

Item: ES-1303

Proposals to Improve the Delivery and Performance Monitoring of Planning Enforcement at East Suffolk Council



Action Points


Action 1 : Case Loads and Resources

Action 2: Use of Software and Digitisation

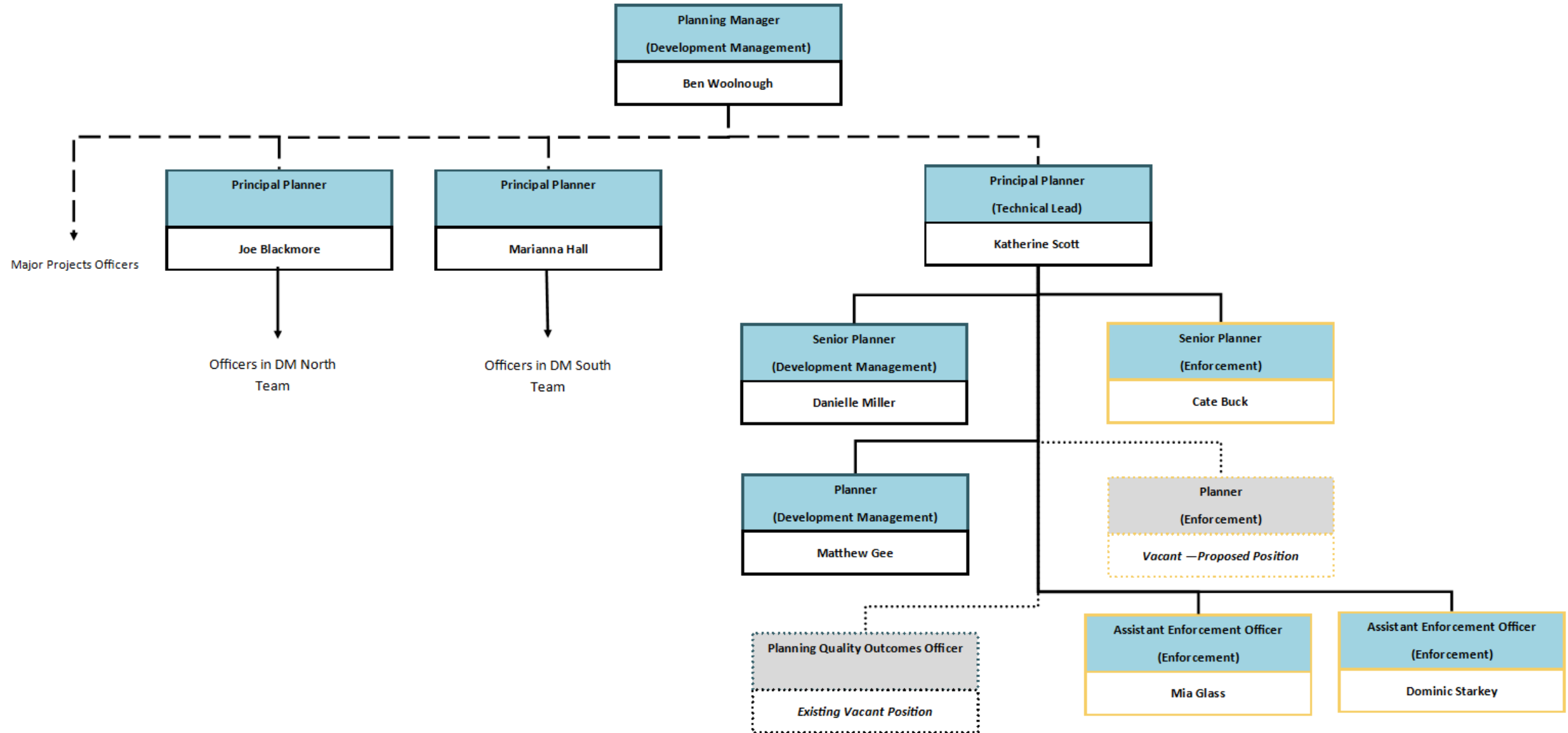
Action 3: Signing Off Process

Action 4: Reporting of updates on cases to Members

Action 5 : Questions from members on enforcement cases that are not on the "Enforcement Action – Case Update"

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Action 1 : (Appendix C- Proposed Team Structure Chart)



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Action 2: Use of Software and Digitisation – Key Tasks

- 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)
- Transfer of enforcement case data stored elsewhere on to the new Document Management System.
- Review and where appropriate closure of old /historic enforcement cases.
- Setting up processes/ensuring appropriate data is being recorded in to the enforcement module of the uniform system ready for PowerBi.
- 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...
- Exploration of what we can set up in terms of document templates within the Enforcement module of Uniform, and then their creation and introduction

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Action 4 (Appendix A - Template for reporting updates to Planning Committees on Enforcement Cases that are subject to formal enforcement action.)

The cases will be organised into categories based upon current status e.g.

- A. Cases on which a formal enforcement notice has been served, and the compliance period is still ongoing.
- B. Cases on which a formal enforcement notice has been served and is now the subject of an appeal
- C. Cases on which a formal enforcement notice has been served, upheld on appeal, and is now within a compliance period
- D. Cases on which a formal enforcement notice has been served, upheld on appeal and is currently the subject of court action
- E. Cases on which a formal enforcement notice has been served, upheld on appeal, and now in the period for compliance following court action
- F. Cases on which a formal enforcement notice has been served, upheld on appeal, and the period for compliance following court action has now expired, so further legal proceedings are being considered and/or are underway.

Action 4: (Appendix A - Template for reporting updates to Planning Committees on Enforcement Cases that are subject to formal enforcement action.)

A copy of this table will be completed for each individual enforcement case

LPA Enforcement Case Reference	
Location / Address	
North or South Area	
Date of Report of Breach	
<u>Nature of Breach:</u>	
<u>Summary timeline of actions on case</u>	
<u>Current Status/Position</u>	
Date by which Compliance expected (or prosecution date)	

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Action 5 (Appendix B- Protocol for Councillors to raise queries on Planning Enforcement Cases.)

The following steps should be followed by Councillor who have a query or are seeking an update on a current already registered enforcement case at the complaint/investigation stage.

1. Phone or email the case officer who is dealing with the enforcement case. The majority of the time it is the case officer or one of the enforcement team who are best placed and most informed to deal with your query. If a member does not know who the case officer is and/or if a case has been logged, they should either email the enforcement team inbox d.c.enforcement@eastsuffolk.gov.uk or telephone the enforcement team general number 01394 444297.
1. If a member sends an email or leaves a voicemail, they should receive a response within 3 working days. If no response is received, they should try again prior to escalation.
1. If no response is received within 3 working days, and a further phone call/email has been made with no response, or if the matter is extremely urgent, then the query should be escalated by contacting the Principal Planner managing the enforcement team, Katherine Scott, Principal Planner (Technical Lead, Development Management) via Katherine.scott@eastsuffolk.gov.uk or 07867 155568 or Ben Woolnough (Planning Manager) ben.woolnough@eastsuffolk.gov.uk 07833 406681

Recommendation

That the report concerning the overview of the proposed plan of action and recommendations for resolving issues highlighted within the Audit Report of the delivery of Planning Enforcement and key issues identified by officers within the team is noted, and support is provided to its implementation.

(As per Page 14 of the report)