

# Public Document Pack



COMMITTEE: **JOINT OVERVIEW AND SCRUTINY COMMITTEE**

VENUE: **KING EDMUND CHAMBER - ENDEAVOUR HOUSE, 8 RUSSELL ROAD, IPSWICH**

DATE/TIME: **MONDAY, 3 SEPTEMBER 2018 AT 11.30 AM**

## BABERGH MEMBERS

Conservative Group	Independent Group	Independent Conservative Group	Liberal Democrat Group
Cllr S. Ayres V-C	Cllr A. McCraw - C	Cllr S. Williams	Cllr B. Hurren
Cllr M. Barrett			
Cllr B. Gasper			
Cllr A. Osborne			
Cllr F. Swan			

## MID SUFFOLK MEMBERS

Conservative and Independent Group	Green Group	Liberal Democrat Group
Cllr J. Caston	Cllr K. Welham - C	Cllr J. Field
Cllr E. Gibson-Harries		
Cllr L. Hadingham		
Cllr L. Mayes		
Cllr D. Osborne – V-C		
Cllr K. Welsby		

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## A G E N D A

### PART 1

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ITEM	BUSINESS	Page(s)
1	<b>APOLOGIES AND SUBSTITUTES</b>	
2	<b>JOS/18/13 CONFIRMATION OF THE MINUTES OF THE MEETING HELD ON THE 23 JULY 2018</b>	
	To follow	
3	<b>DECLARATION OF INTERESTS</b>	

ITEM	BUSINESS	
4	<b>TO RECEIVE NOTIFICATION OF PETITIONS IN ACCORDANCE WITH THE COUNCIL'S PETITION SCHEME</b>	
5	<b>JOS/18/14 BABERGH - VOID RELET TIMES IN COUNCIL PROPERTIES</b>	1 - 8
	Report to update Members on voids	
	Councillor Jan Osborne – Cabinet Member for Housing	
6	<b>JOS/18/15 MID SUFFOLK - VOID RELET TIMES IN COUNCIL PROPERTIES</b>	9 - 16
	Report to update Members on voids	
	Councillor Jill Wilshaw – Cabinet Member for Housing	
7	<b>VOID RELET TIMES IN COUNCIL PROPERTIES - APPENDICES A TO G</b>	17 - 42
	Appendices A to G for reports JOS/18/14 and JOS/18/15	
8	<b>JOS/18/16 REVIEW OF THE IMPLEMENTATION OF CHARGED PRE-APPLICATION FEES FOR PLANNING ADVICE</b>	43 - 118
	Report based on the scoping exercise conducted 23 July 2018	
	Councillor Nick Ridley – Babergh Cabinet Member for Planning	
	Councillor Glen Horn – Mid Suffolk Cabinet Member for Planning	
9	<b>JOS/18/17 FORTHCOMING DECISIONS LIST</b>	119 - 126
	To review the Councils' Forthcoming Decisions List and identify any items to be brought before the Overview and Scrutiny Committee	
10	<b>JOS/18/18 BABERGH OVERVIEW AND SCRUTINY WORK PLAN</b>	127 - 132
	For Members to agree	
11	<b>JOS/18/19 MID SUFFOLK OVERVIEW AND SCRUTINY COMMITTEE WORK PLAN</b>	133 - 138
	For Members to agree	

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ITEM

BUSINESS

12      **EXCLUSION OF THE PUBLIC (WHICH INCLUDED THE PRESS)**

To consider whether, pursuant to Part 1 of Schedule 12A of the Local Government Act 1972, the public should be excluded from the meeting for the business specified below on the grounds that if the public were present during this item, it is likely that there would be the disclosure to them of exempt information as indicated against the item.

The authors of the reports proposed to be considered in Part II of the Agenda are satisfied that the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

**PART 2**

13      **JOS/18/20 CONFIRMATION OF THE CONFIDENTIAL MINUTE OF THE MEETING HELD ON THE 23 JULY 2018**

To follow

For further information on any of the Part 1 items listed below, please contact Committee Services 01449 724681 or via e-mail at [committees@baberghmidsuffolk.gov.uk](mailto:committees@baberghmidsuffolk.gov.uk)

## **Introduction to Public Meetings**

Babergh/Mid Suffolk District Councils are committed to Open Government. The proceedings of this meeting are open to the public, apart from any confidential or exempt items which may have to be considered in the absence of the press and public.

For more information about this meeting, including access arrangements and facilities for people with disabilities, please contact the Governance Officer on: 01449 724681 or Email: [committees@baberghmidsuffolk.gov.uk](mailto:committees@baberghmidsuffolk.gov.uk)

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- Please switch off all mobile phones or turn them to silent.

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2. Follow the signs directing you to the Fire Exits at each end of the floor.
3. Do not enter the Atrium (Ground Floor area and walkways). If you are in the Atrium at the time of the Alarm, follow the signs to the nearest Fire Exit.
4. Use the stairs, not the lifts.
5. Do not re-enter the building until told it is safe to do so.

# Agenda Item 5

## BABERGH DISTRICT COUNCIL

<b>COMMITTEE: BDC OVERVIEW &amp; SCRUTINY COMMITTEE</b>	<b>REPORT NUMBER: JOS/18/14</b>
<b>FROM: JAN OSBORNE CABINET MEMBER – HOUSING</b>	<b>DATE OF MEETING: 3 SEPTEMBER 2018 AT 11.30 AM</b>
<b>OFFICER:  JUSTIN WRIGHT-NEWTON - CORPORATE MANAGER BMBS  LEE CROWDELL - TENANT SERVICES CORPORATE MANAGER</b>	<b>KEY DECISION REF NO. N/A</b>

### VOID RELET TIMES IN COUNCIL PROPERTIES

#### 1. PURPOSE OF REPORT

- 1.1 This report updates Members of the Committee on the improved re-let times to vacant properties (voids) over the last 8 months. During this period significant change has been implemented with new procedures, processes, re-allocated resources, co-working and culture change to deliver improved performance.

#### 2. OPTIONS CONSIDERED

- 2.1 N/A

#### 3. RECOMMENDATIONS

- 3.1 The committee notes the improved performance for re-let times.
- 3.2 The committee endorses the actions contained within the long-term plan. (Paragraph 4.13 and Appendix F)
- 3.3 The committee in future receives quarterly updates on void re-let times

#### REASON FOR DECISION

Committee is now assured void re-let times have reduced and further improvement will occur with the long-term plan and be monitored quarterly.

#### 4. KEY INFORMATION

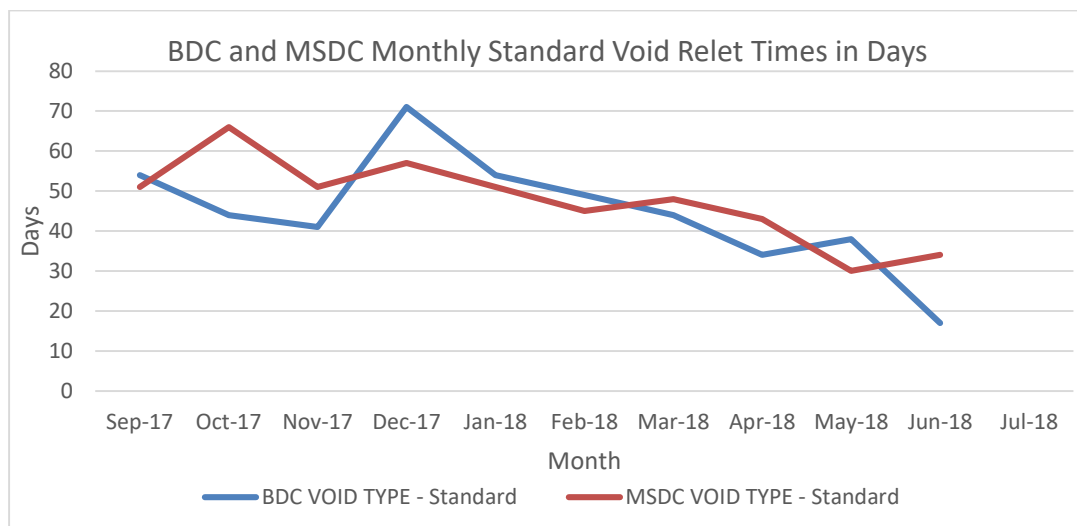
- 4.1 Members will recall the September 2017 BDC Scrutiny meeting reporting on the average re-let times and the requirement to improve performance.
- 4.2 In September 2017 the monthly void re-let time for standard voids had increased to 54 days (BDC) and 51 days (MSDC). The table in paragraph 4.6 details the monthly void performance. At the September committee, Members carefully analysed the reasons why and made recommendations for a required improvement.

- 4.3 Cllr Gasper agreed to work with Cabinet Member for Housing and the Assistant Director for Housing to monitor progress for reducing void times. During the project, Scrutiny Members have been updated regularly with bulletins and Cllr Gasper’s presentation at BDC Scrutiny.
- 4.4 A project team was formed and supported by an external Housing consultant and 2 field-based consultants. In December 2017 a Project Management Plan was approved with a target to reduce standard void re-let times by 10 days from December 2017 to April 2018.
- 4.5 Previously, the Council reported on 6 different void categories. A review concluded this was inefficient and added unnecessary complexity and time to reporting. With effect from April 2018 the void categories were reduced from 6 to 2 and this now improves the efficiency and clarity of void reporting in line with other Councils. Appendix A describes the current void definitions.
- 4.6 Since September 2017, standard void times for BDC has been reduced by 37 Days for BDC. This exceeds the 10-day target and a positive downward trend towards the long-term target of 21 days. Members will be reassured by the positive downward trend for both Councils in Table 1 and Graph 1.

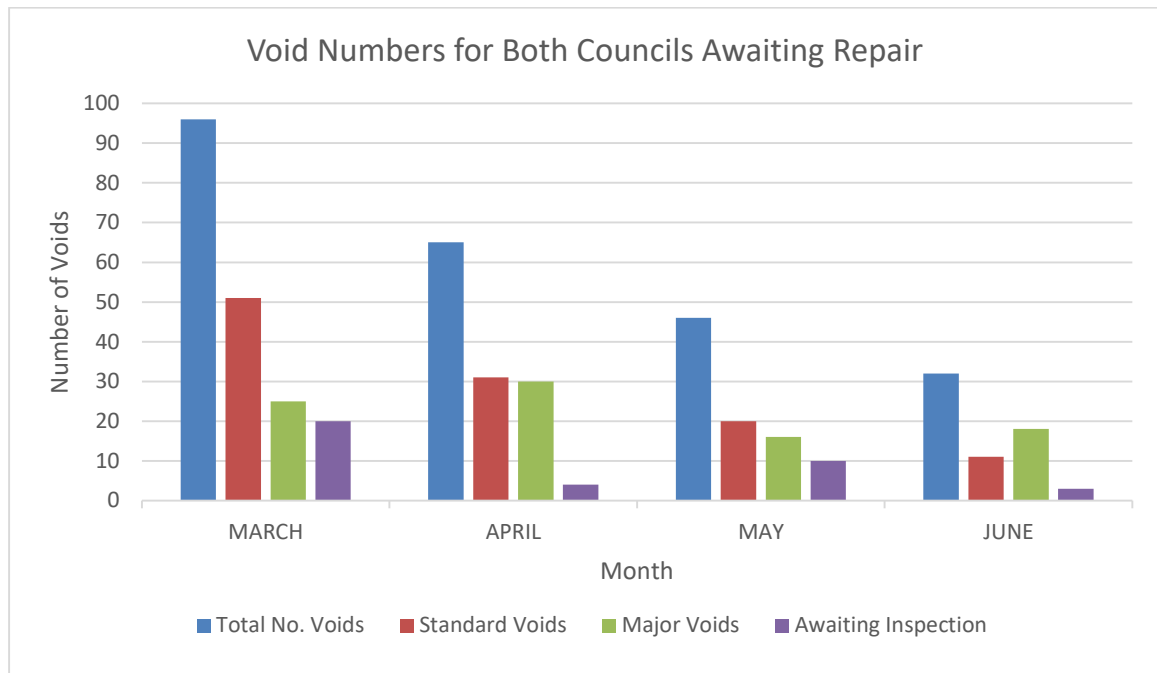
Table 1: BDC and MSDC Monthly Standard Void Relet Times in Days

	<b>BDC STANDARD VOIDS</b>	<b>MSDC STANDARD VOIDS</b>
SEP 17	54	51
OCT 17	44	66
NOV 17	41	51
DEC 17	71	57
JAN 18	54	51
FEB 18	49	45
MAR 18	44	48
APR 18	34	43
MAY 18	38	30
JUN 18	17	34

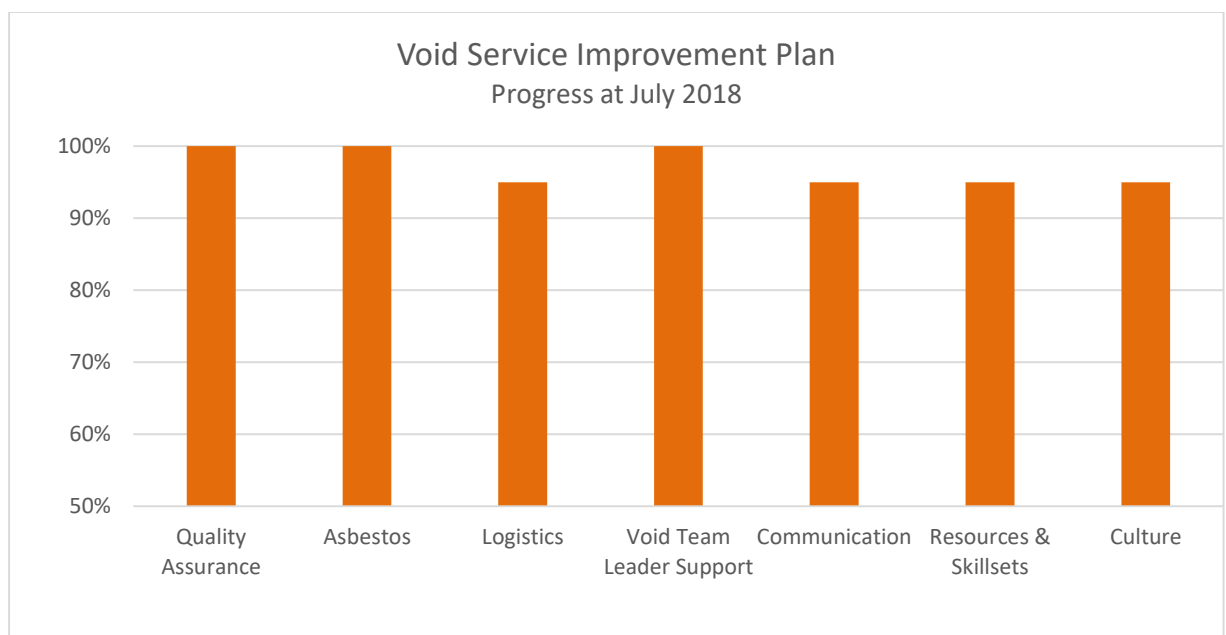
Graph 1: BDC and MSDC Monthly Standard Void Relet Times in Days



- 4.7 To achieve the current void re-let times in June, significant work was undertaken to reduce the total number of voids either in repair with BMBS or external contractors. For the period September 17 to May 18, the number of voids was in excess to that which the available resource in BMBS was able to repair.
- 4.8 The graph below shows the decline in void numbers to a manageable level that creates the capacity for the improved performance. The reduction in the number of voids awaiting inspection or repair, now means BMBS has enough resource to repair standard voids within 7 to 10 days.



- 4.9 The overall improvement to re-let times was achieved by the implementation of a Service Improvement Plan (SIP). The SIP is now 80% complete and the remaining 20% is now within a new action plan (Appendix F) to deliver the continual improvement during the remainder of 2018/19. The progress against the SIP 7 strands is shown in the graph below.



4.10 The detail on actions delivered can be found in Appendix B (Staff Update), a summary is provided below:

- |                         |  |
|-------------------------|--|
| Quality Assurance       | <ul style="list-style-type: none"><li>- Introduction of void inspectors, scheduling and post inspections of repairs.</li><li>- New documentation to give guidance and consistency to inspectors to improve quality.</li><li>- Procedures to achieve compliance with regulatory and legislative requirements. (Appendix D)</li></ul>  |
| Asbestos                | <ul style="list-style-type: none"><li>- Asbestos survey and remedial work now completed within target.</li><li>- Improved contractor performance management</li></ul>  |
| Logistics               | <ul style="list-style-type: none"><li>- Roll out of mobile working devices on test to trades team.</li><li>- Improving materials supplies to trades team</li><li>- Hard to lets identified and actions to improve performance.</li><li>- Scheduling of work for efficient BMBS trades team working.</li></ul>  |
| Void Team Support       | <ul style="list-style-type: none"><li>- Recruitment to vacant posts and realignment of tasks to increase capacity and efficiency.</li><li>- Additional external contractors to support peaks in demand.</li></ul>  |
| Communications          | <ul style="list-style-type: none"><li>- Regular meetings and agreed actions tracked for implementation.</li><li>- Improved liaison between teams, including client / contractor relationship.</li><li>- New process maps to define roles and responsibilities.</li><li>- Combining 4 void monitoring spreadsheets into 1 shared across all teams.</li><li>- Streamlined customer contact channels.</li></ul> |
| Resources and Skillsets | <ul style="list-style-type: none"><li>- New processes and procedures documented, implemented and embed within teams.</li><li>- Coaching of staff to embed change.</li><li>- Structure and project management tools introduced to meetings.</li><li>- Reviewed and simplified void definitions.</li><li>- New procedures for Homelessness and Acquired properties.</li></ul>                                  |
| Culture                 | <ul style="list-style-type: none"><li>- Review of existing trades team skills and gaps in skills filled by external contractors.</li><li>- Reducing total voids under repair from over 100 to circa 30.</li><li>- Introduction of individual performance targets.</li><li>- Increased staff management and support.</li></ul>  |



4.11 The project team continues to meet to further embed the new procedures and deliver the remaining items in the SIP.

4.12 Work activities ongoing and to complete includes:

Procurement	Improvements to supplier contracts for further improvements to access materials
I.C.T.	Developing available I.T to deliver real time reporting and reduce paperwork
Hard to Let	Sheltered voids - reduce delays in void re-let times and improved liaison with colleagues in sheltered housing.
Culture	Further work to embed change within teams

4.13 A new Void Action Plan is attached at Appendix F. This details the on-going work for the next 6 to 9 months to further improve performance and the efficiency of void management.

4.14 Employee Survey:  
To measure success of the project, in particular, the change of culture and employee engagement, an employee survey was completed at the start of the project and then again at the end.

4.15 The table below shows the improved scores given by staff in the employee survey.

Table 2: Comparison Employee Survey Jan 2018 and July 2018

	Jan 2018	July 2018
Number of Responses to Staff Survey	12	18
Average Score - How do Staff Rate the Current Void Process (1-10, 10 good)	4	7
Void Target	1 person knew void target	10 staff know the void target
Number of Responses Rating Communication Between Teams as Excellent	0	3
Number of Responses Rating Communication Between Teams as Good	5	9
In Last 6 Months Have You Seen an Improvement in Managing Voids?	N/A	15 said YES

- 4.16 Achieving the required improvements in performance took 2 months longer than expected. When reviewing the reasons why, this was attributable to:
- a) Volume of voids awaiting repair and being unable to access additional resources from contractors to reduce this number (now resolved).
  - b) Embedding change. The introduction of new procedures and processes combined with the change to agile working resulted in a longer than expected time to embed change. Excellent progress has been made and further work will be detailed in the long-term action plan.
  - c) It was necessary to provide closer supervision and increased performance management to improve performance. This supervision helped to facilitate capacity and space for forward thinking rather than reactive management of voids. Appendix E provides an example of the weekly detailed monitored.
  - d) Communication between teams has taken significant work. Void management involves over 5 different teams and many individuals. The introduction of one working document, liaison meetings, procedure and process has helped to resolve this. Further work is on-going to reduce the silo working and focus on taking responsibility for actions and delivery.
- 4.17 The Project Plan was supported by a Project Board monitoring progress. The use of project management documents and regular reviews ensured focus and delivery. Appendix C is an example of the risk map used.

## **5. LINKS TO JOINT STRATEGIC PLAN**

- 5.1 The services described in this report relate to the following strategic aim: Manage our housing assets effectively.

## **6. FINANCIAL IMPLICATIONS**

- 6.1 The Void Improvement Project Plan Investment Appraisal defined the average rental income and loss due to properties being vacant.
- 6.2 The average rent is £11.43 per day. A 10-day reduction in void times would achieve additional income of  $£11.43 \times 10 \text{ days} = £114.30$  per void.
- 6.3 With an average of 200 voids per annum, the Council would receive additional rental income of  $200 \times £114.30 = £22,860$  per annum.
- 6.4 A Housing consultant oversaw the project and was supported by 2 field-based consultants to deliver the void improvement project. The total project spend was within budget to the original project plan.
- 6.5 The net gain to each Council for 2018/19 is circa £10k at present. Further improvement will be achieved as the 10-day target reduction is being exceeded. Table 3 summarises the net gain based on 10 days.

Table 3: Investment Appraisal for Void Improvement Project based

	<b>2018/19</b>	<b>2019/20</b>	<b>2020/21</b>
	<b>£</b>	<b>£</b>	<b>£</b>
Increased Rental Income (10 Day Improvement)	22,860	22,860	22,860
Decrease in Council Tax Cost	7,000	7,000	7,000
Less Project Cost	(20,500)	NIL	NIL
Net Effect	9,360	29,860	29,860
Cumulative Effect		39,200	69,080
Annual Increased Rental Income Based on 17 Day Improvement		33,556	33,556
Annual Increased Rental Income Based on 37 Day Improvement		83,916	83,916

- 6.6 Due to the high volume of voids, a decision was taken to outsource major works voids to sub-contractors, to allow the inhouse labour resource to focus on the standard voids work. Utilising this resource, whilst creating costs, does not affect the budget as all of the sub-contractors have agreed to work on the Schedule of rates with a negative percentage variance (they will do the work at a cheaper price than the cost of each individual item). This is work that BMBS are starting to retain (in the future it is envisaged that sub-contractors will only be utilised to support the peaks in such volumes of work that the in-house resource cannot cope with).

## **7. LEGAL IMPLICATIONS**

- 7.1 There are no legal implications to this report.

## **8. RISK MANAGEMENT**

- 8.1 See attached Risk Register (Appendix C)

## **9. CONSULTATIONS**

- 9.1 Property Services have been consulted during the project and assisted with delivery of actions contained within the SIP.
- 9.2 Staff have been consulted and involved in the changes to procedures and processes. The staff surveys have provided valuable insight and assisted with targeted actions to improve specific areas.

## **10. EQUALITY ANALYSIS**

- 10.1 Equality Impact Assessment (EIA) not required for this report as no recommendations have an impact on any of the equality strands.

**11. ENVIRONMENTAL IMPLICATIONS**

11.1 There are no environmental implications to this report.

**12. APPENDICES**

Title	Location
A. Void Definitions	Attached
B. Staff Update - June 2018	Attached
C. Risk Register	Attached
D. Procedure and Guidance Tracker Example	Attached
E. Example Weekly Void Summary	Attached
F. Draft Void Action Plan 2018 /19	Attached
G. Void Project Success - Summary	Attached

**13. BACKGROUND DOCUMENTS**

13.1 Project Plan – Void Improvement Project

# Agenda Item 6

## MID SUFFOLK DISTRICT COUNCIL

<b>COMMITTEE: MSDC OVERVIEW &amp; SCRUTINY COMMITTEE</b>	<b>REPORT NUMBER: JOS/18/15</b>
<b>FROM: JILL WILSHAW CABINET MEMBER - HOUSING</b>	<b>DATE OF MEETING: 3 SEPTEMBER 2018 AT 11.30 AM</b>
<b>OFFICER:  JUSTIN WRIGHT-NEWTON CORPORATE MANAGER BMBS  LEE CROWDELL - TENANT SERVICES CORPORATE MANAGER</b>	<b>KEY DECISION REF NO. N/A</b>

### VOID RELET TIMES IN COUNCIL PROPERTIES

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#### 2. OPTIONS CONSIDERED

- 2.1 N/A

#### 3. RECOMMENDATIONS

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- 3.2 The committee endorses the actions contained within the long-term plan. (Paragraph 4.13 and Appendix F)
- 3.3 The committee in future receives quarterly updates on void re-let times

#### REASON FOR DECISION

Committee is now assured void re-let times have reduced and further improvement will occur with the long-term plan and be monitored quarterly.

#### 4. KEY INFORMATION

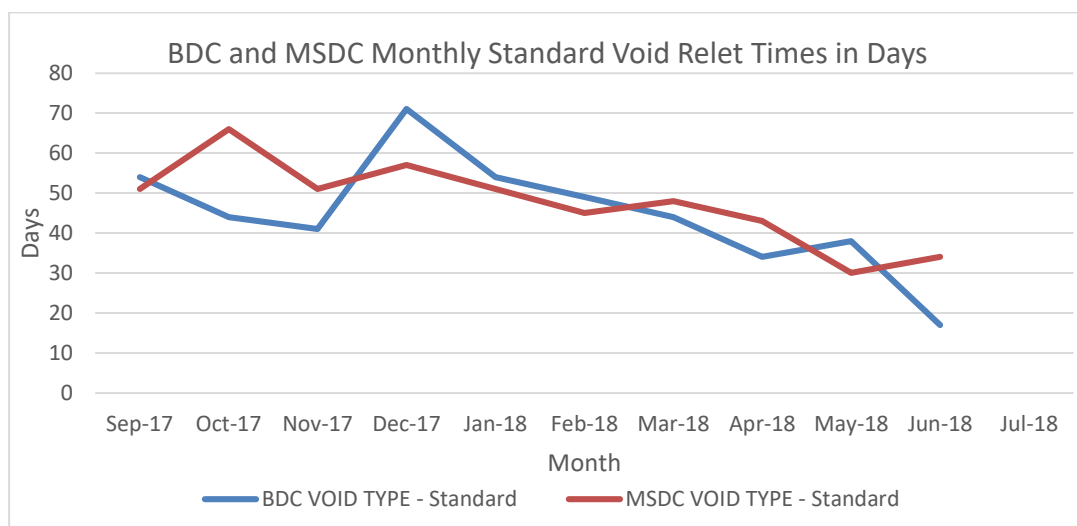
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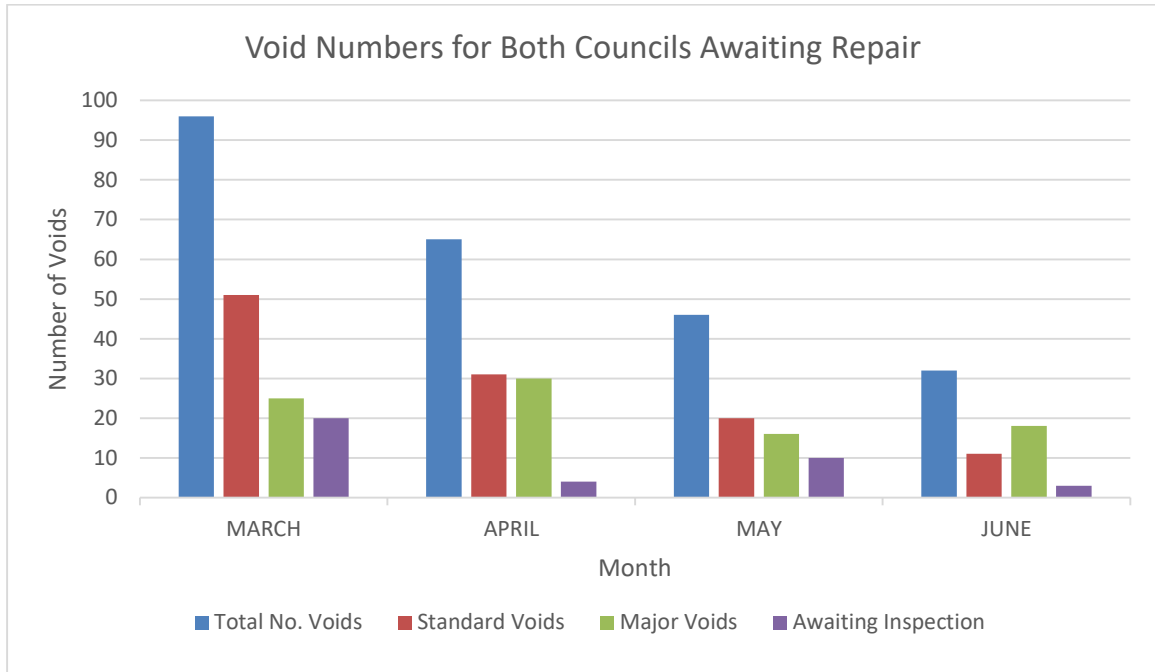
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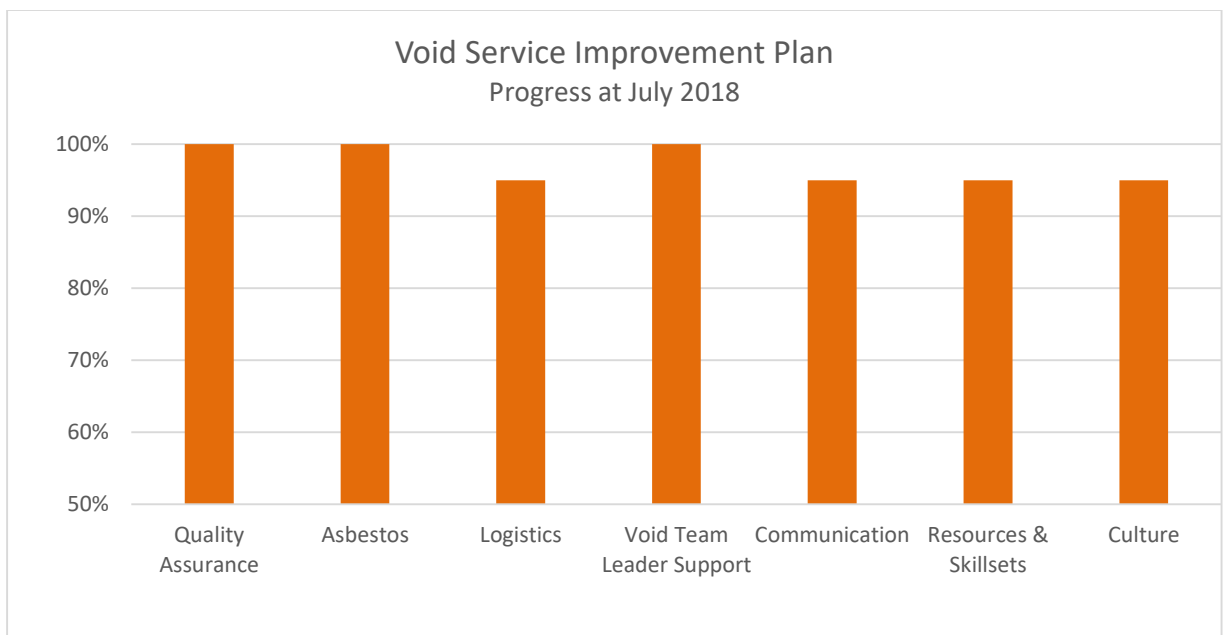
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- c) It was necessary to provide closer supervision and increased performance management to improve performance. This supervision helped to facilitate capacity and space for forward thinking rather than reactive management of voids. Appendix E provides an example of the weekly detailed monitored.
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Less Project Cost	(20,500)	NIL	NIL
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Annual Increased Rental Income Based on 17 Day Improvement		33,556	33,556
Annual Increased Rental Income Based on 37 Day Improvement		83,916	83,916

- 6.6 Due to the high volume of voids, a decision was taken to outsource major works voids to sub-contractors, to allow the inhouse labour resource to focus on the standard voids work. Utilising this resource, whilst creating costs, does not affect the budget as all of the sub-contractors have agreed to work on the Schedule of rates with a negative percentage variance (they will do the work at a cheaper price than the cost of each individual item). This is work that BMBS are starting to retain (in the future it is envisaged that sub-contractors will only be utilised to support the peaks in such volumes of work that the in-house resource cannot cope with).

## **7. LEGAL IMPLICATIONS**

- 7.1 There are no legal implications to this report.

## **8. RISK MANAGEMENT**

- 8.1 See attached Risk Register (Appendix C)

## **9. CONSULTATIONS**

- 9.1 Property Services have been consulted during the project and assisted with delivery of actions contained within the SIP.
- 9.2 Staff have been consulted and involved in the changes to procedures and processes. The staff surveys have provided valuable insight and assisted with targeted actions to improve specific areas.

## **10. EQUALITY ANALYSIS**

- 10.1 Equality Impact Assessment (EIA) not required for this report as no recommendations have an impact on any of the equality strands.

## **11. ENVIRONMENTAL IMPLICATIONS**

11.1 There are no environmental implications to this report.

**12. APPENDICES**

Title	Location
A. Void Definitions	Attached
B. Staff Update - June 2018	Attached
C. Risk Register	Attached
D. Procedure and Guidance Tracker Example	Attached
E. Example Weekly Void Summary	Attached
F. Draft Void Action Plan 2018 /19	Attached
G. Void Project Success - Summary	Attached

**13. BACKGROUND DOCUMENTS**

13.1 Project Plan – Void Improvement Project



## Void Definitions

### Void Time Calculation:

The time in calendar days from the date the tenancy ends up to and including the date when the new tenancy agreement commences.

Average Re-Let Time is calculated by dividing the total number of (calendar) days re-let properties were vacant in the period, by the number of voids in the period.

### Standard Void:

A void requiring day to day repairs, clean and the appropriate testing certificates.

Some capital works, e.g. just a kitchen or bathroom would be a standard void. If substantial capital works (see below, over £5k for capital work elements this would be a major void)

### Major Void: (also known as - Long Term Voids)

A void is classed as a 'major works void' if an existing tenant would have had to be decanted in order for the work to take place. The requirement to decant can often be subjective and individual to the needs of a resident. To assist in giving guidance on when a decant may occur, examples are listed below.

Examples include:

- Structural works to maintain stability and / or weather resistance of roof, walls and floors
- Health & Safety, e.g. removing asbestos that would require HSE notification
- Provision of basic amenities – gas/electric/heating (only where lacking)
- Installation of new/replacement gas and/or electric meters by utility provider
- Fire or flood damage
- Combination of above works, so large in scale, it would not be practical for a tenant to be in occupation, e.g. plastering, replacement kitchen and / or bathroom, rewire, minor asbestos removal. As a guide, over c£5k of work. (The £5k to be reviewed annually in conjunction with SOR)
- Completion of major disabled adaptations prior to a tenancy being able to commence. E.g. wet room, stair lift

For major voids, the void period calculation should start from the date the works are completed.

### Properties Included in Void Calculations

General Needs

Sheltered Housing

Homelessness

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## Void Improvement Project

### Update for Staff – June 2018

The Void Improvement Project began 6 months ago now when the relet time for standard voids peaked at 71 days for BDC and 57 days for MSDC. The aim of the project was to improve the re-let processes and achieve a minimum reduction of 10 working days. The figures at the end of May were down to 38 days for BDC and 30 for MSDC. This means there has been a reduction of over 30 and 25 days respectively. Not only is this a great result, its been down to a lot of hard work from you and your teams which has paid off - quite literally with a huge reduction in VOID rental loss - we estimate saving both Council's over £45,000 p/a

#### Overview of average re-let in days on all standard VOIDS:

	Babergh	Mid-Suffolk
December	71	57
January	53	51
February	49	45
March	46	45
April	34	43
May	38	30

At the start of the project you all took part in a survey and identified the following areas that could be improved:

- ✓ *If no pre-term inspection this impacts on quality of CBL adverts* – Quality of CBL adverts improved with pictures added. Where no pre-termination takes place, pictures of scheme used instead.
- ✓ *Multiple spreadsheets in use* – one combined shared spreadsheet all able to access and update.
- ✓ *Not knowing the estimated repairs completion date* – all VOIDS now have estimated completion dates these are reviewed during the weekly VOID meeting ensuring any without are updated.
- ✓ *Not knowing the void repairs to be completed* – hard copies of VOID specification left in the void for reference. Access has been requested to view jobs raised on Capita – awaiting IT to action permission changes.
- ✓ *Asbestos delays* – contractor performance management improved and currently no performance issues.
- ✓ *Hard to lets / low demand* – improved quality of CBL adverts and utilising multiple views and direct matches. A review of sheltered accommodation allocations is also in progress.

APPENDIX B

Other key changes introduced:

ACTION	IMPACT
<b>Weekly VOID meeting structure</b>	The Weekly VOID meeting follows a new agenda, with less attendees helping focus conversations and prioritise. It has now reduced in time from 2hours+ to 1 hour (last weeks was just 35mins!).
<b>VOID Classifications</b>	2 clearly defined VOID types reported on Standard and Major. Removal of mini-majors. System updated to enable these classifications to be input to improve reporting time and accuracy.
<b>Visibility of homeless accommodation VOIDS</b>	Previously homeless VOIDS were excluded, these are now inclusively reported on as well as discussed at the weekly VOID meetings. This creates a full overview of all VOIDS and works undertaken by BMBS to support prioritisation and scheduling.
<b>BMBS co-ordination</b>	February Richard Watson started, filling the vacant BMBS team leader role. Enabling split management of standard and major works. As well as more focused Staff and contractor performance management. Introduced scheduling resources approaches and tools. Utilising selected operatives to conduct VOID inspections.
<b>Additional contractor support</b>	Procured two additional contracts with RFT and Whybrows to support BMBS reducing the backlog of VOIDS. This increased capacity from 2 to 4 Contractors on the major works whilst BMBS focused on completing the standard VOIDS.
<b>Key return</b>	Customers now return their keys in key safes installed by the property front door during the notice period. This avoids the delays caused of unknown key locations and saves travelling to collect. No longer accepting late returned keys or extending notice periods. Customers are charged for use and occupation.
<b>Acquisitions – Properties acquired using R.T.B. Receipts</b>	Introduced Gifting of goods process to manage integrated appliances/white goods, ideal property specifications, handover checklist and new procedure implemented. This is to support purchasing properties fit for purpose and improving handover between teams to deter delays in letting.
<b>Accepting 4 weeks’ notice on all terminations including deaths.</b>	Previously accepting 2 weeks’ notice on notification of a death of a sole tenant. Legally require 4 weeks to terminate a tenancy this also gives more preparation time to advertise and schedule works.
<b>Works in Occupation</b>	New procedure launched enabling some works to take place after tenancies start with agreement with customers.
<b>Single point of contact for allocation queries:</b> <i><a href="mailto:Yournewhome@babberghmidsuffolk.gov.uk">Yournewhome@babberghmidsuffolk.gov.uk</a></i>	Allocation queries, Call back requests and customer emails are triaged and where possible dealt with by the VOID administrators. This is to free up allocation officers and BMBS team leaders time, as well as set and meet customer expectations. Weekly customer updates are sent from this inbox following VOID meetings to reduce call back requests regarding allocated VOIDS.

Thank you to all of you who have actively engaged with the project. By taking part in surveys, VOID workshops, job shadowing, and providing 1 on 1 feedback you have all helped shape the new processes. Whilst everyone gets used to these, you will continue to see on-going positive impacts. Before the project ends, more procedures will be finalised and launched. These will support you to further to reduce the VOID turnaround times and meet your year-end target of 21 days!

**Thank You and Well Done for the Hard Work.**



BABERGH AND MID SUFFOLK  
VOID PROJECT RISK REGISTER

KEY L = Likelihood  
I = Impact S = Score

MITIGATION RAG STATUS:

DIRECTION OF TRAVEL (score):

Better than expected progress	On Track	Poor Progress
Decreased	Stayed the same	Increased

RISK DETAILS	Risk owner	Mitigation owner	Mitigation Target Date	Action log	Last updated **/**/**	Inherent scores			Current scores		
						L	I	S	L	I	S
<b>1</b> <b>RISK:</b> If the data available is insufficient to determine current trades team outputs and capability to repair standard, mini, major voids and acquisitions, then resource planning shall be very difficult, if not impossible.  <b>MITIGATION:</b> Introduction of Total Mobile. Trades team will be using IPads to record work activity that is uploaded into the database.	Corporate Manager - BMBS	Corporate Manager - BMBS	31/07/18	31/07/18: TM is being rolled out to all operatives. The related timesheet issues with Capita are now resolved.	29/07/18	4	3	<b>INHERENT RISK SCORE</b>  12	1	2	<b>CURRENT RISK SCORE</b>  2
									<b>Mitigation RAG Status</b>  On Track	<b>Direction of travel (score)</b>  Decreased	
<b>2</b> <b>RISK:</b> If the number of Voids awaiting or undergoing repair remains above average, then there shall be insufficient internal resource to repair in the timely period required for this project. December – 99 Voids January – 103 Voids February – 75 Voids Mar – 80 voids, including 8 Homelessness April – 65 voids, including 2 Homelessness  <b>MITIGATIONS:</b> <ul style="list-style-type: none"> <li>•R Knight assist with x13 major voids</li> <li>•Xmas working planned</li> <li>•Supervisor required to manage trades to maximise efficiency</li> <li>•Voids Team Leader to plan resources – group voids and staff into pods based on location to reduce travel times. (To commence when 2nd VTL starts in Feb)</li> <li>•Progress forthcoming standard voids with internal voids team</li> <li>•RFT &amp; Fellbridge to assist with major voids Feb/March</li> <li>•Explore other contractors – Norse, Fosters March/April</li> <li>•Paul D assisting with survey work on major voids</li> <li>•Clarification on void definition (Feb)</li> <li>•See minutes meeting 13.04.18</li> </ul>	Corporate Manager - BMBS	Corporate Manager - BMBS	31/05/18	<ul style="list-style-type: none"> <li>•R Knight progressing x13 major voids</li> <li>•Xmas working cancelled due to high volume of day to day repairs</li> <li>•Pilot supervisor role x2 wef 24.1</li> <li>•Pod working to start March 18</li> <li>•Void definitions agreed and implemented</li> <li>•RFT to be allocated voids to repair in March</li> <li>•C meeting Paul D 26.2.18 to progress RFT voids</li> <li>•VTL started 19.2.18</li> <li>•4.4.18 – 30 majors assigned to contractors</li> </ul>	18/04/18	3	3	<b>INHERENT RISK SCORE</b>  9	1	2	<b>CURRENT RISK SCORE</b>  2
									<b>Mitigation RAG Status</b>  On Track	<b>Direction of travel (score)</b>  Decreased	

3	<p><b>RISK:</b> If Acquisitions processes and procedures continue without any discussions or co-ordination the Housing Repairs team, then resources are diverted onto avoidable, lengthy remedial works, driving up re-let times. There are 15 current acquisitions impacting on void resources until April 2018.</p> <p><b>MITIGATIONS:</b> Resources required to complete remedial works before let. Works completed by void gang. This impacts on resources available to repair standard voids (58 in last 2 years).</p> <ul style="list-style-type: none"> <li>Meeting with Sue Jackman to look at specification (31.1.18)</li> <li>Remedial works assigned to external contractors (Jan)</li> <li>Void team leaders and Paul Davey to be involved inspecting (Jan)</li> <li>Procedure required to 'gift' items to tenants to avoid removal (Feb 18)</li> <li>Reduction in "one off" purchase planned. More new build purchases planned.</li> <li>Jan 18 – New strategy to keep non-standard kitchens and bathrooms.</li> <li>Paul Davey to support work for acquisitions</li> <li>Revise process to clarify roles and responsibilities (Mar 18)</li> </ul>	Project Manager	Project Manager	31/03/18	<ul style="list-style-type: none"> <li>Meeting with SJ w/c 31.1.18 – see meeting notes / actions.</li> <li>Additional resource (HC) to assist with next batch of props in Feb and clarify process and docs.</li> <li>13 acquired properties now with external contractor for repair</li> <li>HC drafted handover documentation. Workshop to be set in May to introduce, following initial staff meeting.</li> <li>Gifting procedure implemented.</li> </ul>	18/04/18	3	3	<p style="text-align: center;"><b>INHERENT RISK SCORE</b></p> <p style="text-align: center;">9</p>	2	3	<p style="text-align: center;"><b>CURRENT RISK SCORE</b></p> <p style="text-align: center;">6</p>
										On Track	Decreased	
4	<p><b>RISK:</b> If vacancies within BMBS result in JWN assisting with cover and operating more 'Operational' whilst vacant post is filled, then he will struggle to focus on the tasks required to deliver the void project.</p> <p><b>MITIGATIONS:</b></p> <ul style="list-style-type: none"> <li>SS to support JWN by completing Operational work / support to Sharon during Feb.</li> <li>Advise on strategic elements (Feb)</li> <li>Plan comprehensive handover to team leader</li> <li>JWN discussing with GR options and business case required (May)</li> </ul>	Corporate Manager - BMBS + Project Manager	Corporate Manager - BMBS	28/02/18	<ul style="list-style-type: none"> <li>Agreed SS work in Feb 18</li> <li>Team Leader started 19.2.18 to ease work demands</li> <li>SS supported induction</li> </ul>	18/04/18	2	3	<p style="text-align: center;"><b>INHERENT RISK SCORE</b></p> <p style="text-align: center;">6</p>	2	2	<p style="text-align: center;"><b>CURRENT RISK SCORE</b></p> <p style="text-align: center;">4</p>
										On Track	Decreased	

5	<p><b>RISK:</b> If staff absence (holidays, sickness) are not managed, the project could suffer periods of resource shortages and unwanted delays. It should be noted: School Holidays - February Half Term</p> <p>Snow – travel delays, resources re-prioritised</p> <p>Annual leave – Feb and Easter holidays. Lots of staff have leave booked with no cover.</p> <p>4 x4 day weeks in April and May</p> <p><b>MITIGATIONS:</b></p> <ul style="list-style-type: none"> <li>Operational Managers to ensure adequate cover before authorising annual leave.</li> <li>Staff to be cross trained to avoid single point of failures</li> </ul>	Corporate Managers - BMBS + Tenant Services	Corporate Managers - BMBS + Tenant Services	31/05/18		18/04/18	2	2	<p><b>INHERENT RISK SCORE</b></p> <p>4</p>	2	2	<p><b>CURRENT RISK SCORE</b></p> <p>4</p>			
													<b>Mitigation</b>		<b>Direction of travel</b>
													On Track		Stayed the same
6	<p><b>RISK:</b> If the lack of a Void Team Leader continues, then the dependency on one person to manage the workloads along with their main role causes stress and any absence would impact on void management negatively.</p> <p><b>MITIGATIONS:</b></p> <ul style="list-style-type: none"> <li>Void inspectors pilot to trial new ways of working to provide support (Jan18)</li> <li>Recruitment to vacant Team Leader will halve number of trade person direct reports</li> <li>Review of tasks and role to ensure correct capacity and sharing of tasks across team</li> <li>SS support to Sharon in Feb</li> <li>VTL – no significant leave planned in Jan/Feb/March</li> </ul>	Corporate Manager - BMBS	Corporate Manager - BMBS	28/02/18	<ul style="list-style-type: none"> <li>2 inspector appointed on trial basis</li> <li>New VTL started 19.02.18</li> <li>SS supported Sharon in Feb</li> <li>Induction completed</li> </ul>	18/04/18	3	3	<p><b>INHERENT RISK SCORE</b></p> <p>9</p>	1	1	<p><b>CURRENT RISK SCORE</b></p> <p>1</p>			
													<b>Mitigation</b>		<b>Direction of travel</b>
													On Track		Decreased

7	<p><b>RISK:</b> If Void Performance Reporting is not continued after Sue Lister retires in April 2018, then this would mean no reporting unless handed over to someone else, preventing the monitoring of project progress or achievement of void targets.</p> <p><b>MITIGATIONS:</b></p> <ul style="list-style-type: none"> <li>New structure planned and internal recruitment to ensure handover commences Feb 18 – March 18</li> <li>Phased retirement to facilitate handover</li> <li>Reporting to be assigned to facilitate handover</li> </ul>	Corporate Manager - Tenant Services	Corporate Manager - Tenant Services	31/03/18	<ul style="list-style-type: none"> <li>Interviews held Feb 18. Expect internal appointments to facilitate handover.</li> <li>Appointments confirmed and handover booked.</li> </ul>	18/04/18	3	3	<p style="text-align: center;"><b>INHERENT RISK SCORE</b></p> <p style="text-align: center;">9</p>	1	2	<p style="text-align: center;"><b>CURRENT RISK SCORE</b></p> <p style="text-align: center;">2</p>
8	<p><b>RISK:</b> If the volume of new lets increases as expected in Feb '18 then, there will be a bulk to manage and let in a short space of time, unsure if there are sufficient resources to cope with demand.</p> <p><b>MITIGATIONS:</b></p> <ul style="list-style-type: none"> <li>See meeting notes 31.01.18 with Sue Jackman</li> <li>Scheme handovers in Feb.</li> <li>Temp additional support in Feb (HC)</li> </ul>	Corporate Manager - Tenant Services	Corporate Manager - Tenant Services	28/02/18	<ul style="list-style-type: none"> <li>MC starting 06.02.18 will assist with tracking and monitoring new lets and plan resources required</li> <li>New builds now all let.</li> </ul>	18/04/18	3	2	<p style="text-align: center;"><b>INHERENT RISK SCORE</b></p> <p style="text-align: center;">6</p>	1	1	<p style="text-align: center;"><b>CURRENT RISK SCORE</b></p> <p style="text-align: center;">1</p>
9	<p><b>RISK:</b> If Homelessness voids are not repaired within target timescales, then this causes delays to temporary accommodation supply. Homelessness Voids are repaired by voids trade team, up to this point, no acknowledgement these voids impact on resources.</p> <p><b>MITIGATIONS:</b> Should homelessness voids be included within relet time stats?</p> <ul style="list-style-type: none"> <li>Confirm numbers (Feb 18)</li> <li>Check for procedures / process (Feb 18)</li> <li>Include within relet stats? (Feb 18)</li> <li>New appointment with Homelessness Team to have visibilities of voids</li> <li>To agree void standard for homelessness voids</li> <li>Who inspects and monitors voids?</li> </ul>	Corporate Manager - BMBS	Corporate Manager - BMBS	28/02/18	<ul style="list-style-type: none"> <li>PK discussed with GF, agreed Homelessness Voids should be included within void reporting. This will help visibility and understand link between temp accom and relet.</li> <li>adam started March 18. Now 0 homelessness voids.</li> <li>adam taken responsibility</li> </ul>	18/04/18	2	2	<p style="text-align: center;"><b>INHERENT RISK SCORE</b></p> <p style="text-align: center;">4</p>	1	1	<p style="text-align: center;"><b>CURRENT RISK SCORE</b></p> <p style="text-align: center;">1</p>

10	<p><b>RISK:</b> If the process for the survey and removal of asbestos is not operating as expected, then there will be knock-on effects by preventing other repair work commencing in the void, delaying the re-let.</p> <p><b>MITIGATIONS:</b></p> <ul style="list-style-type: none"> <li>Meeting 14/12 with contractor – Armstrong York. Internal liaison meeting 25.1.18.</li> <li>Contractor meeting 01.02.18.</li> <li>BS discussing contract terms with property services (Jan). Terms clarified at contractor meeting. When can BMBS work in a void with asbestos? H&amp;S Meeting to agree work arounds. (Jan)</li> </ul>	Corporate Manager - BMBS	Corporate Manager - BMBS	31/03/18	<ul style="list-style-type: none"> <li>See meeting notes dated 25.1.18.</li> <li>AR updated actions 19.2.18</li> <li>Andy Reed now attending weekly void meeting. Discussions ongoing for regular attendance whilst some delays.</li> <li>Agreement on when BMBS can work safely in a void with asbestos</li> </ul> <p>As at Jan 5th 18 - 54 awaiting a check, some since September 2017.</p> <p>As at 25.01.18 – 30 awaiting survey and 15 due w/c 29.01.18.</p> <p>c45 require asbestos removal.</p> <p>As at 14.03.18 – 8 voids overdue for asbestos removal.</p> <p>NOTE – 17.4.18 – Confirmed no outstanding asbestos survey or removal.</p>	18/04/18	1	4	<p><b>INHERENT RISK SCORE</b></p> <p>4</p>	1	2	<p><b>CURRENT RISK SCORE</b></p> <p>2</p>
								On Track		Decreased		

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## New/Updated Process & Procedure Progress Tracker – June 2018

### Key

Green – Complete

Amber – In Progress on track

Red – Not started / Delayed

Process	Progress update	Rating	Target
VOID works <ul style="list-style-type: none"> <li>- Re-let standards</li> <li>- Standard &amp; major works</li> <li>- Inspection form</li> <li>- Prioritisation/scheduling</li> <li>- Contractor management – incl. asbestos &amp; legionella</li> </ul>	Jan 18 pilot commenced of VOID inspectors & new VOID inspection form. 21/02/18 major works spreadsheet introduced to monitor contractor performance. 26/02/18 Standard & Major works process maps circulated. 01/03/18 RFT onboarding with these SLA targets. 06/03/18 Standard & major VOID classifications guide circulated and introduced at VOID meeting. 22/03/18, 03/04/18 & 04/05/18 Revised inspection form on feedback - final version now in place. 17/04/18 VOID Workshop – reinforced 48hour VOID inspections SLA & VOID prioritisation guide. 04/05/18 scheduling spreadsheet introduced. 07/05/18 Minimum/homeless re-let standard sent to SJ to be agreed by 18/05/18. <b>Full Re-let standard review meeting to be rescheduled from 09/05/18.</b> 29/06/18 end to end procedure drafted. 10/07/18 first draft circulated to JWN,HW,LC,MW,AR,SB,RW & AM <b>deadline 17/07/18.</b>		<del>31/05/18</del> <del>June 18</del> July 18
RTB Acquisitions <ul style="list-style-type: none"> <li>- Specification</li> <li>- Handover</li> <li>- Gifted goods declaration</li> </ul>	19/02/18 final version of gifted goods declaration & guidance circulated. 08/03/18 Process mapped & draft templates circulated. 15/03/18 workshop held. Further workshop requested with selected staff set for 08/06/18. Procedure drafted and circulated out for consultation 01/06/18 deadline for sign off ready to implement 08/06/18. Implemented 08/06/18		<del>31/05/18</del> <del>July 18</del> 08/06/18
Allocations <ul style="list-style-type: none"> <li>- Shortlisting</li> <li>- Prioritisation</li> <li>- Viewings</li> <li>- Customer contact</li> </ul>	09/04/18 Your new home inbox set up to manage customer contact re: allocations more effectively and support allocation officers protected time. Note inbox currently not yet in use due to staff not trained to use it AM aware. 10/04/18 HC Job shadow VC (VLO). 17/04/18 – implemented multiple viewings, prioritisation guide, timeline & protected time. Note: Target for procedure launch moved to Aug as dependences on elements such as sheltered roles.		<del>June 18</del> <del>July 18</del> Aug 18

APPENDIX D

<p>Sheltered Allocations</p> <ul style="list-style-type: none"> <li>- Scheme managers role</li> <li>- De-sheltering (out of scope)</li> </ul>	<p>Process mapped. Agree on SSM roles with LC meeting on 14/05/18. LC met with DW 21/06/18. 13/07/18 – circulated implementation guide/suggestions to AM &amp; LC. <b>HC to attend SSM team meeting 18/07/18 to launch pilot.</b></p> <p>03/05/18 HC highlighted 2 sheltered schemes Sydney Brown Court &amp; Williamwood House with Orwell care packages. Received copy of agreements 03/07/18. HC reviewed and advising on performance management of contract.</p> <p>Included within Allocations procedure. De-sheltering review is out of scope.</p>		<p><del>June 18</del> 18/07/18</p>
<p>Hard to let Allocations</p> <ul style="list-style-type: none"> <li>- Direct matches</li> <li>- Improvements/vouchers</li> <li>- External adverts/zoopla</li> <li>- Disposals (out of scope)</li> </ul>	<p>22/02/18 requested list of hard to lets all identified were sheltered. 05/06/18 Contacted CBL co-ordinator regarding direct matches now utilising. 11/07/18 – set up and launched use of advertising sheltered accommodation on external website housingcare.org. Including guide on how to use. Disposal process is out of scope managed by property services. Hard to let section within Allocation procedure.</p>		<p>July 18</p>
<p>Death of sole tenant</p> <ul style="list-style-type: none"> <li>- 4 weeks notice</li> <li>- Succession guidance</li> <li>- NL1 template - public trustee</li> <li>- NTQ template</li> </ul>	<p>30/04/18 Process mapped, Drafted procedure, consultation with LC &amp; AM. 03/05/18 Amended &amp; circulated awaiting final comments before implementation at VOIDS Workshop part 2. Signed off &amp; Launched 22/05/18. Documents uploaded to Connect 24/05/18.</p>		<p><del>08/05/18</del> 22/05/18</p>
<p>Works in Occupation</p> <ul style="list-style-type: none"> <li>- Pre-term visit</li> <li>- Customer agreement</li> <li>- Minimum re-let standard</li> </ul>	<p>Process mapped, drafted procedure, reviewed with LC &amp; AM. 08/05/18 circulated to JWN, SJ, LC, AM &amp; PB for consultation deadline of 18/05/18 for feedback. Signed off &amp; Launched 22/05/18. Documents uploaded to Connect 24/05/18. Note Pre- term inspection form not reviewed can be at later date.</p>		<p><del>08/05/18</del> 22/05/18</p>
<p>Terminating tenancies</p> <ul style="list-style-type: none"> <li>- NTT form</li> <li>- NTQ form</li> <li>- Eviction (out of scope)</li> <li>- Key return</li> <li>- Use &amp; occupation</li> <li>- Abandoned belongings</li> <li>- Sec 41 notice</li> </ul>	<p>17/04/18 – VOID workshop implemented no longer accepting late return keys or ‘knocking on tenancies’ utilising use &amp; occupation. 27/04/18 Template documents identified and updated including ending tenancy leaflet &amp; NTT with AM for review &amp; to arrange website changes identified. 3 Key return model options mapped 09/05/18 sent out to LC &amp; JWN to review by 14/05/18. Key pilot return launched 22/05/18. 24/05/18 process map and Use &amp; Occ account set up guide uploaded to connect. 14/06/18 – Draft procedure 2/06/18 circulated to LC &amp; AM for review by 02/07/18. No feedback received from AM, extended deadline however still not received. Final draft sent out 13/07/18 <b>with aim to launch 17/07/18 at VOID meeting.</b></p>		<p><del>22/05/18</del> <del>June 18</del> 10/07/18 17/07/18</p>



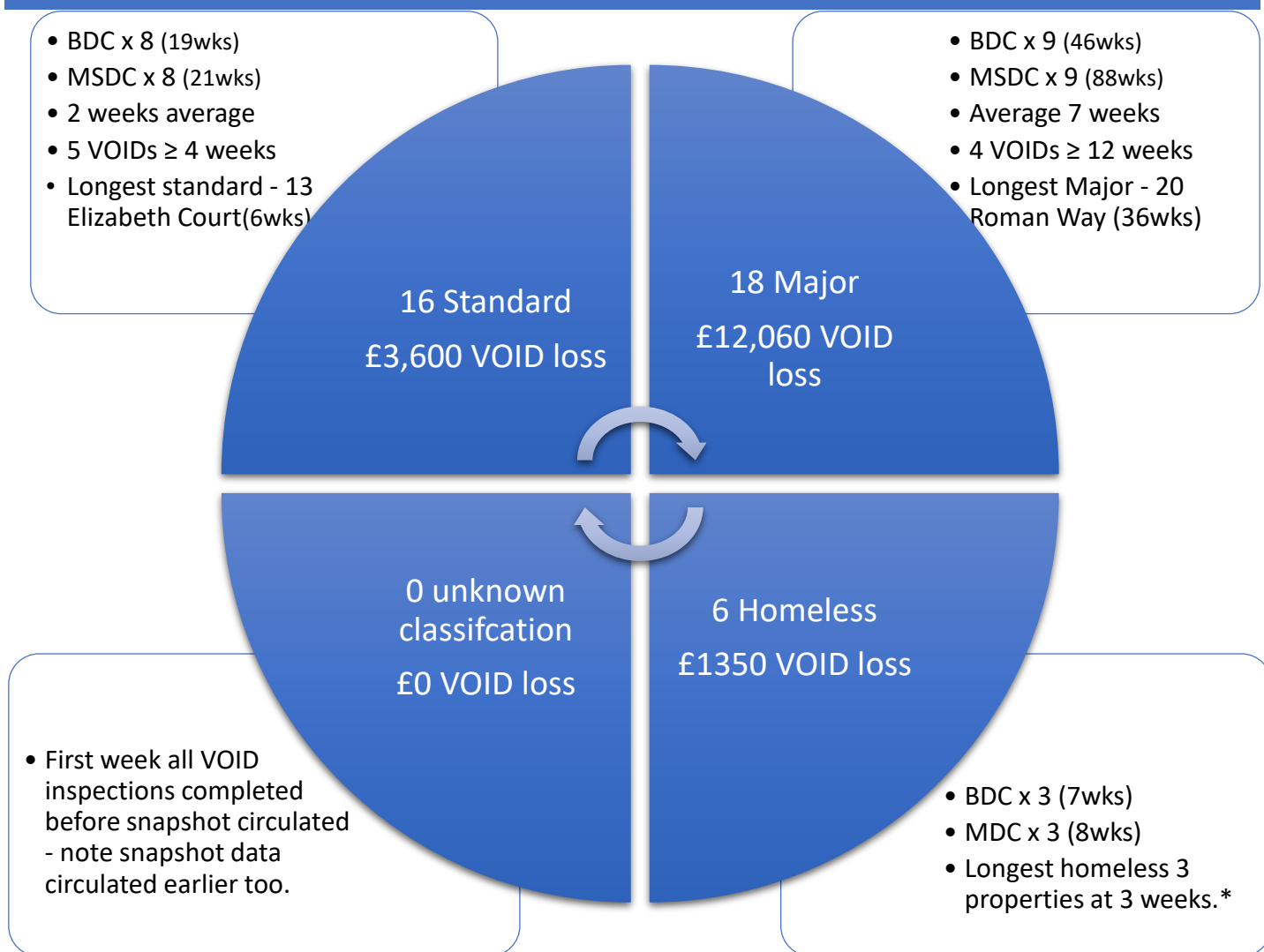
APPENDIX D

Off debit	<p>Issues identified &amp; raised to JWN, LC, AM &amp; SJ.          17/05/18 Checked with IT system functionality.          29/06/18 email laying out scenarios sent to LC for his thoughts on managing different long-term VOIDS.          Approach agreed. <b>HC to draft guidance note &amp; add into VOID works procedure.</b></p>		July 18
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## Current VOID summary

12/06/18 Total of 40 VOIDS Accumulative £17,010 VOID loss (average £90pw)



### Additional considerations:

- 4 new VOIDS this week TED 10/06/18. 2 sets of keys handed in earlier enabling VOID inspections last week.
- Works completed on 11 last week, 3 not signed up. Overview of all current VOIDS ready to let but not signed up:

Address	Date RTL	Total weeks VOID	Classification
13 Elizabeth Court	18/05/18	6	Standard
2 Windgap Lane	18/05/18	13	Major
5 Sydney Brown Court	01/06/18	5	Standard
31 Springfields	01/06/18	4	Standard
28 Sydney Brown Court	08/06/18**	4	Standard
144 Gainsborough Road	08/06/18	4	Standard
17 Playford Court	08/06/18	1	Standard

- Armstrong York are now back up to date with asbestos surveys on VOIDS. No Asbestos removal delays.
- Most Major Works VOIDS are being passed to contractors. Currently 2 properties not allocated out to contractors due to capacity issues.

- Longest Major works property 20 Roman way is with property services rather than BMBS due to subsidence underpinning works required. Off debit process being developed for long term uninhabitable VOIDS.
- Longest standard property 13 Elizabeth Court – Sheltered accommodation re- advertised 17/05/18 exhausted shortlist advertised again 07/06/18. HC requested direct match from CBL, received details viewing this week aim to let 18/06/18.
- Longest Homeless property x 3 at 3 weeks: 35 Verneuil Avenue, 4 Manns Court & Room 4, Old School House. \*Note no change to last weeks report due to report being produced earlier & formula used in spreadsheet.
- Hard to lets – pictures are still not being added to CBL adverts as requested to attract more interest and multiple viewings are not being utilised in most cases. Allocations priority guidance not being referred to. Concerns raised with LC & AM. CBL Direct match support on hard to lets now gained 3 suitable applicants for the 3 requested. Review of SSMs roles still to take place to support sheltered accommodation lettings.
- 11 TED expected for 01/07/18. 7 are internal moves with tenancies that have already started also several are moving in with family elsewhere therefore Identified with VOID admin to call these and encourage early return of keys to reduce the impact on 01/07/18. BMBS team leaders aware and forecasting work using pre-termination inspections.
- 15B St Andrews Drive, Chelmondiston an eviction took place 15/05/18 items stored in the property and only highlighted due to previous tenant contact on 12/06/18 to collect belongings - not on the VOID spreadsheet. Another example of cross team communication creating delays on VOIDS. Possessions in property process review and procedure in draft. Account will be set for use and occupation for the storage period in this case however in future belongings to be moved into storage/local garage.

12/06/18 All Standard VOIDS 4 weeks +					
Address	DC	Wks VOID	Allocation progress	Works progress	Comments/observations
13 Elizabeth Court	MSDC	6	On-Viewing	Completed	RTL 18/05/18. Sheltered lower demand Harder to let. Re-advertised 17/05/18 exhausted shortlist advertised again 07/06/18. HC requested direct match from CBL, received details viewing this week aim to let 18/06/18.
5 Sydney Brown Court	BDC	5	Panel meeting	Completed	RTL 01/06/18. Panel meeting on 11/06/18 awaiting applicants.
144 Gainsborough Road	MSDC	4	On-Viewing	Completed	RTL 08/06/18. Not utilising multiple viewings several refusals although not deemed hard to let. Further viewings set this week aim to let 18/06/18.
31 Springfields	MSDC	4	On-Viewing	Completed	RTL 01/06/18. Was not advertised early enough
28 Sydney Brown Court	BDC	4	Panel meeting	Completed	RTL 08/06/18.**Initially RTL as of 25/05/18 however identified issue with asbestos survey not completed actual RTL date 08/06/18. Sheltered. Panel meeting on 11/06/18 awaiting applicants.

Please note identified issues with the formulae used in the spreadsheet using different dates to work out the amount of weeks VOID this creates some inaccuracies in this part of the report.



**Mid Suffolk DC and Babergh DC  
Draft Void Improvement – Long Term Action Plan  
August 2018 – March 2019**

**Updated 7th August 2018**

Ref	Recommendation	Tasks	To be actioned by	Date to be completed
<b>1</b>	<b>All Teams</b>			
1.1	Embed change and new procedures	<ul style="list-style-type: none"> <li>All teams to ensure new procedures are being used and reviewed regularly</li> </ul>	BMBS-CM TSCM	31.3.19
<b>2</b>	<b>Allocations Team</b>			
2.1	Introduce viewings during the notice period.	<ul style="list-style-type: none"> <li>CBL advertise in the same weeks cycle as receipt of NTT/NTQ</li> <li>VLO's check property condition and Tenant suitability during Pre-term insp.</li> <li>Aim to achieve 80% of viewings within notice period. Taking into consideration some properties with no access or not suitable.</li> </ul>	TSPL	31.3.19
2.2	Carry out Affordability and sustainability verification checks on all applicants.	<ul style="list-style-type: none"> <li>Carry out budgeting, financial/credit checks, evidenced with proofs.</li> <li>Sign post if identify any risks/vulnerable customers to relevant officers to develop support plan – including issues with debts/furniture etc.</li> </ul>	TSPL	31.12.18

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Ref	Recommendation	Tasks	To be actioned by	Date to be completed
2.3	Use of external promotion and advertising	<ul style="list-style-type: none"> <li>Use other external websites such as Zoopla, Homeswapper and Gumtree etc. to advertise vacancies.</li> <li>Introduce robust verification process to mitigate fraudulent applicants.</li> <li>Pro-active networking – e.g. other LA's/HA's, local councilors, charities and events.</li> </ul>	TSPL	31.10.18
<b>3</b>	<b><i>Voids Admin Team</i></b>			
3.1	Manage all allocation customer contact	<ul style="list-style-type: none"> <li>Set up and manage generic email inbox, telephone and text number for all allocation inbound and outbound enquires.</li> <li>Manage requests regarding RTL updates, m/x exchanges, viewings/sign ups etc.</li> <li>Proactively send out customer updates and appointment reminder texts.</li> </ul>	TSPL	30.09.18
3.2	Take on Mutual exchange administration from Allocations Officers	<ul style="list-style-type: none"> <li>Monitor end to end and ensure 42-day consent deadline met.</li> <li>Check applicant's eligibility</li> <li>Send &amp; receive Landlord references</li> <li>Book property inspections in VLO's calendar</li> <li>Prepare deeds and arrange sign up</li> </ul>	TSPL	31.12.18
<b>4</b>	<b><i>Tenancy Services Team</i></b>			
4.1	Introduce new tenancy visits within first 4–6 weeks.	<ul style="list-style-type: none"> <li>Opportunity to build rapport with customer and to identify and vulnerabilities or support needs.</li> </ul>	TSPL	31.01.19

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Ref	Recommendation	Tasks	To be actioned by	Date to be completed
		<ul style="list-style-type: none"> <li>Check customer has moved in, property condition/used decorating vouchers, paying rent and understands tenancy terms &amp; conditions.</li> </ul>		
4.2	Carry out property condition audits	<ul style="list-style-type: none"> <li>Enforce tenancy terms regarding condition of property to help deter property deterioration and costly voids.</li> <li>Plan in phases / run a pilot scheme</li> <li>Potential to run across services, stock condition, repairs visits etc.</li> <li>Enforce reduced banding for those on the housing register in breach.</li> </ul>	TSCM	31.3.19
<b>5</b>	<b><i>Voids Liaison Team</i></b>			
5.1	Reduce appointment times for further efficiencies	<ul style="list-style-type: none"> <li>Reduce viewing times from 20mins to 15mins</li> <li>Reduce pre-termination inspections from 60mins to 30mins</li> </ul>	TSPL	31.01.19
5.2	Carry out void progress checks	<ul style="list-style-type: none"> <li>Visit void properties in same area as appointments set to check on progress and feedback to BMBS/Allocations.</li> </ul>	TSPL	31.10.18
5.3	Carry out mutual exchange inspections	<ul style="list-style-type: none"> <li>These take lower priority over viewings and pre-terminations. Follow same checks as pre-term and free up housing officers.</li> </ul>	TSPL	31.01.19
5.4	Reduce travel time	<ul style="list-style-type: none"> <li>Utilize mobile technologies to reduce unnecessary travel to offices for scanning etc.</li> <li>Set measures and objectives</li> </ul>	TSPL	30.11.18
<b>6</b>	<b><i>BMBS</i></b>			
6.1	Mobile technology role out	<ul style="list-style-type: none"> <li>Optimise use of mobile technology for completion of works and operatives to make variations.</li> </ul>	BMBS-PL	31.12.18

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Ref	Recommendation	Tasks	To be actioned by	Date to be completed
6.2	Introduce scheduling software	<ul style="list-style-type: none"> <li>Once mobile technology in place utilise online scheduling of jobs. N.B. This is a separate project for the whole of repairs.</li> </ul>	BMBS-CM	31.3.19
6.3	BMBS to manage void safety certificates rather than tenancy services void Admin.	<ul style="list-style-type: none"> <li>To gain assurance all checks have been completed before handover BMBS raise orders for safety certs. Asbestos, Electrical, Gas and EPC.</li> <li>BMBS provide customer copies to tenant services team on handover.</li> </ul>	BMBS-PL	31.12.18
6.4	Full review of re-let standard	<ul style="list-style-type: none"> <li>Current re-let standard is open to interpretation needs to be more specific.</li> <li>Improve standard VOIDS are let to improve their return condition.</li> </ul>	BMBS CM	31.10.18
<b>7</b>	<b>Key Targets</b>			
7.1	For standard VOIDS achieve an average re-let time no greater than 21 working days by 31 <sup>st</sup> March 2019	<ul style="list-style-type: none"> <li>Set individual and team objectives and review</li> </ul>	TSCM	31.03.19
7.2	For Major VOIDS achieve an average re-let time no greater than 42 working days by 31 <sup>st</sup> March 2019.	<ul style="list-style-type: none"> <li>Set individual and team objectives and review</li> </ul>	TSCM	31.03.19
7.3	For standard VOIDS achieve an average re-let time no greater than 15 working days by 31 <sup>st</sup> March 2020	<ul style="list-style-type: none"> <li>Set individual and team objectives and review</li> </ul>	TSCM	31.03.20
7.4	For Major VOIDS achieve an average re-let time no greater than 28 working days by 31 <sup>st</sup> March 2020.	<ul style="list-style-type: none"> <li>Set individual and team objectives and review</li> </ul>	TSCM	31.03.20



Ref	Recommendation	Tasks	To be actioned by	Date to be completed
<b>8</b>	<b><i>Customer satisfaction</i></b>			
8.1	Customer survey	<ul style="list-style-type: none"> <li>Sent out a survey link with the welcome email to all new tenants.</li> <li>Send out communications on common themes.</li> </ul>	TSCM	31.03.19
8.2	Review and monitor lessons learnt	<ul style="list-style-type: none"> <li>Log and monitor complaint trends.</li> <li>Send out communications on lessons learnt.</li> </ul>	TSCM	31.03.19
<b>10</b>	<b><i>New Developments &amp; Acquisitions</i></b>			
10.1	New build procedure and acquisitions review and implement	<ul style="list-style-type: none"> <li>Follow up and report progress</li> <li>Use draft procedure and document templates provided to agree and implement.</li> </ul>	TSCM	TBC
<b>11</b>	<b><i>Technology</i></b>			
11.1	Implement Open Housing – Work Flow for Void management	<ul style="list-style-type: none"> <li>More work required to commission workflow. Will be a project.</li> <li>Is on the ICT Road map / Pipeline with a deadline 2020.</li> <li>Review at meeting ICT project steering group meeting on monthly basis.</li> </ul>	TBC	TBC
11.2	Open Housing Re-configuration – (Scrutiny Report to BDC 18.9.17 – para 10.4) Data cleanse, data migration and integration	<ul style="list-style-type: none"> <li>Utilise 'VOID actions' on Capita. Although currently no workflow prompts built in, embeds the system management approaches. Reduces the dependency on spreadsheet data. Improves system data held.</li> </ul>	TBC	TBC

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Ref	Recommendation	Tasks	To be actioned by	Date to be completed
<b>13</b>	<b><i>Review of Sheltered Scheme provision</i></b>			
13.1	Lower demand for this type of housing. Suggestion to rebrand to 'retirement homes/living'.	<ul style="list-style-type: none"> <li>Review and improve the services and facilities offered. Update allocation policies/criteria's lower age limits etc. Look to dispose of hard to let locations. Separate project.</li> </ul>	TCSM	31.03.19
13.2	Very sheltered schemes - review of contract with Orwell expires 31 <sup>st</sup> March 2019.	<ul style="list-style-type: none"> <li>Clarify responsibilities</li> <li>Re-tender</li> <li>Review offer of services provided, alternative specialist care units such as dementia.</li> </ul>	TSCM	31.03.19
<b>14</b>	<b><i>Health and safety</i></b>			
14.1	Review of management of VOID sites	<ul style="list-style-type: none"> <li>Introduce controls including attendance logs</li> <li>Clear site codes of practice – including safety of site visitors such as customers attending viewings.</li> </ul>	BMBS-PL	31.10.18
14.2	Legionella awareness and checks	<ul style="list-style-type: none"> <li>Carry out Legionella checks and mitigate risks on all voids.</li> </ul>	BMBS-PL	31.03.18
14.3	Gas Capping	<ul style="list-style-type: none"> <li>Cap Gas before void works start, uncap and test once occupied</li> <li>Property services review Blue flame contract renewal (18 months)</li> </ul>	BMBS-CM	TBC
<b>15</b>	<b><i>Longer term voids (Property Services)</i></b>			
15.1	Void viability reviews	<ul style="list-style-type: none"> <li>Review viability of up and coming voids. Look to dispose of major work, hard to let, or on location of stock.</li> </ul>	TSCM	TBC

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Ref	Recommendation	Tasks	To be actioned by	Date to be completed
15.2	Visibility of long term void progress	<ul style="list-style-type: none"> <li>• Provide visibility and monitor long term void properties progress</li> <li>• Claim rental loss through insurance (Current insurance contract not inclusive).</li> </ul>	BMBS-CM	TBC

KEY:

TSCM	Tenancy Services Corporate Manager
TSPL	Tenancy Services Professional Lead
BMBS-CM	BMBS Corporate Manager
BMBS-PL	BMBS Professional Lead

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## VOIDS PROJECT SUCCESS - Key Points

The Voids project has been successful because it was approached from the outset using many of the best practice principles of project management. These could be described and categorised in many different ways, but the main principles and how they were applied are briefly explained as follows.

- **Clarity of Purpose.** Before any attempts in improvement were made, the expected goals and outcomes were discussed, agreed and documented by Housing managers and discussed with the Housing Portfolio members.
- **Risk Management.** A formal risk management approach was undertaken throughout the life of the project: risks were identified, analysed, quantified, planned against, actioned against and reviewed in a continuous cycle. It should be noted none of the risks materialised and most were quickly reduced to negligible levels of severity.
- **Team work & Stakeholder involvement.** The Voids process is shared across several teams who had been working in isolation. From the outset the project sought to bring everyone together and work in co-operation as a team. In tandem with this, the project leads were brought together and managed the project delivery as a team. The project also benefited from the direct input from the chair of Overview and Scrutiny, who spent time with operatives in the field to see things first hand and offer guidance.
- **Governance.** The project was formally structured with a Project Manager and project leads. Initially a Project Board was created to scrutinise the project set-up and provide assistance during discovery phase. This quickly developed into a steering group which retained elements of scrutiny but mostly assisted the project manager with decision making and resourcing.
- **Communications.** A communication plan was developed at the outset and managed throughout the life of the project, evolving to remain effective. Metrics were developed and shared with managers so that progress could be tracked and successes shared with staff. Team Leaders and Professional Leads made every effort to ensure their staff understood the goals, the reasons for certain changes and the impact they were having. Members took an interest in the project and the existing communication framework for members were utilised to keep them and the portfolio holders up to date.
- **Appropriate resourcing.** Three Subject Matter Experts were brought in on a temporary basis. The Project Manager was an experienced Housing Manager, one was experienced in turning around re-let times and brought in to analyse and plan the required improvements in detail. The third, experienced in managing the void process, was brought in to deliver the plan and coach staff. In addition, a Voids Team Leader post was created and filled.
- **Quality Management.** It was made clear at the outset that changes to reduce void times had to be sustainable and not adversely impact other things. References to recognised best practices were made throughout the life of the project and services monitored for negative impact. In fact the voids project is having a positive ripple effect on the wider repairs service. Other aspects of the project, such as report writing, were also reviewed to ensure they were of sufficient quality.

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# Agenda Item 8

## BABERGH DISTRICT COUNCIL and MID SUFFOLK DISTRICT COUNCIL

<b>COMMITTEE: Joint Overview &amp; Scrutiny Committee</b>	<b>REPORT NUMBER: JOS/18/16</b>
<b>FROM: Councillor Nick Ridley – BDC Cabinet Member – Planning  Councillor Glen Horn – MSDC – Cabinet Member - Planning</b>	<b>DATE OF MEETING: 3 SEPTEMBER 2018 AT 11.30 AM</b>
<b>OFFICER: Philip Isbell - Corporate Manager Growth &amp; Sustainable Planning</b>	<b>KEY DECISION REF NO. N/A</b>

### REVIEW OF THE IMPLEMENTATION OF CHARGED PRE-APPLICATION FEES FOR PLANNING ADVICE

#### 1. PURPOSE OF REPORT

To review available information about the effect of the introduction of charged pre-application advice and in particular;

[a] Whether there has been different take-up of different levels of service and charging? Whether our service experience is in line with other Councils including the actual income / predicted outturn. To consider is the system working well for us? How is it working for other Councils (having regard to volume / income)?

[b] To review the quality of user experience. In particular to review the quality of professional advice given and any difference between advice provided on site or in writing.

[c] Investigate evidence from witnesses. To investigate evidence of witness(es) from SCC Highways and from professional repeat users.

[d] Review operational aspects including continuity of officer input – consistency of professional advice, arrangements for mentoring and opportunities for professional career development of staff arising from involvement in pre-application advice provision. To review arrangements for advice checking & safeguarding the quality of advice.

[e] The timings to be improved and addressed in the report

Consider any beneficial side effects & impact on resources.

#### 2. OPTIONS CONSIDERED

2.1 Options considered include [i] ceasing to charge for pre-application advice and resuming the provision of a free service or [ii] ceasing to provide pre-application advice.

- 2.2 Option [i] is not recommended because this would impose additional time and resource burdens upon the Development Management (DM) service with no additional income to support that activity. The take-up of the charged service has indicated that a charged pre-application advice service offer is in principle accepted by enquirers, professional agents and the development industry.
- 2.3 Option [ii] is not recommended because this would foreseeably lead to an increase in refused or unsuccessful applications and less ability to plan for anticipated workloads. With potentially with fee exempt resubmissions this option would be likely to lead to a reduction in customer service standards, reputational damage and less predictable workload management and some duplication of costs.

### **3. RECOMMENDATIONS**

- 3.1 That the contents of the report be scrutinised by the Joint Overview & Scrutiny Committee for review and
- 3.2 That the Joint Overview & Scrutiny Committee agree that the recommendations below are robust enough to ensure the continued improvement of the charged pre-application service:
- Embed a “right first time, on time” approach to pre-application advice offer through consistent use of Enterprise and 1-2-1s.
  - Establish management monitoring and intervention measures to ensure nil rate of refunds in the forthcoming year.
  - Review charging arrangements for site visit elements of pre-application advice services to better reflect time and resource costs.
  - Review pre-application charge exemptions or discounts for community groups or other organisations where relevant support is already being provided by the Councils.
  - Introduce cancellation administration charge where meetings are cancelled by the enquirer at short notice.
  - Repeat customer satisfaction survey mid-2019.
  - Review potential for and introduce as appropriate additional service offers and cost recovery associated with other internal stakeholders (including Housing Enabling, Communities, Public Realm, CIL, Planning Policy) with appropriate Service Level Agreements to underpin delivery.

### **REASON FOR DECISION**

- 3.3 A review of the charged pre-application service introduced in July 2017 to establish any areas for improvement.

### **4. KEY INFORMATION**



4.1 **[a] Whether there has been different take-up of different levels of service and charging? Whether our service experience is in line with other Councils including the actual income / predicted outturn.**

4.2 The charged pre-application advice service is offered, in summary, in either written form without a related meeting, in written form following a related meeting or in written form following an on-site meeting. The take up of service has differed between the two Councils and the 5 most popular service offers by % of total requests (01/07/17 to 30/6/18) were:

**At Babergh:**

1. Enquiry Listed Buildings (19.4%)
2. Enquiry Written Householder (15.8%)
3. Enquiry on site 1-9 dwellings (11.7%)
4. Enquiry Meeting 1-9 dwellings (11.4%)
5. Enquiry Written 1-9 dwellings (10.3%)

**At Mid Suffolk:**

1. Enquiry Meeting 1-9 dwellings (15.3%)
2. Enquiry Written Householder (15.0%)
3. Enquiry Written 1-9 dwellings (14.4%)
4. Enquiry Listed Buildings (12.3%)
5. Enquiry on site 1-9 dwellings (9.0%)

The volume of Major planning applications considered by the Councils are usually low in comparison.

4.3 It is clear that income generation has exceeded expectations. In the year prior to introducing the charged service there was an enquiry rate of approximately 2500 per annum in Mid Suffolk, and 2000 in Babergh serviced with free advice costing the Councils circa £45-£50k (MSDC) and £40-45k (BDC) without on costs. When assessing the predicted income for the pre-app service the experiences of other authorities were considered including the experiences with the down-turn in demand experienced on implementation of the service. As such a significant reduction in the number of enquiries was allowed for, resulting in a predicted combined income of approximately £60-80k per annum for the Districts.

4.4 Both Districts have experienced a sizeable reduction in the number of enquiries received, with 604 received from 1/7/17 to 30/6/18, compared to 4500 in the previous year. The outturn is still in excess of that expected, such that the income from this period was well in excess of prediction.

4.5 Given the differences in the approaches to charging between the Councils and other authorities comparisons must be weighed up carefully. Your officers consider that some comparison can be drawn between the Babergh and Mid Suffolk service and that offered by South Norfolk whose charges are not entirely dissimilar. Their projected income was £50k in year one, rising to just under £100k by year 4. At their 6 month review in 2015 South Norfolk found that their income was already nearly

£35,000 and that they had also experienced a greater level of demand for pre-application services than expected.

- 4.6 The actual income to the Councils, net of refunds, in the period 01/07/17 to 31/06/17 was £115586 (MSDC) before external recharges of £8936 to SCC (MSDC) and £97561 (BDC) before external recharges of £8886 to SCC. The underlying reason for this volume of take-up may be related to the position with 5 Year housing land supply as in both Councils over 30% of the activity related to proposals for 1-9 dwellings. In simple terms the sustained take-up of the service offer indicates that this is working well for us.
- 4.7 **To consider is the system working well for us? How is it working for other Councils (having regard to volume / income)?**
- 4.8 In considering whether the charged pre-application service is working well for the Council it is important to note that challenges to staff resourcing in the team have been a factor in consistency of quality and timeliness in service delivery. The service has balanced the need to meet CLG targets whilst delivering the charged pre-application service. That said the higher income is an indicator that the offer is being taken up as expected and to that extent is working well.
- 4.9 This is, however, dependent on the continued use of the service which may change subject to the 5 year housing land supply position, the emerging Local Plan, as well as any changes to the service and external factors, including the economy and impact of central Government directives.
- 4.10 There is limited information publicly available from other Councils as to the effectiveness and experience of their introduction of charged pre-application advice services. Other Councils pre-application services were reviewed as part of the development of our own pre-application service proposal prior to its inception. The other services of Districts in our locality had been implemented before the Planning Advisory Service (PAS) detailed further the expectations and parameters for pre-application services, which included calculations for determining the cost of providing advice.
- 4.11 For these reasons there are some significant differences in services and charging for pre-application advice between our service and that of others. By way of an example Ipswich charges 10% of the application fee for the relevant proposal, having implemented their charged service prior to the guidance, so that a householder proposal which would cost £206 at application stage would cost £20.60 plus VAT for pre-application advice.
- 4.12 In summary many councils offer a written only response, others also offer the choice of written, meeting or on-site meeting similar to our own. It is uncommon, however, to find a comprehensive response offer incorporating Heritage, Highways, Floods, Ecology and Landscaping advice elements. Each of these “add-on” services has had enquiries through the first year of our pre-application service, with 110 involving Heritage, 120 Highways, 21 Landscaping, 18 Flood and Water, and 12 for Ecology (one or more of these consultees can be involved with any enquiry depending on the scale and impacts of the proposal).
- 4.13 These guaranteed “add-on” elements may well be a factor in attracting users to take pre-application advice rather simply lodge applications with or without their own

professional advice. Experience indicates that these elements do help to “de-risk” a proposal for applicants. Overall it appears that our experience of establishing and delivering a charged pre-application service has been positive and in line with other Councils.

- 4.14 Given the variety of other services and the impact of PAS guidance clearly there is difference in the services available, however given the uptake of our service and the requests for consultee input within this it is considered that this is something that is in demand, and indeed we currently have requests to consider including further consultees in order to further widen the advice we give. The inclusion of advice from either internal or external consultees is not the norm for other Council’s pre-app services, however we have experienced good take-up of this offer and the desire of other departments to be included.
- 4.15 **[b] To review the quality of user experience. In particular to review the quality of professional advice given and any difference between advice provided on site or in writing.**
- 4.16 In order to gauge the experience of users a survey was conducted in May 2018. The results of this have been shared with Committee and the Client Side Panel and are appended to this report.
- 4.17 Of the 67 responses received 62% of respondents rated the quality of service higher than 6/10. Quality was specifically mentioned by 6 respondents as the most important thing we could improve. Consistency is relevant to quality and this was specifically mentioned by 8 respondents as the most important thing we could improve. Timeliness can also be a measure of overall quality and this was specifically mentioned by 15 respondents as the most important thing to improve upon.
- 4.18 In simple terms quality of advice can also be measured by the correlation between pre-application advice and application outcome. In this respect a summary of the expected outcome of an application is recorded in the planning database when pre-application advice is given. This can then be matched against the outcome of the subsequent application. From a randomly selected sample of enquiries since the inception of the charged pre-app service which have had applications, the outcomes of planning applications were as recommended in 83% of cases for BDC and 94% of cases for MSDC.
- 4.19 It is also possible to measure the rate at which applications are the subject of a re-submission application claiming a fee exemption due to the re-submission and in cases where pre-application advice was provided. There is not an absolute correlation between re-submission and quality of pre-application advice and this is being investigated, a verbal update will be provided at the meeting.
- 4.20 As is noted elsewhere the provision of late advice entitles the enquirer to a refund of the fee paid. At Babergh refunds of £1548 were made for late advice. At Mid Suffolk £3175 was refunded for late advice.
- 4.21 **[c] Investigate evidence from witnesses. To investigate evidence of witness(es) from SCC Highways and from professional repeat users.**
- 4.22 Witnesses colleagues from Suffolk County Council highway authority team are making themselves to attend Committee. The Development Management service

have also invited professional users who participate in the Client Side Panel liaison meeting to attend. Two professional users James Tanner of Hollins Architects and Philip Cobbold of Phil Cobbold Planning Ltd have indicated their willingness to attend Committee and give evidence.

- 4.23 **[d] Review operational aspects including continuity of officer input – consistency of professional advice, arrangements for mentoring and opportunities for professional career development of staff arising from involvement in pre-application advice provision. To review arrangements for advice checking & safeguarding the quality of advice.**
- 4.24 It is acknowledged that the turnover in staff during the year has challenged an ability to deliver continuity and quality of pre-application advice. Planning case work of both applications and pre-application advice requests has had to be re-allocated as resources dictate and this has led to some lack of continuity and anecdotal lack of consistency reported by users.
- 4.25 The challenges upon staff resources in the Development Management team have had consequences for the continuity of pre-application enquiry handling as team leaders have, over time, sought to maintain balance in the whole caseloads of their teams. The practical effect of this has been pre-application case re-allocation.
- 4.26 As first designed the intention was that officers' pre-application advice would be mentored and coached by their team Principal Officer or Area Manager and subsequently checked and signed off by an Area Manager before despatch. This allows the team to provide mentoring and development for staff within the process, whilst also looking to deliver consistent advice of the quality expected by customers.
- 4.27 In order to promote continuity and consistency of approach it is desirable to ensure that applications are handled by the case officer who has provided pre-application advice. This should be more efficient as the case officer will be most familiar with the matter, already aware of the relevant policies and considerations and aware of the advice provided. This can be a tension when the case officer already has a high caseload or is unable to deliver the advice balanced with other work commitments. In those circumstances the re-allocation of the case can be expected to reduce efficiency, but is undertaken to try and deal with both applications and enquiries in a balanced and timely way.
- 4.28 The new uniform software system allows early identification of the pre-application case officer when an application is received which enables team leaders to allocate cases to those who dealt with pre-application enquiries where possible. This is intended to support the continuity of advice and make best use of time to help enable us to deliver planning applications within the statutory time periods.
- 4.29 **[e] The timeliness of pre-application advice**
- 4.30 As part of the service offer guaranteed response deadlines were proposed, namely to offer responses in 14 or 21 days (subject to the type and size of proposal). In the largest of cases a bespoke timetable is offered. This compares favourably with other Districts, with other authorities offering 21 or 28 day response times (Ipswich and East Suffolk respectively), whilst Fenland and Peterborough offer 42 days for major applications but without the guaranteed add-on advice elements from SCC and others mentioned above.

- 4.31 For MSDC 332 enquiries were received within the first year of the service and 73% of these were dealt with inside the expected deadline. For BDC 272 enquiries were received and 72% were dealt with inside the expected deadline.
- 4.32 In comparison, from figures available online, Fenland issued 75% in time in 2016/17 and 57% in 2017/18, and Peterborough issued 90% in time in 2016/17 and 81% in time in 2017/18. It should be noted that Fenland and Peterborough dealt with an average of 170 enquiries per annum in that two year period.
- 4.33 Having regard to the volume of enquiries we received and advice we issued our performance is easily comparable with that offered in other districts. Nevertheless it is recognised that this is an additional paid-for service being offered and that a business-like approach warrants delivery of service to the promised timetable. The ongoing monitoring by Area Managers and support of delivering advice in time is a matter of importance. As our recruitment introduces new staff resources it is expected that this will help build both robust capacity and professional experience in the team. Furthermore the introduction of Enterprise to provide “dashboard” performance monitoring is expected to help staff manage and deliver pre-application advice in an increasingly effective and timely way.
- 4.34 It remains the case that pre-application advice work will have to be balanced with the determination of applications but the service aspires to deliver “right first time” pre-application advice which should help reduce avoidable work in the system.
- 4.35 Clearly the implementation of the service has reduced the number of enquiries received, with officers no longer needing to spend extended periods of time as a duty officer as well to offer an overall benefit in this respect. Overall whilst the pre-apps take slightly longer the reduction in enquiries, combined with the enhanced level of advice being offered results in a better service for our customers. This also allows officers a greater chance to provide a thorough assessment of a proposal and to provide formal advice based on detailed plans, all of which is recorded and available during any subsequent application, making the application process more straightforward as well.
- 4.36 One key concern with regards to resource efficiency is the time now being spent on site visits in more straightforward Minor cases, which were somewhat less available previously. The mid-level officer time being spent on these is a noticeable element of some DM planning officers working week and the added value of a site visit to both enquirer and to planning authority is open to question. Experience suggests that these could often very easily be addressed without a site visit and that the additional time and resource costs of this needs to be better reflected in the price charged.

## **5. LINKS TO JOINT STRATEGIC PLAN**

- 5.1 This report is most closely links with the following key outcomes:
- Housing delivery – More of the right type of homes, of the right tenure in the right place,
  - Business growth and increased productivity – Encourage development of employment sites and other business growth, of the right type, in the right place and encourage investment in skills and innovation in order to increase productivity,

- An enabled and efficient organisation – The right people, doing the right things, in the right way, at the right time, for the right reasons

## 6. FINANCIAL IMPLICATIONS

Revenue/Capital/ Expenditure/Income Item	Total	2017/18	2018/19	2019/20
Charged Pre-Application Advice Income BDC (Re-charges)		£97,561 (£8,886)	£80,000 (£12,000)	
Charged Pre-Application Advice Income MSDC (Re-charges)		£115,586 (£8,936)	£98,000 (£12,000)	
Net Effect		£195,325	£154,000	

## 7. LEGAL IMPLICATIONS

- 7.1 Section 93 of the Local Government Act 2003 introduced a discretionary provision which enabled LPAs to charge for pre-application advice but it was also clear that where charges were made they must seek to recover costs only. Authorities are not required to charge for these discretionary services and may provide them for free if they decide to do so, but the vast majority of local planning authorities do now charge for pre-application advice, including all of our neighbouring Suffolk authorities.
- 7.2 Planning Practice Guidance advised that charging should not unduly discourage appropriate pre-application discussions and that, in considering the introduction of a charging regime, LPAs should consider whether charging is appropriate in all cases, given the potential for pre-application engagement to save time and improve outcomes later in the process. LPAs were strongly encouraged to provide at least a basic level of service without a charge.
- 7.3 The Councils have continued to provide a free telephone service to answer or signpost enquirers with straightforward enquiries to online sources of advice including The Planning Portal website. Whilst some pre-application activity has reduced it is considered that the charged service does not on the evidence of use unduly discourage discussions and given level of take-up still offers the opportunity to save time and improve outcomes in the planning process.

## 8. RISK MANAGEMENT

- 8.1 This report is most closely linked with the Council's Corporate / Significant Business Risk No. 1b – We may be unable to meet housing needs in the District and 1c –We may be unable to deliver the right homes in the right locations.
- 8.2 Further key risks are set out below:

Risk Description	Likelihood	Impact	Mitigation Measures
Usage of the charged pre-application service declines substantially.	2. Unlikely	1. Minimal	The process has been designed to provide added-value to customers and remains

<p>This will limit the fee income achieved by the service and may lead to an increased volume of applications submitted without the benefit of pre-application advice. If this happens there may be an increased number of refusals, fee exempt resubmissions and appeals with related cost and time burdens.</p>			<p>under operational review to ensure that the quality and timeliness of advice provided is beneficial and attractive to customers. Planning Performance Agreements are also available as an alternative if this is preferred by major customers.</p>
<p>The advice given fails to take account of or accurately assess potentially relevant considerations.</p> <p>This may lead to advice given being incomplete or inaccurate leading to an increased risk of refusals and appeals. Consequent risks include reputational damage and foreseeable complaints about service quality and value.</p>	3.Probable	2. Noticeable	<p>Officers giving advice will follow a template for the advice response. Draft advice will be mentored and screened by more senior officers throughout the process.</p> <p>Training for the team at the inception of the service will be given and the importance of addressing all relevant considerations highlighted. Refresher training will also be programmed.</p>
<p>Relevant professional or technical advice is not obtained in appropriate time to inform the pre-application advice given.</p> <p>This may lead to advice given being incomplete or inaccurate leading to an increased risk of refusals and appeals. Consequent risks include reputational damage and foreseeable complaints about service quality and value.</p>	3.Probable	2.Noticeable	<p>A Service Level Agreement (SLA) exists with Suffolk County Council to safeguard the delivery of pre-application advice in matters that they would usually advise upon (Highways, Sustainable Drainage, Education &amp; other County delivered infrastructure).</p> <p>A Service Level Agreement has been concluded with Place Services (Essex County Council) to safeguard the delivery of pre-</p>

			<p>application advice in relation to landscaping, ecological, heritage and urban design matters.</p> <p>An internal Service Level Agreement has been concluded with BMSDC Heritage team to safeguard the delivery of pre-application advice in relation to heritage matters. Where appropriate other SLA's will be considered as need be.</p> <p>Performance against these SLA is actively monitored by both parties.</p>
<p>The advice given is not consistent with the outcome of the application by reason of case officer differences of opinion with officer exercising delegated authority. This may lead to an increased volume of refusals and appeals together with an increase in foreseeable complaints about service quality and value.</p>	3.Probable	2.Noticeable	<p>The Development Management leadership team including Area Planning and Strategic Planning Managers and Principal Planning Officers oversee and monitor consistency of advice and identify potential areas of professional difference over the interpretation of policy and weight to be attached to considerations.</p> <p>Training for the team has been given and the importance of consistency and reporting potential differences highlighted.</p>
<p>The decision reached is not consistent with the officer pre-application advice given by reason of committee overturn of officer recommendation.</p>	3. Probable	2.Noticeable	<p>Member training has been and will continue to be given to highlight and discuss the importance of consistency in the evaluation and weighing</p>



<p>This may limit the continued use of the charged service and an increased volume of applications unsupported by officer pre-application discussion.</p> <p>Foreseeably a greater number of cases will be reported to committee where there is a difference of view between Councillor and Officer.</p> <p>The credibility and reputation of the charged service will be undermined.</p>			<p>planning policies and material considerations.</p>
<p>That optimum pre-application service use and income is not achieved because professional agents limit their use of the pre-application service in preference to Councillor lobbying to reach their clients preferred outcomes through committee overturn of officer recommendation.</p>	<p>3.Probable</p>	<p>2.Noticeable</p>	<p>Member training has been and will be given to highlight and discuss the consequence of rejecting officer recommendations on a regular or foreseeable basis either by Ward or type of application.</p> <p>Officers will monitor the frequency of committee overturns and register any evident risks that it is appropriate to record in the Risk Register.</p>
<p>The advice fails to identify risks within the decision making process e.g Member call-in. This presents a risk to the credibility and reputation of the charged service</p>	<p>3.Probable</p>	<p>1.Minimal</p>	<p>The advice template will require officers to specifically evaluate decision making risks and to assess these on a case by case basis for enquirers.</p> <p>Advice will be given without prejudice in the usual way and proper risk assessment will build customer confidence.</p>

<p>The pre-application service as delivered does not safeguard the open for business reputation of the Council. This could undermine the reputation of the Council and risk the credibility of the economic development offer to the business community and development industry.</p>	<p>2.Probable</p>	<p>2.Noticeable</p>	<p>The Development Management leadership team including Area Planning &amp; Strategic Planning Managers and Principal Planning Officers will oversee and monitor the delivery of the pre-application service for quality and training purposes in consultation with stakeholders and customer groups. Where appropriate training, support and professional development measures will be implemented.</p>
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## 9. CONSULTATIONS

- 9.1 Since the inception of the charged service Officers have undertaken iterative discussions with stakeholder teams to monitor the delivery of the service and identify issues. This has indicated through discussion with the Communities team that it is appropriate to consider widening the scope of pre-application exemptions for community groups and others where the Council is providing grant funding or other support to those groups. This will ensure a more joined-up approach to Council services. Discussions with other internal teams including Housing Enabling and Public Realm indicate that there is an opportunity, with appropriate service level agreements in place, to improve the service offer and include those elements as chargeable so as to recover their service costs.
- 9.2 An online survey of charged pre-application users was undertaken in May 2018. The results of this survey have been shared and discussed with the Councils Client Side Panel which includes professional planning consultants, architects and other related professionals.
- 9.3 The results of the survey have also been shared with internal stakeholders and with external stakeholders including Suffolk County Council Highways and Flood & Surface Water Management teams.

## 10. EQUALITY ANALYSIS

### 10.1



Equality Impact Assessment (EIA) not required. There are no immediate equality and diversity issues arising from this report. The charged pre-application service has a positive impact in that it includes charging exemptions for enquiries relating to proposals to alter or extend a house for the benefit of a registered disabled person

and those to provide a means of access for disabled persons to buildings to which members of the public are admitted.

## 11. ENVIRONMENTAL IMPLICATIONS

- 11.1 The provision of a charged pre-application service has a positive impact in that it can ensure that development proposals are appropriately screened and evaluated at an early stage so as to safeguard environmental considerations which might otherwise be adversely affected.

## 12. APPENDICES

Title	Location
(a) Pre-App Charging Schedule	<a href="https://www.midsuffolk.gov.uk/assets/DM-Planning-Uploads/Fees-for-pre-app-web-version2.pdf">https://www.midsuffolk.gov.uk/assets/DM-Planning-Uploads/Fees-for-pre-app-web-version2.pdf</a> Attached
(b) Pre-App Enquiry Forms	<a href="https://www.midsuffolk.gov.uk/planning/development-management/pre-application-advice/pre-application-service-from-july-2017/">https://www.midsuffolk.gov.uk/planning/development-management/pre-application-advice/pre-application-service-from-july-2017/</a> Attached
(c) Pre-App Survey	 Pre-App Survey FINAL 310518.pdf Attached
(d) Pre-App Presentation Survey	 Pre-App Survey Presentation.pdf Attached

## 13. BACKGROUND DOCUMENTS

Fenland Cabinet Report	<a href="http://www.fenland.gov.uk/aksfenland/images/att7104.pdf">http://www.fenland.gov.uk/aksfenland/images/att7104.pdf</a>
South Norfolk Cabinet Reports	8/12/2014 <a href="https://www.south-norfolk.gov.uk/sites/default/files/cab2014-12-08-agenda.pdf">https://www.south-norfolk.gov.uk/sites/default/files/cab2014-12-08-agenda.pdf</a>  25/7/2015 <a href="https://www.south-norfolk.gov.uk/sites/default/files/cab2015-07-20-agenda.pdf">https://www.south-norfolk.gov.uk/sites/default/files/cab2015-07-20-agenda.pdf</a>

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## Pre-application advice fees

1. To work out the fee for your enquiry first consider the type of pre-application advice you would like to seek, a written response (see Table 1), a meeting (See Table 2), or an on-site appointment (see Table 3). Please note that the options available depend upon the scale of your proposal.
2. The top row charge relates to planning advice, for example for householder written advice the fee is £84.
3. If you do not wish to choose any add-on options then the fee payable is just that in the top row. However, underneath each development type are additional options. For each additional consultation you choose the fee should be added to create the total fee for the enquiry. These may not all be available, depending on the scale of your proposal.

Example: For a householder proposal, such as an extension, requiring written advice the fee would be £84. If the proposal included any works to the highway you might wish to add highways advice at a further £90. The total fee for this pre-application advice would therefore be £174.

## Pre-application advice fees

**TABLE 1: WRITTEN RESPONSE (Includes VAT)**

Written Response Only		Householder or Non-residential 1-199 sqm	1-9 Dwellings or Non-residential 200-999 sqm	10-49 Dwellings or Non-residential 1000-4999 sq m	50-200 Dwellings or Non-residential 5000+ sqm
<b>Step One</b> Initial fee for pre app advice	PlanningCaseOfficer	<b>£84.00</b>	<b>£138.00</b>	<b>£252.00</b>	<b>£486.00</b>
	<b>With optional additional charge/s of:</b>	+	+	+	+
<b>Step Two</b> Add the inclusion of advice from 1 or more of our pre app partners as needed.	Highways	<b>£90.00</b>	<b>£180.00</b>	<b>£228.00</b>	<b>£288.00</b>
	Floods	N/a	N/a	<b>£300.00</b>	<b>£480.00</b>
	Landscape	N/a	N/a	<b>£252.00</b>	<b>*50-99 £336.00 100+ £504.00</b>
	Ecology	N/a	N/a	<b>£252.00</b>	<b>*50-99 £336.00 100+ £504.00</b>

## Pre-application advice fees

**TABLE 2: MEETING AND WRITTEN RESPONSE (Includes VAT)**

Meeting and written response **		Householder or Non-residential 1-199sqm	1-9 Dwellings or Non-residential 200-999sqm	10-49 Dwellings or Non-residential 1000-4999 sqm	50-200 Dwellings or Non-residential 5000+ sqm
<b>Step One</b> Initial fee for pre app advice	PlanningCaseOfficer	<b>£138.00</b>	<b>£282.00</b>	£504.00	<b>£1152.00</b>
	<b>With optional additional charge/s of:</b>	+	+	+	+
<b>Step Two</b> Add the inclusion of advice from 1 or more of our pre app partners as needed.	Highways	<b>£132.00</b>	<b>£264.00</b>	£336.00	<b>£420.00</b>
	Floods	N/a	N/a	£420.00	<b>£780.00</b>
	Landscape	N/a	N/a	£588.00	*50-99 £504.00 100+£756.00
	Ecology	N/a	N/a	£588.00	*50-99 £504.00 100+£756.00
	<b>With optional additional charge of:</b>	+	+	+	+
<b>Step Three</b> Further meetings as needed with case officer post response	Additional DM Meeting	<b>£54.00</b>	<b>£138.00</b>	£252.00	<b>£360.00</b>

## Pre-application advice fees

**TABLE 3: APPOINTMENT ON SITE**

Appointment on site and written response		Listed Building Heritage Enq Only	1-9 Dwellings or Non-residential 1-999 sq m	10-49 Dwellings or Non-residential 1000-4999 sqm	50-200 Dwellings or Non-residential 5000+ sq m
<b>Step One</b> Initial fee for pre app advice	Planning Case Officer	£282.00 (Only Heritage Officer)	£336.00	£792.00	£1512.00
	<b>With optional additional charge/s of:</b>	+	+	+	+
<b>Step Two</b> Add the inclusion of advice from 1 or more of our pre app partners as needed.	Heritage	N/a	£282.00	£588.00	*50-99 £504.00 100+ £756.00
	Highways	N/a	£348.00	£422.00	£512.00
	Floods	N/a	N/a	£480.00	£660.00
	Landscape	N/a	N/a	£588.00	*50-99 £504.00 100+ £756.00
	Ecology	N/a	N/a	£588.00	*50-99 £504.00 100+ £756.00
	<b>With optional additional charge/s of:</b>	+	+	+	+
<b>Step Three</b> Further meetings as needed with case officer post response	Additional DM Meeting at Council Offices	N/a	£138.00	£252.00	£360.00



## Pre-application advice fees

**TABLE 4: Additional Available Activities**

The options below are only available as an addition to a pre-application enquiry and not as a stand-alone request.

	<b>Additional Available Activities</b>	<b>1-9 dwellings or Non-residential 1-999 sq m</b>	<b>10-49 dwellings or Non-residential 1000-4999 sqm</b>	<b>50-200 dwellings or Non-residential 5000+ sq m</b>
A	Scoping for Transport Assessment***	N/a	N/a	£552.00
B	Review of Draft Transport Statement***	£498.00	£714.00	N/a
C	Review of Draft Transport Assessment***	N/a	N/a	£756.00
D	Travel Plans***	N/a	£283.00	£390.00
E	SCC Review S.106 ***	N/a	N/a	N/a
	i) Highways	£243.00	£354.00	£586.00
	ii) Legal	£600.00	£600.00	£600.00
F	Viability Review (Pre-application and planning application) ***	N/a	£3600.00	£4200.00

## Pre-application advice fees

### NOTES

Planning Performance Agreements can be made for larger or more complex sites, please contact us to discuss this.

For sites that include different types of development the fee payable will be whichever is higher, although for complex sites a PPA may be more appropriate.

### Exemptions

Exemptions to fees will apply in the following circumstances:

- Enquiries relating to proposals for alterations or extensions to a dwelling house for the benefit of a registered disabled person
- Enquiries relating to a proposal for operations to provide a means of access for disabled persons to a building to which members of the public are admitted
- Enquiries made by or on behalf of a non-profit making sports club in respect of playing fields not involving new buildings

Enquiries made by or on behalf of the Town or Parish Council are subject to a 50% reduction

There is no charge for advertisement enquiries

\* In this category the charge for 100+ dwellings also relates to 5,000 sq m non residential

\*\* The meeting will be of the applicant's choice – and can be face to face, or via telephone/skype etc. if preferred

\*\*\*This activity is only available as an addition to a pre-application enquiry, not as a stand-alone enquiry.

# Appendix B – Pre - App Enquiry Forms

Browser address bar: [https://babergh-self.achieveservice.com/AchieveForms/?mode=fill&consentMessage=yes&form\\_uri=sandbox](https://babergh-self.achieveservice.com/AchieveForms/?mode=fill&consentMessage=yes&form_uri=sandbox)

Page title: Babergh and Mid Suffolk Self Service

Navigation: Login



Home

## Planning Pre Application

Our Planning Pre-Application service offers a range of services, with written advice, meetings, and on site appointments available. There is a charge for this service, at various rates depending on the type and level of advice you would like.

**Before you begin** Please use the Pre Application Charges webpage (link below) to work out the fee you will need to pay at the end of this form.

[Pre Application Charges Webpage](#)

Please note that the fee paid will be checked before this pre planning application is processed internally and you may be asked to make an additional payment should the payment amount be calculated incorrectly.

Are you the applicant or are you an agent working on behalf of the applicant? \*  Applicant  Agent

### Your details

Title \*

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Windows taskbar showing icons for Internet Explorer, Outlook, Excel, Skype, Notepad, Paint, PowerPoint, Chrome, File Explorer, Mail, Word, and a game icon. System tray shows the time 10:21 and date 21/08/18.

# Appendix B – Pre - App Enquiry Forms



First name \*

Last name \*

Telephone \*

Email \*

Property name/number \*

Address line 1 \*

Address line 2

Town/Village \*

County \*

Postcode \*

### Enquiry details

Select the district your enquiry refers to \*

Select the parish your enquiry refers to \*



# Appendix B – Pre - App Enquiry Forms



Property name/number \*

Address line 1 \*

Address line 2

Town/Village \*

County \*

Postcode \*

Type of development \*

Description of proposal \*  ?

Description of proposal - additional information   
 Drop files here to upload -    
 Uploaded: 0/1

What service do you require?  ?

Do you require any add on activities? \*  Yes  No

## Attach documents









# Appendix B – Pre - App Enquiry Forms

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Browser address bar: [https://babbergh-self.achieveservice.com/AchieveForms/?mode=fill&consentMessage=yes&form\\_uri=sandbox](https://babbergh-self.achieveservice.com/AchieveForms/?mode=fill&consentMessage=yes&form_uri=sandbox)

### Attach documents

Site plan *	Drop files here to upload - 	Uploaded: 0/1
Sketch plan	Drop files here to upload - 	Uploaded: 0/1
Photographs	Drop files here to upload - 	Uploaded: 0/1
Layout plan	Drop files here to upload - 	Uploaded: 0/1
Accompanying reports	Drop files here to upload - 	Uploaded: 0/1
Other documents	Drop files here to upload - 	Uploaded: 0/1

### Payment

Please enter the fee amount based on the fee calculator you used before starting this form.

**NOTE:**

Before this application is processed the fee paid will be checked and you may be required to make an additional payment should that fee have been worked out incorrectly. We will contact you if this is the case.

Taskbar: Windows 10 icons for Edge, Mail, Excel, Skype, OneDrive, File Explorer, Outlook, Word, and a game icon. System tray: 10:24, 21/08/18.

# Appendix B – Pre - App Enquiry Forms

**Payment**

Please enter the fee amount based on the fee calculator you used before starting this form.

**NOTE:**

Before this application is processed the fee paid will be checked and you may be required to make an additional payment should that fee have been worked out incorrectly. We will contact you if this is the case.

Planning Pre-Application Fee \*  ?

A standard payment receipt will be emailed to you once payment has been successful, if you would like a VAT receipt please use the tick box provided below.

Please tick if you require a VAT receipt  Yes VAT receipt required

Once you click submit you will be taken to our payment screens. If successful you will receive a success message along with a form reference number if you would like to take a note of it for your records, this will trigger a receipt and a copy of this form (including the form reference number) being emailed to the email address you have provided above.

If payment fails for any reason you will be returned to this form which allows you to retry without re-entering all of your details.

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**Data Protection**

Babergh District Council and Mid Suffolk District Council (BMSDC) will be Data Controller of the information you are providing, That means BMSDC will be responsible for looking after it as required by the Data Protection Act 2018. They will only use the information for the purpose explained on a form. As required by the Data Protection Act 2018 the information will be kept safe, secure, processed and only shared for those purposes or where it is allowed by law. For more information on how we do this and your rights in regards to your personal information and how to access it, visit our website page [How we use your information](#), or call customer services on 0300 1234000 and ask to speak to the Data Protection Officer.

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# Planning Pre-Application Service Customer Questionnaire

## 1. Survey details

## 2. Page 2

First a little bit about you. Please select one of the following which best describes you:									
						Response Percent	Response Total		
1	Householder						50.75%	34	
2	Housebuilder / Registered Provider / Developer						2.99%	2	
3	Small Business / SME						7.46%	5	
4	Commercial						2.99%	2	
5	Parish / Community / Charitable						1.49%	1	
6	Professional Agent / Planner / Surveyor / Architect / Draughtsman / Other						31.34%	21	
7	Other (please specify in Comment box below)						2.99%	2	
<b>Analysis</b>		Mean:	3.07	Std. Deviation:	2.33	Satisfaction Rate:	34.58	answered	67
		Variance:	5.44	Std. Error:	0.29			skipped	0
Comments: (4)									
1	23/04/18 2:10PM ID: 80460766	Cheffins							
2	23/04/18 2:42PM ID: 80463792	Architect							
3	23/04/18 4:07PM ID: 80473486	Developer							
4	23/04/18 5:15PM ID: 80485008	Self builder							

## 3. Page 3





Q1. How did you find out about our Pre-Application advice service?								
						Response Percent	Response Total	
1	Web						47.76%	32
2	Phone						11.94%	8
3	Word of Mouth						10.45%	7
4	Previously Used						17.91%	12
5	Other						11.94%	8

### Q1. How did you find out about our Pre-Application advice service?

						Response Percent	Response Total		
<b>Analysis</b>	Mean:	2.34	Std. Deviation:	1.5	Satisfaction Rate:	33.58	answered	67	
	Variance:	2.26	Std. Error:	0.18			skipped	0	
If 'Other' Please List: (8)									
1	23/04/18 2:22PM ID: 80461153	Architect friend							
2	23/04/18 2:34PM ID: 80463244	Agent							
3	23/04/18 4:07PM ID: 80473486	Pre App service available from all LA's							
4	23/04/18 5:04PM ID: 80482797	Architect							
5	23/04/18 5:15PM ID: 80485008	Self build magazines							
6	23/04/18 6:37PM ID: 80495623	Told to use it by the planning department.							
7	23/04/18 6:54PM ID: 80497658	Our architect informed us							
8	30/04/18 10:50AM ID: 81174823	Understanding planning procedures							

#### 4. Page 4

### Q2. How did you make your enquiry?

						Response Percent	Response Total	
1	Online					70.15%	47	
2	Email					17.91%	12	
3	Letter					4.48%	3	
4	Other					7.46%	5	
<b>Analysis</b>	Mean:	1.49	Std. Deviation:	0.89	Satisfaction Rate:	16.42	answered	67
	Variance:	0.79	Std. Error:	0.11			skipped	0

#### 5. Page 5

### Q3. Did you use our website to obtain advice or prepare your enquiry?






						Response Percent	Response Total
1	Yes					83.58%	56
2	No					16.42%	11

### Q3. Did you use our website to obtain advice or prepare your enquiry?

						Response Percent	Response Total	
<b>Analysis</b>	Mean:	1.16	Std. Deviation:	0.37	Satisfaction Rate:	16.42	answered	67
	Variance:	0.14	Std. Error:	0.05			skipped	0

## 6. Page 6




### Q3a. Please consider the following statement and to what extent you agree The Babergh and Mid Suffolk Council website was easy to navigate.

						Response Percent	Response Total	
1	Strongly Agree					8.93%	5	
2	Agree					55.36%	31	
3	Neither Agree or Disagree					19.64%	11	
4	Disagree					12.50%	7	
5	Strongly Disagree					3.57%	2	
<b>Analysis</b>	Mean:	2.46	Std. Deviation:	0.94	Satisfaction Rate:	36.61	answered	56
	Variance:	0.89	Std. Error:	0.13			skipped	11



#### Comments: (7)

1	23/04/18 2:22PM ID: 80461153	The form software didn't work with one browser, and there was no indication that this might be so - took a while and considerable internet knowledge to work out the solution
2	23/04/18 3:45PM ID: 80473778	Finding specific application forms is difficult
3	23/04/18 4:15PM ID: 80476247	Although, in the round, it was possible to navigate the site without serious difficulty, the site feels quite old fashioned and might be difficult for somebody engaging with the planning process for the first time and with limited prior knowledge. The search facility on the planning portal is particularly clunky.
4	23/04/18 5:04PM ID: 80482797	We could not get any information to upload on to the website form which is why we sent a letter
5	24/04/18 8:29AM ID: 80542793	It was months ago and I cannot remember
6	24/04/18 5:42PM ID: 80619439	From what I remember it was not easy to find listed building route
7	28/04/18 7:54AM ID: 81041562	I found it quite difficult to identify what was required for changes to listed building internal work only that did not require planning permission.

### Q3b. Please consider the following statement and to what extent you agree Our website clearly explained how the pre-application process works.


						Response Percent	Response Total
1	Strongly Agree					7.14%	4
2	Agree					64.29%	36
3	Neither Agree or Disagree					14.29%	8

**Q3b. Please consider the following statement and to what extent you agree Our website clearly explained how the pre-application process works.**

						Response Percent	Response Total	
4	Disagree					12.50%	7	
5	Strongly Disagree					1.79%	1	
<b>Analysis</b>	Mean:	2.38	Std. Deviation:	0.86	Satisfaction Rate:	34.38	answered	56
	Variance:	0.73	Std. Error:	0.11			skipped	11
Comments: (8)								
1	23/04/18 2:19PM ID: 80460944	A bit of an information overload.						
2	23/04/18 2:22PM ID: 80461153	Validation is not well explained						
3	23/04/18 2:47PM ID: 80464417	The costs involved were not clear						
4	23/04/18 3:17PM ID: 80469610	A pre planning application should give advice and guidance. Not repeat the information provided						
5	23/04/18 3:21PM ID: 80470290	Timings of process es/stages could be clearer						
6	23/04/18 4:15PM ID: 80476247	In general it does, although there could be more information about what to expect during the process - when/how will receipt of the advice request be acknowledged, what will happen after that?						
7	24/04/18 8:29AM ID: 80542793	It was months ago and I cannot remember						
8	25/04/18 7:50PM ID: 80757726	It was ok. A bit lacking in clear explanation of the process.						

**7. Page 7**

**Q4. Was your pre-application enquiry registered in good time?**



						Response Percent	Response Total	
1	Yes					85.07%	57	
2	No					14.93%	10	
<b>Analysis</b>	Mean:	1.15	Std. Deviation:	0.36	Satisfaction Rate:	14.93	answered	67
	Variance:	0.13	Std. Error:	0.04			skipped	0
If 'No' please elaborate: (10)								
1	23/04/18 2:14PM ID: 80460898	Sometimes the response is quite slow which does not suit impatient Client's						
2	23/04/18 2:19PM ID: 80460944	Received written advice 2 weeks after target						
3	23/04/18 2:27PM ID: 80462253	Difficult to say definitively as issues with payment and how that is created on line						
4	23/04/18 2:47PM ID: 80464417	I had apologies from your staff referring to their workload as a reason for the delay in responses						

#### Q4. Was your pre-application enquiry registered in good time?

			Response Percent	Response Total
5	23/04/18 4:07PM ID: 80473486	Application lost in house		
6	23/04/18 5:10PM ID: 80482920	No it took nearly 4 weeks, when it was supposed to take 2! This was only approved after I kept chasing and it looked like it was done on the day that I last chased it up. So, it looked like it wouldn't have been done without me keeping on with the chasing.		
7	23/04/18 5:15PM ID: 80485008	There was a delay as the phone payment service would not process the payment but had accepted the card.		
8	23/04/18 6:44PM ID: 80496032	Needed an extension due to delayed response.		
9	23/04/18 7:12PM ID: 80499621	There was a problem loading documents onto the system, I had to call in and then email to the office. Was informed the system wasn't working very well.		
10	23/04/18 9:11PM ID: 80512808	Why the * ?		

#### 8. Page 8

#### Q5. Was your enquiry registered as submitted, or did we request more information?

			Response Percent	Response Total				
1	Registered As Submitted		74.63%	50				
2	More Information Was Requested		25.37%	17				
<b>Analysis</b>	Mean:	1.25	Std. Deviation:	0.44	Satisfaction Rate:	25.37	answered	67
	Variance:	0.19	Std. Error:	0.05			skipped	0
Comments: (4)								
1	23/04/18 7:12PM ID: 80499621	The system sent endless duplicate emails and letters, it was very confusing so I had to phone the office to clarify what was going on, was told ignore all as the system was not working very well						
2	23/04/18 9:11PM ID: 80512808	Clearly ask from planning team. I had missed items off no real impact on time frame for response.						
3	24/04/18 8:29AM ID: 80542793	Do not know if the above is correct It was months ago and I cannot remember, you need an alternative Not Sure button						
4	30/04/18 10:50AM ID: 81174823	Payment was requested						

#### 9. Page 9

#### Q6a. Have you now submitted a planning application following our provision of pre-application advice?



			Response Percent	Response Total
1	Yes		53.73%	36
2	No		46.27%	31

**Q6a. Have you now submitted a planning application following our provision of pre-application advice?**

						Response Percent	Response Total	
<b>Analysis</b>	Mean:	1.46	Std. Deviation:	0.5	Satisfaction Rate:	46.27	answered	67
	Variance:	0.25	Std. Error:	0.06			skipped	0






10. Page 10

**Q6b. Were you asked to amend your application whilst it was being processed? If so was this consistent with the pre-app advice you received? Please use the comments box below.**

						Response Percent	Response Total	
1	No					79.10%	53	
2	Yes					20.90%	14	
<b>Analysis</b>	Mean:	1.21	Std. Deviation:	0.41	Satisfaction Rate:	20.9	answered	67
	Variance:	0.17	Std. Error:	0.05			skipped	0

Comments: (14)

1	23/04/18 2:14PM ID: 80460841	Not applicable as yet, we only registered the application a couple of weeks ago
2	23/04/18 2:22PM ID: 80461153	I haven't yet received any substantive response to the pre-planning application (and it's close to deadline)
3	23/04/18 2:37PM ID: 80463843	asked for contamination report
4	23/04/18 2:47PM ID: 80464417	Partly consistent but a further issue came out of the written response
5	23/04/18 2:54PM ID: 80467012	N/A - application yet to be submitted
6	23/04/18 5:15PM ID: 80485008	Application has only just been submitted.
7	23/04/18 9:11PM ID: 80512808	N/A
8	23/04/18 9:55PM ID: 80517815	Was told that what we wanted wouldn't be approved on pre approval. Put exactly same thing through full planning and recieved permission...
9	24/04/18 5:40AM ID: 80532079	Further detail and site plans were requested and these details were not highlighted in the response from my pre application request.
10	24/04/18 8:11AM ID: 80540514	Yes, some suggestions were made and I was asked to justify my site layout (which I did). This was helpful as my justification of siting of the building probably eased or avoided questions at the application stage.
11	24/04/18 9:57AM ID: 80553921	I was ask to provide the same information a site plan but to add a red line . The land was clearly marked already just not in red pen
12	24/04/18 10:09AM ID: 80555919	your agent did not attend the meeting
13	25/04/18 7:50PM ID: 80757726	Not applicable. No application has yet been submitted.
14	30/04/18 10:50AM ID: 81174823	no application made yet



Q7. In relation to our overall service did our pre-application advice help you when you submitted your planning application?							Response Percent	Response Total
1	Strongly Agree						26.15%	17
2	Agree						33.85%	22
3	Neither Agree or Disagree						23.08%	15
4	Disagree						4.62%	3
5	Strongly Disagree						12.31%	8
<b>Analysis</b>	Mean:	2.43	Std. Deviation:	1.26	Satisfaction Rate:	35.77	answered	65
	Variance:	1.6	Std. Error:	0.16			skipped	2
<b>Comments: (15)</b>								
1	23/04/18 2:14PM ID: 80460909	No application submitted yet. Further pre-app to be sought.						
2	23/04/18 2:14PM ID: 80460841	We changed our plans based on the advice from the pre app						
3	23/04/18 2:22PM ID: 80461153	As not yet submitted - this survey is premature for these questions						
4	23/04/18 2:42PM ID: 80463792	We submitted an Application last year which we withdrew after receiving advice from Design Review Panel and have sought Pre-App advice on our new design which we will submit shortly.						
5	23/04/18 2:47PM ID: 80464417	It gave me a signal that the general idea was likely to succeed but I didn't feel it represented value for money						
6	23/04/18 2:48PM ID: 80463148	Although it did take an additional cost of a site visit by a member of the heritage team in order to determine that not amendment to the submitted proposals was required in this instance.						
7	23/04/18 2:54PM ID: 80467012	N/A - application yet to be submitted						
8	23/04/18 4:15PM ID: 80476247	As already indicated a full application was not submitted. This was because the response to the pre-application request was slow (nearly twice the fourteen days target) and by the time the advice was received the opportunity to purchase the property had passed.						
9	23/04/18 9:11PM ID: 80512808	Hard one to answer as it was only a few days ago and so not really enough time to answer this question. Maybe something like would advice help you in making your application.						
10	24/04/18 9:57AM ID: 80553921	The answers I received are very ambiguous and could mean several outcome so I'm still confused . I have emailed again for clarification but Boone has come back to me						
11	24/04/18 10:09AM ID: 80555919	you didn't attend the meeting						
12	25/04/18 7:50PM ID: 80757726	The advice received was too woolly to be construed as anything more than informed opinion. My follow-up email requesting clarification was ignored. As a result, I am little further forward than I was before seeking the pre-app advice, and not at all confident that any application would be successful - or what I need to do to make it so.						
13	28/04/18 7:54AM ID: 81041562	Np planning was required. Only listed building advice						
14	07/05/18 7:43PM ID: 82733701	The pre-application advice was clear and informative.						

**Q7. In relation to our overall service did our pre-application advice help you when you submitted your planning application?**

			Response Percent	Response Total
15	23/05/18 4:54PM ID: 85472844	It will when it comes to submitting the application		



12. Page 12

**Q8. In relation to our overall service did we ask you to modify your proposal?**

						Response Percent	Response Total	
1	Yes					38.81%	26	
2	No					61.19%	41	
<b>Analysis</b>	Mean:	1.61	Std. Deviation:	0.49	Satisfaction Rate:	61.19	answered	67
	Variance:	0.24	Std. Error:	0.06			skipped	0

13. Page 13

**Q8a. Did you understand the reasons for the advice we gave?**


						Response Percent	Response Total	
1	Yes					84.62%	22	
2	No					15.38%	4	
<b>Analysis</b>	Mean:	1.15	Std. Deviation:	0.36	Satisfaction Rate:	15.38	answered	26
	Variance:	0.13	Std. Error:	0.07			skipped	41

If 'No' please elaborate: (3)

1	23/04/18 2:27PM ID: 80462253	There was a total conflict of what was said by the Case Officers on site as to what written advice was given.
2	23/04/18 9:55PM ID: 80517815	No because full planning was approved for the same thing
3	25/04/18 7:50PM ID: 80757726	Sort of. But there was little clear guidance given as to what modifications should be made; simply a statement that the proposal as it stood would be likely refused, and an unclear suggestion about the 'linearity' of the existing structure. My architect was equally flummoxed by the advice.





14. Page 14

**Q9. Do you think that the overall advice you received represented good value for money?**

			Response Percent	Response Total
1	Strongly Agree		10.45%	7



**Q9. Do you think that the overall advice you received represented good value for money?**

						Response Percent	Response Total	
2	Agree					29.85%	20	
3	Neither Agree or Disagree					22.39%	15	
4	Disagree					16.42%	11	
5	Strongly Disagree					20.90%	14	
<b>Analysis</b>	Mean:	3.07	Std. Deviation:	1.31	Satisfaction Rate:	51.87	answered	67
	Variance:	1.71	Std. Error:	0.16			skipped	0

If you disagree, please explain why: (23)



1	23/04/18 2:14PM ID: 80460909	Planning officer advice very poor given the £1400 cost. Planning officer was good on site meeting but then written response did not provide any guidance. Conservation advice was fine (and largely as expected). I think next time we may only seek conservation pre-app.
2	23/04/18 2:22PM ID: 80462304	Do not know yet
3	23/04/18 2:24PM ID: 80462204	It is an extremely expensive service for simply wanting to find out if planning permission is required or not. Many councils do not charge for this, or have a second, lower fee (compared to asking for detailed planning advice).
4	23/04/18 2:34PM ID: 80463244	dont know agent handled it
5	23/04/18 2:47PM ID: 80464417	The cost involved is not far short of a full application but the advice given was shallow, suffered delays and I felt it was bottom of the pile in terms of priorities
6	23/04/18 2:50PM ID: 80465488	The reapplication fees are somewhat disproportionate to the application fees themselves and whilst the service itself has improved with the responses received typically being more consistent with the eventual decisions reached. Since charging i have found clients less likely to be happy to engage in this process and would prefer to submit an application knowing that certain amendments can be made during the application process thus avoiding the need for the associated delays and cost of engaging in the pre-app process.
7	23/04/18 2:54PM ID: 80467012	To date, though this will be dependent on subsequent planning application, yet to be made.
8	23/04/18 3:17PM ID: 80469610	No advice given. No question asked
9	23/04/18 4:15PM ID: 80476247	Since, in the end, the advice was too late to be of any use, it is hard to argue that any price would represent "good value". But I have a broader issue with the fees. I find it hard to see how charging for a service which was previously free "encourage[s] pre-application" and since use of the pre-application service is likely to reduce the costs to the council of processing ill thought-out applications, the suggestion that the fee covers a cost is disingenuous. I would suggest that it is merely a way to try to plug a hole in the council's finances.
10	23/04/18 5:04PM ID: 80482797	We was told in meeting that our application would probably be approved , and then got a follow up email saying that it would not be approved which left us very confused and that they did not really no what they were talking about or didn't want to tell us the truth to our face
11	23/04/18 5:10PM ID: 80482920	No, no and no! Considering this used to be free. Not only that,with my previous comment, it took nearly 4 weeks to receive my advice which I had to keep chasing for. I then got promised to be refunded my money (£90) for the delay,which was instigated by one of your staff members and this has never come through. I then asked another member of your staff when this hadn't been refunded and I got told that they didn't know anything about it.

**Q9. Do you think that the overall advice you received represented good value for money?**

			Response Percent	Response Total
12	23/04/18 5:15PM ID: 80485008	I understand that the council need to make a charge, however £280 seems rather high for the time allocated for the meeting.		
13	23/04/18 5:29PM ID: 80487601	I understand the limitations on funding..... I would have been pleased if the cost of the pre app was then taken from the total cost of the planning application itself. This would reflect the fact that work had been completed, on both parties, prior to full application.		
14	23/04/18 6:37PM ID: 80495623	Should not have to pay for advise how to apply.		
15	23/04/18 7:34PM ID: 80502105	I asked a number of questions and the vast majority were just ignored. The advice was therefore very poor value and of limited use.		
16	23/04/18 9:11PM ID: 80512808	Is it value for money? Hard when it used to be free. Compared to last year no. Saying that price for service was fair but would like to know where Revenue goes? Extra or less work load for people in planning team. When and where do you report pros and cons of this system over old ways?		
17	24/04/18 5:40AM ID: 80532079	If the inconsistency is removed from pre-application advice and application requirements.		
18	24/04/18 11:19AM ID: 80564669	Although it was useful, it was very expensive for anyone working to a tight budget		
19	24/04/18 5:42PM ID: 80619439	Had to repeatedly chase for response exceeding the time fram promised  Also it seems there is now no way to simply call to ask if planning may be required and as we have a listed building this is not only inconvenient but now penalises the owner financially		
20	25/04/18 7:50PM ID: 80757726	£288 for a statement that one version of the drawing proposal I had submitted wailed be refused (which did not need a visit to validate), while the other versions were really not addressed, coupled with a written statement of 'advice' that was unclear and for which clarification was refused, is not in any way good value for money. I might just as well have asked the bloke next door.		
21	28/04/18 7:54AM ID: 81041562	It did seem very. The cost of the work was probably only 50% more than the advice.		
22	30/04/18 10:50AM ID: 81174823	it used to be free		
23	07/05/18 7:43PM ID: 82733701	Despite following the advice, my application was refused. No further advice was offered before the decision was made.		

**15. Specific elements of our pre-application advice service - Heritage**

**Q10a. Did you include Heritage advice in your pre-application request?**

						Response Percent	Response Total	
1	Yes					22.39%	15	
2	No					77.61%	52	
<b>Analysis</b>	Mean:	1.78	Std. Deviation:	0.42	Satisfaction Rate:	77.61	answered	67
	Variance:	0.17	Std. Error:	0.05			skipped	0

**Q10b: In relation to the Heritage element of our pre-application advice service : Did this element of our service help you so that you were able to successfully submit your application?**

						Response Percent	Response Total	
1	Yes					60.00%	9	
2	No					40.00%	6	
<b>Analysis</b>	Mean:	1.4	Std. Deviation:	0.49	Satisfaction Rate:	40	answered	15
	Variance:	0.24	Std. Error:	0.13			skipped	52

**Comments: (4)**

1	23/04/18 2:14PM ID: 80460909	Not yet submitted, further pre app to be sought.
2	23/04/18 2:48PM ID: 80463148	Initially the application was submitted on the basis of a meeting in the council office and negative response was received. This was at the time of the pre-app advice and payment for was coming into place and opted for paying for an additional site visit which in the end allowed the officer to establish a better understanding of the setting and levels involve that are not easily represented with 2d drawing information
3	24/04/18 5:42PM ID: 80619439	Eventually but only after phone conversation To be fair our application fee was refunded
4	25/04/18 7:50PM ID: 80757726	See earlier comments.

**Q10c. In relation to the Heritage element of our pre-application advice service : Did we ask you to modify this element of your proposal? Did we explain the reasons for the changes you were asked to make?**

						Response Percent	Response Total	
1	Yes					53.33%	8	
2	No					46.67%	7	
<b>Analysis</b>	Mean:	1.47	Std. Deviation:	0.5	Satisfaction Rate:	46.67	answered	15
	Variance:	0.25	Std. Error:	0.13			skipped	52

**Comments: (3)**

1	23/04/18 2:27PM ID: 80462253	Confliction of verbal comments on site to that received in writing and still awaiting a response to a comment that was made to assist.
2	23/04/18 2:48PM ID: 80463148	Although as above following a site visit no changes were asked for
3	25/04/18 7:50PM ID: 80757726	Two questions here: yes, you said it would need modification. No, you did not adequately explain the reasons.

**Q10d. In relation to the Heritage element of our pre-application advice service : Did the advice represent good value for money?**

						Response Percent	Response Total
1	Yes					73.33%	11
2	No					26.67%	4
						answered	15



**Q10d. In relation to the Heritage element of our pre-application advice service : Did the advice represent good value for money?**

						Response Percent	Response Total	
<b>Analysis</b>	Mean:	1.27	Std. Deviation:	0.44	Satisfaction Rate:	26.67	skipped	52
	Variance:	0.2	Std. Error:	0.11				

Comments: (3)

1	23/04/18 2:27PM ID: 80462253	Neutral
2	25/04/18 7:50PM ID: 80757726	See earlier comments.
3	28/04/18 7:54AM ID: 81041562	Only in the sense that it gave peace of mind.








**Q10e. In relation to the Heritage element of our pre-application advice service: Would you use this service again?**

						Response Percent	Response Total	
1	Yes		80.00%	12				
2	No		20.00%	3				
<b>Analysis</b>	Mean:	1.2	Std. Deviation:	0.4	Satisfaction Rate:	20	answered	15
	Variance:	0.16	Std. Error:	0.1			skipped	52

Comments: (3)

1	23/04/18 2:27PM ID: 80462253	Neutral
2	25/04/18 7:50PM ID: 80757726	It was a waste of my and your time.
3	28/04/18 7:54AM ID: 81041562	No other plans

**Q10f. Overall how would you rate this element of our service (Heritage): 10 being the highest rating, 1 the lowest.**

						Response Percent	Response Total
1	10		20.00%	3			
2	9		13.33%	2			
3	8		13.33%	2			
4	7		13.33%	2			
5	6		6.67%	1			
6	5		6.67%	1			
7	4		0.00%	0			
8	3		13.33%	2			
9	2		0.00%	0			

**Q10f. Overall how would you rate this element of our service (Heritage): 10 being the highest rating, 1 the lowest.**

						Response Percent	Response Total		
10	1						13.33%	2	
<b>Analysis</b>	Mean:	4.53	Std. Deviation:	3.07	Satisfaction Rate:	39.26	answered	15	
	Variance:	9.45	Std. Error:	0.79			skipped	52	
What is the most important thing we could improve? (8)									
1	23/04/18 2:14PM ID: 80460909	Late response - timescales could be better!							
2	23/04/18 2:27PM ID: 80462253	Advice when on site co-ordinated with advice when received in writing. Clients react on positive verbal advice,							
3	23/04/18 2:48PM ID: 80463148	Only 8 as we did then need to pay for a site visit in order that a better understanding of the site features could be understood. Lesson learnt for myself in the future.							
4	23/04/18 3:28PM ID: 80471479	Slow in responding to original application							
5	24/04/18 9:31AM ID: 80550322	The arranging of a site visit with the attendance of the Heritage Team took a long time.							
6	24/04/18 5:42PM ID: 80619439	allow a telephone conversation without charge in order to establish if planning likely to be required It feels now that we cannot even consult at all without paying punitive fees for the privilege of owning an historic property							
7	25/04/18 7:50PM ID: 80757726	Give advice that is specific, pertinent, and helpful. The advice I received was none of these things.							
8	28/04/18 7:54AM ID: 81041562	The cost should be proportional to the magnitude of the work if possible.							

**17. Specific elements of our pre-application advice service - Highways**

**Q11a. Did you include Highways advice in your pre-application advice request?**

						Response Percent	Response Total	
1	Yes						11.94%	8
2	No						88.06%	59
<b>Analysis</b>	Mean:	1.88	Std. Deviation:	0.32	Satisfaction Rate:	88.06	answered	67
	Variance:	0.11	Std. Error:	0.04			skipped	0

**18. Page 18**



**Q11b. In relation to the Highways element of our pre-application advice service : Did this element of our service help you so that you were able to successfully submit your application?**

						Response Percent	Response Total	
1	Yes						87.50%	7
2	No						12.50%	1



**Q11b. In relation to the Highways element of our pre-application advice service : Did this element of our service help you so that you were able to successfully submit your application?**

						Response Percent	Response Total		
<b>Analysis</b>	Mean:	1.12	Std. Deviation:	0.33	Satisfaction Rate:	12.5	answered	8	
	Variance:	0.11	Std. Error:	0.12			skipped	59	
If 'No' please elaborate: (1)									
1	24/04/18 7:15AM ID: 80536628	SCC Highways were not helpful							



**Q11c. In relation to the Highways element of our pre-application advice service : Did we ask you to modify this element of your proposal? Did we explain the reasons for the changes you were asked to make?**

						Response Percent	Response Total		
1	Yes					25.00%	2		
2	No					75.00%	6		
<b>Analysis</b>	Mean:	1.75	Std. Deviation:	0.43	Satisfaction Rate:	75	answered	8	
	Variance:	0.19	Std. Error:	0.15			skipped	59	
Comments: (1)									
1	23/04/18 7:34PM ID: 80502105	Garage needed to be bigger							






**Q11d. In relation to the Highways element of our pre-application advice service : Did the advice represent good value for money?**

						Response Percent	Response Total	
1	Yes					87.50%	7	
2	No					12.50%	1	
<b>Analysis</b>	Mean:	1.12	Std. Deviation:	0.33	Satisfaction Rate:	12.5	answered	8
	Variance:	0.11	Std. Error:	0.12			skipped	59

**Q11e. In relation to the Highways element of our pre-application advice service: Would you use this service again?**



						Response Percent	Response Total	
1	Yes					87.50%	7	
2	No					12.50%	1	
<b>Analysis</b>	Mean:	1.12	Std. Deviation:	0.33	Satisfaction Rate:	12.5	answered	8
	Variance:	0.11	Std. Error:	0.12			skipped	59

**Q11f. Overall how would you rate this element of our service (Highways): 10 being the highest rating, 1 the lowest.**

					Response Percent	Response Total		
1	10				25.00%	2		
2	9				0.00%	0		
3	8				37.50%	3		
4	7				12.50%	1		
5	6				0.00%	0		
6	5				12.50%	1		
7	4				0.00%	0		
8	3				12.50%	1		
9	2				0.00%	0		
10	1				0.00%	0		
<b>Analysis</b>	Mean:	3.62	Std. Deviation:	2.23	Satisfaction Rate:	29.17	answered	8
	Variance:	4.98	Std. Error:	0.79			skipped	59
What could be done to improve this element of our service? (1)								
1	23/04/18 7:34PM ID: 80502105	Answer all my questions						



**19. Specific elements of our pre-application advice service - Floods**

**Q12a. Did you include Floods advice in your pre-application advice request**

					Response Percent	Response Total		
1	Yes				5.97%	4		
2	No				94.03%	63		
<b>Analysis</b>	Mean:	1.94	Std. Deviation:	0.24	Satisfaction Rate:	94.03	answered	67
	Variance:	0.06	Std. Error:	0.03			skipped	0

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**Q12b. In relation to the Floods element of our pre-application advice service : Did this element of our service help you so that you were able to successfully submit your application?**

					Response Percent	Response Total		
1	Yes				50.00%	2		
2	No				50.00%	2		
<b>Analysis</b>	Mean:	1.5	Std. Deviation:	0.5	Satisfaction Rate:	50	answered	4
	Variance:	0.25	Std. Error:	0.25			skipped	63
If 'No' please elaborate: (2)								

**Q12b. In relation to the Floods element of our pre-application advice service : Did this element of our service help you so that you were able to successfully submit your application?**

			Response Percent	Response Total
1	23/04/18 2:34PM ID: 80463244	n/a		
2	30/04/18 10:50AM ID: 81174823	no application submitted yet		

**Q12c. In relation to the Floods element of our pre-application advice service : Did we ask you to modify this element of your proposal? Did we explain the reasons for the changes you were asked to make?**

			Response Percent	Response Total		
1	Yes		0.00%	0		
2	No		100.00%	4		
<b>Analysis</b>	Mean:	2	Std. Deviation:	0	answered	4
	Variance:	0	Std. Error:	0		
Satisfaction Rate: 100						
Comments: (1)						
1	23/04/18 2:34PM ID: 80463244	N/A				

**Q12d. In relation to the Floods element of our pre-application advice service : Did the advice represent good value for money?**

			Response Percent	Response Total		
1	Yes		50.00%	2		
2	No		50.00%	2		
<b>Analysis</b>	Mean:	1.5	Std. Deviation:	0.5	answered	4
	Variance:	0.25	Std. Error:	0.25		
Satisfaction Rate: 50						
If 'No' please elaborate: (2)						
1	23/04/18 2:34PM ID: 80463244	n/a				
2	30/04/18 10:50AM ID: 81174823	it used to be free				

**Q12e. In relation to the Floods element of our pre-application advice service: Would you use this service again?**

			Response Percent	Response Total		
1	Yes		50.00%	2		
2	No		50.00%	2		
<b>Analysis</b>	Mean:	1.5	Std. Deviation:	0.5	answered	4
	Variance:	0.25	Std. Error:	0.25		
Satisfaction Rate: 50						



**Q12e. In relation to the Floods element of our pre-application advice service: Would you use this service again?**

			Response Percent	Response Total
If 'No' please elaborate: (1)				
1	23/04/18 2:34PM ID: 80463244	n/a		

**Q12f. Overall how would you rate this element of our service (Floods): 10 being the highest rating, 1 the lowest.**

						Response Percent	Response Total	
1	10					25.00%	1	
2	9					25.00%	1	
3	8					0.00%	0	
4	7					0.00%	0	
5	6					0.00%	0	
6	5					25.00%	1	
7	4					0.00%	0	
8	3					0.00%	0	
9	2					0.00%	0	
10	1					25.00%	1	
<b>Analysis</b>	Mean:	4.75	Std. Deviation:	3.56	Satisfaction Rate:	41.67	answered	4
	Variance:	12.69	Std. Error:	1.78			skipped	63

What could be done to improve this element of our service? (1)

1	23/04/18 2:34PM ID: 80463244	n/a
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**21. Specific elements of our pre-application advice service - Landscape**

**Q13a. Did you include Landscape advice in your pre-application request?**


						Response Percent	Response Total	
1	Yes					4.48%	3	
2	No					95.52%	64	
<b>Analysis</b>	Mean:	1.96	Std. Deviation:	0.21	Satisfaction Rate:	95.52	answered	67
	Variance:	0.04	Std. Error:	0.03			skipped	0

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**Q13b. In relation to the Landscape element of our pre-application advice service: Did this element of our service help you so that you were able to successfully submit your application?**

						Response Percent	Response Total		
1	Yes					33.33%	1		
2	No					66.67%	2		
<b>Analysis</b>	Mean:	1.67	Std. Deviation:	0.47	Satisfaction Rate:	66.67	answered	3	
	Variance:	0.22	Std. Error:	0.27			skipped	64	
If 'No' please elaborate: (1)									
1	24/04/18 8:29AM ID: 80542793	No because we were out bid for the property and did not make the purchase so the planning pre-app was useful but in the end not necessary							



**Q13c. In relation to the Landscape element of our pre-application advice service: Did we ask you to modify this element of your proposal? Did we explain the reasons for the changes you were asked to make?**

						Response Percent	Response Total	
1	Yes					0.00%	0	
2	No					100.00%	3	
<b>Analysis</b>	Mean:	2	Std. Deviation:	0	Satisfaction Rate:	100	answered	3
	Variance:	0	Std. Error:	0			skipped	64

**Q13d. In relation to the Landscape element of our pre-application advice service: Did the advice represent good value for money?**

						Response Percent	Response Total	
1	Yes					33.33%	1	
2	No					66.67%	2	
<b>Analysis</b>	Mean:	1.67	Std. Deviation:	0.47	Satisfaction Rate:	66.67	answered	3
	Variance:	0.22	Std. Error:	0.27			skipped	64

**Q13e. In relation to the Landscape element of our pre-application advice service: Would you use this service again?**

						Response Percent	Response Total	
1	Yes					33.33%	1	
2	No					66.67%	2	
<b>Analysis</b>	Mean:	1.67	Std. Deviation:	0.47	Satisfaction Rate:	66.67	answered	3
	Variance:	0.22	Std. Error:	0.27			skipped	64

**Q13f. Overall how would you rate this element of our service (Landscape): 10 being the highest rating, 1 the lowest.**

		Response Percent	Response Total					
1	10	0.00%	0					
2	9	0.00%	0					
3	8	33.33%	1					
4	7	0.00%	0					
5	6	0.00%	0					
6	5	0.00%	0					
7	4	0.00%	0					
8	3	33.33%	1					
9	2	0.00%	0					
10	1	33.33%	1					
<b>Analysis</b>	Mean:	7	Std. Deviation:	2.94	Satisfaction Rate:	66.67	answered	3
	Variance:	8.67	Std. Error:	1.7			skipped	64

23. Specific elements of our pre-application advice service - Ecology

**Q14a. Did you include Ecology advice in your pre-application request?**

		Response Percent	Response Total					
1	Yes	4.48%	3					
2	No	95.52%	64					
<b>Analysis</b>	Mean:	1.96	Std. Deviation:	0.21	Satisfaction Rate:	95.52	answered	67
	Variance:	0.04	Std. Error:	0.03			skipped	0

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**Q14b. In relation to the Ecology element of our pre-application advice service: Did this element of our service help you so that you were able to successfully submit your application?**

		Response Percent	Response Total					
1	Yes	66.67%	2					
2	No	33.33%	1					
<b>Analysis</b>	Mean:	1.33	Std. Deviation:	0.47	Satisfaction Rate:	33.33	answered	3
	Variance:	0.22	Std. Error:	0.27			skipped	64

**Q14c. In relation to the Ecology element of our pre-application advice service: Did we ask you to modify this element of your proposal? Did we explain the reasons for the changes you were asked to make?**

		Response Percent	Response Total	
1	Yes	0.00%	0	
2	No	100.00%	3	
<b>Analysis</b>	Mean: 2	Std. Deviation: 0	Satisfaction Rate: 100	
	Variance: 0	Std. Error: 0		
			answered	3
			skipped	64

**Q14d. In relation to the Ecology element of our pre-application advice service: Did the advice represent good value for money?**

		Response Percent	Response Total	
1	Yes	66.67%	2	
2	No	33.33%	1	
<b>Analysis</b>	Mean: 1.33	Std. Deviation: 0.47	Satisfaction Rate: 33.33	
	Variance: 0.22	Std. Error: 0.27		
			answered	3
			skipped	64

**Q14e. In relation to the Ecology element of our pre-application advice service: Would you use this service again?**

		Response Percent	Response Total	
1	Yes	66.67%	2	
2	No	33.33%	1	
<b>Analysis</b>	Mean: 1.33	Std. Deviation: 0.47	Satisfaction Rate: 33.33	
	Variance: 0.22	Std. Error: 0.27		
			answered	3
			skipped	64

**Q14f. Overall how would you rate this element of our service (Ecology): 10 being the highest rating, 1 the lowest.**



		Response Percent	Response Total
1	10	0.00%	0
2	9	0.00%	0
3	8	33.33%	1
4	7	0.00%	0
5	6	0.00%	0
6	5	33.33%	1
7	4	0.00%	0
8	3	0.00%	0
9	2	0.00%	0
10	1	33.33%	1

**Q14f. Overall how would you rate this element of our service (Ecology): 10 being the highest rating, 1 the lowest.**

						Response Percent	Response Total	
<b>Analysis</b>	Mean:	6.33	Std. Deviation:	2.87	Satisfaction Rate:	59.26	answered	3
	Variance:	8.22	Std. Error:	1.66			skipped	64

25. Summary

**Q15. Overall would you use our pre-app service again?**

						Response Percent	Response Total	
1	Yes						73.13%	49
2	No						26.87%	18
<b>Analysis</b>	Mean:	1.27	Std. Deviation:	0.44	Satisfaction Rate:	26.87	answered	67
	Variance:	0.2	Std. Error:	0.05			skipped	0

If 'No' please explain why (20)

1	23/04/18 2:24PM ID: 80462204	Only if absolutely necessary, as clients are not usually willing to pay the extra fees.
2	23/04/18 2:27PM ID: 80462253	Because I believe it is a valuable exercise for our clients. However if one pays for a service then one expects a level of service, which unfortunately in this instance was not forthcoming.
3	23/04/18 2:47PM ID: 80464417	I think the money would be better spent on professional advice and a full application. I wouldn't recommend the service to others
4	23/04/18 2:50PM ID: 80465488	As previously noted on small scale projects the associated costs involve mean that this service is not justified. When the former 'drop-in' service was provided all applications were discussed prior to submission.
5	23/04/18 3:17PM ID: 80469610	No guidance offered
6	23/04/18 4:15PM ID: 80476247	But only because there isn't really a viable alternative.
7	23/04/18 5:04PM ID: 80482797	Very expensive for a meeting that only lasted for 5 min and gave us inaccurate information
8	23/04/18 5:10PM ID: 80482920	No! Complete waste of time, just to get an answer of 'yes, we think it will pass but no guarentees.
9	23/04/18 6:33PM ID: 80494384	poor communication poor time scales not met. 50% refund promised never received
10	23/04/18 6:37PM ID: 80495623	Prefer just to speak to somebody over the phone.
11	23/04/18 7:34PM ID: 80502105	Poor value and poor planning advice for what was a considerable fee. Highways was fine.
12	23/04/18 9:55PM ID: 80517815	For reasons previously given. Waste of time and money
13	24/04/18 5:40AM ID: 80532079	But I think I would question the response in more detail
14	24/04/18 8:11AM ID: 80540514	I feel its too expensive for what is offered. An hour with a officer and a few comments is not worth that value. Also, charging for pre application advise will force many to try

### Q15. Overall would you use our pre-app service again?

			Response Percent	Response Total
		even harder to side step the planning system. This I feel is very strongly true of heritage applications where the councils should be promoting an open conversation for the sake of the asset in question. I would also question the principal of charging for heritage pre application as the general legal principal is that you should NOT be penalised for you care of a heritage asset.		
15	24/04/18 9:57AM ID: 80553921	I assume I would have too as noble will now give you advise over the phone . But we cannot keep paying for advise that makes no sense		
16	24/04/18 10:09AM ID: 80555919	waste of my time and money, as you couldn't be bothered to attend the meeting		
17	25/04/18 7:50PM ID: 80757726	See earlier comments. The process was essentially unhelpful and unresponsive to subsequent questions for clarification.		
18	28/04/18 7:54AM ID: 81041562	No plans for further changes		
19	30/04/18 10:50AM ID: 81174823	I am not sure that it gives the application any advantage.		
20	07/05/18 7:43PM ID: 82733701	It is more or less mandatory.		








## 26. Rating our service







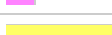


### Q16. Overall how would you rate our service? 10 being the highest rating, 1 the lowest.











	1	2	3	4	5	6	7	8	9	10	Response Total
Timeliness	9.0% (6)	6.0% (4)	3.0% (2)	1.5% (1)	14.9% (10)	13.4% (9)	6.0% (4)	22.4% (15)	9.0% (6)	14.9% (10)	67
Quality of advice	11.9% (8)	4.5% (3)	3.0% (2)	4.5% (3)	11.9% (8)	0.0% (0)	7.5% (5)	26.9% (18)	14.9% (10)	14.9% (10)	67
Attitudes / friendliness of staff	3.0% (2)	4.5% (3)	1.5% (1)	6.0% (4)	6.0% (4)	6.0% (4)	6.0% (4)	11.9% (8)	26.9% (18)	28.4% (19)	67
Helpfulness	6.0% (4)	6.0% (4)	6.0% (4)	4.5% (3)	10.4% (7)	3.0% (2)	6.0% (4)	14.9% (10)	20.9% (14)	22.4% (15)	67
Overall Experience	9.0% (6)	6.0% (4)	4.5% (3)	7.5% (5)	11.9% (8)	0.0% (0)	10.4% (7)	23.9% (16)	13.4% (9)	13.4% (9)	67
answered											67
skipped											0

## Matrix Charts











46.1. Timeliness			Response Percent	Response Total
1	1		9.0%	6
2	2		6.0%	4
3	3		3.0%	2










46.1. Timeliness						Response Percent	Response Total	
4	4					1.5%	1	
5	5					14.9%	10	
6	6					13.4%	9	
7	7					6.0%	4	
8	8					22.4%	15	
9	9					9.0%	6	
10	10					14.9%	10	
<b>Analysis</b>	Mean:	6.42	Std. Deviation:	2.77	Satisfaction Rate:	60.2	answered	67
	Variance:	7.65	Std. Error:	0.34				

46.2. Quality of advice						Response Percent	Response Total	
1	1					11.9%	8	
2	2					4.5%	3	
3	3					3.0%	2	
4	4					4.5%	3	
5	5					11.9%	8	
6	6					0.0%	0	
7	7					7.5%	5	
8	8					26.9%	18	
9	9					14.9%	10	
10	10					14.9%	10	
<b>Analysis</b>	Mean:	6.58	Std. Deviation:	2.97	Satisfaction Rate:	62.02	answered	67
	Variance:	8.81	Std. Error:	0.36				

46.3. Attitudes / friendliness of staff						Response Percent	Response Total
1	1					3.0%	2
2	2					4.5%	3
3	3					1.5%	1
4	4					6.0%	4
5	5					6.0%	4
6	6					6.0%	4
7	7					6.0%	4
8	8					11.9%	8
9	9					26.9%	18
10	10					28.4%	19

46.3. Attitudes / friendliness of staff						Response Percent	Response Total	
Analysis	Mean:	7.69	Std. Deviation:	2.56	Satisfaction Rate:	74.3	answered	67
	Variance:	6.54	Std. Error:	0.31				

46.4. Helpfulness						Response Percent	Response Total	
1	1					6.0%	4	
2	2					6.0%	4	
3	3					6.0%	4	
4	4					4.5%	3	
5	5					10.4%	7	
6	6					3.0%	2	
7	7					6.0%	4	
8	8					14.9%	10	
9	9					20.9%	14	
10	10					22.4%	15	
Analysis	Mean:	6.97	Std. Deviation:	2.91	Satisfaction Rate:	66.33	answered	67
	Variance:	8.45	Std. Error:	0.36				

46.5. Overall Experience						Response Percent	Response Total	
1	1					9.0%	6	
2	2					6.0%	4	
3	3					4.5%	3	
4	4					7.5%	5	
5	5					11.9%	8	
6	6					0.0%	0	
7	7					10.4%	7	
8	8					23.9%	16	
9	9					13.4%	9	
10	10					13.4%	9	
Analysis	Mean:	6.43	Std. Deviation:	2.87	Satisfaction Rate:	60.36	answered	67
	Variance:	8.25	Std. Error:	0.35				

27. Improving our service



**Q17. Overall what is the most important thing we could improve with our pre-app service?**

			Response Percent	Response Total
1	Open-Ended Question		100.00%	67
1	23/04/18 2:10PM ID: 80460766	X		
2	23/04/18 2:13PM ID: 80460869	provide a fee calculator online, not just the fee structure		
3	23/04/18 2:14PM ID: 80460909	Better written advice from planners		
4	23/04/18 2:14PM ID: 80460898	Quicker		
5	23/04/18 2:14PM ID: 80460841	The timeliness of the written report. we were told we would have it in 2 weeks but it actually took 4		
6	23/04/18 2:19PM ID: 80460944	Meet the time targets		
7	23/04/18 2:22PM ID: 80461153	Faster response - acknowledgement letter did not specify deadline date, and five days have elapsed		
8	23/04/18 2:22PM ID: 80462304	no comment		
9	23/04/18 2:24PM ID: 80462204	Charging differing amounts depending on the advice needed i.e. a much smaller fee for inquiring if planning permission is required for a householder app.		
10	23/04/18 2:24PM ID: 80462626	On site advice		
11	23/04/18 2:25PM ID: 80463092	consistent advice		
12	23/04/18 2:27PM ID: 80462253	Consistency in verbal and written advice.		
13	23/04/18 2:34PM ID: 80463244	speak to people directly and not charge		
14	23/04/18 2:37PM ID: 80463843	nothing its fine as it is		
15	23/04/18 2:42PM ID: 80463792	Offer more than one meeting / opportunity to discuss the report after the meeting.		
16	23/04/18 2:46PM ID: 80465940	Happy with service received, no comment.		
17	23/04/18 2:47PM ID: 80464417	The speed of responses probably by having more staff. I gather that the relocation of planning services to Endeavour House resulted in a loss of experienced staff and my application was a victim of that period of change		
18	23/04/18 2:48PM ID: 80463148	ensure consistency between initial positive advice to the end decision. I appreciate sometimes further information may be required in order to consider this at an early stage, but I would say ask for it. employ an architect to comment on design aspects of a project		
19	23/04/18 2:50PM ID: 80465488	A more timely service would be beneficial. If a meeting is required it often take at least a week to arrange, this is then followed with a wait of between 2 & 3 weeks for the feedback. This could easily take a month and even at this stage a negative response could be received...by which time an application would be submitted registered and the consultations nearly completed.		
20	23/04/18 2:54PM ID: 80467012	N/A		

**Q17. Overall what is the most important thing we could improve with our pre-app service?**

			Response Percent	Response Total
21	23/04/18 3:17PM ID: 80469610	Ask questions that could have resolved some issues rather than a blanket catch all answers		
22	23/04/18 3:21PM ID: 80470290	experienced authoritative advice rather than fence sitting		
23	23/04/18 3:28PM ID: 80471479	Time in responding		
24	23/04/18 3:45PM ID: 80473778	Easier access		
25	23/04/18 4:07PM ID: 80473486	-		
26	23/04/18 4:15PM ID: 80476247	Return telephone calls - I twice left messages for the officer handling the pre-app and neither was returned.		
27	23/04/18 4:57PM ID: 80483620	Nothing		
28	23/04/18 5:04PM ID: 80482797	Make sure the information in the meeting is the same as in the follow up emails/letter		
29	23/04/18 5:10PM ID: 80482920	Make it free or at least quick. And if I' am going to be told that I'am going to be given my money back, I want my money back!		
30	23/04/18 5:15PM ID: 80485008	Heritage could offer a chargeable 'Written advice' option.		
31	23/04/18 5:29PM ID: 80487601	As per my comments regarding the costs. I would also like to be able to speak to someone to clarify the planning allowances i.e. when and where I can build. This should not cancel the need for a pre app!!!		
32	23/04/18 6:33PM ID: 80494384	clear communication not having to keep chasing officer dealing with my case		
33	23/04/18 6:37PM ID: 80495623	.		
34	23/04/18 6:44PM ID: 80496032	Speed.		
35	23/04/18 6:54PM ID: 80497658	Speed		
36	23/04/18 7:12PM ID: 80499621	You need more staff, you have great staff but are overwhelmed		
37	23/04/18 7:34PM ID: 80502105	Answer my questions.		
38	23/04/18 7:40PM ID: 80502884	As a householder some of the terminology could be simpler		
39	23/04/18 8:08PM ID: 80506064	Perhaps acknowledging a little quicker		
40	23/04/18 9:11PM ID: 80512808	What about follow up to advice issued. When it's questioned what are timeliness and service like?		
41	23/04/18 9:19PM ID: 80514468	nothing		
42	23/04/18 9:55PM ID: 80517815	It obviously doesn't function within the councils planning guidelines so is pointless at present and represents a personal view and opinion not what someone can legally build		



**Q17. Overall what is the most important thing we could improve with our pre-app service?**

			Response Percent	Response Total
43	23/04/18 10:27PM ID: 80522090	Consistency		
44	24/04/18 5:40AM ID: 80532079	That the positive response from pre-application team is consistent with the planning team and any additional information is highlighted at this point.		
45	24/04/18 7:15AM ID: 80536628	SCC highways input		
46	24/04/18 8:11AM ID: 80540514	Some signs as to where the council offices are in the county council offices would be nice. Also some main reception staff who dont treat people looking for MSDC like aliens. REALLY RUDE. NO SIGNS I COULD SEE. NO PARKING, as you have chosen to move MSDC out of Mid suffolk, all people will be driving into ipswich - you NEED parking for them.		
47	24/04/18 8:29AM ID: 80542793	No Idea		
48	24/04/18 9:31AM ID: 80550322	When site visits are required, speed up the process of arranging these.		
49	24/04/18 9:57AM ID: 80553921	Being able to actually speak to someone		
50	24/04/18 10:09AM ID: 80555919	turn up		
51	24/04/18 11:19AM ID: 80564669	Reduce the cost		
52	24/04/18 2:10PM ID: 80589897	Just keep it all simple please		
53	24/04/18 5:42PM ID: 80619439	Allow a conversation with a person before filling in all the forms and paying		
54	24/04/18 9:24PM ID: 80647176	I am quite happy with what has been offered sofar		
55	25/04/18 9:10AM ID: 80672303	quality of advice rather than regurgitating policy		
56	25/04/18 10:57AM ID: 80685475	clearer information about charges and how to pay		
57	25/04/18 7:50PM ID: 80757726	Give useful advice.		
58	26/04/18 5:30PM ID: 80869915	MSDC preferred payment using a credit card which I could not do. Getting this paid with a bank transfer was preferred		
59	28/04/18 7:54AM ID: 81041562	Cost proprional to work. Make heritage separate from planning.		
60	30/04/18 10:50AM ID: 81174823	provide your advice fee of charge		
61	30/04/18 11:20AM ID: 81179357	Reports following the meeting to sent out quicker.		
62	01/05/18 2:04PM ID: 81408287	,		
63	07/05/18 7:43PM ID: 82733701	Provide advice that accords with the application decision. It is costing me a great deal of time and money to resolve a house extension (the house is neither listed nor conservation area).		

**Q17. Overall what is the most important thing we could improve with our pre-app service?**

			Response Percent	Response Total
64	11/05/18 1:10PM ID: 83359754	happy as it is		
65	13/05/18 8:41PM ID: 83547699	Try to provide appointments within 72 hrs of pre-app submission.		
66	23/05/18 2:13PM ID: 85435613	I think the pre app service was more than adequate for my project and was dealt with very professionally so for me it was good.		
67	23/05/18 4:54PM ID: 85472844	NA		
			answered	67
			skipped	0

**Q18. Are there any other types of advice you would like us to include in our service in the future?**

					Response Percent	Response Total
1	No - it is ok as it is				79.10%	53
2	Yes (please describe in comment box below)				20.90%	14
<b>Analysis</b>	Mean:	1.21	Std. Deviation:	0.41	Satisfaction Rate:	20.9
	Variance:	0.17	Std. Error:	0.05		
					answered	67
					skipped	0

**Comments: (15)**

1	23/04/18 2:14PM ID: 80460898	Eliminate unnecessary Heritage involvement
2	23/04/18 2:19PM ID: 80460944	Be able to save a draft application on the 'Pre Planning enquiry form'
3	23/04/18 2:22PM ID: 80461153	Reasons why specialist sections should be included in consultation -- how do I know if eg heritage or flood is relevant?
4	23/04/18 2:34PM ID: 80463244	steering
5	23/04/18 2:47PM ID: 80464417	I can't think of another area of advice but the service is not ok as it is
6	23/04/18 3:17PM ID: 80469610	I did not consider that you offered any service at all
7	23/04/18 3:21PM ID: 80470290	experienced authoritative advice rather than fence sitting
8	23/04/18 5:04PM ID: 80482797	If you feel the application would be turned down, explain why and what could be done to make the application more successful, rather than hide behind a letter or email to say the application is not going to be approved
9	23/04/18 6:33PM ID: 80494384	as above
10	23/04/18 6:44PM ID: 80496032	Not enough time allocated for large projects
11	23/04/18 9:55PM ID: 80517815	What you could build...not what you can't

**Q18. Are there any other types of advice you would like us to include in our service in the future?**

			<b>Response Percent</b>	<b>Response Total</b>
12	24/04/18 10:09AM ID: 80555919	do what the customer wants, don't make it impossible to talk to someone in the dept, when I turn up to discuss problems don't sit me in corner of busy reception on the phone when I can clearly see the person I am talking to through the window!		
13	25/04/18 7:50PM ID: 80757726	If you are going to charge for this service, it must be delivered as a service and not a grudging sop to irritating individuals who wish to muck about with old properties - which is the impression your 'service' left me with. If 'advice' is given that is not clear, then you must respond to requests for clarification, and you should do so until all parties understand what is required and the subsequent planning/listed buildings application is likely to be successful. In my case, I am no nearer being able to guess what would be successful than I was before the visit - except that I now know that one specific proposal would be refused.		
14	01/05/18 2:04PM ID: 81408287	.		
15	07/05/18 7:43PM ID: 82733701	Just get it right. The service I have had from Babergh planning has been exceptionally poor, unprofessional in the extreme, and in due course will lead to legal action costing the Council greatly in time, money and reputation.		

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# Pre-Application Survey – Analysis & Review

23 April to 23 May 2018



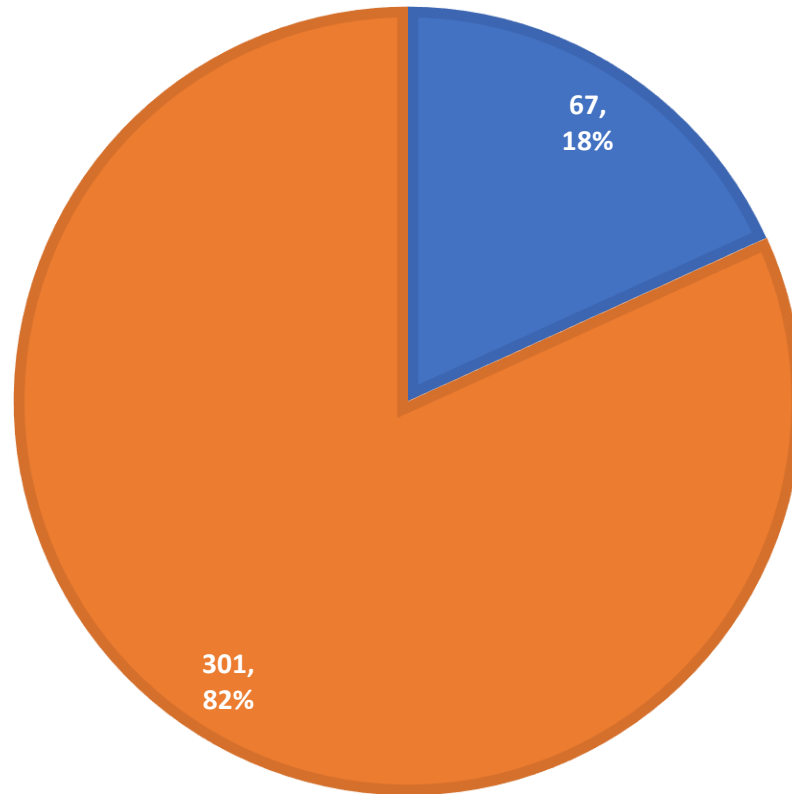
- This survey was conducted to assist with the ongoing improvement of our planning pre-application advice service.
- All responses were anonymous and no personally identifiable information was collected.
- Survey was sent to 368 customers who had used our planning pre-application service since it went live in July 2017.



# Pre-App Survey Responses



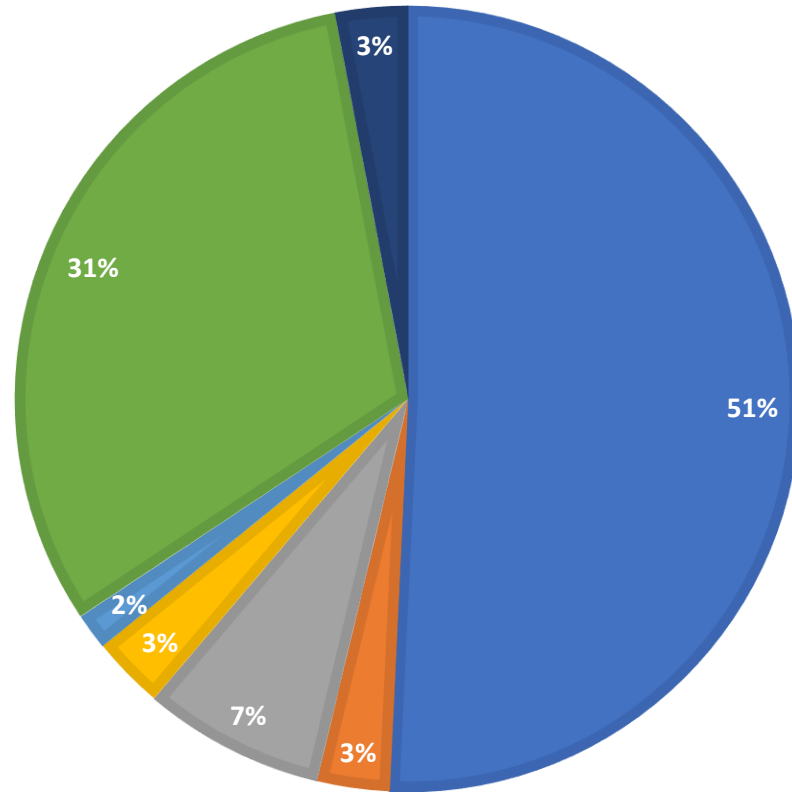
■ Response ■ No Response



# Background of respondents



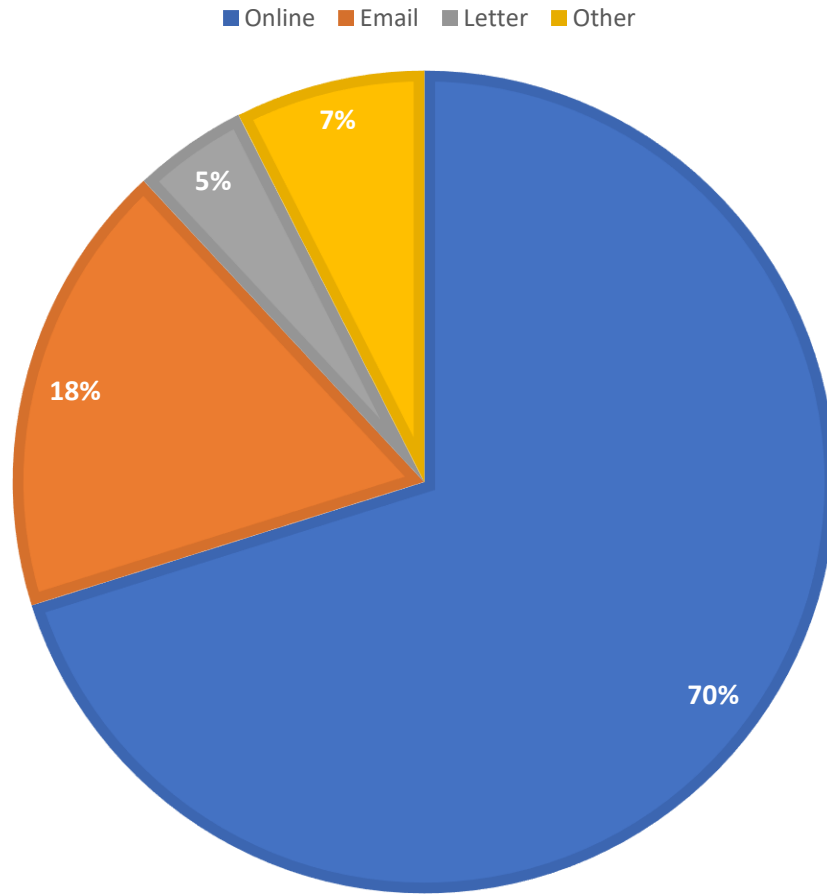
■ Householder 
 ■ Housebuilder 
 ■ SME 
 ■ Commercial 
 ■ Parish 
 ■ Professional Agent 
 ■ Other



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Q1	Householder	Housebuilder	SME	Commercial	Parish	Professional Agent	Other
	34	2	5	2	1	21	2

# Method of Pre-App Enquiry



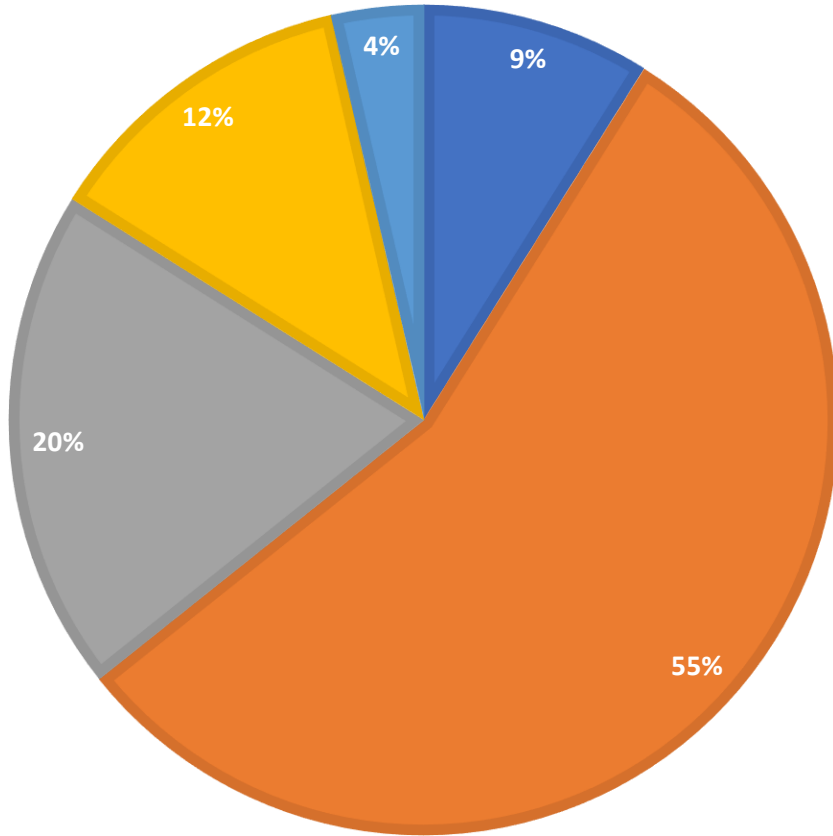
88% were via electronic means

Q2	Online	Email	Letter	Other
	47	12	3	5

# Statement: "The Council website was easy to navigate"



■ Strongly Agree  
 ■ Agree  
 ■ Neither Agree or Disagree  
 ■ Disagree  
 ■ Strongly Disagree



64% responded "Strongly Agree" or "Agree"

## Comments:

- Finding specific forms is difficult
- It was not easy to find Listed Building route
- The form software didn't work with one browser

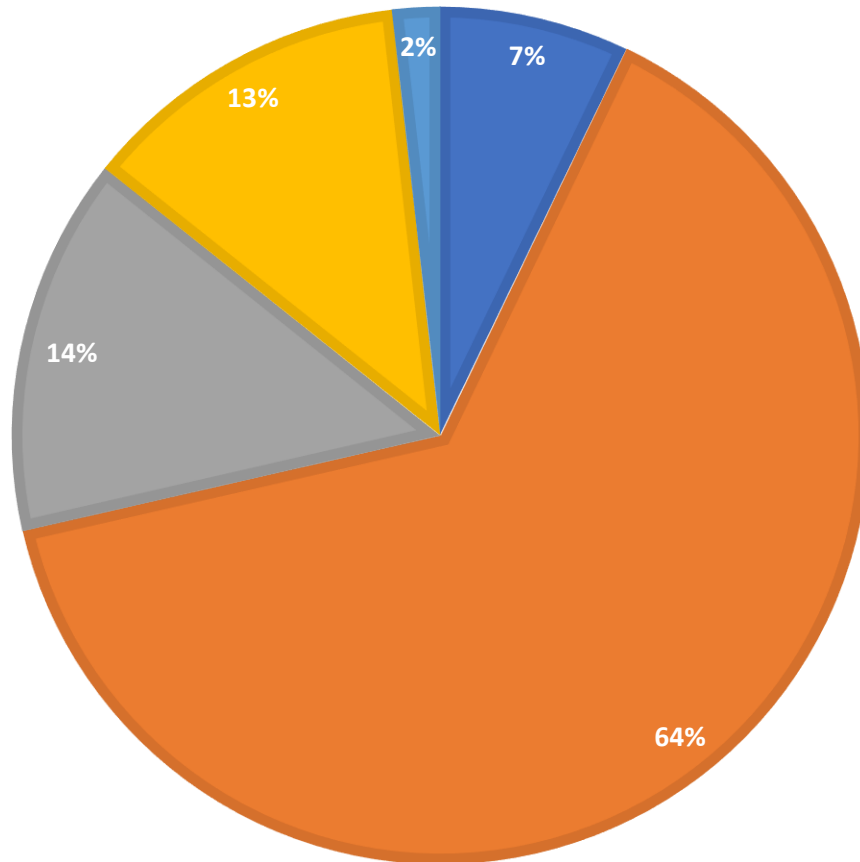
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Q3A	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree
	5	31	11	7	2

# Statement: "Our website clearly explained the pre-app process"



■ Strongly Agree   
 ■ Agree   
 ■ Neither Agree or Disagree   
 ■ Disagree   
 ■ Strongly Disagree



71% responded "Strongly Agree" or "Agree"

### Comments:

- "A bit of information overload"
- "In general it does [clearly explain the process], although there could be more information about what to expect during the process"

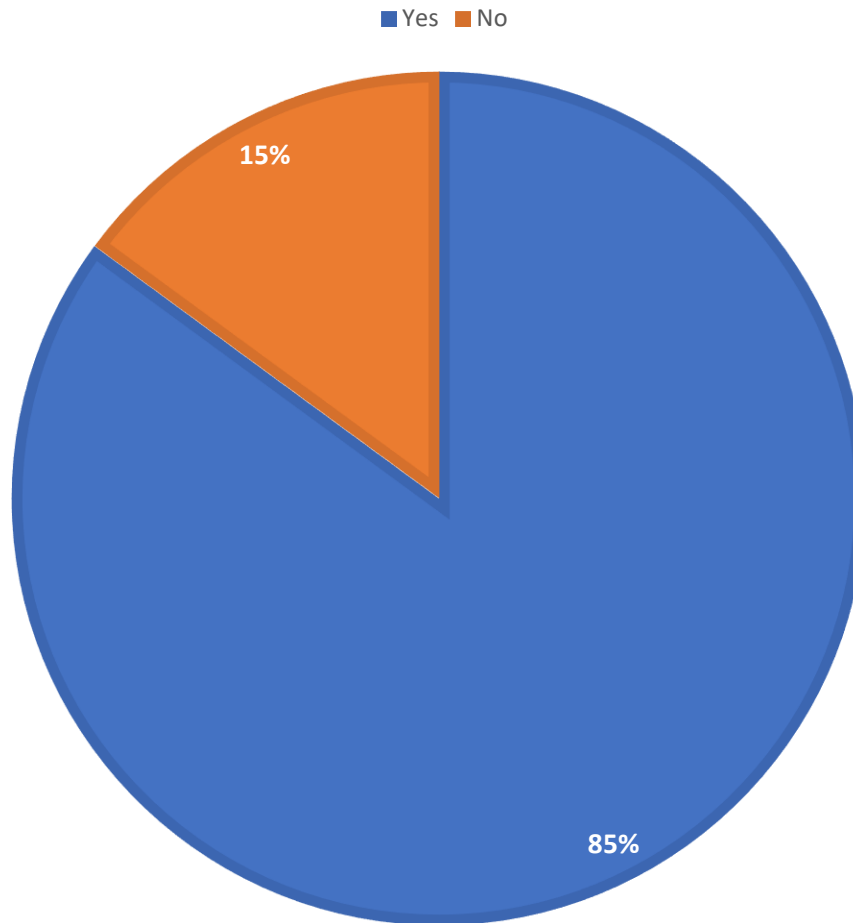
Page 105

Q3B	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree
	4	36	8	7	1

# “Was your pre-app enquiry registered in good time?”



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Q4	Yes	No
	57	10

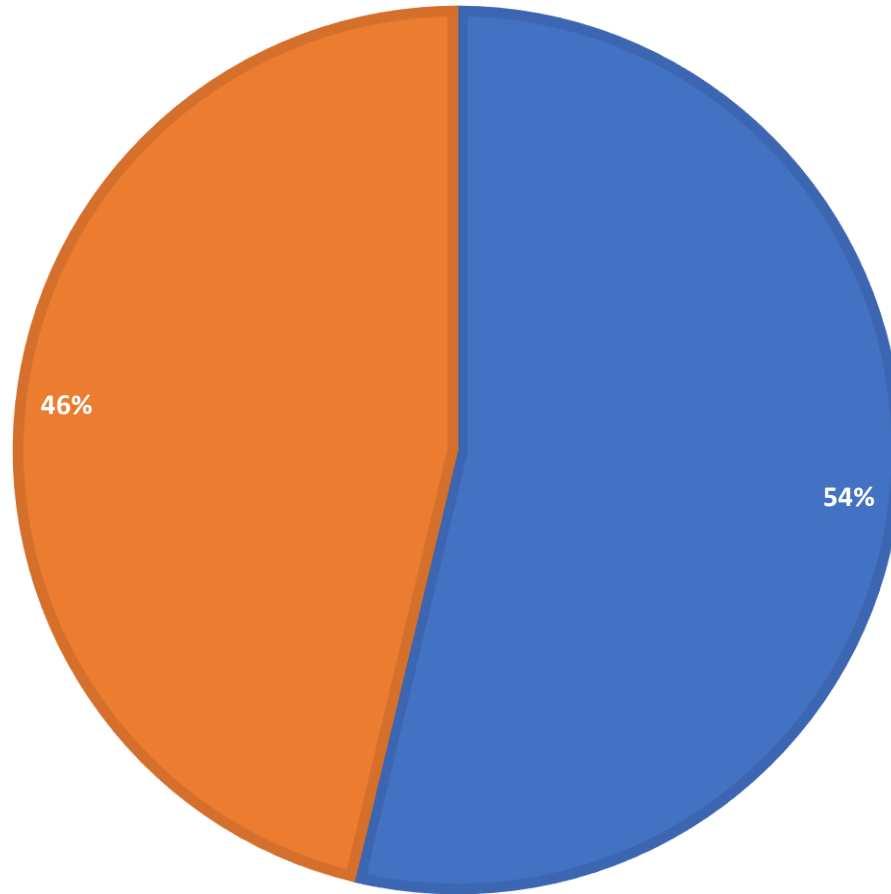
## Comments:

- “Sometimes the response is quite slow”
- “Received written advice 2 weeks after target”
- “Issues with payment online”
- “Had apologies from staff referring to their workload as a reason for the delay in responses”
- “Application lost in house”
- “No it took nearly 4 weeks when it was supposed to take 2! This was only approved after I kept chasing..”
- “Needed an extension due to delayed response”

“Did you submit a planning application following our pre-app advice?”



■ Yes ■ No

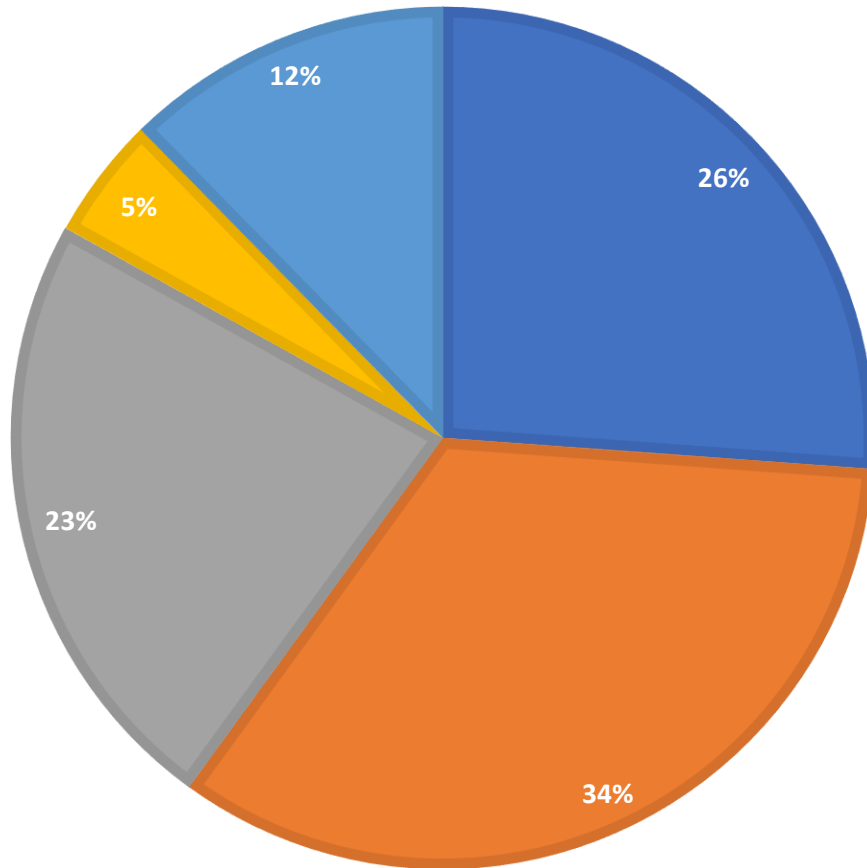


Q6A	Yes	No
	36	31

# “Did our pre-app advice help when submitting a planning application?”



■ Strongly Agree  
 ■ Agree  
 ■ Neither Agree or Disagree  
 ■ Disagree  
 ■ Strongly Disagree



60% responded "Strongly Agree" or "Agree"

### Comments:

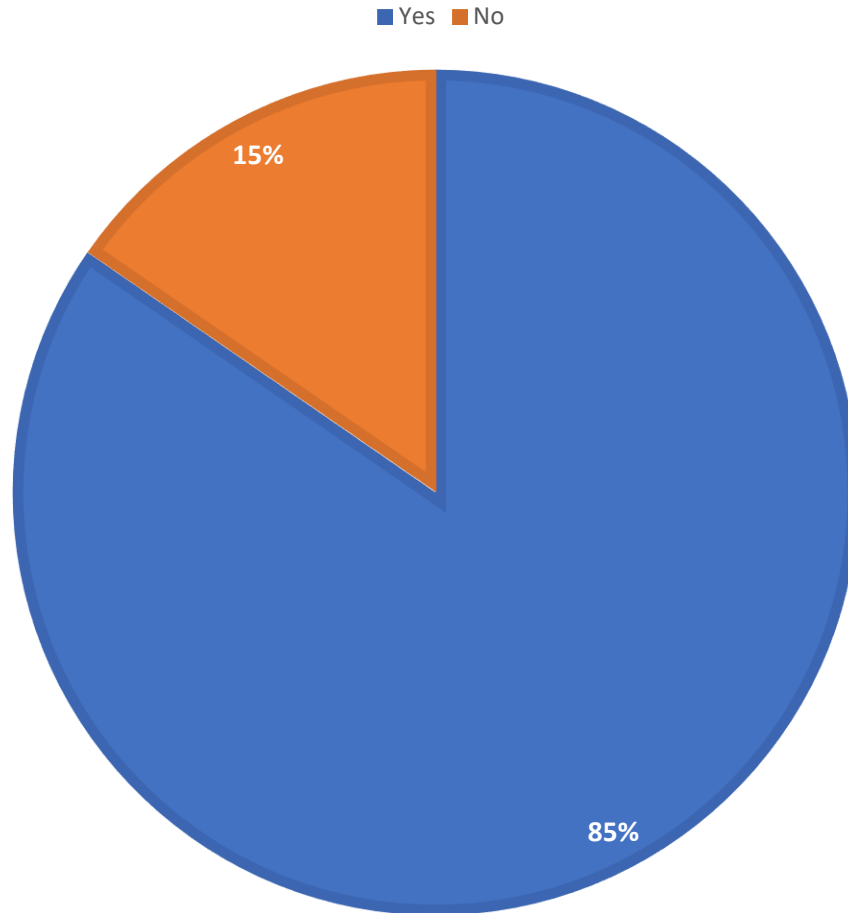
- “We changed our plans based on the advice”
- “It gave me a signal that the general idea was likely to succeed but I didn’t feel it represented value for money”
- “The response to the pre-application request was slow....and by the time the advice was received the opportunity to purchase the property had passed”

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Q7	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree
	17	22	15	3	8



# “Did you understand the reasons for the advice given?”



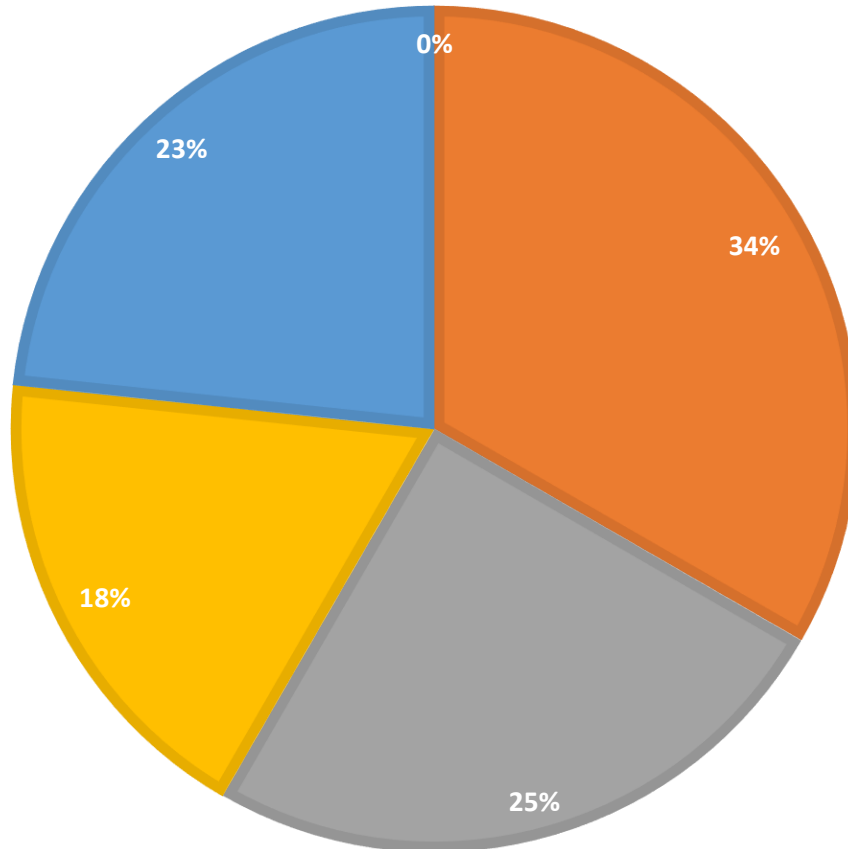
## Comments:

- “There was a total conflict of what was said by the Case Officers on site to what written advice was given”
- “...my architect was equally as flummoxed by the advice”

Q&A	Yes	No
	22	4



■ Strongly Agree   ■ Agree   ■ Neither Agree or Disagree   ■ Disagree   ■ Strongly Disagree



**Comments:**

- “Planning officer advice very poor given the £1400 cost..”
- “Conservation advice was fine (and largely as expected)...next time we may only seek conservation advice”
- “...advice given was shallow, suffered delays”
- “...the service itself has improved with the responses received typically being more consistent with the eventual reasons reached”
- “..in the end the advice received was too late...”

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Q9	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree
	0	20	15	11	14

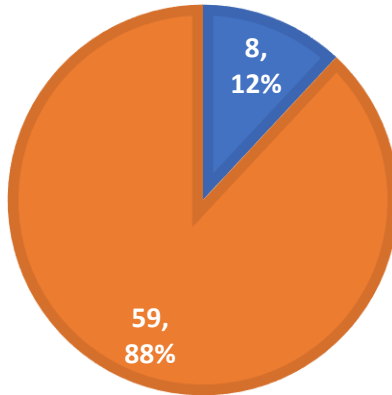


**Next we asked a series of advice specific questions including:**

- **SCC Highways**
- **SCC Floods**

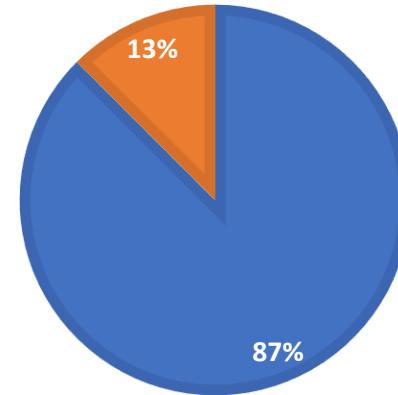
"DID YOU INCLUDE HIGHWAYS IN YOUR PRE-APPLICATION REQUEST"

■ Yes ■ No



"DID THE HIGHWAYS ELEMENT OF OUR SERVICE HELP YOU TO SUBMIT YOUR APPLICATION"

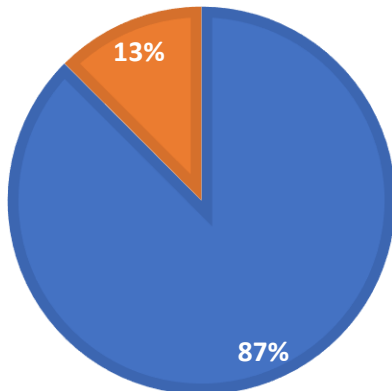
■ Yes ■ No



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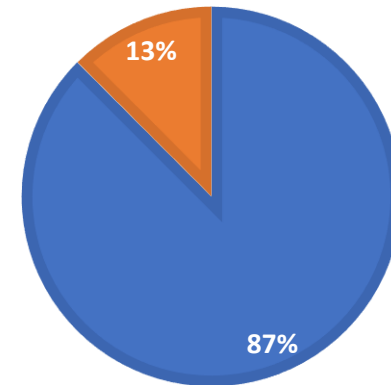
"DID THE HIGHWAYS ADVICE RECEIVED REPRESENT GOOD VALUE FOR MONEY?"

■ Yes ■ No

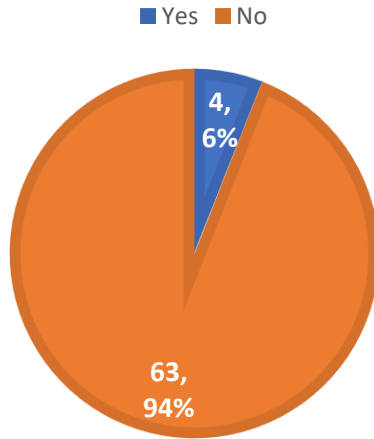


"WOULD YOU USE THE HIGHWAYS PRE-APP ELEMENT AGAIN?"

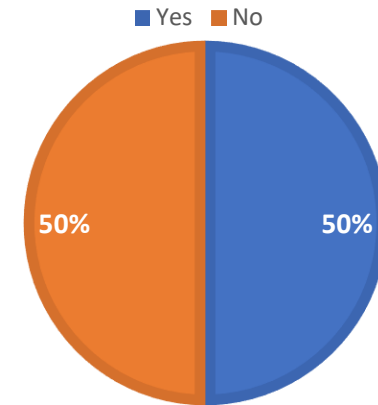
■ Yes ■ No



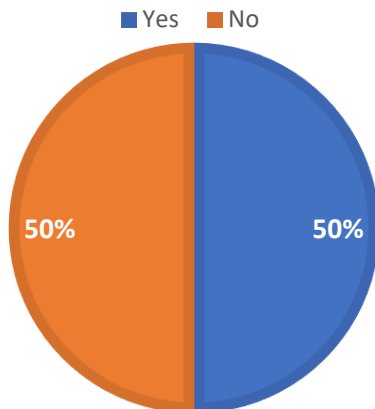
"DID YOU INCLUDE FLOODS IN YOUR PRE-APPLICATION REQUEST"



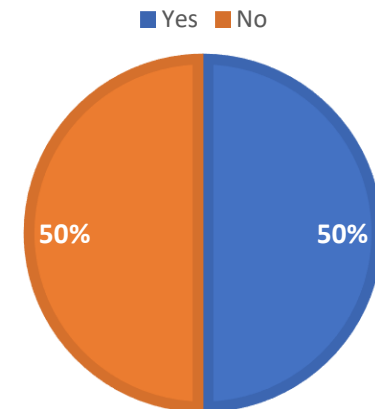
"DID THE FLOODS ELEMENT OF OUR SERVICE HELP YOU TO SUBMIT YOUR APPLICATION"



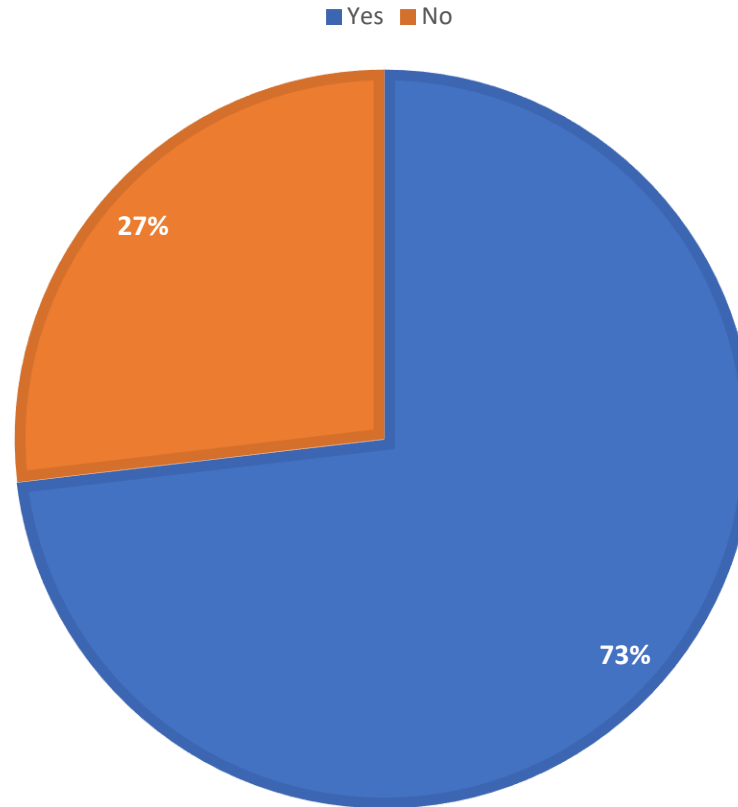
"DID THE ADVICE RECEIVED REPRESENT GOOD VALUE FOR MONEY?"



"WOULD YOU USE THE FLOODS PRE-APP ELEMENT AGAIN?"



## "OVERALL WOULD YOU USE OUR PRE-APP SERVICE AGAIN?"



Q15	Yes	No
	49	18

## Q15 Feedback – Would you use the service again?



### *Comments:*

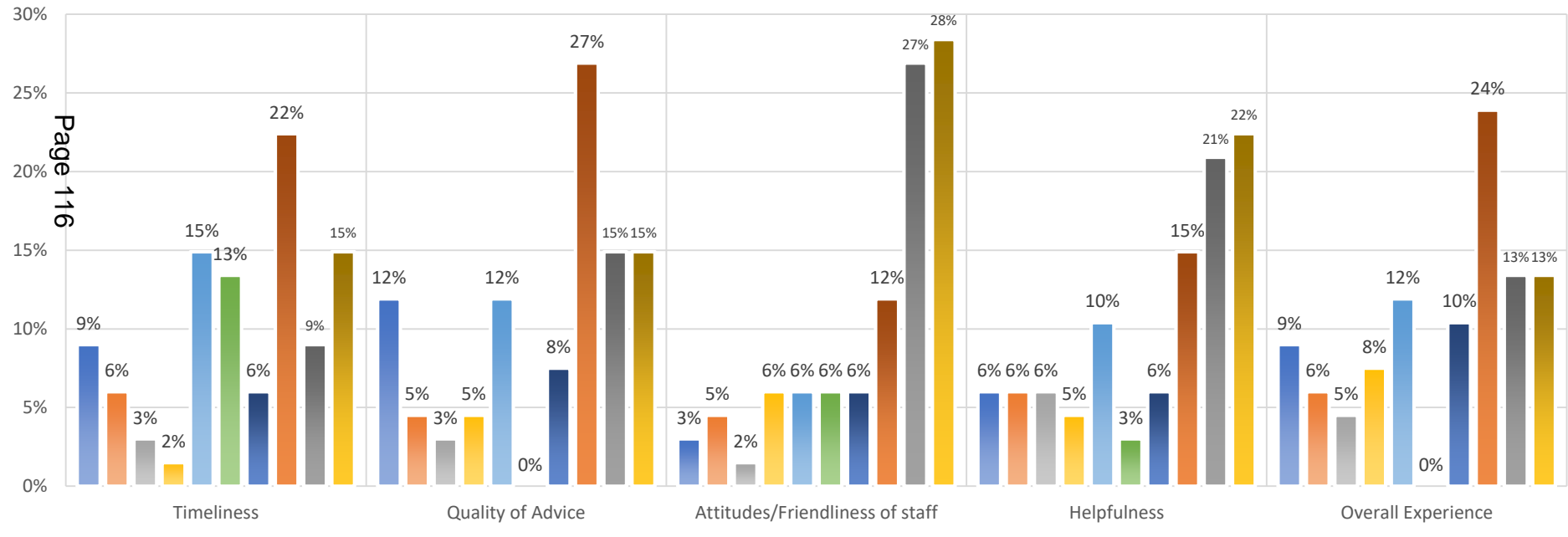
- “Because I believe it is a valuable exercise for our clients. However if one pays for a service then one expects a level of service, which unfortunately in this instance was not forthcoming.”
- “I think the money would be better spent on professional advice and a full application. I wouldn’t recommend the service to others”
- “Very expensive for a meeting that only lasted for 5 min and gave us inaccurate information”
- “No! Complete waste of time, just to get an answer of 'yes, we think it will pass but no guarantees.”
- “Poor value and poor planning advice for what was a considerable fee. Highways was fine.”
- “I feel its too expensive for what is offered. An hour with a officer and a few comments is not worth that value. Also, charging for pre application advise will force many to try even harder to side step the planning system. This I feel is very strongly true of heritage applications where the councils should be promoting an open conversation for the sake of the asset in question. I would also question the principal of charging for heritage pre application as the general legal principal is that you should NOT be penalised for you care of a heritage asset.”
- “waste of my time and money, as you couldn't be bothered to attend the meeting”

# Rating the service out of 10 (10 being highest)



## "OVERALL HOW WOULD YOU RATE OUR SERVICE?" (10 BEING THE HIGHEST, 1 THE LOWEST)

■ 1 
 ■ 2 
 ■ 3 
 ■ 4 
 ■ 5 
 ■ 6 
 ■ 7 
 ■ 8 
 ■ 9 
 ■ 10





## Overall what is the most important thing we could improve with our pre-app service?

- “I am quite happy with what has been offered so far”
- “provide a fee calculator online, not just the fee structure”
- “The timeliness of the written report. we were told we would have it in 2 weeks but it actually took 4”
- “Faster response - acknowledgement letter did not specify deadline date, and five days have elapsed”
- “Charging differing amounts depending on the advice needed i.e. a much smaller fee for inquiring if planning permission is required for a householder app.”
- “Consistency in verbal and written advice.”
- “nothing its fine as it is”
- “Offer more than one meeting / opportunity to discuss the report after the meeting.”
- “Happy with service received”
- “The speed of responses probably by having more staff.”
- “A more timely service would be beneficial. If a meeting is required it often take at least a week to arrange, this is then followed with a wait of between 2 & 3 weeks for the feedback. This could easily take a month and even at this stage a negative response could be received....by which time an application would be submitted registered and the consultations nearly completed.”
- “Return telephone calls - I twice left messages for the officer handling the pre-app and neither was returned.”
- “Heritage could offer a chargeable 'Written advice' option.”
- “You need more staff, you have great staff but are overwhelmed”
- “As a householder some of the terminology could be simpler”
- “quality of advice rather than regurgitating policy”
- “Try to provide appointments within 72 hrs of pre-app submission.”
- “I think the pre app service was more than adequate for my project and was dealt with very professionally so for me it was good.”

### **Are there any other types of advice you would like us to include in our service in the future?**

- “Be able to save a draft application on the 'Pre Planning enquiry form’”
- “Reasons why specialist sections should be included in consultation -- how do I know if e.g. heritage or flood is relevant?”
- “...don't make it impossible to talk to someone in the dept, when I turn up to discuss problems don't sit me in corner of busy reception on the phone when I can clearly see the person I am talking to through the window!”
- “If you are going to charge for this service, it must be delivered as a service and not a grudging shop to irritating individuals who wish to muck about with old properties - which is the impression your ‘service’ left me with. If ‘advice’ is given that is not clear, then you must respond to requests for clarification, and you should do so until all parties understand what is required and the subsequent planning/listed buildings application is likely to be successful. In my case, I am no nearer being able to guess what would be successful than I was before the visit - except that I now know that one specific proposal would be refused.”
- “Just get it right. The service I have had from Babergh planning has been exceptionally poor, unprofessional in the extreme, and in due course will lead to legal action costing the Council greatly in time, money and reputation.”

**BABERGH DISTRICT COUNCIL PORTFOLIO HOLDER – CONTACT DETAILS**

<b>Name</b>	<b>Portfolio</b>	<b>Telephone No</b>	<b>E-mail Address</b>
Cllr John Ward	Leader of the Council and Cabinet Member for Finance	01787 210551	<a href="mailto:John.ward@babergh.gov.uk">John.ward@babergh.gov.uk</a>
Cllr Jan Osborne	Deputy Leader of the Council and Cabinet Member for Housing	01787 466096	<a href="mailto:Jan.osborne@babergh.gov.uk">Jan.osborne@babergh.gov.uk</a>
Cllr Simon Barrett	Economy	01787 370139	<a href="mailto:Simon.barrett@babergh.gov.uk">Simon.barrett@babergh.gov.uk</a>
Cllr Tina Campbell	Environment	01473 822290	<a href="mailto:Christina.campbell@babergh.gov.uk">Christina.campbell@babergh.gov.uk</a>
Cllr Derek Davis	Organisational Delivery	01473 787375	<a href="mailto:Derek.davis@babergh.gov.uk">Derek.davis@babergh.gov.uk</a>
Cllr Kathryn Grandon	Communications	01473 824489	<a href="mailto:Kathryn.grandon@babergh.gov.uk">Kathryn.grandon@babergh.gov.uk</a>
Cllr Frank Lawrenson	Assets and Investments	01787 372428	<a href="mailto:Frank.lawrenson@babergh.gov.uk">Frank.lawrenson@babergh.gov.uk</a>
Cllr Margaret Maybury	Communities	01787 464358	<a href="mailto:Margaret.maybury@babergh.gov.uk">Margaret.maybury@babergh.gov.uk</a>
Cllr Nick Ridley	Planning	01473 652226	<a href="mailto:Nick.ridley@babergh.gov.uk">Nick.ridley@babergh.gov.uk</a>

**MID SUFFOLK DISTRICT COUNCIL PORTFOLIO HOLDER – CONTACT DETAILS**

<b>Name</b>	<b>Portfolio</b>	<b>Telephone No</b>	<b>E-mail Address</b>
Cllr Nick Gowrley	Leader of the Council and Cabinet Member for Assets & Investments	01449 774297	<a href="mailto:Nick.gowrley@midsuffolk.gov.uk">Nick.gowrley@midsuffolk.gov.uk</a>
Cllr John Whitehead	Deputy Leader of the Council and Cabinet Member for Finance	01473 833279	<a href="mailto:John.whitehead@midsuffolk.gov.uk">John.whitehead@midsuffolk.gov.uk</a>
Cllr Gerard Brewster	Economy	01449 073856	<a href="mailto:Gerard.brewster@midsuffolk.gov.uk">Gerard.brewster@midsuffolk.gov.uk</a>
Cllr David Burn	Environment	01379 788712	<a href="mailto:David.burn@midsuffolk.gov.uk">David.burn@midsuffolk.gov.uk</a>
Cllr Julie Flatman	Communities	01986 798661	<a href="mailto:Julie.flatman@midsuffolk.gov.uk">Julie.flatman@midsuffolk.gov.uk</a>
Cllr Glen Horn	Planning	07889 300907	<a href="mailto:Glen.horn@midsuffolk.gov.uk">Glen.horn@midsuffolk.gov.uk</a>
Cllr Suzie Morley	Organisational Delivery (including Customer Access)	01449 711306	<a href="mailto:suzie.morley@midsuffolk.gov.uk">suzie.morley@midsuffolk.gov.uk</a>
Cllr Jill Wilshaw	Housing	01449 781194	<a href="mailto:Jill.wilshaw@midsuffolk.gov.uk">Jill.wilshaw@midsuffolk.gov.uk</a>

## Forthcoming Decisions list (KEY, EXEMPT AND OTHER EXECUTIVE DECISIONS)

**August to March 2019 (Published 10 August 2018)**

Unique Ref No:	Decision Maker & Decision Date	Subject	Summary	Contacts:		Key Decision ?	Confidential?
				Cabinet Member(s)/MSR	Officer(s)		
<b>CAB34</b>	Cabinet 10/13 September Cabinet 10/13 December	Joint Housing Strategy	To agree the draft strategy prior to wider consultation, in September, before endorsing the final version and its associated action plan in December.	Jill Wilshaw Jan Osborne	Gavin Fisk 01449 724969 <a href="mailto:Gavin.fisk@babberghmidsuffolk.gov.uk">Gavin.fisk@babberghmidsuffolk.gov.uk</a>	No	No
<b>CAB65</b>	Cabinet 10/13 September 2018	Quarter One Performance Update	To seek agreement that the performance report and the performance outcome information adequately reflects the Councils performance	Suzie Morley Derek Davis	Karen Coll 01449 724566 <a href="mailto:Karen.coll@babberghmidsuffolk.gov.uk">Karen.coll@babberghmidsuffolk.gov.uk</a>	No	No
<b>CAB69</b>	Cabinet 10/13 September 2018	BMS Invest Annual Performance and Risk Management	To provide an update across the Council's Investment Portfolio and Commercial Activities for the period of June 2017 to March 2018	Nick Gowrley Nick Ridley	Jonathan Stephenson 01449 724704 <a href="mailto:Jonathan.stephenson@babberghmidsuffolk.gov.uk">Jonathan.stephenson@babberghmidsuffolk.gov.uk</a>	No	In Part. <i>as per Paragraph 3 of Part I of Schedule 12A of the Local Government Act</i>
<b>CAB76</b>	Cabinet 10/13 September 2018	Community Infrastructure Levy (CIL) Collection Allocation and Expenditure Report 2017-18 Financial Year	To request that Regulation 62 on CIL Collection and Expenditure for Babergh and Mid Suffolk for 2017/18 be noted.	Glen Horn Nick Ridley	Christine Thurlow 07702 996261 <a href="mailto:Christine.thurlow@babberghmidsuffolk.gov.uk">Christine.thurlow@babberghmidsuffolk.gov.uk</a>	No	No
<b>CAB77</b>	Cabinet 10/13 September 2018	Community Infrastructure Levy (CIL) Business Plan 2018	To secure approval for the Babergh and Mid Suffolk CIL Business Plan	Glen Horn Nick Ridley	Christine Thurlow 07702 996261 <a href="mailto:Christine.thurlow@babberghmidsuffolk.gov.uk">Christine.thurlow@babberghmidsuffolk.gov.uk</a>	Yes	No

<b>CAB33</b>	Cabinet 13 September 2018	Hamilton Road	To make a decision to review the developmental appraisal and agree the way forward.	Frank Lawrenson Simon Barrett	Jonathan Stephenson 01449 724704 <a href="mailto:Jonathan.stephenson@baberghmidsuffolk.gov.uk">Jonathan.stephenson@baberghmidsuffolk.gov.uk</a>	Yes	Yes <i>as per Paragraph 3 of Part I of Schedule 12A of the Local Government Act</i>
<b>CAB78</b>	Cabinet 13 September 2018	Strategic Property and Land Investment Fund	To request approval to establish a Strategic property and Land Investment Fund of £3M to enable Council to act immediately when opportunities are available for strategic purposes	John Ward	Jonathan Stephenson 01449 724704 <a href="mailto:Jonathan.stephenson@baberghmidsuffolk.gov.uk">Jonathan.stephenson@baberghmidsuffolk.gov.uk</a>	Yes	No
<b>CAB80</b>	Cabinet 13 September 2018	Local Tourism Strategy (Babergh Visitor Information Options)	To approve terms and conditions relating to disposal of 2 Lady Street, Lavenham	Simon Barrett	Lee Carvell 01449 724685 <a href="mailto:lee.carvell@baberghmidsuffolk.gov.uk">lee.carvell@baberghmidsuffolk.gov.uk</a>	Yes	In Part. <i>as per Paragraph 3 of Part I of Schedule 12A of the Local Government Act</i>
<b>CNL13</b>	Council 25/27 September 2018	BMS Invest Annual Performance and Risk Management	To provide an update across the Council's Investment Portfolio and Commercial Activities for the period of June 2017 to March 2018	Nick Gowrley Nick Ridley	Jonathan Stephenson 01449 724704 <a href="mailto:Jonathan.stephenson@baberghmidsuffolk.gov.uk">Jonathan.stephenson@baberghmidsuffolk.gov.uk</a>	N/A	In Part. <i>as per Paragraph 3 of Part I of Schedule 12A of the Local Government Act</i>
<b>CNL04</b>	Council 25/27 September 2018	Localism Act 2011 – Appointment of Independent Persons	To approve the appointment of Independent Persons in respect of the Code of Conduct Complaints process.	Nick Gowrley John Ward	Emily Yule 01449 724694 <a href="mailto:Emily.yule@baberghmidsuffolk.gov.uk">Emily.yule@baberghmidsuffolk.gov.uk</a>	N/A	No
<b>CNL15</b>	Council 25 September 2018	Belle Vue Development	Subject to Cabinet Decision to agree to the funding of the development	Frank Lawrenson Simon Barrett	Jonathan Stephenson/ Ian Winslett 01449 724704 <a href="mailto:Jonathan.stephenson@baberghmidsuffolk.gov.uk">Jonathan.stephenson@baberghmidsuffolk.gov.uk</a>	N/A	Yes <i>as per Paragraph 3 of Part I of Schedule 12A of the Local Government Act</i>
<b>CNL16</b>	Council September/ October 2018	Regeneration Proposal – Former Mid Suffolk District Council Headquarters site, Hurstlea Road, Needham Market	To discuss options and recommendation, for the delivery vehicle for developing the former HQ Sites for housing and retail	Nick Gowrley	Jonathan Stephenson 01449 724704 <a href="mailto:Jonathan.stephenson@baberghmidsuffolk.gov.uk">Jonathan.stephenson@baberghmidsuffolk.gov.uk</a>	N/A	No

<b>CNL17</b>	Council September/ October 2018	Regeneration Proposal – Former Babergh District Council Headquarters site, Corks Lane, Hadleigh	To discuss options and recommendation, for the delivery vehicle for developing the former HQ Sites for housing	Frank Lawrenson	Jonathan Stephenson 01449 724704 <a href="mailto:Jonathan.stephenson@babberghmidsuffolk.gov.uk">Jonathan.stephenson@babberghmidsuffolk.gov.uk</a>	N/A	No
<b>CAB72</b>	Cabinet 8/11 October 2018	Developing a Suffolk Chamber of Commerce in Central Suffolk	To approve the support needed to develop the scheme and a linked delegation, including funding approval. To agree support for Suffolk Chamber Branch in Central Suffolk	Gerard Brewster Simon Barrett	Lee Carvell 01449 724685 <a href="mailto:lee.carvell@babberghmidsuffolk.gov.uk">lee.carvell@babberghmidsuffolk.gov.uk</a>	No	No
<b>CAB37</b>	Cabinet October/ November 2018	Assets Strategy	To approve the approach set out in the Asset Strategy document	Nick Gowrley Frank Lawrenson	Jill Pearmain 01449 724802 <a href="mailto:Jill.pearmain@babberghmidsuffolk.gov.uk">Jill.pearmain@babberghmidsuffolk.gov.uk</a>	No	No
<b>CAB81</b>	Cabinet 8/11 October 2018	BMBS	To approve the Business Case	Jill Wilshaw Jan Osborne	Justin Wright-Newton 01449 724735 <a href="mailto:Justin.wright-newton@babberghmidsuffolk.gov.uk">Justin.wright-newton@babberghmidsuffolk.gov.uk</a>	Yes	No
<b>CAB42</b>	Cabinet 8/11 October 2018	Tree Policy (Public Realm Review) Adoption of Policies and Procedures in relation to the management of Council Owned Trees	To agree a new policy and action plan on the management of Council owned trees, including risk management, tree health and planting programmes.	David Burn Margaret Maybury	Kathy Nixon 01449 724964 <a href="mailto:kathy.nixon@babberghmidsuffolk.gov.uk">kathy.nixon@babberghmidsuffolk.gov.uk</a>	No	No
<b>CAB44</b>	Cabinet 8/11 October 2018	Open Space Transfer Policy (Public Realm Review) Agree a New Policy and Procedure with respect to the Council's Adoption and Disposal of Open Space.	To agree new criteria on what open spaces may be adopted through new development. To agree new criteria by which existing land may be transferred into local community and/or third party management.	David Burn Margaret Maybury	Kathy Nixon 01449 724964 <a href="mailto:kathy.nixon@babberghmidsuffolk.gov.uk">kathy.nixon@babberghmidsuffolk.gov.uk</a>	No	No

<b>CAB28</b>	Cabinet 8/11 October 2018	Homelessness Prevention Fund Policy	To ensure the Councils are able to fulfil their new statutory obligations under the Homelessness Reduction Act 2017 to prevent homelessness wherever possible.	Jill Wilshaw Jan Osborne	Heather Sparrow 01449 724767 <a href="mailto:Heather.sparrow@baberg&lt;br/&gt;hמידsuffolk.gov.uk">Heather.sparrow@baberg hמידsuffolk.gov.uk</a>	Yes	No
<b>CAB54</b>	Cabinet 5 November 2018	Stradbroke Neighbourhood Plan	To seek Cabinet approval for the Stradbroke Neighbourhood Plan to proceed to a local referendum	Glen Horn	Robert Hobbs 01449 724812 <a href="mailto:robert.hobbs@baberg&lt;br/&gt;hמידsuffolk.gov.uk">robert.hobbs@baberg hמידsuffolk.gov.uk</a>	No	No
<b>CAB46</b>	Cabinet 5/8 November 2018	Leisure Centre Redevelopment	For comment and agreement	Julie Flatman Margaret Maybury	Chris Fry 01449 724805 <a href="mailto:Chris.fry@baberg&lt;br/&gt;hמידsuffolk.gov.uk">Chris.fry@baberg hמידsuffolk.gov.uk</a>	Yes	No
<b>CAB55</b>	Cabinet 5/8 November 2018	General Fund Financial Monitoring 2018/19 – Quarter 2	To ensure that Members are kept informed of the current budgetary position for both General Fund Revenue and Capital.	John Whitehead John Ward	Melissa Evans 01473 296320 <a href="mailto:Melissa.evans@baberg&lt;br/&gt;hמידsuffolk.gov.uk">Melissa.evans@baberg hמידsuffolk.gov.uk</a>	Yes	No
<b>CAB74</b>	Cabinet 5/8 November 2018	HRA Quarterly Monitoring – Quarter 2	To ensure that Members are kept informed of the current budgetary position for both HRA Revenue and Capital.	John Whitehead John Ward	Melissa Evans 01473 296320 <a href="mailto:Melissa.evans@baberg&lt;br/&gt;hמידsuffolk.gov.uk">Melissa.evans@baberg hמידsuffolk.gov.uk</a>	Yes	No
<b>CNL19</b>	Council 22/22 November 2018	Draft Joint Local Plan – Regulation 18	To present a Draft Joint Local Plan, which sets out the preferred strategic policies, development management policies and site allocations to guide and support development in the two districts, prior to a Regulation 18 public consultation.	Glen Horn Nick Ridley	Rob Hobbs 01449 724812 <a href="mailto:Robert.hobbs@baberg&lt;br/&gt;hמידsuffolk.gov.uk">Robert.hobbs@baberg hמידsuffolk.gov.uk</a>	N/A	No

<b>CAB47</b>	Cabinet 10/13 December 2018	As at Quarter 2 Performance Update	To seek agreement that the performance report and the performance outcome information adequately reflects the Councils performance	Suzie Morley Derek Davis	Karen Coll 01449 724566 <a href="mailto:Karen.coll@babberghmidsuffolk.gov.uk">Karen.coll@babberghmidsuffolk.gov.uk</a>	No	No
<b>CAB48</b>	Cabinet 10/13 December 2018	A Review of the First Two Quarters of the Homeless Reduction Act	To review how the Councils have managed the roll out of the Homeless Reduction Act 2017 (HRA 2017)	Jill Wilshaw Jan Osborne	Heather Sparrow 01449 724767 <a href="mailto:Heather.sparrow@babberghmidsuffolk.gov.uk">Heather.sparrow@babberghmidsuffolk.gov.uk</a>	No	No
<b>CAB38</b>	Cabinet 10/13 December 2018	Community Strategy	To adopt and agree.	Julie Flatman Margaret Maybury	Kathy Nixon 01449 724964 <a href="mailto:kathy.nixon@babberghmidsuffolk.gov.uk">kathy.nixon@babberghmidsuffolk.gov.uk</a>	No	No
<b>CAB39</b>	Cabinet 10/13 December 2018	Joint Parking Policy	To adopt and agree	David Burn Tina Campbell	Chris Fry 01449 724805 <a href="mailto:Chris.fry@babberghmidsuffolk.gov.uk">Chris.fry@babberghmidsuffolk.gov.uk</a>	No	No
<b>CAB56</b>	Cabinet 10/13 December 2018	2019/20 Budget Report	To ensure that Members were aware of the progress being made to set the 2019/20 budgets	John Whitehead John Ward	Melissa Evans 01473 296320 <a href="mailto:Melissa.evans@babberghmidsuffolk.gov.uk">Melissa.evans@babberghmidsuffolk.gov.uk</a>	Yes	No
<b>CAB69</b>	Cabinet 10/13 December 2018	Gambling Act 2005 – Statement of Principles Statutory Three-Yearly Revision and Simultaneous Fee Review	To endorse the statutory revision and re-adoption of the Policy and Fees	Gerard Brewster Simon Barrett	Lee Carvell 01449 724685 <a href="mailto:lee.carvell@babberghmidsuffolk.gov.uk">lee.carvell@babberghmidsuffolk.gov.uk</a>	Yes	No
<b>CAB70</b>	Cabinet 10/13 December 2018	BMS Invest Half Year Performance and Risk Management	To provide an update across the Council's Investment Portfolio and Commercial Activities for the period of April 2018 to September 2018	Nick Gowrley Nick Ridley	Jonathan Stephenson 01449 724704 <a href="mailto:Jonathan.stephenson@babberghmidsuffolk.gov.uk">Jonathan.stephenson@babberghmidsuffolk.gov.uk</a>	No	In Part. <i>as per Paragraph 3 of Part I of Schedule 12A of the Local Government Act</i>
<b>CAB71</b>	Cabinet 10/13 December 2018	End of Term Performance	To agree and share the achievements over the last 4 years.	Suzie Morley Derek Davis	Karen Coll 01449 724566 <a href="mailto:Karen.coll@babberghmidsuffolk.gov.uk">Karen.coll@babberghmidsuffolk.gov.uk</a>	No	No



<b>CAB60</b>	Cabinet 10/13 December 2018	The Suffolk Waste Partnership Inter Authority Agreement	To discuss and agree the Suffolk Waste Partnership Inter Authority Agreement and to consider the options for extending the waste contract managed by Serco.	Roy Barker (Lead Member) Tina Campbell	Chris Fry 01449 724805 <a href="mailto:Chris.fry@babberghmidsuffolk.gov.uk">Chris.fry@babberghmidsuffolk.gov.uk</a>	No	No
<b>CNL14</b>	Council 18/20 December 2018	BMS Invest Half Year Performance and Risk Management	To provide an update across the Council's Investment Portfolio and Commercial Activities for the period of April 2018 to September 2018	Nick Gowrley Nick Ridley	Jonathan Stephenson 01449 724704 <a href="mailto:Jonathan.stephenson@babberghmidsuffolk.gov.uk">Jonathan.stephenson@babberghmidsuffolk.gov.uk</a>	N/A	In Part. <i>as per Paragraph 3 of Part I of Schedule 12A of the Local Government Act</i>
<b>CNL11</b>	Council 18/20 December 2018	Gambling Act 2005 – Statement of Principles Statutory Three-Yearly Revision and Simultaneous Fee Review	To endorse the statutory revision and re-adoption of the Policy and Fees	Gerard Brewster Simon Barrett	Lee Carvell 01449 724685 <a href="mailto:lee.carvell@babberghmidsuffolk.gov.uk">lee.carvell@babberghmidsuffolk.gov.uk</a>	N/A	No
<b>CNL18</b>	Council 20 December 2018	Stradbroke Neighbourhood Plan	To seek approval for the Stradbroke Neighbourhood Plan to proceed to a local referendum	Glen Horn	Robert Hobbs 01449 724812 <a href="mailto:robert.hobbs@babberghmidsuffolk.gov.uk">robert.hobbs@babberghmidsuffolk.gov.uk</a>	N/A	No
<b>CAB57</b>	Cabinet 7/10 January 2019	Draft Joint Medium Term Financial Strategy and 2019/20 Budget	Endorse the draft Joint Medium Term Financial Strategy (MTFS) and Budget proposals, subject to further consideration at the February meeting for recommendation to Council.	John Whitehead John Ward	Melissa Evans 01473 296320 <a href="mailto:Melissa.evans@babberghmidsuffolk.gov.uk">Melissa.evans@babberghmidsuffolk.gov.uk</a>	Yes	No
<b>CAB58</b>	Cabinet 4/7 February 2019	Joint Medium Term Financial Strategy and 2019/20 Budget	To ensure that Members approve the budget proposals for 2019/20, Medium Term Financial Strategy and the Council Tax for 2019/20 recommending to Council.	John Whitehead John Ward	Melissa Evans 01473 296320 <a href="mailto:Melissa.evans@babberghmidsuffolk.gov.uk">Melissa.evans@babberghmidsuffolk.gov.uk</a>	Yes	No

<b>CNL08</b>	Council 5/8 February 2019	Joint Medium Term Financial Strategy and 2019/20 Budget	To approve the budget proposals for 2019/20, Medium Term Financial Strategy and the Council Tax for 2019/20.	John Whitehead John Ward	Melissa Evans 01473 296320 <a href="mailto:Melissa.evans@baberghmidsuffolk.gov.uk">Melissa.evans@babergh midsuffolk.gov.uk</a>	N/A	No
<b>CAB40</b>	Cabinet 4/7 February 2019	Environment Strategy	To adopt and agree	David Burn Tina Campbell	Chris Fry 01449 724805 <a href="mailto:Chris.fry@baberghmidsuffolk.gov.uk">Chris.fry@baberghmidsuff olk.gov.uk</a>	No	No
<b>CAB59</b>	Cabinet 4/7 March 2019	General Fund Financial Monitoring 2018/19 – Quarter 3	To ensure that Members are kept informed of the current budgetary position for both General Fund Revenue and Capital.	John Whitehead John Ward	Melissa Evans 01473 296320 <a href="mailto:Melissa.evans@baberghmidsuffolk.gov.uk">Melissa.evans@babergh midsuffolk.gov.uk</a>	Yes	No
<b>CAB75</b>	Cabinet 4/7 March 2019	HRA Quarterly Monitoring – Quarter 3	To ensure that Members are kept informed of the current budgetary position for both HRA Revenue and Capital	John Whitehead John Ward	Melissa Evans 01473 296320 <a href="mailto:Melissa.evans@baberghmidsuffolk.gov.uk">Melissa.evans@babergh midsuffolk.gov.uk</a>	Yes	No
<b>CAB79</b>	Cabinet 4/7 March 2019	Quarter 3 Performance Update	To seek agreement that the performance report and the performance outcome information adequately reflects the Councils performance	Suzie Morley Derek Davis	Karen Coll 01449 724566 <a href="mailto:Karen.coll@baberghmidsuffolk.gov.uk">Karen.coll@baberghmids uffolk.gov.uk</a>	No	No

Key:

 Babergh District Council Only
  Mid Suffolk District Council Only
  Joint – Mid Suffolk and Babergh District Councils

If you have any queries regarding this Forward Plan, please contact Sophie Moy on 01449 724682 or Email: [Sophie.moy@baberghmidsuffolk.gov.uk](mailto:Sophie.moy@baberghmidsuffolk.gov.uk)

If you wish to make any representations as to why you feel an item that is marked as an “exempt” or confidential item should instead be open to the public, please contact the Monitoring Officer on 01449 724694 or Email: [emily.yule@baberghmidsuffolk.gov.uk](mailto:emily.yule@baberghmidsuffolk.gov.uk). Any such representations must be received at least 10 working days before the expected date of the decision.

Arthur Charvonia - Chief Executive



# **BABERGH DISTRICT COUNCIL**

## **WORK PLAN**

**3 September 2018**

**BABERGH DISTRICT COUNCIL**

<b>COMMITTEE: Babergh Overview and Scrutiny Committee</b>	<b>REPORT NUMBER: JOS/18/18</b>
<b>FROM: N/A</b>	<b>DATE OF MEETING: 3 September 2018</b>
<b>OFFICER: Henriette Holloway Governance Support Officer</b>	<b>KEY DECISION REF NO. None</b>

**WORK PLAN FOR 2018/19**

The table below is a draft of the work plan for the Babergh Overview and Scrutiny Committee. This table will be reviewed at each meeting and could be amended in the light of new items arising or as a result of items on the Forthcoming Decisions List being selected for scrutiny.

**20 September 2018 Joint Committee with MSDC at 9.00 am for 9.30am**

<b>Topic</b>	<b>Purpose</b>	<b>Lead Officer</b>	<b>Cabinet Member</b>	<b>Previously Presented to Committee</b>
Crime and Disorder Panel	WSCSP	Melanie Yolland Communities Officer (Safe) and Safeguarding and Prevent Lead  Ann Hunter Interim Corporate Manger – Strong and Safe Communities	Cllr Margaret Maybury	BOS/17/14  23 October 2017
Voids Information Bulletin	Quarterly Update on Voids	Lee Crowdell Corporate Manager – Tenant Service	Cllr Jan Osborne	BOS/18/2 18 June 2018

## 22 October 2018 at 2.00pm for 2.30pm

Topic	Purpose	Lead Officer	Cabinet Member	Previously Presented to Committee
The Previous Babergh HQ Site	The Investment Business Case for the Development of the Previous Babergh HQ Site		Cllr Frank Lawrenson	N/A
The Five-year Housing Land Supply	A report to review the recalculation of the Five-year Housing Land Supply	Tom Barker Assistant Director – Planning for Growth  Robert Hobbs Corporate Manager - Strategic Planning	Cllr Nick Ridley	BOS/17/36 19 March 2018
Leisure Centre Redevelopment	Report to Cabinet 8 November	Chris Fry Assistant Director – Environment and Commercial Partnerships	Cllr Margaret Maybury	N/A
Waste Strategy	Scrutiny of the outcome of Waste Services Review and possible extension of the Joint Waste Contract, prior of report going to Cabinet 8 Nov.	Chris Fry  Assistant Director – Environment and Commercial Partnerships	Cllr Tina Campbell	JOS/17/8  15 February 2018
Review of Representatives on Outside Bodies	To review and update the Councils reps. On outside bodies.	Janice Robinson Corporate Manger – Democratic Services  Henriette Holloway- Governance Support Officer		N/A

## 19 November 2018 Joint Committee with MSDC at 2.00 for 2.30 pm

Topic	Purpose	Lead Officer	Cabinet Member	Previously Presented to Committee
CIL Expenditure Framework	The Joint Member Panel to be part of the Scrutiny Process	Christine Thurlow Professions Lead – Key Sites and Infrastructure	Cllr Nick Ridley	JOS/17/118 December 2017
An update on the Homelessness Reduction Act (2017)	Six months review after the implementation of the Act	Heather Sparrow Corporate Manager – Housing Solutions	Cllr Jan Osborne	BOS/17/22 20 November 2017
Community Strategy	Report to Cabinet 13 December	Jonathan Free – Assistant Director - Communities	Cllr Margaret Maybury	N/A
Joint Parking Policy	Report to Cabinet 13 December	Chris Fry Assistant Director – Environment and Commercial Partnerships	Cllr Tina Campbell	N/A

## 17 December 2018 at 2.00pm for 2.30pm

Topic	Purpose	Lead Officer	Cabinet Member	Previously Presented to Committee
Five-year Housing Land Supply –	Information Bulletin – Half Year update	Tom Barker Assistant Director – Planning for Growth  Robert Hobbs Corporate Manager - Strategic Planning		BOS/17/36 19 March 2018
BMBS Update	Six months' update	Gavin Fisk Assistant Director – Housing  Justin Wright-Newton Corporate Manager - BMBS	Cllr Jan Osborne	BOS/18/7 18 June 2018

Voids	Information Bulletin -Quarterly Update on Voids	Lee Crowdell Corporate Manger – Tenant Service  Justin Wright-Newton Corporate Manager - BMBS	Cllr Jan Osborne	BOS/18/2 18 June 2018
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**WORK PLAN 2018/19 for Babergh Overview and Scrutiny Committee:**

<b>17 January 2019 -</b>
<b>Budget Report</b>
<b>18 February 2019</b>
<b>11 March 2019 - Joint</b>
<b>Voids – Quarterly Update</b>
<b>15 April 2019</b>
<b>16 May 2019 - Joint</b>

**Topics identified for review by O&S but not currently timetabled:**

**Information Bulletin: Customer Access Activity Update**

An update on the customer activity Information Bulletin presented 18 December 2017 **TBC**

**Information Bulletin: Community Engagement** – update to be provided quarterly (sept 2017) **TBC**

**Community Grants**

Strong and safe communities was asked to report back following a ‘health check’ of the groups receiving grants. (To be an Information Bulletin) **TBC**

**Fuel Poverty**

Reporting back to the Committee on the changes incorporated into the Joint Fuel Poverty Strategy – To consider if further action is needed at this stage, in the light of it being incorporated into a Suffolk-wide strategy

## **CIL**

Update on the outcome from the Joint Overview and Scrutiny Committee 18 December 2018

### **Crime and Disorder Panel meeting**

Required to take place at least once a year, provisionally agreed to take place in **September** of each year

### **Void times in Council Properties – Monthly Information Bulletin**

#### **Other topics identified:**

- Home ownership review

#### Authorship:

Henriette Holloway  
Governance Support Officer

Tel: 01449 724681

E-mail: [henriette.holloway@baberghmidsuffolk.gov.uk](mailto:henriette.holloway@baberghmidsuffolk.gov.uk)





**MID SUFFOLK DISTRICT COUNCIL**  
**WORK PLAN**

**3 September 2018**

**MID SUFFOLK DISTRICT COUNCIL**

<b>COMMITTEE: Mid Suffolk Overview and Scrutiny Committee</b>	<b>REPORT NUMBER: JOS/18/19</b>
<b>FROM: N/A</b>	<b>DATE OF MEETING: 3 September 2018</b>
<b>OFFICER: Henriette Holloway Governance Support Officer</b>	<b>KEY DECISION REF NO. None</b>

**WORK PLAN FOR 2018/19**

The table below is a draft of the work plan for the Mid Suffolk Overview and Scrutiny Committee. This table will be reviewed at each meeting and could be amended in the light of new items arising or as a result of items on the Forthcoming Decisions List being selected for scrutiny.

**20 September 2018 Joint Committee with BDC at 9.00 am for 9.30am**

<b>Topic</b>	<b>Purpose</b>	<b>Lead Officer</b>	<b>Cabinet Member</b>	<b>Previously Presented to Committee</b>
Crime and Disorder Panel	WSCSP	Melanie Yolland Communities Officer (Safe) and Safeguarding and Prevent Lead  Ann Hunter Interim Corporate Manger – Strong and Safe Communities	Cllr Elizabeth Gibson-Harries	MOS/17/9 17 August 2017

## 18 October 2018 at 9.00 am for 9.30 am

Topic	Purpose	Lead Officer	Cabinet Member	Previously Presented to Committee
The Previous Mid Suffolk HQ Site	The investment Business Case for the development of the previous Mid Suffolk HQ Site	Jonathan Stephenson – Strategic Director	Cllr Nick Gowrley	N/A
Staff Turnover and Welfare for	Quarterly update on the data	Katherine Steel Assistant Director – Corporate Resources  Anne Conway – Corporate Manager - HR & OD	Cllr John Whitehead	MOS/18/2 14 July 2018
Leisure Centre Redevelopment	Report to Cabinet 8 November	Chris Fry Assistant Director – Environment and Commercial Partnerships	Cllr Julie Flatman	N/A
Waste Strategy	Scrutiny of the outcome of the Waste Service Review and possible outcome extension of the Joint Waste Contract, prior to the report going to Cabinet 5 Nov.	Chris Fry Assistant Director -	Cllr David Burn	Joint Committee August 2017 JOS/17/8
Review of the Public Attendance at Public Committee Meetings (Information Bulletin)	Six Months update compared with the same six months in 2017	Janice Robinson Corporate Manager – Law and Governance		

**19 November 2018 Joint Committee with MSDC at 2.00 for 2.30 pm**

<b>Topic</b>	<b>Purpose</b>	<b>Lead Officer</b>	<b>Cabinet Member</b>	<b>Previously Presented to Committee</b>
CIL Expenditure Framework	The Joint Member Panel to be part of the Scrutiny Process	Christine Thurlow Professions Lead – Key Sites and Infrastructure	Cllr Glen Horn	JOS/17/118 December 2017
The Homelessness Reduction Act	A review of the act 6 months after the implementation of the Act.	Heather Sparrow Corporate Manager – Housing Solutions	Cllr Jill Wilshaw	MOS/17/24 16 November 2018
Community Strategy	Report to Cabinet 13 December	Jonathan Free – Assistant Director - Communities	Cllr Julie Flatman	N/A
Joint Parking Policy	Report to Cabinet 10 December	Chris Fry Assistant Director – Environment and Commercial Partnership	Cllr David Burn	N/A

**20 December 2018 at 9.00 am for 9.30 am**

<b>Topic</b>	<b>Purpose</b>	<b>Lead Officer</b>	<b>Cabinet Member</b>	<b>Previously Presented to Committee</b>
MRF Procurement Process	Officer to report back to the Committee on the outcome of the MRF procurement contract	Chris Fry Assistant Director – Environment and Commercial Partnerships	Cllr David Burn	JOS/17/8  15 February 2018
Universal Credit	To review the implementation and if the Council was fully prepared for the roll-out in May 2018 (Officers: Amy Mayes and Andrew Wilcock (SCC			

**WORK PLAN 2018/19 for Mid Suffolk Overview and Scrutiny Committee:**

<b>17 January 2019</b>
<b>Budget Report</b>
<b>14 February 2019</b>
<b>The Joint Compliments, Comments and Complaints Policy – 6 months review (recommendation from Cabinet 6 August)</b>
<b>11 March 2019 - Joint</b>
<b>18 April 2019</b>
<b>16 May 2019 - Joint</b>
<b>Annual Review of BMS Invest Business Plan</b>

**Topics identified for review by O&S but not currently timetabled:**

**Community Grant**

Strong and safe communities was asked to report back following a 'health check' of the groups receiving grants. (To be an Information Bulletin) **TBC**

**Crime and Disorder Panel meeting September 2019**

Required to take place at least once a year, provisionally agreed to take place in **September** of each year.

**Enforcement**

Enforcement for parking, planning etc to be discussed with Babergh Overview and Scrutiny Committee and Kathy Nixon – Strategic Director to decide how to approach this area.  
Community

**Transport Services**

To scrutinise the services provided by SCC and consider what Overview and Scrutiny can add to these services

**Disable Facilities Grant**

To scrutinise a review of the Disable Facilities Grant

Authorship:

Henriette Holloway  
Governance Support Officer

Tel: 01449 726481  
E-mail: [henriette.holloway@baberghmidsuffolk.gov.uk](mailto:henriette.holloway@baberghmidsuffolk.gov.uk)