> <li>To make the information available to members in a more digestible format.</li> </ul>	There are few risks of this not being completed on time, as the format has been drafted (Appendix A to this report), and following the meeting it will be used for all upcoming North and South Planning Committee Meetings (excluding those for which reports have already been drafted)	New template to be used for all Planning Committee Meetings from 1 November 2022 onwards.
Action 5: Questions from members on enforcement cases that are not on the "Enforcement Action – Case Update"	<ul style="list-style-type: none"> <li>Report to Strategic Planning Committee setting out recommended new protocol</li> <li>Distribution of new Protocol to all District Councillors</li> </ul>	<ul style="list-style-type: none"> <li>To avoid questions being asked on cases that are not on the "East Suffolk Enforcement Action – Case Update" during public meetings, such as planning committee, as providing answers to such queries in a public forum can have implications for future enforcement action and there are concerns regarding data protection (further details within the Enforcement Action Plan Report on this agenda).</li> </ul>	There are few risks of this not being completed on time, as the protocol has already been drafted (Appendix B to this report) and following the meeting it will simply need distributing.	Within 48 hours of the protocol being presented to Strategic Planning Committee on 10 October 2022