

Public Document Pack



COMMITTEE:	JOINT OVERVIEW AND SCRUTINY COMMITTEE
DATE:	MONDAY, 22 APRIL 2024 9.30 AM
VENUE:	FRINK ROOM (ELISABETH) - ENDEAVOUR HOUSE

Members	
<u>Conservatives</u> James Caston (Chair) Brian Riley	<u>Greens</u> Terence Carter Leigh Jamieson Janet Pearson
<u>Independents</u> Kathryn Grandon Mary McLaren (Chair)	Ross Piper Miles Row Laura Smith
<u>Liberal Democrats</u> Keith Scarff John Whyman	

This meeting will be broadcast live to You Tube and will be capable of repeated viewing. The entirety of the meeting will be filmed except for confidential or exempt items. If you attend the meeting in person you will be deemed to have consented to being filmed and that the images and sound recordings could be used for webcasting/ training purposes.

The Council, members of the public and the press may record/film/photograph or broadcast this meeting when the public and the press are not lawfully excluded.

AGENDA

PART 1

MATTERS TO BE CONSIDERED WITH THE PRESS AND PUBLIC PRESENT

Page(s)

- 1 **APOLOGIES AND SUBSTITUTES**
- 2 **DECLARATION OF INTERESTS**
- 3 **JOS/23/38 TO CONFIRM THE MINUTES OF THE MEETING HELD ON 14 MARCH 2024** 5 - 12
- 4 **TO RECEIVE NOTIFICATION OF PETITIONS IN ACCORDANCE WITH THE COUNCIL'S PETITION SCHEME**

5 **QUESTIONS BY THE PUBLIC**

To consider questions from and provide answers to members of the public on any matter in relation to which the Committee has powers or duties and of which due notice has been given in accordance with the Committee and Sub-Committee Procedures Rules.

6 **QUESTIONS BY COUNCILLORS**

To consider questions from and provide answers to Councillors on any matter in relation to which the Committee has powers or duties and of which due notice has been given in accordance with the Committee and Sub-Committee Procedure Rules.

7 **JOS/23/39 AN OVERVIEW OF THE HANDLING PROCESSES FOR ENFORCEMENT CASELOAD** 13 - 82

8 **RESOLUTION TO EXCLUDE THE PUBLIC (WHICH TERM INCLUDES THE PRESS)**

To consider, whether, pursuant to Part 1 of Schedule 12A of the Local Government Act 1972 the public 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 report propose to be considered in Part 2 of the Agenda are satisfied that the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

PART 2

MATTERS TO BE CONSIDERED WITH THE PRESS AND PUBLIC EXCLUDED

9 **JOS/23/40 JOINT HOUSING ASSISTANCE POLICY UNDER THE REGULATORY REFORM ORDER** 83 - 112

- 10 **RESOLUTION TO RE-ADMIT THE PUBLIC (WHICH TERM INCLUDES THE PRESS)**

PART 3

- 11 **JOS/23/41 FORTHCOMING DECISIONS LIST**

To review the Council's Forthcoming Decisions List and identify any items to be brought before the Overview and Scrutiny Committee.

Please note the most up to date version can be found via the Website:

[Forthcoming Decisions List » Babergh Mid Suffolk](#)

- 12 **JOS/23/42 OVERVIEW AND SCRUTINY ACTION TRACKER** 113 - 120

- 13 **JOS/23/43 BABERGH OVERVIEW AND SCRUTINY WORK PLAN** 121 - 122

To agree the Babergh Overview and Scrutiny Work Plan

- 14 **JOS/23/44 MID SUFFOLK OVERVIEW AND SCRUTINY WORK PLAN** 123 - 124

To agree the Mid Suffolk Overview and Scrutiny Work Plan

Date and Time of next meeting

Please note that the next meeting is scheduled for Monday, 13 May 2024 at 9.30 am.

For more information about this meeting, including access arrangements and facilities for people with disabilities, please contact the Committee Officer, Alicia Norman on: 01473 296384 or Email: 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.

Domestic Arrangements:

- Toilets are situated opposite the meeting room.
- Cold water is also available outside opposite the room.
- Please switch off all mobile phones or turn them to silent.

Evacuating the building in an emergency: Information for Visitors:

If you hear the alarm:

1. Leave the building immediately via a Fire Exit and make your way to the Assembly Point (Ipswich Town Football Ground).
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 3

BABERGH AND MID SUFFOLK DISTRICT COUNCILS

Minutes of the meeting of the **JOINT OVERVIEW AND SCRUTINY COMMITTEE** held in the Frink Room (Elisabeth) - Endeavour House on Thursday, 14 March 2024

PRESENT:

Councillors:	Terence Carter	James Caston
	Kathryn Grandon	Leigh Jamieson
	Mary McLaren	Janet Pearson
	Dr Ross Piper	Brian Riley
	Miles Row	Keith Scarff
	John Whyman	

In attendance:

Councillor(s): Derek Davis – BDC Cabinet Member for Economic Growth
Teresa Davis – MSDC Cabinet Member for Thriving Towns

Officers: Interim Monitoring Officer (JR)
Director – Economic Growth and Climate Change (FD)
Director – Corporate Services (SW)
Head of Economy and Business (MG)
Head of Customer Experience (SL)
Arts and Culture Lead (ZB)
Lead Officer – Overview and Scrutiny (AN)

Apologies:

Councillor(s): Laura Smith

54 DECLARATION OF INTERESTS

54.1 Councillor Row declared an Other Registrable Interest (ORI) in Item JOS/23/32 as an employee of Suffolk Libraries and Suffolk Artlink.

54.2 Councillor Scarff declared that he was a member of the cross party member working group for the development of the Culture, Heritage, and Visitor Economy Strategy and the corresponding action plan.

55 JOS/23/29 TO CONFIRM THE MINUTES OF THE JOINT MEETING HELD ON 20 NOVEMBER 2023

55.1 Councillor McLaren proposed that the minutes be approved and signed as a true record of the meeting.

55.2 Councillor Carter seconded the proposal.

By a vote of 10 For and 1 Abstention

It was RESOLVED:

That the minutes of the joint meeting held on 20th November 2023 be confirmed and signed as a true record.

56 JOS/23/30 TO CONFIRM THE MINUTES OF THE BABERGH MEETING HELD ON 22 JANUARY 2024

56.1 Councillor Whyman proposed that the minutes be approved and signed as a true record of the meeting.

56.2 Councillor Jamieson seconded the proposal.

By a vote of 4 For and 1 Abstention

It was RESOLVED:

That the minutes of the Babergh meeting held on 22nd January 2024 be confirmed and signed as a true record.

57 JOS/23/31 TO CONFIRM THE MINUTES OF THE MID SUFFOLK MEETING HELD ON 22 JANUARY 2024

57.1 Councillor Scarff proposed that the minutes be approved and signed as a true record of the meeting.

57.2 Councillor Carter seconded the proposal.

By a vote of 6 For

It was RESOLVED:

That the minutes of the Mid Suffolk meeting held on 22nd January 2024 be confirmed and signed as a true record.

58 TO RECEIVE NOTIFICATION OF PETITIONS IN ACCORDANCE WITH THE COUNCIL'S PETITION SCHEME

58.1 None received.

59 QUESTIONS BY THE PUBLIC

59.1 None received.

60 QUESTIONS BY COUNCILLORS

60.1 None received.

61 JOS/23/32 REVIEW OF THE IMPLEMENTATION OF THE CULTURE, HERITAGE, AND VISITOR ECONOMY STRATEGY

- 61.1 Councillor Teresa Davis, Mid Suffolk's Cabinet Member for Thriving Towns and Rural Communities, introduced the report to the Committee outlining before Members including the 12-month progress update on the delivery of the Strategy, the creation of the Strategy in March 2023, the dissection of the action plan into three key themes: cultural habits, accelerating progress by developing the sector, and encouraging collaboration; and the 52 individual actions and their relation to the key themes.
- 61.2 Councillor Row questioned how the Strategy was being developed to attract a more diverse audience and range of talent on offer. The Arts and Culture Lead responded the action plan was already reasonably diverse but that steps had been, and will continue to be, taken in order to make improvements.
- 61.3 Councillor Row further questioned if measures had been taken to offer more accessible shows to customers, i.e. audio-described performances, and British Sign Language (BSL) interpreters. The Arts and Culture Lead responded that the Strategy does encourage events and performance organisers to ensure provisions are made so that they are accessible to a wide range of people and that the options as set out by Councillor Row would be explored further.
- 61.4 Councillor Carter queried if consultations had been undertaken with operators of affordable or sustainable travel. The Director for Economic Growth responded that the Councils' Sustainable Travel Officer had been consulted and was assisting with the delivery of the Strategy, particularly within Mid Suffolk.
- 61.5 Councillor McLaren questioned what work was being undertaken in collaboration with schools to assist with young people's cultural development. The Arts and Culture Lead responded that this was being addressed through the Local Cultural Education Partnership (LCEP) that linked local authorities, arts organisations, and education providers, and that a key aim was to make arts and culture venues more accessible and appealing to young people.
- 61.6 Councillor McLaren raised that it might be beneficial for officers to utilise the Town and Parish Liaison meetings as a way of communicating the Strategy and what is on offer to parish councils.
- 61.7 Councillor Grandon queried who the Strategy's main audience was and how it fit in with Suffolk-wide tourism campaigns. The Director for Economic Growth responded that the Strategy was designed for those providing culture and tourism experiences, and was a necessary document intended to respond to a culture gap across the Districts and collate different council policy and schemes into one place for better overview. The Head of Economy and Business further added that campaigns and improved marketing were taking place in collaboration with Visit Suffolk to better the visibility of our areas.

- 61.8 Councillor Whyman queried whether the Strategy was being tied into the formulation of planning documents and helping to steer policy to better protect culture and heritage assets. Councillor Derek Davis, Babergh's Cabinet Member for Economic Growth, responded that the Councils' heritage team were actively working with the Department for Environment, Food, and Rural Affairs (DEFRA) and Areas of Outstanding Natural Beauty (AONBs) to regenerate and retain local rural heritage assets. The Director for Economic Growth further responded that the development and delivery of the Strategy had been collaborative across all areas of the Councils.
- 61.9 Councillor Carter raised concerns about lack of access to appropriate facilities for disabled people within venues where events were being held and highlighted the concept of mobile changing places. The Director for Economic Growth responded that there were plans in action to increase the number of accessible changing places and bathrooms across the district and that the idea of utilising a mobile service would also be considered.
- 61.10 Councillor Caston queried what measures were being considered to attract the "purple pound" (the financial spending of disabled individuals) into the districts. The Arts and Culture Lead responded that work was being undertaken with Suffolk Growth in light of the purple pound report, that progress was being made on implementing these findings into the proposed action plan, and that all cultural and tourist events that approach the Councils through the Strategy are provided with assistance to help make their events as accessible as possible to a wide range of people.
- 61.11 Councillor Row questioned how integrated grassroots organisations were into the Strategy and its delivery. The Arts and Culture Lead responded that grassroots organisations were one of the key beneficiaries of the Strategy and that one of the Strategy's core aims was to ensure that these organisations received adequate funding and support to host events and performances.
- 61.12 Councillor Caston queried how the "farm to fork" scheme was integrated into the delivery of the Strategy. The Arts and Culture Lead responded that it was a key aim to make tourism relating to farming the districts' unique selling point (USP) and that a project co-ordinator was being employed primarily to assist with the delivery of this scheme.
- 61.13 Councillor Piper questioned if the Strategy could be used to protect the districts from overdevelopment, especially in the countryside. Both Cabinet Members responded that this Strategy was readily used by the Councils' planning and heritage teams to best inform decisions and highlight potential impact of any development on cultural and heritage assets.
- 61.14 Councillor Carter queried whether financial support was provided to schools to assist with getting groups of young people to attend performances and events. The Arts and Culture Lead responded that this was a key aim of the Strategy, that the Councils had approached many schools with the means of

delivering on this aim, and that unfortunately many barriers, such as timings and an extensive curriculum, existed which were preventing schools from utilising these opportunities.

61.15 Members debated the item on issues including:

- The ability for Councillors to fund the cultural development of young people from locality budgets;
- Communications with the public and town/parish councils;
- The marketing of the Strategy and encouraging tourism;
- Protection of rural heritage assets;
- Concerns about overdevelopment;
- Accessibility of venues and information put in public domain;
- Links to the Joint Local Plan and upcoming SPDs;
- Diversity of talent being offered;

61.16 The Lead Officer proposed the following recommendations based on the questions and debate from Members:

- That the Joint Overview and Scrutiny Committee notes the report and commends the Officers for the work undertaken in delivering the Strategy.
- That Officers take on board the comments made by the Committee, particularly regarding accessibility, marketing, and public consultation, and incorporate these into the future delivery of the Strategy.
- That the Cultural Working Group, in conjunction with the Community Grants Review, are requested to explore expanding the scope of locality grants to incorporate funding support for young people looking to engage with culture and the arts.
- That Officers explore various methods of further communicating the Strategy and its aims to a wider audience.
- That the Cabinet Member for Planning be asked to note the committee's concerns towards the potential for overdevelopment of the districts and that the SPD for Heritage and Culture be examined to better protect the tourism and culture offer that is currently available.

61.17 Councillor Row proposed the recommendations as read out by the Lead Officer.

61.18 Councillor Carter seconded the proposal.

By a unanimous vote

It was RESOLVED:

- 1.1. That the Joint Overview and Scrutiny Committee notes the report and commends the Officers for the work undertaken in delivering the Strategy.**
- 1.2. That Officers take on board the comments made by the Committee, particularly regarding accessibility, marketing, and public consultation, and incorporate these into the future delivery of the Strategy.**
- 1.3. That the Cultural Working Group, in conjunction with the Community Grants Review, are requested to explore expanding the scope of locality grants to incorporate funding support for young people looking to engage with culture and the arts.**
- 1.4. That Officers explore various methods of further communicating the Strategy and its aims to a wider audience.**
- 1.5. That the Cabinet Member for Planning be asked to note the committee's concerns towards the potential for overdevelopment of the districts and that the SPD for Heritage and Culture be examined to better protect the tourism and culture offer that is currently available.**

62 JOS/23/33 INFORMATION BULLETIN - A REVIEW INTO THE USE OF CUSTOMER FOCUSED SERVICES

- 62.1 The Head of Customer Experience introduced the report to the Committee outlining before Members the different services offered by the Customers team, the distribution of customer contact between different services, face-to-face customer contact points, the implementation of live chat website services, the number of compliments and complaints received, the results of the recent customer satisfaction survey, and proposed plans to improve customer facing services.
- 62.2 Councillor Grandon queried how the customer access points could be better advertised, specifically in Hadleigh. The Head of Customer Experience responded that the current advertisement posters for the service were being reviewed and that plans were being drawn up with Hadleigh Library to better promote what was available.
- 62.3 Councillor McLaren queried the provision of digital skills and inclusion sessions and how these could be set up across the District. The Head of Customer Experience responded that community mapping would be taking place in partnership with Suffolk County Council that would highlight areas in need of digital inclusion sessions and these would be delivered appropriately.

- 62.4 Councillor Jamieson questioned what provisions were in place to ensure that complaints were dealt with in a timely manner. The Head of Customer Experience responded that residents could log official complaints either through the online form, the designated telephone line, or via email to the feedback team, that these complaints would be logged on an official system, and that responses to the complaints were tracked through to completion.
- 62.5 Councillor Jamieson further queried if social media activity was monitored to pick up comments and complaints made online in public forum. The Director for Corporate Services responded that social media posts that tagged the Councils' profiles were responded to via direct message and that a trawl also took place using buzzwords relating to Babergh and Mid Suffolk to pick up comments and issues.
- 62.6 Councillor Carter queried what measures were in place to protect residents from scam calls and emails. The Head of Customer Experience responded that this was something covered in digital inclusion sessions so that residents were able to identify the signs of a scam contact but that it was difficult to highlight all the means in which scams are made due to the different methods used.
- 62.7 Councillor Carter commented that the visibility of the customer access point in Stowmarket was poor and that there were accessibility issues within the building. The Head of Customer Experience responded that the building had been reviewed by the Mid Suffolk Disability Forum and that appropriate adjustments had been made following feedback but that changes were limited by the space available.
- 62.8 Councillor Grandon questioned if there had been an impact on the services delivered and callback times due to more members of staff working from home due to the pandemic. The Head of Customer Experience responded that customer demand and preferred contact methods had shifted post-pandemic, that all members of staff were still expected to assist with face-to-face contact with residents, and that there had been no negative impact on response times due to agile working.
- 62.9 Councillor Caston questioned the reasons for the differences in resident satisfaction with individual services in comparison to their satisfaction with the Council as a whole. The Head of Customer Experience responded that a decrease in satisfaction with local government authorities could be seen across the sector, that a working group was being curated with staff across all departments in an effort to increase overall satisfaction ratings, and that the satisfaction survey was sent to a random group of residents who may be completing the questionnaire based on historic experiences rather than recent.
- 62.10 Councillor Pearson raised that the current method for sending compliments and complaints was not very distinguishable or easy to use. The Head of Customer Experience responded that a new complaints system was currently being developed and that the designated form for contacting the Council was

being adjusted to improve its usability.

62.11 Councillor Scarff questioned if any analysis had taken place to identify potential impacts of relocating the customer access point in Stowmarket into the library. The Head of Customer Experience responded that relocating to Stowmarket Library allowed for collaboration with Citizens Advice to deliver a joint service and that the space facilitated evening and weekend opening hours to offer a service to a wider range of people.

62.12 Members praised the Customer Services department, the work that they were undertaking, and the improved satisfaction ratings and response times.

63 JOS/23/34 FORTHCOMING DECISIONS LIST

63.1 No comments.

64 JOS/23/35 OVERVIEW AND SCRUTINY ACTION TRACKER

64.1 Councillor Caston queried the reasons why recommendation 3.3 for Item JOS/22/45 had been rejected by officers. The Lead Officer for Overview and Scrutiny responded that a written reason would be requested from the key officer responsible and circulated to all Members.

64.2 Councillor Whyman questioned who was contacted to provide updates for recommendations. The Lead Officer for Overview and Scrutiny responded that if a recommendation was directed to officers then the relevant Director and Corporate Manager would be approached, and that when the recommendation concerned Cabinet then the relevant portfolio holder would be contacted.

65 JOS/23/36 BABERGH OVERVIEW AND SCRUTINY WORK PLAN

65.1 No comments.

66 JOS/23/37 MID SUFFOLK OVERVIEW AND SCRUTINY WORK PLAN

66.1 No comments.

The business of the meeting was concluded at 12:40pm.

.....
Chair

Agenda Item 7

BABERGH and MID SUFFOLK DISTRICT COUNCIL

TO:	Joint Overview and Scrutiny Committee	REPORT NUMBER: JOS/23/39
FROM:	Director for Planning and Building Control	DATE OF MEETING: 22/04/24
OFFICER:	Chief Planning Officer	

AN OVERVIEW OF THE HANDLING PROCESSES FOR ENFORCEMENT CASELOAD

1. PURPOSE OF REPORT

- 1.1 In February 2020 the Joint Overview and Scrutiny Committee recommended to Council that a Member/Officer Task and Finish Group should be established to review the existing Planning Enforcement Plan and that they should be encouraged to have regard to best practice and other examples of other published Local Enforcement Plans in that process of review.
- 1.2 The Task and Finish Group consisted of the following Members: David Burn (Cllr); Kathie Guthrie (Cllr); Andrew Stringer (Cllr); John Field (Cllr); Clive Arthey (Cllr); John Ward (Cllr); Peter Gould (Cllr); David Busby (Cllr); Trevor Cresswell (Cllr); Jane Gould (Cllr); Peter Beer (Cllr). Officers who were also a part of this group were Tom Barker; Philip Isbell; David Clarke; Julie Havard; Simon Bailey & John Mawdsley.
- 1.3 To address concerns relating to the performance of the Planning Enforcement team, specifically in relation to speed and efficiency, the Task and Finish Group reviewed the existing Enforcement Plan, developed a process map of a 'typical' Planning Enforcement case, and prepared a strategy for the efficient and effective prioritisation of new reports received. The purpose of the "prioritisation strategy" being to ensure resources are directed to those cases most in need of action.
- 1.4 The revised Joint Local Planning Enforcement Plan (JLPEP) was adopted in March 2023 and brought into effect in May 2023. Its primary purpose was to provide greater clarity and to ensure that Councillors and Officers, external agencies and the public were aware of the Council's approach to its planning enforcement responsibilities. This approach reflected the governments advice in the National Planning Policy Framework.
- 1.5 When Full Council adopted the revised JLPEP in March 2023 they requested a review of the implementation of the plan and its Prioritisation Strategy (PEPS) be undertaken after 12 months of use. A joint member working group is being arranged to conduct this review from May 2024. Transformation activity within the planning enforcement service has continued since the JLPEP was brought into effect.

2. OPTIONS CONSIDERED

- 2.1 The first option is to “do nothing” and leave the revised JLPEP in place. A second option is to identify iterative improvements as the operational implementation of the plan progresses, and to delegate authority to the Director for Planning & Building Control to embed changes “in real time” in consultation with the Cabinet Members for Planning. The revised plan is considered to capture essential principles of good customer service through providing information to Members and the public and providing “good practice” measures which are up to date and can demonstrate efficient planning enforcement activity. In addition, this option provides further opportunities for embedding use of the PEPS in day-to-day operational practice within the team.
- 2.2 There are potential alternative options which could include detailed statistical analysis of use of the PEPS and its outcomes in order to add efficiency to the directing of appropriate resources accordingly. At the time of writing, it is considered there is insufficient data to do this.
- 2.3 The Task and Finish group is due to meet in May 2024 to review the implementation of the JLPEP and its associated PEPS. Analysis of use and efficacy of the documents is expected to be an element of the agenda for the group. To obtain a qualitative measure of the success of the implementation of the JLPEP and PEPS, it may be appropriate to seek anecdotal evidence from Parishes and Communities amongst others. The parameters for “success” for would need to be carefully defined.

3. RECOMMENDATIONS

- 3.1 That the Committee note that the Joint Member/Officer working group is being established to review the revised JLPEP and PEPS to assess implementation and achievement of desired outcomes as expected by Council in March 2023.
- 3.2 That the Committee set out their specific recommendations and areas for enquiry to the Joint Member/Officer working group on the JLPEP.

REASON FOR DECISION

The revised Joint Local Planning Enforcement Plan and PEPS have been in place for nearly 12 months and Full Council required a review one year after implementation. The delegation of authority to amend or update the JLPEP or PEPS will ensure that lessons can be learnt efficiently and without undue formality.

4. KEY INFORMATION

- 4.1 Councillors will appreciate the importance of planning enforcement in the management of development. An effective Enforcement Plan should outline, give structure as well as provide guidance on how we as the Local Planning Authority (LPA) determine breaches of planning control and assess the circumstances in which effective and proper enforcement will be used to manage the harmful effects of unauthorised development.

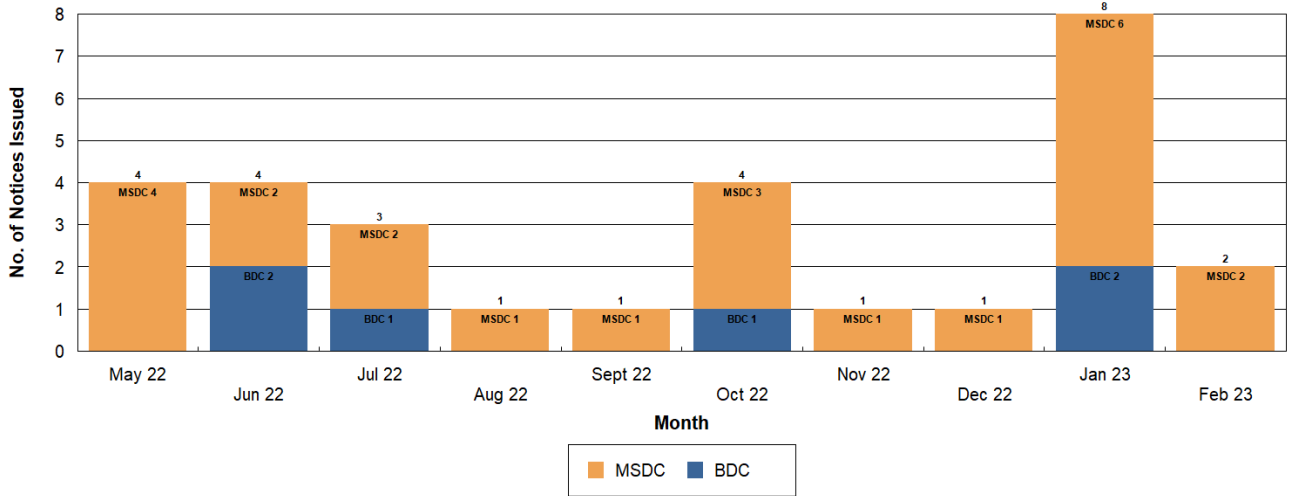
- 4.2 The Town and Country Planning Acts give Councils their powers to control unauthorised development. The National Planning Policy Framework (NPPF) states “*Effective enforcement is important as a means of maintaining public confidence in the planning system...*” as well as also assisting in:
- Tackling breaches in planning control which would otherwise have an unacceptable impact on the amenity of the area.
 - Maintaining the integrity of the decision-making process.
 - Helping to ensure that the public acceptance of the decision-making process is maintained.
- 4.3 Enforcement powers are discretionary. Whilst the service must carry out robust and appropriate investigation into all complaints it receives, the Council is not required to take action simply because there has been a breach of planning control as it may not be expedient to do so. Enforcement action is intended to be remedial rather than punitive and should only be taken where there is demonstrable planning harm. This means minor technical breaches that have only a small impact may not warrant the time and expense in taking action and we will usually seek to negotiate a resolution of the breach. Any action therefore will generally be held in abeyance whilst an investigation is conducted, and a valid planning application or appeal are determined.
- 4.4 The revised JLPEP brings in prioritisation of reports received using the PEPS so that the team is equipped with a toolkit to direct resources to those investigations which are a priority and most require time and energy. Conversely, those cases which involve minor technical breaches with minimal impact can be swiftly and robustly removed from the team’s workload.
- 4.5 The scoring mechanism in the PEPS allows officers to assess new reports based on clear criteria, planning harm and material planning considerations. There is an element of planning judgement, but the PEPS enables a standardised approach to be taken across the District in the interests of consistency.
- 4.6 Cases are scored depending on their gravity, the harm being caused, and the material planning considerations involved. If a report relates to unauthorised works to a listed building this will score higher whilst unauthorised developments, which would be likely to receive planning permission are would receive a lower score. Priority is not driven or decided by who reports a complaint, or how persistently they report matters. The identity of persons reporting matters are kept confidential.
- 4.7 Other than in very specific situations (for example, works affecting the character of a listed building), the fact that something is unauthorised does not, in itself, amount to a criminal offence. It is therefore important that we treat unauthorised developments on their individual merits, the same way as we do for applications for proposed developments. The underlying principle is that we may issue an enforcement notice where it appears that there has been a breach of planning control **and** that it is expedient to issue the notice.

Implementation, progress, & performance.

- 4.8 Implementation of the revised JLPEP (and PEPS) involved a significant change to the operation and performance management of the Planning Enforcement Team. The previous Plan included only one performance target – that being from receipt of the report to the date of the initial site visit. The new Plan includes example timescales within the Workflow process map to ensure that investigations are progressed appropriately towards an appropriate resolution. A number of new internal performance targets have been developed to measure workflow. It should be noted that these performance targets are set internally as there are no current Central Governmental targets set for planning enforcement (see paragraph 4.13).
- 4.9 Initially, use of the PEPS by the team was limited to those reports considered to involve only minor transgressions and the team developed an approach to consistency of practice from these first. Subsequently, use of the PEPS has been expanded to include all new reports received in order to consistently ensure appropriate resource allocation.
- 4.10 The Team has been involved in a constant development process to ensure the PEPS is fit for purpose. The PEPS was developed based on a similar document from another Local Authority but required significant adaptation to become appropriate for our Districts and the developments we commonly encounter. Notwithstanding this, a criteria-based strategy such as this inevitably has limitations insofar as it has a “one-size-fits-all” approach where new types of breach can be encountered as society and technology etc changes.
- 4.11 To ensure the PEPS remains focused appropriately over time on the most significant breaches of planning control it is considered appropriate to keep its provisions under regular (at least bi-annual) review by the Director for Planning & Building Control in consultation with the Cabinet Members for Planning.
- 4.12 A comparison of notices issued by month from May 2023 (when the JLPEP was brought into effect) to February 2024 (and the same period in previous year) is below. As a result of implementation of the PEPS the team is now able to attribute resource and focus to those cases which require our attention as demonstrated by the service of a greater number of notices. A comparison of reports received since January 2020 is also included to provide a picture of activity just prior to the Covid pandemic and beyond.

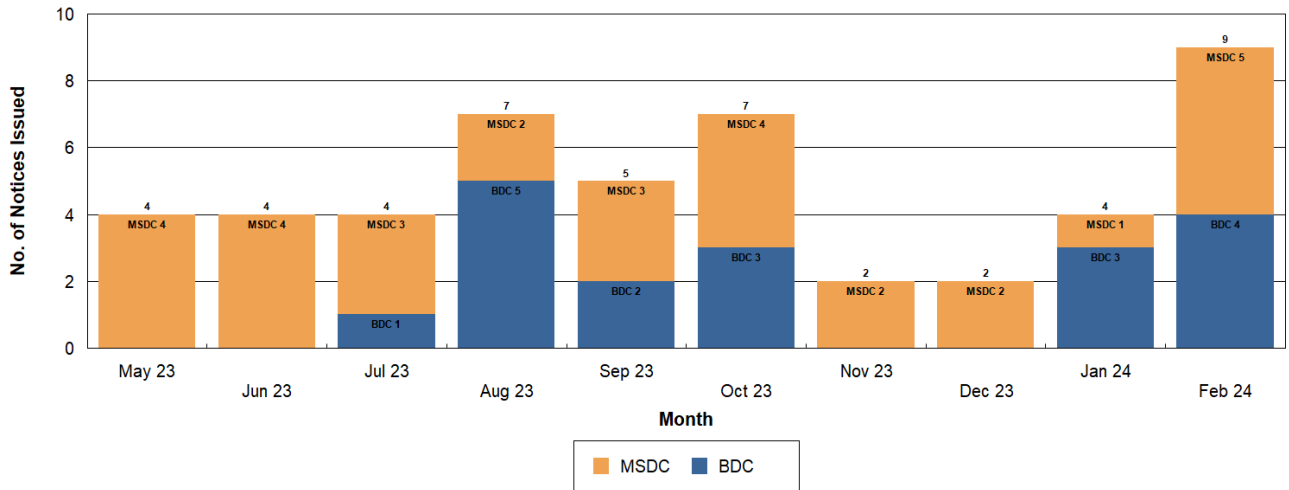
01 May 2022 to 28 February 2023

BMSDC EN Notices Issued - By Month / Type



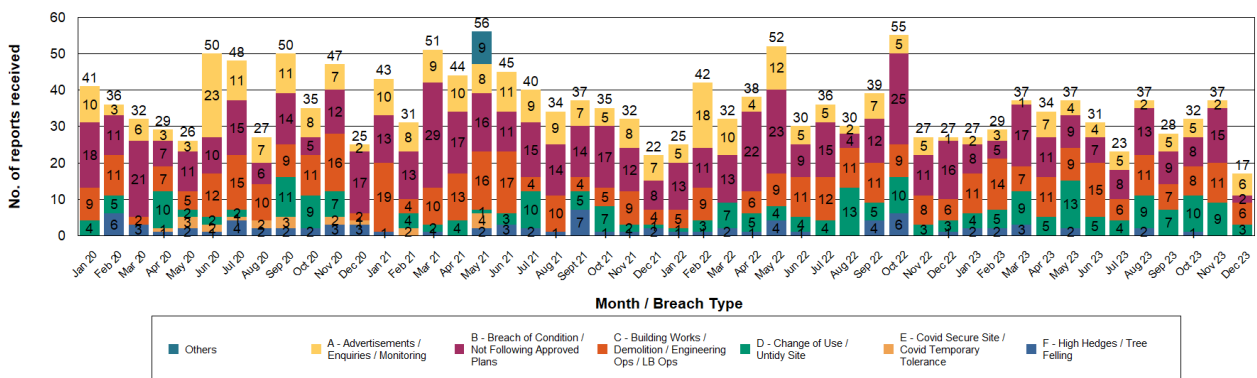
01 May 2023 to 29 February 2024

BMSDC EN Notices Issued - By Month / Type



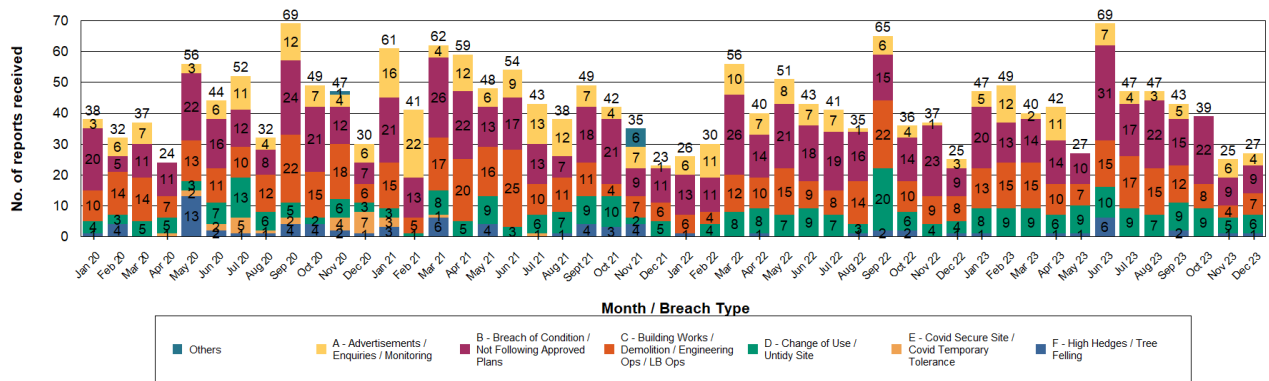
Enforcement reports received between 01 January 2020 to 31 December 2023

BDC - Enforcement Reports Received By Month



	Total Reports Received	Advertisements - STD	Breach of Condition - EXP	Breach of Condition - STD	Building Works - EXP	Building Works - STD	Change of Use - EXP	Change of Use - STD	Covid-19 Temporary Tolerance - STD	Demolition - EXP	Engineering Operations - STD	Enquiry	High Hedge Complaint	Listed Building Alterations - EXP	Listed Building Alterations - STD	Monitoring - STD	Not Following Approved Plans - EXP	Not Following Approved Plans - STD	Prosecution	Tree Felling and Logging - EXP	Tree Felling and Logging - STD	Untidy Site - STD
2020	446	13	0	76	2	88	0	43	15	0	4	80	1	0	15	1	1	70	0	2	26	9
2021	470	16	2	88	8	85	0	34	6	3	13	82	0	6	0	3	0	89	9	2	19	5
2022	433	14	2	117	0	74	0	54	0	0	1	65	3	8	14	0	0	55	0	0	18	8
2023	369	9	0	73	0	95	1	60	0	0	0	37	0	0	21	0	0	39	0	0	12	22
Total	1,718	52	4	354	10	342	1	191	21	18	18	264	4	14	50	4	1	253	9	4	75	44

MSDC - Enforcement Reports Received By Month



Total Reports Received	Advertisement - STD	Awaiting Appeal Decision	Breach of Condition - EXP	Breach of Condition - STD	Building Works - EXP	Building Works - STD	Change of Use - STD	Covid-19 Temporary Tolerance - STD	Demolition - STD	Engineering Operations - STD	Enquiry	High Hedge Complaint	Injunction	Listed Building Alterations - EXP	Listed Building Alterations - STD	Monitoring - STD	Not Following Approved Plans - EXP	Not Following Approved Plans - STD	Prosecution	Tree Felling and Logging - EXP	Tree Felling and Logging - STD	Untidy Site - STD	
2020	510	5	0	1	96	0	119	59	24	2	13	64	3	1	2	16	0	0	72	0	5	25	3
2021	555	16	1	2	97	5	110	59	5	0	12	94	1	0	12	8	3	2	90	5	3	21	9
2022	485	6	0	0	113	0	105	70	0	0	0	64	1	0	5	16	1	3	83	0	2	5	10
2023	502	7	0	0	132	1	108	90	0	1	1	52	0	0	0	27	0	0	64	0	0	13	6
Total	2,052	34	1	3	438	6	443	278	29	3	26	274	5	1	19	67	4	5	309	5	10	64	28

Planning Enforcement Performance Targets

4.13 In 2023 the government undertook a technical consultation on stronger local planning authority performance (see Appendix D). Views were sought on the suitability of various metrics including Planning Enforcement metrics. The consultation listed the following metrics:

1. Average number of weeks taken to respond to suspected breaches of planning and determine the appropriate course of action.
2. Average number of weeks to take action where a breach of planning has occurred, having decided it is expedient to do so.
3. Total number of cases over 6 months old as percentage of all open cases.

In its response to this consultation the government noted as follows *E. Planning Enforcement metrics: enforcement varies significantly across local planning authorities and that an authority’s approach to enforcement is better guided by their local enforcement plan.*

The government further re-iterated its intention to introduce a new planning performance framework once we have increased planning fees and invested in supporting the capacity and capability of planning departments. At the present time there is no further clarity as to what if any planning enforcement metrics are intended.

4.14 In the circumstances, performance management is being developed iteratively as the JLPEP becomes established. The new performance indicators are therefore a work in progress and are effective in relation to only part of the overall workload, as some cases will predate the introduction of the JLPEP. The new performance indicators are based on the key stages in the workflow relative to case priority. It is expected that a similar approach to performance measurement to that approach in Development Management will be established over time. The approach in Development Management has been to seek to achieve percentage targets for time taken recognising that not every case will fully match the workflow.

For example, the internal target for Major application processing is 90% (compared to 60% for Government target within 13 weeks) and 95% for Non-Major applications (compared to 70% for Government target within 8 weeks). In planning enforcement, we would expect to develop key indicators as we gain experience following these JLPEP processes.

Conclusion

- 5.1 The development of the JLPEP drew on examples of the very best practice in the profession. It also aligns to related transformation activity which has been continuing within the planning enforcement service and it was recommended for approval by members of the Task Group whose community leadership on planning matters proved invaluable throughout the review process.
- 5.2 The JLPEP provides an effective explanation to the public, Councillors and Parish Councils about the Councils approach to this discretionary, non-income generating, service. The implementation of the PEPS successfully enables the service to prioritise its resources and time on the most harmful breaches of planning control within a publicly stated policy structure.

6. LINKS TO CORPORATE PLAN

- 6.1 Planning enforcement is an integral part of the development management process, it ensures we can deliver economic growth and prosperity within the districts and investment within our communities that enables them to be happy, healthy and connected places to live in and visit. An effective enforcement function also protects and enhances the environment and protects our communities from unauthorised development which causes harm. Its integrity, how the process is applied, is also a barometer of how the Council is viewed by the public and so it carries with it important responsibilities that must also ensure our reputation is not damaged.

7. FINANCIAL IMPLICATIONS

- 7.1 There are no financial implications in relation to the review of the adopted Joint Local Planning Enforcement Plan.

8. LEGAL IMPLICATIONS

- 8.1 Without an effective Planning Enforcement Plan in place the Council's decisions on whether to take, or not to take, enforcement action (including prosecutions) may in future be subject to legal challenge through the Courts.

9. RISK MANAGEMENT

- 9.1 This report is most closely linked with the Development Management Services Operational Risks No. 10 and 13, a summary of these risks and mitigation measures are set out below:

Key Risk Description	Likelihood 1-4	Impact 1-4	Key Mitigation Measures	Risk Register and Reference*
Ineffective internal controls and the misinterpretation of policy might give rise to appeals and costs to the Council	2	2	The Planning Enforcement Plan reduces the risk at appeal or by judicial review as it clearly sets out the process and timescales by which enforcement complaints will be investigated and progressed. It sets out the reasonable expectations which may drive an application.	10
Perceived failure to take enforcement action may have a detrimental impact on the Council reputation	2	2	Precise clarification of when we agree it is expedient to take action is set out in the policy, the tests are based on degree of unacceptable impact on the amenity of the area. Staff and Councillors are confident in these measures and staff are suitably developed and supported to apply appropriate enforcement outcomes	13

10. CONSULTATIONS

- 10.1 A joint Member/Officer working group was established in April 2021. Mindful of the pandemic the group did not meet and commence work until September 2021. Since then, the group met to set out expectations for the policy, to review examples from other Councils and to instruct officers in the groups consensus expectations for a new policy.
- 10.2 There have been no public consultations on the adopted JLPEP and PEPS.

11. EQUALITY ANALYSIS

- 11.1 The decision recommended has a remote or low relevance to the substance of the Equality Act. There is no perceived impact of the policy on those who will come into contact with the service.

12. ENVIRONMENTAL IMPLICATIONS

- 12.1 Failure to have an effective planning enforcement policy could result in an increase in unauthorised developments and delays in investigating breaches in planning control. This could lead to inconsistency and adverse impacts on the environment resulting in long term harm.

13. APPENDICES

Title	Location
(a) Joint Local Planning Enforcement Plan (JLPEP)	Attached
(b) Planning Enforcement Prioritisation Strategy (PEPS)	Attached
(c) Case Studies	Attached
(d) Government Technical Consultation	Technical consultation: Stronger performance of local planning authorities supported through an increase in planning fees: government response - GOV.UK (www.gov.uk)

14. BACKGROUND DOCUMENTS

None

15. REPORT AUTHORS

Philip Isbell: Chief Planning Officer

Email: Philip.isbell@baberghmidsuffolk.gov.uk

Tel: [07740179172](tel:07740179172)

This page is intentionally left blank

Joint Local Planning Enforcement Plan (JLPEP) 2023

Our approach to Planning Enforcement	<p>We place great importance on using our planning powers to protect and enhance our environment whilst making sure that development improves the economic prosperity and quality of life for all those who live, work and visit our districts.</p> <p>We recognise that the integrity of, and public confidence in, our planning and enforcement process is built upon our commitment to take effective action against unauthorised development. We will therefore investigate and take proportionate action where we consider that the planning issue causes unacceptable harm to the public interest.</p> <p>We have reviewed our Enforcement Plan to make it more succinct, to ensure our process is clear and accessible, so that our customers know what they can expect from us once a complaint has been made.</p> <p>Our plan summarises how our planning enforcement service operates, how we normally investigate issues as well as providing practical advice and guidance to people who may be concerned that a development is proceeding without the necessary consent or is not in accordance with a consent we have already granted. It also clarifies what we will expect of you if there is a need to investigate a matter you may have an interest in.</p> <p>A breach of planning control is not usually a criminal offence and may not automatically attract enforcement action. Central Government guidance in the National Planning Policy Framework (NPPF) clearly sets out that enforcement powers are discretionary. In all cases we expect that any action we take will be commensurate with the nature, scale and impact of the breach from a planning perspective. It may not, for example, be in the public interest to take action against minor technical breaches that have only a small impact. In each and every case we will aim to take action proportionate to the public interest where it is expedient to do so.</p> <p>All our investigations will be carried out having proper and appropriate regard to the Human Rights Act 1998, the Equality Act 2010 – including the Public Sector Equality Duty (“PSED”) – and other relevant considerations.</p>
---	---

What is and what is not a breach of planning control?	<p>A breach of planning control may occur when either building works or a “change of use” of the land takes place without planning permission.</p> <p>In most cases it is not an offence to undertake development without permission, but it will be an offence not to comply with an enforcement notice if one is served after our investigation.</p> <p>We have various powers to remedy the breach. We can do this by requiring.</p> <ul style="list-style-type: none">• Changes are made to the development to make it acceptable.• The removal of the unauthorised development.• That works to the unauthorised development should immediately cease.• The submission of a planning application which after consideration could make the development acceptable. <p>Examples of actions that are a breach of planning control include:</p> <ul style="list-style-type: none">• Some building works or a change of land use undertaken without planning permission.• Not building in accordance with approved plans or a failing to comply with planning conditions which have been agreed as part of the planning approval.• Works to a listed building without the required consent• Removing or lopping trees protected by a Tree Preservation Order or in a Conservation Area• Displaying an advertisement without the relevant advertisement consent <p>Examples of actions that are not a breach of planning control include:</p> <ul style="list-style-type: none">• Operations which accord with ‘permitted development’ rules which allow certain types of works without the need to apply for planning permission• Internal works to a building (except in the case of a listed building)• Works which have been certified as “lawful” in the circumstances of their planning history or through evidence provided to the Council.• The clearing of land necessary to prepare for a development. This can include clearing trees or bushes, provided they are not protected
--	---

	<ul style="list-style-type: none"> • Parking commercial vehicles on the highway • Boundary disputes between neighbours. These are civil matters and are not controlled by planning legislation. <p>If the concern raised with us is not one we are able to assist with, we will liaise with our colleagues let you know which Council team or partner authority / agency to contact – link to our webpage</p>
<p>How do I report a breach?</p>	<p>If you have good reason to believe that a breach of planning control has occurred, you should:</p> <ul style="list-style-type: none"> • Notify our Planning Enforcement Team using our on-line reporting form - Report it » Babergh Mid Suffolk • Tell us the address of the site. • Provide details about what has happened and when it occurred. • Provide the name and address of the landowner or the person responsible for carrying out the works, if these are known to you. <p>We must always keep an open mind; we may decide that further investigations are not required. If this is the case, we will tell you why.</p> <p>If you report a suspected breach, we will expect you to give us your name and contact details. We will not normally investigate anonymous complaints, unless we believe the breach falls into one of the following categories:</p> <ul style="list-style-type: none"> • Where it involves the demolition of or works to a listed building • Where trees are protected by a Tree Preservation Order or where trees are situated within a Conservation Area; and, • Where it involves the demolition of a building in a conservation area. <p>Your contact details will remain confidential. If we need to use your evidence to support our investigation and any action we think is necessary – e.g. if the matter requires prosecution, or an application for a court order – we will contact you to request your assistance as a witness. If you agree to assist, your name and address may need to be disclosed in court proceedings.</p>

What happens when a planning issue or concern has been reported?

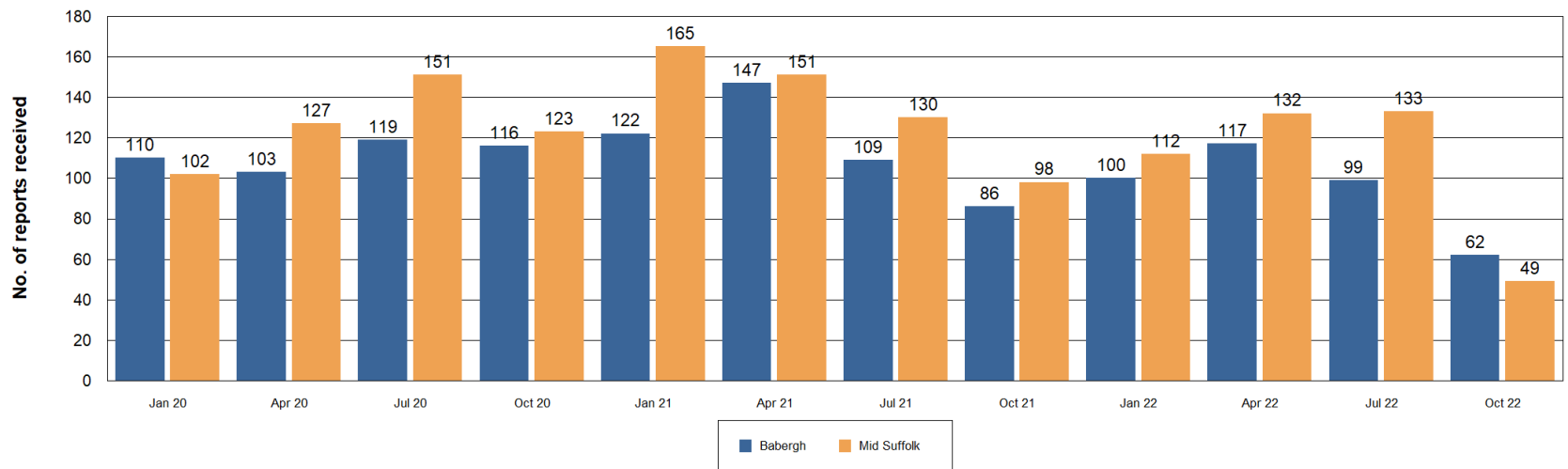
Once we have received a report of a planning issue or concern, we will screen that against our **Prioritisation strategy** (see Appendix A) and then proceed with activity following our **Investigation process map** (Appendix B). This process map is our standardised approach to investigations although we may need to tailor individual steps as we consider appropriate to a particular investigation.

If we consider that the issues reported to us could be controlled by planning conditions, we may invite a formal planning application. This will allow the issues to be considered through a retrospective planning application, for example, to retain or continue them.

We may hold our enforcement action in abeyance while a planning application or appeal is being determined, depending on the degree of harm and nature and scale of the breach. Whilst this can appear frustrating it is the proportionate approach which allows due planning process to take place.

We typically receive over 700 reports each year and to make best use of our resources we prioritise cases having regard to their planning harm or impact.

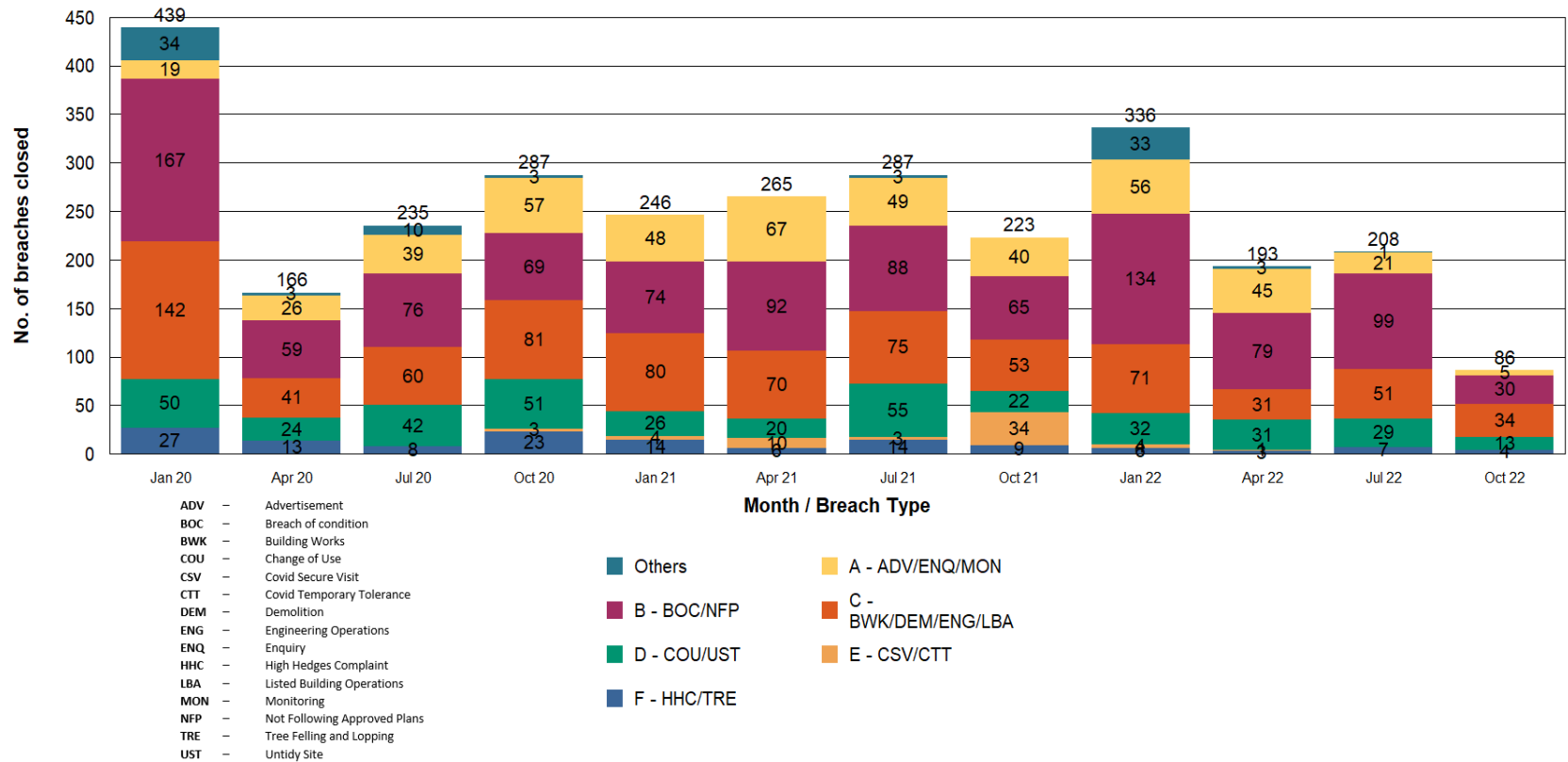
Enforcement Reports Received By Quarter - 01 Jan 20 to 31 Oct 22



If, however, our investigations reveal harmful unauthorised activity or development that we think is unacceptable in planning terms then enforcement action is most likely to be expedient to pursue. On average between 5% and 10% of cases reported to us each year result in some sort of formal planning enforcement intervention.

It is important to note that most breaches of planning control are normally resolved through negotiation with, and co-operation from, the landowner or the person responsible. This is usually an effective approach though we recognise that this might take time to conclude.

Enforcement Reports Closed By Quarter - 01 Jan 2020 to 31 Oct 2022



	<p>The speed in which a breach of enforcement issues can be resolved will vary depending on the complexity of the individual case and general workloads. Some complex cases can take a significant period of time due to the nature of the investigation process.</p> <p>During our investigation we will seek information and may do this by formal or informal means. Once we have sufficient information to reach a conclusion, we will decide whether it is expedient to take enforcement action.</p> <p>It is important to remember that planning enforcement action is not obligatory and there will be occasions when we decide there is no planning breach or that it is not expedient to take action where, for instance, a breach has little or no harmful effect upon matters of public interest. Typically, this accounts for around 40% of the cases reported to us.</p>
<p>When we can take action: the “expediency” test</p>	<p>We appreciate that when a breach of planning control occurs, the impact on people may be serious and they will expect the matter dealt to be dealt with as quickly as possible. It is important that we manage people’s expectations, some breaches will be more serious than others and so it is right we prioritise these cases over others where the harm is less serious.</p> <p>When we assess whether formal action should be taken, we must ensure that our actions are reasonable, proportionate and in the public interest. This is known as the expediency test; it means weighing up carefully the merits of each case before deciding what to do. The question, whether or not it is expedient to act, is at our discretion.</p> <p>The speed in which a breach of planning control can be resolved will vary depending on the complexity of the individual case and officer workloads. Some complex cases can take a significant period of time due to the nature of the investigation process.</p>

How we carry out our investigations	<p>When we receive a complaint, we will acknowledge that complaint as soon as reasonably possible, and at least within 3 working days of receipt. If the report received is not a Planning matter, we will advise you accordingly.</p> <p>We will also aim to achieve the following response times.</p> <p>“High Priority” Investigations:</p> <ul style="list-style-type: none">- Review the report and where necessary conduct a site visit within 3 working days of receipt- Advise the reporter/complainant of the outcome of the review/visit within 1 working day <p>These investigations will include work which is irreversible or irreplaceable or works which constitute a criminal offence.</p> <p>“Standard” Investigations:</p> <ul style="list-style-type: none">- Review the report and, where necessary, conduct a site visit within 10 working days of receipt- Advise the reporter/complainant of the outcome of the review/visit within 2 working days, along with proposed actions <p>These investigations will include, for example (but they are not limited to): works requiring planning permission; breaches of conditions attached to an existing planning permission; concerns relating to the condition of land or buildings; etc.</p> <p>In every case, we will try to achieve the most appropriate and legally sound outcome at the earliest possible stage. It is important to note that our officers can only operate within the strict legal powers available to them.</p>
--	---

<p>When further action is not appropriate</p>	<p>If our investigation is unable to establish sufficient evidence, on the balance of probability, to confirm that a breach has occurred, or that the breach is in our assessment so minor that it has minimal planning impact or harm, we will take no further action, and will advise the reporter/complainant accordingly, as soon as we reasonably can.</p> <p>If the Council receives an application to consider the planning merits of the matter reported, we may suspend our investigation pending the outcome of that application / appeal if we consider that expedient. In such cases it will not normally be expedient to take formal action though much depends on the detail of the case. If at the conclusion of the application / appeal, it is expedient to resume our investigation we will do so. If the application resolves the matter, we will finally close our investigation. If the planning harm caused is so serious that we consider it expedient to take formal action before the application is decided we will do so.</p> <p>If the matter reported to us is a civil issue which we believe should be resolved by the relevant parties through their solicitors or other legal representatives, we will advise as appropriate.</p>
<p>I've reported an issue, how will the Council communicate with me?</p>	<p>We will be as transparent as we reasonably can be in our dealings with the members of the public and other interested parties while preserving the confidentiality of complainants and persons under investigation. We will also balance the need for robustness in our investigation when considering what information we can share. It is important that we maintain effective working relationships with all interested parties in order to progress enforcement investigations to a satisfactory conclusion.</p> <p>We will aim to keep you reasonably updated from time to time when we are in a position to offer useful feedback but it is not practical or reasonable to provide a “running commentary” on an investigation. Given the volume of cases we investigate we recognise you may wish to provide further information subsequent to your initial report, but we will only provide updates to you once we have progressed our consideration of the planning issues. This will vary case by case (see also model workflow).</p> <p>All complainants will be advised when a case has been concluded.</p>

What enforcement action can the Council take?	<p>Once a breach has been identified for action and we have assigned a priority to an investigation, unless circumstances require immediate action, a staged approach will always be adopted by a combination of the following, as is deemed appropriate by the investigating officer in each case. For example:</p> <p>Step 1</p> <ul style="list-style-type: none">• We will offer advice where an apparent breach can be readily resolved e.g., informal letter.• We will seek to negotiate, allowing an opportunity for the works to stop, or land to be cleared, or buildings to be removed.• We may invite a planning application if permission may be forthcoming, or if a minor amendment to an existing permission would be an appropriate remedy, or if the conditions attached to a permission require technical details to be provided and approved. <p>Step 2</p> <ul style="list-style-type: none">• We will issue formal letters and written warnings.• We will issue a Planning Contravention Notice to obtain more information.• We may suggest an application for a Lawful Development Certificate, which requires information from the applicant to establish that the development is immune from enforcement action. <p>Step 3</p> <ul style="list-style-type: none">• Where a breach of planning control has been identified and no action has been taken by the person responsible to address the breach, it will be necessary to consider formal action in the form of a Notice.• Where formal action is taken then every effort will be made to explain to the recipients what is required of them, the consequences of non-compliance and the available rights of appeal.• Where a Notice has not been complied with, this will include consideration of prosecution proceedings or direct action.
--	--

<p>What if someone has made a report to us about your property?</p>	<p>If you are contacted about an alleged breach, you are entitled to know what the allegation is (but not who made it) and have the opportunity to explain your side of the case. If you are not involved, or if the complaint is unfounded, no action will be taken against you.</p> <p>Your co-operation will always be sought to correct the breach, either by removing or modifying the unauthorised development or by ceasing the unauthorised work. A reasonable period of time will be allowed for you to do this.</p> <p>If you are running a business, which is threatened by enforcement action, you will be helped to identify alternative premises so as to minimise the possible impact on the business. This does not mean that the enforcement action will be delayed or stopped.</p> <p>If you are issued with an Enforcement Notice you will be given the precise details of the breach, the reasons for the action, the steps required to overcome the problem and the time period for compliance. You will also be advised of your right to appeal, as may be appropriate.</p>
<p>I have been issued an enforcement notice, what should I do?</p>	<p>We will contact you to discuss the matter. However, it is in your best interests to:</p> <ul style="list-style-type: none"> • Immediately stop work on the development until a course of action has been discussed and agreed with us. • Respond promptly to any correspondence you receive, which might include a legal notice to provide us with more information, and a date by which you will need to reply. <p>We recognise that genuine mistakes are made, and a large majority of complaints are resolved without the need for any formal action. We will always advise you on the best course of action to resolve this issue as soon as possible.</p>
<p>How do I appeal a notice?</p>	<p>Enforcement appeals in England are dealt with by the Planning Inspectorate, a government agency which takes an unbiased approach to the law and procedures. There's more information about the appeal process and how to submit an online enforcement appeal through the Appeal a planning decision: Overview - GOV.UK (www.gov.uk)</p>

What to do if you are unhappy with our investigation

If you feel that there is unreasonable delay, or an error in the way in which an enforcement investigation is being carried out, you should contact us directly.

If you are dissatisfied with the outcome of our investigation, we have a Complaints Procedure. Please see link to our complaint's webpage: [Compliments, comments and complaints » Babergh Mid Suffolk](#)

If you remain dissatisfied with the outcome of any internal investigation, you may complain to the Local Government Ombudsman and information on how to do this will again be provided to you.

Please note that the Ombudsman cannot deal with a complaint which relates to a committee decision or where there is an existing legal remedy or appeals process, it will deal only with the aspects concerning the conduct of the investigation.

This page is intentionally left blank

Planning Enforcement Prioritisation Strategy

A helpful guide on when formal enforcement action will be taken

Contents

Introduction – Effective Enforcement	2
Submitting and Enforcement Complaint	3
Harm Framework - Tier 1	4
Harm Framework - Tier 2	6
Checklist for Operational Development	7
Checklist for Material Change of Use	8

Introduction – Effective Enforcement

As a Local Planning Authority, we have to balance effective use of our limited resources with our statutory requirements to uphold planning regulations. This is a new guide which outlines our approach on when formal enforcement action will be taken. This approach introduces a two-tier prioritisation strategy.

The Planning Enforcement team currently receives over 700 reports of suspected breaches of planning control every year. Dealing with these reports effectively is a challenge.

New Prioritisation Strategy

This new Strategy should be read in conjunction with the Joint Local Planning Enforcement Plan. It builds on the principles laid out within this policy document and the concept of expediency.

It is at the Council's discretion whether to take formal enforcement action on breaches of planning control. Planning breaches may be unintentional or be considered technical or trivial. In line with government guidance within the National Planning Policy Framework (NPPF) 2021 and associated Planning Practice Guidance, the Council will take action when it is considered fair and reasonable to do so and it is proportionate to any harm caused.

In some cases, although there is a breach in planning control, the harm caused will be of a minor nature, meaning action is not justified therefore it is not expedient to pursue the case.

A new two-tier prioritisation strategy has been introduced, which is combined with a renewed set of requirements of information needed to get an enforcement report registered.

The first stage of prioritisation is a checklist at the initial stage of investigation to help to determine whether any further investigation or negotiation is required or whether the case should be closed.

The checklist provides guidance to ensure that all enquiries are treated equally and that any action taken is fair and based on planning merits. Our customers are welcome to use the checklist to help decide if the matter should be reported but should note that it is our assessment that will determine if an investigation is progressed, and at what priority.

The second stage of prioritisation is used later in the process and is a more detailed exercise performed by the case officer and is used where negotiation fails. Here the officer ranks the harm to determine if a development causes sufficient harm to warrant additional, formal action. The method ensures efficiency and fairness. The checklists outlined in the guide require full consideration of the harm caused by a development and using a scoring system enables a consistent approach.

There is one checklist for operational development and one checklist for material change of use. Each checklist asks 3 questions, and each question is scored out of 3.

Does the Development cause:

- 3 points - SIGNIFICANT HARM
- 2 points - MEDIUM HARM
- 1 point - LOW HARM
- 0 points - NO HARM

Submitting an Enforcement Complaint

Before registration of a complaint, the following information is required:

1. Full address of the property, or location of the land (as close as possible), suspected to be in breach of Planning control.
2. Confirmation that works or use are being undertaken. Please note that if works have not commenced, no breach has occurred, and we cannot investigate.
3. Full details of suspected breach of planning control.
(A complaint which says development does not accord with approved plans is not sufficient. Please explain fully why you think a breach has occurred.)
4. Your details including your contact details – anonymous complaints will not normally be investigated.

Photos are helpful so it is recommended they are provided with the initial report.

We will only investigate a complaint where full information (1 – 4, above) is submitted.

If all information is not provided, we will respond explaining what additional detail is required. We will then update the complaint to include your additional information, before it is assigned to an officer.

Harm Framework – Tier 1

This assessment will be undertaken following the submission of a complaint or after an initial visit.

Where the reported allegation achieves a score of 3, we will progress the investigation to the negotiation stage.

Where the reported allegation achieves a score of 2 or under, the case will be closed with no further action taken.

Points from the two matrices Table A and Table B set out below will be combined to achieve an overall score. Issues may cause harm in more than one category in Table A – the highest scoring ‘harm’ will be that which is used in the assessment score. Where the issue reported does not fit any given category a bespoke precautionary approach will be taken on the facts of the case having regard to the impact of the development on proper planning interests.

Table A

Low harm (1 point)	Medium harm (2 points)	Significant harm (3 points)
<p>Unauthorised signage and advertisements with limited public impact within a limited area</p>	<p>Unauthorised development which would adversely affect the character and appearance of a conservation area or the setting of a listed building</p> <p>Unauthorised signage and advertisements with a material impact on wider public amenity</p>	<p>Unauthorised works to a listed building or ancient monument</p>
<p>Any breach of planning control which is of a temporary nature</p> <p>Development which has a limited impact upon amenity including residential amenity.</p>	<p>Residential extensions which do not benefit from permitted development rights</p> <p>Any breach of planning control which is not of a temporary nature.</p> <p>Development which has a material impact upon amenity including residential amenity</p>	<p>Development/changes of use with significant implications upon the continued health and wellbeing or amenity of the public in Babergh and Mid Suffolk, including industrial/commercial uses</p> <p>Development which has a significant impact upon amenity including residential amenity and risks causing unacceptable planning harm</p>
<p>Unauthorised fences walls and gates or similar small scale building works which result in limited impact upon public amenity</p> <p>Breach of planning conditions which results in limited impact upon public amenity</p>	<p>Unauthorised buildings or outbuildings which results in material harm to public amenity</p> <p>Breach of planning conditions which results in material harm to public amenity</p>	<p>Unauthorised development where a material public impact is felt over a wide area.</p> <p>Breach of planning conditions which results in significant harm to public amenity</p>
<p>Unauthorised telecommunications equipment</p>	<p>Development of poor-quality design including housing,</p>	<p>Unauthorised works in progress to a tree protected by a tree</p>

or satellite dishes or similar small-scale development on residential dwellings or industrial buildings	including large houses of multiple occupancy, flat conversions and residential use of outbuildings Unauthorised telecommunications equipment or satellite dishes or similar small-scale development on retail or commercial buildings with a visual impact in the street scene	preservation order or tree within a conservation area
Untidy land	Unauthorised changes of use where the implications do not give rise to significant harm to amenity	Non-compliance with pre-commencement environmental conditions

Table B

Descriptor	(0)	(1)	(2)
Is the breach in a conservation area, AONB, SSSI, or similar?	No	Yes	
Is the property subject to an article 4 Direction?	No	Yes	
Is the untidy land causing an offensive smell / odour or health hazard?	No	Yes	
Has the untidy land been causing an issue for more than a month?	No	Yes	
Is a site visit required to determine the extent of harm?	No		Yes
Is there a highway safety issue?	No		Yes
Is there a breach of a tree preservation order?	No	Yes	
Is this a statutory listed building?	No	Yes	

Harm Framework – Tier 2

Two of the following tables – Table 1 plus either Table 2a or Table 2b – will be used to make a decision on whether formal enforcement action needs to be taken, in instances where negotiation has failed. Officers will assess the development in breach of planning control, and rank the harm to determine if the breach causes significant harm, medium harm or low harm.

The score from Table 1, plus the score from Table 2a or Table 2b, will determine if we proceed to formal enforcement action.

Table 1:

Significant harm = 3 points	There is a serious harmful impact on the built environment or a serious impact on public health or amenity. It is not considered that planning consent would be granted.
Medium harm = 2 points	There is some impact on the built environment or some impact on public health or amenity. In cases where there is medium harm in some instances planning consent may not be granted. However, insufficient harm is caused by the development to warrant formal action. This will be based on experience and the likelihood of success at appeal of any enforcement proceedings.
Low harm = 1 point	There is a small impact on the built environment or a small impact on public health or amenity. In these cases, planning permission would likely be granted.
No harm = 0 point	There is no harm.

Scoring System

If the development causes significant harm and is awarded a Table 1 score of 3, the case will proceed directly to formal enforcement action.

If the development does not achieve a score of 3 from Table 1, it will then be assessed against either Table 2a or Table 2b. A cumulative score of 4 or more will then be required to proceed to formal action.

Formal action will involve the service of a Notice. Non-compliance with a formal Notice is a criminal offence.

A cumulative score of 3 or less means that the case will be closed as not expedient to pursue and no further action will be taken.

Checklist for Operational Development

The table below will be used for all types of operational development including, extension to the front, rear, side and roof extension of residential and commercial properties.

3 questions – Rank the harm out of 3.

Table 2a:

Descriptor	No	Low Harm No Action	Medium Harm Retrospective action	Significant Harm Action taken
Does the development adversely impact the character and appearance of the host building or is the development inappropriate to the size of the plot	0	1	2	3
If the development can be seen from the public realm, does the development adversely impact the appearance of a conservation area or the wider street scene	0	1	2	3
Does the development adversely impact the amenity of adjoining or surrounding occupiers	0	1	2	3

Scoring System

If the development causes significant harm and is awarded a Table 2a score of 3, the case will proceed directly to formal enforcement action.

If the development does not achieve a score of 3 from Table 2a, then a cumulative score (from Table 1 and Table 2a) of 4 or more will be required to proceed to formal action.

Formal action will involve the service of a Notice. Non-compliance with a formal Notice is a criminal offence.

A cumulative score of 3 or less means that the case will be closed as not expedient to pursue and no further action will be taken.

Checklist for Material Change of Use

The table below can be used for all changes of uses such as HMO's, residential conversions, living accommodation in outbuildings, large scale industrial developments, material change of use, places of worship, shops and businesses.

3 questions – Rank the harm out of 3.

Table 2b:

Descriptor	No	Low Harm No Action	Medium Harm Retrospective action	Significant Harm Action taken
Is the use unsuitable for the location	0	1	2	3
Does the use need to be restricted through planning condition	0	1	2	3
Does the development create any undue noise or disturbance to neighbouring occupiers	0	1	2	3

Scoring System

If the development causes significant harm and is awarded a Table 2b score of 3, the case will proceed directly to formal enforcement action.

If the development does not achieve a score of 3 from Table 2b, then a cumulative score (from Table 1 and Table 2b) of 4 or more will be required to proceed to formal action.

Formal action will involve the service of a Notice. Non-compliance with a formal Notice is a criminal offence.

A cumulative score of 3 or less means that the case will be closed as not expedient to pursue and no further action will be taken.

Monitoring, Compliance and Enforcement

Overview & Scrutiny Committee

Case Studies



Bradley Fulcher

Planning Enforcement Officer





Planning Enforcement

Prioritisation Strategy: Initial Harm Assessment – Officer's Proforma

Reference No:	EN/24/00075
Nature of Problem:	Alleged breach of Condition 6 (Prohibition Of Burning Of Horse Manure Burning On Site). Unauthorised residential use of the land and the storage of Horse Boxes following grant of permission DC/23/02326.
Location:	Somersham Stud Pettaugh Lane Gosbeck Ipswich Suffolk IP6 9SE

Harm Framework – Tier 1

Assessment to be undertaken on receipt of the report or after an initial visit. Where the reported allegation achieves a score of 3 or more, progress the investigation.

Where the reported allegation achieves a score of 2 or under, close with no further action taken.

Points from the two matrices Table A and Table B set out below will be combined to achieve an overall score. Issues may cause harm in more than one category in Table A – the highest scoring 'harm' will be that which is used in the assessment score. Where the issue reported does not fit any given category a bespoke precautionary approach will be taken on the facts of the case having regard to the impact of the development on proper planning interests.

Table A

Significant harm (3 points)	Y / N
Unauthorised works to a listed building or ancient monument	
Development/changes of use with significant implications upon the continued health and wellbeing or amenity of the public in Babergh and Mid Suffolk, including industrial/commercial uses	
Development which has a significant impact upon amenity including residential amenity and risks causing unacceptable planning harm	
Unauthorised development where a material public impact is felt over a wide area.	
Breach of planning conditions which results in significant harm to public amenity	
Unauthorised works in progress to a tree protected by a tree preservation order or tree within a conservation area	
Non-compliance with pre-commencement environmental conditions	

Medium harm (2 points)	Y / N
Unauthorised development which would adversely affect the character and appearance of a conservation area or the setting of a listed building	
Unauthorised signage and advertisements with a material impact on wider public amenity	
Residential extensions which do not benefit from permitted development rights	
Any breach of planning control which is not of a temporary nature.	
Development which has a material impact upon amenity including residential amenity	

Babergh District Council
Endeavour House, 8 Russell Road, Ipswich, IP1 2BX
Telephone (0300) 123 4000
planningenforcement@baberghmid Suffolk.gov.uk
www.babergh.gov.uk

Mid Suffolk District Council
Endeavour House, 8 Russell Road, Ipswich, IP1 2BX
Telephone (0300) 123 4000
planningenforcement@baberghmid Suffolk.gov.uk
www.midsuffolk.gov.uk

Unauthorised buildings or outbuildings which results in material harm to public amenity	
Breach of planning conditions which results in material harm to public amenity	
Development of poor-quality design including housing, including large houses of multiple occupancy, flat conversions and residential use of outbuildings	
Unauthorised telecommunications equipment or satellite dishes or similar small-scale development on retail or commercial buildings with a visual impact in the street scene	
Unauthorised changes of use where the implications do not give rise to significant harm to amenity	

Low harm (1 point)	Y / N
Unauthorised signage and advertisements with limited public impact within a limited area	
Any breach of planning control which is of a temporary nature	
Development which has a limited impact upon amenity including residential amenity.	
Unauthorised fences walls and gates or similar small-scale building works which result in limited impact upon public amenity	
Breach of planning conditions which results in limited impact upon public amenity	Y
Unauthorised telecommunications equipment or satellite dishes or similar small-scale development on residential dwellings or industrial buildings	
Untidy land	

TABLE A – SCORE: 1

Table B

Descriptor	(0)	(1)	(2)
Is the breach in a conservation area, AONB, SSSI, or similar?	X		
Is the property subject to an article 4 Direction?	X		
Is the untidy land causing an offensive smell / odour or health hazard?	X		
Has the untidy land been causing an issue for more than a month?	X		
Is a site visit required to determine the extent of harm?			X
Is there a highway safety issue?	X		
Is there a breach of a tree preservation order?	X		
Is this a statutory listed building?	X		

TABLE B – SCORE: 2

TABLE A + TABLE B = ASSESSMENT SCORE: 3

Babergh District Council
Endeavour House, 8 Russell Road, Ipswich, IP1 2BX
Telephone (0300) 123 4000
planningenforcement@baberghmid Suffolk.gov.uk
www.babergh.gov.uk

Mid Suffolk District Council
Endeavour House, 8 Russell Road, Ipswich, IP1 2BX
Telephone (0300) 123 4000
planningenforcement@baberghmid Suffolk.gov.uk
www.midsuffolk.gov.uk



Working Together



Page 47



Working Together



Planning Enforcement

Prioritisation Strategy: Initial Harm Assessment – Officer’s Proforma

Reference No:	EN/23/00023
Nature of Problem:	Alleged breach of Condition 4 (Construction Management Plan) of planning permission DC/20/03619.
Location:	Land North Of Bildeston Road Combs Suffolk

Harm Framework – Tier 1

Assessment to be undertaken on receipt of the report or after an initial visit. Where the reported allegation achieves a score of 3 or more, progress the investigation.

Where the reported allegation achieves a score of 2 or under, close with no further action taken.

Points from the two matrices Table A and Table B set out below will be combined to achieve an overall score. Issues may cause harm in more than one category in Table A – the highest scoring ‘harm’ will be that which is used in the assessment score. Where the issue reported does not fit any given category a bespoke precautionary approach will be taken on the facts of the case having regard to the impact of the development on proper planning interests.

Table A

Significant harm (3 points)	Y / N
Unauthorised works to a listed building or ancient monument	
Development/changes of use with significant implications upon the continued health and wellbeing or amenity of the public in Babergh and Mid Suffolk, including industrial/commercial uses	
Development which has a significant impact upon amenity including residential amenity and risks causing unacceptable planning harm	
Unauthorised development where a material public impact is felt over a wide area.	
Breach of planning conditions which results in significant harm to public amenity	
Unauthorised works in progress to a tree protected by a tree preservation order or tree within a conservation area	
Non-compliance with pre-commencement environmental conditions	

Medium harm (2 points)	Y / N
Unauthorised development which would adversely affect the character and appearance of a conservation area or the setting of a listed building	
Unauthorised signage and advertisements with a material impact on wider public amenity	
Residential extensions which do not benefit from permitted development rights	
Any breach of planning control which is not of a temporary nature.	
Development which has a material impact upon amenity including residential amenity	
Unauthorised buildings or outbuildings which results in material harm to public amenity	
Breach of planning conditions which results in material harm to public amenity	
Development of poor-quality design including housing, including large houses of multiple	

Babergh District Council
Endeavour House, 8 Russell Road, Ipswich, IP1 2BX
Telephone (0300) 123 4000
planningenforcement@baberghmidsuffolk.gov.uk
www.babergh.gov.uk

Mid Suffolk District Council
Endeavour House, 8 Russell Road, Ipswich, IP1 2BX
Telephone (0300) 123 4000
planningenforcement@baberghmidsuffolk.gov.uk
www.midsuffolk.gov.uk

occupancy, flat conversions and residential use of outbuildings	
Unauthorised telecommunications equipment or satellite dishes or similar small-scale development on retail or commercial buildings with a visual impact in the street scene	
Unauthorised changes of use where the implications do not give rise to significant harm to amenity	

Low harm (1 point)	Y / N
Unauthorised signage and advertisements with limited public impact within a limited area	
Any breach of planning control which is of a temporary nature	Y
Development which has a limited impact upon amenity including residential amenity.	
Unauthorised fences walls and gates or similar small scale building works which result in limited impact upon public amenity	
Breach of planning conditions which results in limited impact upon public amenity	
Unauthorised telecommunications equipment or satellite dishes or similar small-scale development on residential dwellings or industrial buildings	
Untidy land	

TABLE A – SCORE: 1

Table B

Descriptor	(0)	(1)	(2)
Is the breach in a conservation area, AONB, SSSI, or similar?			
Is the property subject to an article 4 Direction?			
Is the untidy land causing an offensive smell / odour or health hazard?			
Has the untidy land been causing an issue for more than a month?			
Is a site visit required to determine the extent of harm?			X
Is there a highway safety issue?			X
Is there a breach of a tree preservation order?			
Is this a statutory listed building?			

TABLE B – SCORE: 4

TABLE A + TABLE B = ASSESSMENT SCORE: 5

Babergh District Council
Endeavour House, 8 Russell Road, Ipswich, IP1 2BX
Telephone (0300) 123 4000
planningenforcement@baberghmidsuffolk.gov.uk
www.babergh.gov.uk

Mid Suffolk District Council
Endeavour House, 8 Russell Road, Ipswich, IP1 2BX
Telephone (0300) 123 4000
planningenforcement@baberghmidsuffolk.gov.uk
www.midsuffolk.gov.uk



Working Together



Page 50

14/03/2023 04:27 pm





Chloe Anderson

**Senior Planning
Enforcement Officer**





Working Together

Planning Enforcement

Prioritisation Strategy: Initial Harm Assessment – Officer's Proforma

Reference No:	EN/21/00850
Nature of Problem:	Alleged construction of footpath not in accordance with Condition 3 (Landscaping Scheme) - Phase 1 Roadway and Footpath. Planning Permission DC/20/02211.
Location:	Land South Of Barrells Road Thurston Suffolk

Harm Framework – Tier 1

Assessment to be undertaken on receipt of the report or after an initial visit. Where the reported allegation achieves a score of 3 or more, progress the investigation.

Where the reported allegation achieves a score of 2 or under, close with no further action taken.

Points from the two matrices Table A and Table B set out below will be combined to achieve an overall score. Issues may cause harm in more than one category in Table A – the highest scoring 'harm' will be that which is used in the assessment score. Where the issue reported does not fit any given category a bespoke precautionary approach will be taken on the facts of the case having regard to the impact of the development on proper planning interests.

Table A

Significant harm (3 points)	Y / N
Unauthorised works to a listed building or ancient monument	
Development/changes of use with significant implications upon the continued health and wellbeing or amenity of the public in Babergh and Mid Suffolk, including industrial/commercial uses	
Development which has a significant impact upon amenity including residential amenity and risks causing unacceptable planning harm	
Unauthorised development where a material public impact is felt over a wide area.	
Breach of planning conditions which results in significant harm to public amenity	
Unauthorised works in progress to a tree protected by a tree preservation order or tree within a conservation area	
Non-compliance with pre-commencement environmental conditions	

Medium harm (2 points)

Medium harm (2 points)	Y / N
Unauthorised development which would adversely affect the character and appearance of a conservation area or the setting of a listed building	
Unauthorised signage and advertisements with a material impact on wider public amenity	
Residential extensions which do not benefit from permitted development rights	
Any breach of planning control which is not of a temporary nature.	
Development which has a material impact upon amenity including residential amenity	
Unauthorised buildings or outbuildings which results in material harm to public amenity	
Breach of planning conditions which results in material harm to public amenity	Y
Development of poor-quality design including housing, including large houses of multiple	

Babergh District Council
Endeavour House, 8 Russell Road, Ipswich, IP1 2BX
Telephone (0300) 123 4000
planningenforcement@baberghmid.suffolk.gov.uk
www.babergh.gov.uk

Mid Suffolk District Council
Endeavour House, 8 Russell Road, Ipswich, IP1 2BX
Telephone (0300) 123 4000
planningenforcement@baberghmidsuffolk.gov.uk
www.midsuffolk.gov.uk

occupancy, flat conversions and residential use of outbuildings	
Unauthorised telecommunications equipment or satellite dishes or similar small-scale development on retail or commercial buildings with a visual impact in the street scene	
Unauthorised changes of use where the implications do not give rise to significant harm to amenity	

Low harm (1 point)	Y / N
Unauthorised signage and advertisements with limited public impact within a limited area	
Any breach of planning control which is of a temporary nature	
Development which has a limited impact upon amenity including residential amenity.	
Unauthorised fences walls and gates or similar small scale building works which result in limited impact upon public amenity	
Breach of planning conditions which results in limited impact upon public amenity	
Unauthorised telecommunications equipment or satellite dishes or similar small-scale development on residential dwellings or industrial buildings	
Untidy land	

TABLE A – SCORE: 2

Table B

Descriptor	(0)	(1)	(2)
Is the breach in a conservation area, AONB, SSSI, or similar?			
Is the property subject to an article 4 Direction?			
Is the untidy land causing an offensive smell / odour or health hazard?			
Has the untidy land been causing an issue for more than a month?			
Is a site visit required to determine the extent of harm?			X
Is there a highway safety issue?			X
Is there a breach of a tree preservation order?			
Is this a statutory listed building?			

TABLE B – SCORE: 4

TABLE A + TABLE B = ASSESSMENT SCORE: 6

Babergh District Council
Endeavour House, 8 Russell Road, Ipswich, IP1 2BX
Telephone (0300) 123 4000
planningenforcement@baberghmidsuffolk.gov.uk
www.babergh.gov.uk

Mid Suffolk District Council
Endeavour House, 8 Russell Road, Ipswich, IP1 2BX
Telephone (0300) 123 4000
planningenforcement@baberghmidsuffolk.gov.uk
www.midsuffolk.gov.uk



Page 55



Working Together



 
Working Together

Planning Enforcement

Prioritisation Strategy: Initial Harm Assessment – Officer’s Proforma

Reference No:	EN/24/00037
Nature of Problem:	Alleged unauthorised erection of a fence obstructing visibility.
Location:	Tanglewood The Street Stonham Aspal Stowmarket Suffolk IP14 6AL

Harm Framework – Tier 1

Assessment to be undertaken on receipt of the report or after an initial visit. Where the reported allegation achieves a score of 3 or more, progress the investigation.

Where the reported allegation achieves a score of 2 or under, close with no further action taken.

Points from the two matrices Table A and Table B set out below will be combined to achieve an overall score. Issues may cause harm in more than one category in Table A – the highest scoring ‘harm’ will be that which is used in the assessment score. Where the issue reported does not fit any given category a bespoke precautionary approach will be taken on the facts of the case having regard to the impact of the development on proper planning interests.

Table A

Significant harm (3 points)	Y / N
Unauthorised works to a listed building or ancient monument	
Development/changes of use with significant implications upon the continued health and wellbeing or amenity of the public in Babergh and Mid Suffolk, including industrial/commercial uses	
Development which has a significant impact upon amenity including residential amenity and risks causing unacceptable planning harm	
Unauthorised development where a material public impact is felt over a wide area.	
Breach of planning conditions which results in significant harm to public amenity	
Unauthorised works in progress to a tree protected by a tree preservation order or tree within a conservation area	
Non-compliance with pre-commencement environmental conditions	

Medium harm (2 points)	Y / N
Unauthorised development which would adversely affect the character and appearance of a conservation area or the setting of a listed building	
Unauthorised signage and advertisements with a material impact on wider public amenity	
Residential extensions which do not benefit from permitted development rights	
Any breach of planning control which is not of a temporary nature.	
Development which has a material impact upon amenity including residential amenity	
Unauthorised buildings or outbuildings which results in material harm to public amenity	
Breach of planning conditions which results in material harm to public amenity	

Development of poor-quality design including housing, including large houses of multiple occupancy, flat conversions and residential use of outbuildings	
Unauthorised telecommunications equipment or satellite dishes or similar small-scale development on retail or commercial buildings with a visual impact in the street scene	
Unauthorised changes of use where the implications do not give rise to significant harm to amenity	

Low harm (1 point)	Y / N
Unauthorised signage and advertisements with limited public impact within a limited area	
Any breach of planning control which is of a temporary nature	
Development which has a limited impact upon amenity including residential amenity.	
Unauthorised fences walls and gates or similar small scale building works which result in limited impact upon public amenity	
Breach of planning conditions which results in limited impact upon public amenity	Y
Unauthorised telecommunications equipment or satellite dishes or similar small-scale development on residential dwellings or industrial buildings	
Untidy land	

TABLE A – SCORE:	1
-------------------------	----------

Table B

Descriptor	(0)	(1)	(2)
Is the breach in a conservation area, AONB, SSSI, or similar?			
Is the property subject to an article 4 Direction?			
Is the untidy land causing an offensive smell / odour or health hazard?			
Has the untidy land been causing an issue for more than a month?			
Is a site visit required to determine the extent of harm?			
Is there a highway safety issue?			
Is there a breach of a tree preservation order?			
Is this a statutory listed building?			

TABLE B – SCORE:	0
-------------------------	----------

TABLE A + TABLE B = ASSESSMENT SCORE:	1
--	----------



David Steel

**Senior Planning
Enforcement Officer**



Working Together



Working Together

Planning Enforcement

Prioritisation Strategy: Initial Harm Assessment – Officer's Proforma

Reference No:	EN/23/00669
Nature of Problem:	Alleged unauthorised works to a listed building. Removal of Grade II Listed Inn Sign in front (South) of White Horse Inn.
Location:	White Horse White Horse Hill Tattingstone Ipswich Suffolk IP9 2NU

Harm Framework – Tier 1

Assessment to be undertaken on receipt of the report or after an initial visit. Where the reported allegation achieves a score of 3 or more, progress the investigation.

Where the reported allegation achieves a score of 2 or under, close with no further action taken.

Points from the two matrices Table A and Table B set out below will be combined to achieve an overall score. Issues may cause harm in more than one category in Table A – the highest scoring 'harm' will be that which is used in the assessment score. Where the issue reported does not fit any given category a bespoke precautionary approach will be taken on the facts of the case having regard to the impact of the development on proper planning interests.

Table A

Significant harm (3 points)	Y / N
Unauthorised works to a listed building or ancient monument	Y
Development/changes of use with significant implications upon the continued health and wellbeing or amenity of the public in Babergh and Mid Suffolk, including industrial/commercial uses	
Development which has a significant impact upon amenity including residential amenity and risks causing unacceptable planning harm	
Unauthorised development where a material public impact is felt over a wide area.	
Breach of planning conditions which results in significant harm to public amenity	
Unauthorised works in progress to a tree protected by a tree preservation order or tree within a conservation area	
Non-compliance with pre-commencement environmental conditions	

Medium harm (2 points)

Medium harm (2 points)	Y / N
Unauthorised development which would adversely affect the character and appearance of a conservation area or the setting of a listed building	
Unauthorised signage and advertisements with a material impact on wider public amenity	
Residential extensions which do not benefit from permitted development rights	
Any breach of planning control which is not of a temporary nature.	
Development which has a material impact upon amenity including residential amenity	
Unauthorised buildings or outbuildings which results in material harm to public amenity	
Breach of planning conditions which results in material harm to public amenity	

Babergh District Council
Endeavour House, 8 Russell Road, Ipswich, IP1 2BX
Telephone (0300) 123 4000
planningenforcement@babershmidssuffolk.gov.uk
www.babergh.gov.uk

Mid Suffolk District Council
Endeavour House, 8 Russell Road, Ipswich, IP1 2BX
Telephone (0300) 123 4000
planningenforcement@babershmidssuffolk.gov.uk
www.midsuffolk.gov.uk

Development of poor-quality design including housing, including large houses of multiple occupancy, flat conversions and residential use of outbuildings	
Unauthorised telecommunications equipment or satellite dishes or similar small-scale development on retail or commercial buildings with a visual impact in the street scene	
Unauthorised changes of use where the implications do not give rise to significant harm to amenity	

Low harm (1 point)	Y / N
Unauthorised signage and advertisements with limited public impact within a limited area	
Any breach of planning control which is of a temporary nature	
Development which has a limited impact upon amenity including residential amenity.	
Unauthorised fences walls and gates or similar small scale building works which result in limited impact upon public amenity	
Breach of planning conditions which results in limited impact upon public amenity	
Unauthorised telecommunications equipment or satellite dishes or similar small-scale development on residential dwellings or industrial buildings	
Untidy land	

TABLE A – SCORE:	3
------------------	---

Table B

Descriptor	(0)	(1)	(2)
Is the breach in a conservation area, AONB, SSSI, or similar?	X		
Is the property subject to an article 4 Direction?	X		
Is the untidy land causing an offensive smell / odour or health hazard?	X		
Has the untidy land been causing an issue for more than a month?	X		
Is a site visit required to determine the extent of harm?			X
Is there a highway safety issue?	X		
Is there a breach of a tree preservation order?	X		
Is this a statutory listed building?		X	

TABLE B – SCORE:	3
------------------	---

TABLE A + TABLE B = ASSESSMENT SCORE:	6
---------------------------------------	---

Babergh District Council
Endeavour House, 8 Russell Road, Ipswich, IP1 2BX
Telephone (0300) 123 4000
planningenforcement@babershmidssuffolk.gov.uk
www.babergh.gov.uk

Mid Suffolk District Council
Endeavour House, 8 Russell Road, Ipswich, IP1 2BX
Telephone (0300) 123 4000
planningenforcement@babershmidssuffolk.gov.uk
www.midsuffolk.gov.uk



Working Together



BABERGH
DISTRICT COUNCIL
SOUTH SUFFOLK



Mid Suffolk
DISTRICT

Working Together



Page 69

05/10/2025 11:41:59 AM





Page 64





Planning Enforcement

Prioritisation Strategy: Initial Harm Assessment – Officer’s Proforma

Reference No:	EN/23/00353
Nature of Problem:	Alleged commencement of works on site prior to the access being constructed following grant of permission DC/20/04663.
Location:	Land East Of The Constable Country Medical Centre Heath Road East Bergholt Suffolk

Harm Framework – Tier 1

Assessment to be undertaken on receipt of the report or after an initial visit. Where the reported allegation achieves a score of 3 or more, progress the investigation.

Where the reported allegation achieves a score of 2 or under, close with no further action taken.

Points from the two matrices Table A and Table B set out below will be combined to achieve an overall score. Issues may cause harm in more than one category in Table A – the highest scoring ‘harm’ will be that which is used in the assessment score. Where the issue reported does not fit any given category a bespoke precautionary approach will be taken on the facts of the case having regard to the impact of the development on proper planning interests.

Table A

Significant harm (3 points)	Y / N
Unauthorised works to a listed building or ancient monument	
Development/changes of use with significant implications upon the continued health and wellbeing or amenity of the public in Babergh and Mid Suffolk, including industrial/commercial uses	
Development which has a significant impact upon amenity including residential amenity and risks causing unacceptable planning harm	
Unauthorised development where a material public impact is felt over a wide area.	
Breach of planning conditions which results in significant harm to public amenity	
Unauthorised works in progress to a tree protected by a tree preservation order or tree within a conservation area	
Non-compliance with pre-commencement environmental conditions	

Medium harm (2 points)

Medium harm (2 points)	Y / N
Unauthorised development which would adversely affect the character and appearance of a conservation area or the setting of a listed building	
Unauthorised signage and advertisements with a material impact on wider public amenity	
Residential extensions which do not benefit from permitted development rights	
Any breach of planning control which is not of a temporary nature.	
Development which has a material impact upon amenity including residential amenity	
Unauthorised buildings or outbuildings which results in material harm to public amenity	
Breach of planning conditions which results in material harm to public amenity	Y

Development of poor-quality design including housing, including large houses of multiple occupancy, flat conversions and residential use of outbuildings	
Unauthorised telecommunications equipment or satellite dishes or similar small-scale development on retail or commercial buildings with a visual impact in the street scene	
Unauthorised changes of use where the implications do not give rise to significant harm to amenity	

Low harm (1 point)	Y / N
Unauthorised signage and advertisements with limited public impact within a limited area	
Any breach of planning control which is of a temporary nature	
Development which has a limited impact upon amenity including residential amenity.	
Unauthorised fences walls and gates or similar small scale building works which result in limited impact upon public amenity	
Breach of planning conditions which results in limited impact upon public amenity	
Unauthorised telecommunications equipment or satellite dishes or similar small-scale development on residential dwellings or industrial buildings	
Untidy land	

TABLE A – SCORE: 2

Table B

Descriptor	(0)	(1)	(2)
Is the breach in a conservation area, AONB, SSSI, or similar?	X		
Is the property subject to an article 4 Direction?	X		
Is the untidy land causing an offensive smell / odour or health hazard?	X		
Has the untidy land been causing an issue for more than a month?	X		
Is a site visit required to determine the extent of harm?			X
Is there a highway safety issue?			X
Is there a breach of a tree preservation order?	X		
Is this a statutory listed building?	X		

TABLE B – SCORE: 4

TABLE A + TABLE B = ASSESSMENT SCORE: 6



Working Together



Jon Gerrish

Planning Enforcement Officer





Planning Enforcement

Prioritisation Strategy: Initial Harm Assessment – Officer’s Proforma

Reference No:	EN/22/00243
Nature of Problem:	Alleged Section 215 - Collapsed wall (forming boundary of planning application site: DC/21/05089)
Location:	Rear Of 30 Market Hill Sudbury Suffolk CO10 2EN

Harm Framework – Tier 1

Assessment to be undertaken on receipt of the report or after an initial visit. Where the reported allegation achieves a score of 3 or more, progress the investigation.

Where the reported allegation achieves a score of 2 or under, close with no further action taken. Points from the two matrices Table A and Table B set out below will be combined to achieve an overall score. Issues may cause harm in more than one category in Table A – the highest scoring ‘harm’ will be that which is used in the assessment score. Where the issue reported does not fit any given category a bespoke precautionary approach will be taken on the facts of the case having regard to the impact of the development on proper planning interests.

Table A

Significant harm (3 points)	Y / N
Unauthorised works to a listed building or ancient monument	
Development/changes of use with significant implications upon the continued health and wellbeing or amenity of the public in Babergh and Mid Suffolk, including industrial/commercial uses	
Development which has a significant impact upon amenity including residential amenity and risks causing unacceptable planning harm	
Unauthorised development where a material public impact is felt over a wide area.	
Breach of planning conditions which results in significant harm to public amenity	
Unauthorised works in progress to a tree protected by a tree preservation order or tree within a conservation area	
Non-compliance with pre-commencement environmental conditions	

Medium harm (2 points)

Medium harm (2 points)	Y / N
Unauthorised development which would adversely affect the character and appearance of a conservation area or the setting of a listed building	Y
Unauthorised signage and advertisements with a material impact on wider public amenity	
Residential extensions which do not benefit from permitted development rights	
Any breach of planning control which is not of a temporary nature.	
Development which has a material impact upon amenity including residential amenity	
Unauthorised buildings or outbuildings which results in material harm to public amenity	
Breach of planning conditions which results in material harm to public amenity	
Development of poor-quality design including housing, including large houses of multiple	

occupancy, flat conversions and residential use of outbuildings	
Unauthorised telecommunications equipment or satellite dishes or similar small-scale development on retail or commercial buildings with a visual impact in the street scene	
Unauthorised changes of use where the implications do not give rise to significant harm to amenity	

Low harm (1 point)	Y / N
Unauthorised signage and advertisements with limited public impact within a limited area	
Any breach of planning control which is of a temporary nature	
Development which has a limited impact upon amenity including residential amenity.	
Unauthorised fences walls and gates or similar small scale building works which result in limited impact upon public amenity	
Breach of planning conditions which results in limited impact upon public amenity	
Unauthorised telecommunications equipment or satellite dishes or similar small-scale development on residential dwellings or industrial buildings	
Untidy land	

TABLE A – SCORE:	2
------------------	---

Table B

Descriptor	(0)	(1)	(2)
Is the breach in a conservation area, AONB, SSSI, or similar?		Y	
Is the property subject to an article 4 Direction?			
Is the untidy land causing an offensive smell / odour or health hazard?			
Has the untidy land been causing an issue for more than a month?		Y	
Is a site visit required to determine the extent of harm?			Y
Is there a highway safety issue?			
Is there a breach of a tree preservation order?			
Is this a statutory listed building?		Y	

TABLE B – SCORE:	5
------------------	---

TABLE A + TABLE B = ASSESSMENT SCORE:	7
---------------------------------------	---



Working Together



Page 71





Working Together



Working Together

Planning Enforcement

Prioritisation Strategy: Initial Harm Assessment – Officer’s Proforma

Reference No:	EN/23/00298
Nature of Problem:	Alleged non-compliance with approved plans following grant of planning permission DC/21/05957.
Location:	Appleberry House Folly Lane Lawshall Bury St Edmunds Suffolk IP29 4TH

Harm Framework – Tier 1

Assessment to be undertaken on receipt of the report or after an initial visit. Where the reported allegation achieves a score of 3 or more, progress the investigation.

Where the reported allegation achieves a score of 2 or under, close with no further action taken.

Points from the two matrices Table A and Table B set out below will be combined to achieve an overall score. Issues may cause harm in more than one category in Table A – the highest scoring ‘harm’ will be that which is used in the assessment score. Where the issue reported does not fit any given category a bespoke precautionary approach will be taken on the facts of the case having regard to the impact of the development on proper planning interests.

Table A

Significant harm (3 points)	Y / N
Unauthorised works to a listed building or ancient monument	
Development/changes of use with significant implications upon the continued health and wellbeing or amenity of the public in Babergh and Mid Suffolk, including industrial/commercial uses	
Development which has a significant impact upon amenity including residential amenity and risks causing unacceptable planning harm	
Unauthorised development where a material public impact is felt over a wide area.	
Breach of planning conditions which results in significant harm to public amenity	
Unauthorised works in progress to a tree protected by a tree preservation order or tree within a conservation area	
Non-compliance with pre-commencement environmental conditions	

Medium harm (2 points)

Medium harm (2 points)	Y / N
Unauthorised development which would adversely affect the character and appearance of a conservation area or the setting of a listed building	
Unauthorised signage and advertisements with a material impact on wider public amenity	
Residential extensions which do not benefit from permitted development rights	
Any breach of planning control which is not of a temporary nature.	Y
Development which has a material impact upon amenity including residential amenity	
Unauthorised buildings or outbuildings which results in material harm to public amenity	
Breach of planning conditions which results in material harm to public amenity	

Development of poor-quality design including housing, including large houses of multiple occupancy, flat conversions and residential use of outbuildings	
Unauthorised telecommunications equipment or satellite dishes or similar small-scale development on retail or commercial buildings with a visual impact in the street scene	
Unauthorised changes of use where the implications do not give rise to significant harm to amenity	

Low harm (1 point)	Y / N
Unauthorised signage and advertisements with limited public impact within a limited area	
Any breach of planning control which is of a temporary nature	
Development which has a limited impact upon amenity including residential amenity.	
Unauthorised fences walls and gates or similar small scale building works which result in limited impact upon public amenity	
Breach of planning conditions which results in limited impact upon public amenity	
Unauthorised telecommunications equipment or satellite dishes or similar small-scale development on residential dwellings or industrial buildings	
Untidy land	

TABLE A – SCORE:	2
------------------	---

Table B

Descriptor	(0)	(1)	(2)
Is the breach in a conservation area, AONB, SSSI, or similar?			
Is the property subject to an article 4 Direction?			
Is the untidy land causing an offensive smell / odour or health hazard?			
Has the untidy land been causing an issue for more than a month?			
Is a site visit required to determine the extent of harm?			Y
Is there a highway safety issue?			
Is there a breach of a tree preservation order?			
Is this a statutory listed building?			

TABLE B – SCORE:	2
------------------	---

TABLE A + TABLE B = ASSESSMENT SCORE:	4
---------------------------------------	---



Page 75



BABERGH
DISTRICT COUNCIL
SOUTH SUFFOLK

Mid Suffolk
DISTRICT

Working Together

Carmel Driscoll

**Principal Planning
Enforcement Officer**



Working Together



Page 77



Working Together

Planning Enforcement

Prioritisation Strategy: Initial Harm Assessment – Officer’s Proforma

Reference No:	EN/23/00680
Nature of Problem:	Alleged unauthorised tree felling within a Conservation Area.
Location:	Hill Cottage High Street Coddenham Ipswich Suffolk IP6 9PN

Harm Framework – Tier 1

Assessment to be undertaken on receipt of the report or after an initial visit. Where the reported allegation achieves a score of 3 or more, progress the investigation.

Where the reported allegation achieves a score of 2 or under, close with no further action taken.

Points from the two matrices Table A and Table B set out below will be combined to achieve an overall score. Issues may cause harm in more than one category in Table A – the highest scoring ‘harm’ will be that which is used in the assessment score. Where the issue reported does not fit any given category a bespoke precautionary approach will be taken on the facts of the case having regard to the impact of the development on proper planning interests.

Table A

Significant harm (3 points)	Y / N
Unauthorised works to a listed building or ancient monument	
Development/changes of use with significant implications upon the continued health and wellbeing or amenity of the public in Babergh and Mid Suffolk, including industrial/commercial uses	
Development which has a significant impact upon amenity including residential amenity and risks causing unacceptable planning harm	
Unauthorised development where a material public impact is felt over a wide area.	
Breach of planning conditions which results in significant harm to public amenity	
Unauthorised works in progress to a tree protected by a tree preservation order or tree within a conservation area	Y
Non-compliance with pre-commencement environmental conditions	

Medium harm (2 points)	Y / N
Unauthorised development which would adversely affect the character and appearance of a conservation area or the setting of a listed building	
Unauthorised signage and advertisements with a material impact on wider public amenity	
Residential extensions which do not benefit from permitted development rights	
Any breach of planning control which is not of a temporary nature.	
Development which has a material impact upon amenity including residential amenity	
Unauthorised buildings or outbuildings which results in material harm to public amenity	
Breach of planning conditions which results in material harm to public amenity	

Development of poor-quality design including housing, including large houses of multiple occupancy, flat conversions and residential use of outbuildings	
Unauthorised telecommunications equipment or satellite dishes or similar small-scale development on retail or commercial buildings with a visual impact in the street scene	
Unauthorised changes of use where the implications do not give rise to significant harm to amenity	

Low harm (1 point)	Y / N
Unauthorised signage and advertisements with limited public impact within a limited area	
Any breach of planning control which is of a temporary nature	
Development which has a limited impact upon amenity including residential amenity.	
Unauthorised fences walls and gates or similar small scale building works which result in limited impact upon public amenity	
Breach of planning conditions which results in limited impact upon public amenity	
Unauthorised telecommunications equipment or satellite dishes or similar small-scale development on residential dwellings or industrial buildings	
Untidy land	

TABLE A – SCORE: 3

Table B

Descriptor	(0)	(1)	(2)
Is the breach in a conservation area, AONB, SSSI, or similar?		Y	
Is the property subject to an article 4 Direction?			
Is the untidy land causing an offensive smell / odour or health hazard?			
Has the untidy land been causing an issue for more than a month?			
Is a site visit required to determine the extent of harm?			Y
Is there a highway safety issue?			
Is there a breach of a tree preservation order?			
Is this a statutory listed building?			

TABLE B – SCORE: 3

TABLE A + TABLE B = ASSESSMENT SCORE: 6



Working Together



Working Together



Planning Enforcement

Prioritisation Strategy: Initial Harm Assessment – Officer’s Proforma

Reference No:	
Nature of Problem:	
Location:	

Harm Framework – Tier 1

Assessment to be undertaken on receipt of the report or after an initial visit. Where the reported allegation achieves a score of 3 or more, progress the investigation.

Where the reported allegation achieves a score of 2 or under, close with no further action taken.

Points from the two matrices Table A and Table B set out below will be combined to achieve an overall score. Issues may cause harm in more than one category in Table A – the highest scoring ‘harm’ will be that which is used in the assessment score. Where the issue reported does not fit any given category a bespoke precautionary approach will be taken on the facts of the case having regard to the impact of the development on proper planning interests.

Table A

Significant harm (3 points)	Y / N
Unauthorised works to a listed building or ancient monument	
Development/changes of use with significant implications upon the continued health and wellbeing or amenity of the public in Babergh and Mid Suffolk, including industrial/commercial uses	
Development which has a significant impact upon amenity including residential amenity and risks causing unacceptable planning harm	
Unauthorised development where a material public impact is felt over a wide area.	
Breach of planning conditions which results in significant harm to public amenity	
Unauthorised works in progress to a tree protected by a tree preservation order or tree within a conservation area	
Non-compliance with pre-commencement environmental conditions	

Medium harm (2 points)	Y / N
Unauthorised development which would adversely affect the character and appearance of a conservation area or the setting of a listed building	
Unauthorised signage and advertisements with a material impact on wider public amenity	
Residential extensions which do not benefit from permitted development rights	
Any breach of planning control which is not of a temporary nature.	
Development which has a material impact upon amenity including residential amenity	
Unauthorised buildings or outbuildings which results in material harm to public amenity	
Breach of planning conditions which results in material harm to public amenity	
Development of poor-quality design including housing, including large houses of multiple occupancy, flat conversions and residential use of outbuildings	
Unauthorised telecommunications equipment or satellite dishes or similar small-scale development on retail or commercial buildings with a visual impact in the street scene	

Unauthorised changes of use where the implications do not give rise to significant harm to amenity	
--	--

Low harm (1 point)	Y / N
Unauthorised signage and advertisements with limited public impact within a limited area	
Any breach of planning control which is of a temporary nature	
Development which has a limited impact upon amenity including residential amenity.	
Unauthorised fences walls and gates or similar small scale building works which result in limited impact upon public amenity	
Breach of planning conditions which results in limited impact upon public amenity	
Unauthorised telecommunications equipment or satellite dishes or similar small-scale development on residential dwellings or industrial buildings	
Untidy land	

TABLE A – SCORE:	
-------------------------	--

Table B

Descriptor	(0)	(1)	(2)
Is the breach in a conservation area, AONB, SSSI, or similar?			
Is the property subject to an article 4 Direction?			
Is the untidy land causing an offensive smell / odour or health hazard?			
Has the untidy land been causing an issue for more than a month?			
Is a site visit required to determine the extent of harm?			
Is there a highway safety issue?			
Is there a breach of a tree preservation order?			
Is this a statutory listed building?			

TABLE B – SCORE:	
-------------------------	--

TABLE A + TABLE B = ASSESSMENT SCORE:	
--	--



Working Together

Agenda Item 9

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

Document is Restricted

This page is intentionally left blank

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

Document is Restricted

This page is intentionally left blank

JOINT OVERVIEW AND SCRUTINY ACTION TRACKER

Updated 10th April 2024 - AN

The purpose of this action tracker is to document and track the progress of all recommendations made by the Joint Overview and Scrutiny Committee. This tracker seeks to inform committee members on the implementation of their recommendations and the subsequent decisions reached by Cabinet if required. This tracker is updated ahead of and following each meeting of the Committee.

Date	Item Ref	Item Title	Recommendations	Key Officer	Progress	Status
18.03.24	BOS/23/10	Proposed Car Parking Charges and Road Traffic Orders	1.1 That the Director for Operations and Climate Change takes on board the comments made by the Babergh Overview and Scrutiny Committee.	ME	Minor amendments were made to the report in light of comments made by the Committee.	Completed
			1.2 That Officers provide more detailed clarification on the amendments made to the information and proposals set out in the Cabinet report as a result of the consultation process.	ME	Details that had been amended due to feedback from the consultation process were better highlighted in the report.	Completed
			1.3 That Officers be requested to set out in the report to Cabinet a proposed range of tariffs that include a free parking period of 1 hour and its associated costs.	ME	Discussed informally by Cabinet. A free period is modelled to reduce expected income by 33% making further parking and sustainable travel investment unviable. This option was not presented in the report and an amendment by a Cabinet Member to include a free parking period was rejected by Cabinet on a vote of 6 against - 2 for.	Rejected
			1.4 That Officers further explore with Suffolk County Council the possibility of introducing on-street resident parking permits across the District, that more information on this type of scheme be included in the report to Cabinet, and investigate implementing an appropriate policy.	ME	Recommendation 3.9 in the Cabinet paper " <i>The Director of Operations and Parking Services Manager continue to engage with the councils where council car parks are located and any groups making representation, and carry out more detailed local survey work to bring forward proposals to continue to improve parking as set out in the council's car parking strategy, which may include residents parking zones</i> " incorporates this recommendation by Scrutiny.	Completed
			1.5 That Officers review whether a rebate system could be implemented in Hadleigh, Sudbury, and Lavenham in car parks serving doctors surgeries and medical centres.	ME	Recommendation 3.7 in the Cabinet Paper " <i>The Director of Operations and Parking Services Manager continue to engage with health, mobile health screening and village community centres which are accessed via or occasionally sited on council car parks, as to the feasibility and appropriateness of utilising the councils' virtual permits and enforcement in managing parking for their patients and visitors</i> " incorporates this recommendation by Scrutiny.	Completed
			1.6 That the Director for Operations and Climate Change continues to consider and create shared value for residents by enhancing the councils offer for non-contact, long term parking permits using intelligent parking control processes such that residents are recognised as community stakeholders.	ME	Recommendation 3.10 in the Cabinet Paper " <i>The Director for Operations and Parking Services Manager continues to consider how to enhance the councils offer for contactless, longer term parking permits, using intelligent parking control processes that benefit and offer value to residents</i> " incorporate this recommendation by Scrutiny.	Completed

18.03.24	BOS/23/10	Proposed Car Parking Charges and Road Traffic Orders	1.7 That Officers include more information and context about the rural setting of the Districts, the current reliance on car use to travel, and the accessible parking provisions needed to adequately meet this need.	ME	Discussed by Cabinet in the meeting.	Completed
			1.8 That the Monitoring Officer be asked to investigate allegations of pre-determination raised by the Overview and Scrutiny Committee in regard to members of the Cabinet.	JR	Dealt with via email exchange (dated 21/03/2024) and addressed at the beginning of the Cabinet meeting by the Monitoring Officer.	Completed
			1.9 That Officers give further consideration to the issues raised concerning school pick-ups and drop-off as well as carers and medical staff visiting patients.	ME	Discussed by Cabinet in the meeting and Officers have committed to give further consideration to these issues and explore introducing a school parking permit scheme.	Completed
			1.10 That Officers are encouraged to retain the cash and card system for paying parking permits to avoid moving to a cashless system.	ME	Officers have stated that retaining a cash and card system provides accessibility to the service and that government advice in this area will be monitored closely.	Completed
			1.11 That Cabinet are made aware of the Committee's concerns regarding the process followed during the handling of the parking petition considered by Full Council on 20th February.	ME	Cabinet informed. The Monitoring Officer addressed concerns regarding the process at the beginning of the Cabinet meeting and clarified that the petition was considered in a manner that abided to the process set out in the Constitution.	Completed

Date	Item Ref	Item Title	Recommendations	Key Officer	Progress	Status
14.03.24	JOS/23/32	Review of the Implementation of the Culture, Visitor, and Heritage Economy Strategy	1.1 That the Joint Overview and Scrutiny Committee notes the report and commends the Officers for the work undertaken in delivering the Strategy.	N/A		Completed
			1.2 That Officers take on board the comments made by the Committee, particularly regarding accessibility, marketing, and public consultation, and incorporate these into the future delivery of the Strategy.	ZB		Completed
			1.3 That the Cultural Working Group, in conjunction with the Community Grants Review, are requested to explore expanding the scope of locality grants to incorporate funding support for young people looking to engage with culture and the arts.	ZB		Ongoing
			1.4 That Officers explore various methods of further communicating the Strategy and its aims to a wider audience.	ZB		Ongoing
			1.5 That the Cabinet Members for Planning be asked to note the Committee's concerns towards the potential for overdevelopment of the Districts and that the SPD for Heritage and Culture be examined to better protect the tourism and culture offer that is currently available.	SD / AS		Ongoing

Date	Item Ref	Item Title	Recommendations	Key Officer	Progress	Status
22.01.24	BOS/23/05	General Fund (GF) and Housing Revenue Account (HRA) 2024/25	1.1 That the draft revenue budgets set out in the report for the 2024/25 GF and HRA budgets be noted.	N/A		Completed
			1.2 That engagement with the public, specifically through media releases and Town & Parish Liaison meetings, be encouraged to help outline and provide clarity to the public regarding the budget pressures on the Council.	MeE/BJ	The next T&PL meeting are currently being scheduled for June.	Ongoing
			1.3 That the Council actively considers the deployment of certain services to Town and Parish Councils who have an appetite to accept functions currently carried out by the District.	AC		Ongoing

Date	Item Ref	Item Title	Recommendations	Key Officer	Progress	Status
22.01.24	MOS/23/05	General Fund (GF) and Housing Revenue Account (HRA) 2024/25	1.1 That the draft revenue budgets set out in the report for the 2024/25 GF and HRA budgets be noted and that the new approach to budget setting is welcomed by the Overview and Scrutiny Committee.	N/A		Completed
			1.2 That further information on interest receivable and capital expenditure be included in future Overview and Scrutiny reports to provide a breakdown of interest for all projects and debts.	MeE		Included in future report
			1.3 That tables detailing the breakdown of information on aspects such as the increase in dwelling rents and service charging be included in future Overview and Scrutiny reports.	MeE		Included in future report
			1.4 That the lobbying of central government on the 1 year funding settlement being increased be continued.	MeE		Completed
			1.5 That officers explore incorporating accessibility improvements into the reports, including bridge charting, graphics, and a glossary, to provide Members with further clarity on the information provided.	MeE		Included in future report

Date	Item Ref	Item Title	Recommendations	Key Officer	Progress	Status
20.11.23	MOS/23/01	Draft General Fund (GF) 2024/25 Assumptions	1.1 That the draft budget assumptions as set out in the report for the 2024/25 General Fund budget be noted.	N/A		Completed

Date	Item Ref	Item Title	Recommendations	Key Officer	Progress	Status
20.11.23	BOS/23/01	Draft General Fund (GF) 2024/25 Assumptions	1.1 That the draft budget assumptions as set out in the report for the 2024/25 General Fund budget be noted.	N/A		Completed
			1.2 That the Director for Corporate Resources further assesses how the Council manages its income to further decrease the general fund deficit.	MeE		Completed

Date	Item Ref	Item Title	Recommendations	Key Officer	Progress	Status
20.11.23	JOS/23/27	Homelessness Reduction and Rough Sleeping Strategy 2024	1.1 That the Overview and Scrutiny Committee commends the housing department for the work they are conducting to help reduce homelessness in the Districts and requests that officers taken on board the comments made at the meeting.	N/A		Completed
			1.2 That the Overview and Scrutiny Committee supports the vision and priorities of the draft Homelessness Reduction and Rough Sleeping Strategy and ensures that the Delivery Plan is reflective of the current challenges facing the Districts.	N/A		Completed
			1.3 That the Overview and Scrutiny Committee strongly supports the work being undertaken to meet the domestic abuse housing alliance accreditation.	N/A		Completed
			1.4 That Cabinet makes further plans to provide financial support for the services provided under the homelessness reduction and rough sleeping strategy beyond the end of the Rough Sleeper Initiative Funding in 2025.	DF/AAY	Communicated to Portfolio Holder and Leader.	Ongoing
			1.5 That Cabinet explores further means of providing assistance to those under 25 with becoming adequately housed in order to avoid an influx of young people becoming homeless.	DF/AAY	Communicated to Portfolio Holder and Leader.	Ongoing
			1.6 That Cabinet explores providing more resources to the housing department to assist with communicating about the services available from the Councils and Central Suffolk Lettings to those who are, or are at risk of becoming, homeless.	DF/AAY	Communicated to Portfolio Holder and Leader.	Ongoing

Date	Item Ref	Item Title	Recommendations	Key Officer	Progress	Status
23.10.23	JOS/23/21	Annual Review of the Joint Homes and Housing Strategy	1.1 That Overview and Scrutiny Committee supports the strategic aims of the Homes and Housing Strategy ensuring the delivery plan is reflective of the current challenges facing the housing sector, whilst continuing to deliver the aims set out in the Homes and Housing Strategy.	N/A		Completed
			1.2 That officers explore ways of reducing the proposed 4-year timescale for completing a full stock condition audit of the Councils' properties.	DF/AAY	Methods have been explored and now the aim is to have a complete 100% audit of stock condition surveys within the calendar year.	Completed
			1.3 That Cabinet reconsiders the use of inhouse occupational therapists.	N/A	Communicated to Portfolio Holder and Leader.	Ongoing
			1.4 That Cabinet identify what housing is affordable in the private market to various demographics in the Districts to determine the most appropriate tenures to secure and deliver.	N/A	Communicated to Portfolio Holder and Leader.	Ongoing
			1.5 That officers incorporate a RAG status into future reports taken before Joint Overview and Scrutiny to provide more detailed focus on the associated risks of the delivery of the Strategy.	DF/AAY	Will be presented within the annual report that is scheduled to come to Overview and Scrutiny in October 2024.	Included in future report
			1.6 That the Cabinet undertake a clear refocus on housing and ensure that there is enough support for officers to achieve the housing needs of our residents.	N/A	Communicated to Portfolio Holder and Leader.	Ongoing

23.10.23	JOS/23/21	Annual Review of the Joint Homes and Housing Strategy	1.7 That officers are requested to involve all Members in any open sessions carried out by the Housing department.	DF		Completed
			1.8 That the Chief Planning Officer provides the Overview and Scrutiny Committee with an update on the number of dwellings with outstanding planning permission that have not yet begun construction.	PI/TB		Ongoing
			1.9 That officers identify residents who are most vulnerable so that services can be proactively designed around their needs and tailored to them when appropriate.	DF	Officers are now gathering information on resident vulnerabilities through customer satisfaction surveys which will form a data base, allowing officers to offer a more tailored service and support network.	Completed
			1.10 That Cabinet and officers explore methods of both providing and communicating to residents the option to downsize their properties.	N/A	Communicated to Portfolio Holder and Leader.	Ongoing
			1.11 That officers scrutinise and investigate private landlords before working collaboratively with them.	DF	26/01: Update requested from Officers. Awaiting response.	Ongoing
			1.12 That Cabinet reconsiders the means in which data is collected in support of community-led housing.	N/A	Communicated to Portfolio Holder and Leader.	Ongoing

Date	Item Ref	Item Title	Recommendations	Key Officer	Progress	Status
18.09.23	JOS/23/15	Review on Current Levels of Untreated Sewage Discharges to Waters in Babergh and Mid Suffolk	1.1 That the Joint Overview and Scrutiny Committee thanks Anglian Water, the Environment Agency, Natural England, and the River Stour Trust for their attendance and for the answers	N/A		Completed
			1.2 That the Chairs of Overview and Scrutiny provide a report and verbal update on the contents and outcomes of the Committee meeting at the next Full Council meetings.	AN	All recommendations presented to Council in October 2023.	Completed
			1.3 That the Joint Overview and Scrutiny Committee requests for more information from the external representatives, specifically including the phosphate reducing programme, and asks that this be fed back to the Committee via an information bulletin.	AN		Completed
			1.4 That the Joint Overview and Scrutiny Committee requests for a wider publicity campaign for residents, staff, and Councillors regarding materials that cannot be put into the sewage system.	BJ		Completed
			1.5 That the Joint Overview and Scrutiny Committee requests for Cabinet to investigate the possibility of running a campaign regarding the provision of water butts for residents.	MaE		Completed
			1.6 That the Joint Overview and Scrutiny Committee requests for Council to consider supporting "citizen science" projects	N/A		Completed

Date	Item Ref	Item Title	Recommendations	Key Officer	Progress	Status
21.08.23	JOS/23/08	CIFCO Performance Report (2022/23) and Business Plan (2023/24)	1.1 That the Joint Overview and Scrutiny Committee notes the CIFCO Business Trading and Performance Report and asks that the minutes of the meeting be taken into account when CIFCO is next considered at Full Council.	EA	Presented to Council on 18th September.	Completed
	JOS/23/09	Cost of Living: Review of 6 Month Plan and Beyond	1.1 To note phase 3 of the Cost of Living Action Plan and endorse the commitment to develop a longer term approach to preventing poverty, which seeks to understand the underlying drivers of poverty across both districts at a hyper-local level, through continued work with internal and external stakeholders and to include wider engagement with Town and Parish Councils.	SW/SL		Completed

Date	Item Ref	Item Title	Recommendations	Key Officer	Progress	Status
24.07.23	JOS/23/02	Western Suffolk Community Safety Partnership	1.1 That the Joint Overview and Scrutiny Committee notes the report and commends the Officers involved for their work within the Partnership.	N/A		Completed
			1.2 That an All Member Briefing and further training be delivered for all Councillors regarding the topics covered by the Western Suffolk Community Safety Partnership, including how to report ASB and an updated contact list.	DR/VM	26/01: Update requested from Officers. Awaiting response.	Not Started
			1.3 That a review of the current costs of Babergh and Mid Suffolk resources and the potential impact of further statutory responsibilities is undertaken and reported back to the Joint Overview and Scrutiny Committee.	DR/VM		Included in future report
			1.4 That the level of engagement with community groups within the Districts is incorporated into the next review of the Western Suffolk Community Safety Partnership and is reported to the Joint Overview and Scrutiny Committee.	DR/VM		Included in future report
			1.5 That a review is undertaken of the Western Suffolk Community Safety Partnership's position within the Babergh and Mid Suffolk Significant Business Risk Register.	DR/VM		Included in future report
			1.6 That more formal communication procedures are put in place between the Western Suffolk Community Safety Partnership and our Parish / Town Councils.	DR/VM	26/01: Update requested from Officers. Awaiting response.	Ongoing

Date	Item Ref	Item Title	Recommendations	Key Officer	Progress	Status
20.02.23	JOS/22/45	Are Planning Pre-Application Advice Customers Getting a Valuable Service?	3.1 That the contents of the report be noted by the Joint Overview and Scrutiny Committee	N/A		Completed
			3.2 That Officers be requested to alter the frequency and content of the survey of customer experience of the pre-application service to "open" rather than annual	TB/PI	The content of the customer survey has been adjusted. A move to an open survey, as requested by the committee, was trialed and only received 2 responses over a year. A decision has been made to return to an annual survey with a targeted approach.	Rejected
			3.3 That Officers be requested to undertake an annual survey of Development Management Planning Officers of their experience of customer service.	TB/PI	27 responses received by Officers in 2023 in the annual survey. The 2024 survey is currently being formulated.	Completed
			3.4 That Officers develop a model for quarterly audit of timeliness, quality and customer service including to assess the effectiveness of the pre-application advice process in the validation of applications and correlation of advice with outcome	TB/PI	This is in place with a yearly audit also taking place in October. Officers are encouraged to undertake a personal audit of their work every Friday.	Completed
			3.5 That the Corporate Director for Planning and Building Control and the Chief Planning Officer review the results of the above-mentioned surveys and audit with the Client Side Panel and report at least bi-annually to the Cabinet Members for Planning	TB/PI		Completed
			3.6 That the Overview and Scrutiny Committee request the Director for Planning and Building Control and the Chief Planning Officer consider arrangements to provide adequate training and mentoring opportunities for all planning staff with a view to providing an improved level of pre-app service	TB/PI	Training has taken place for planning officers particularly on providing a consistent & effective service and strengthening customer satisfaction. Principal planning officers have also been mentoring and training junior members of staff in-house.	Completed
			3.7 That the Corporate Director for Planning and Building Control and the Chief Planning Officer aim for an overall quality of advice level of satisfaction of 60% by 30th April 2025	TB/PI	26/01: Currently still planning for this level of satisfaction.	Included in future report

This page is intentionally left blank

Agenda Item 13

BABERGH OVERVIEW AND SCRUTINY COMMITTEE WORK PLAN 2023/24:

TOPIC	PURPOSE	LEAD OFFICER	CABINET MEMBER
13 MAY 2024			
Is the Councils' social housing stock "inspection ready"?	Review of existing caseload and resources needed for repairs to meet new and improved standards	Director - Housing	Cabinet Member for Housing
CIFCO Performance Report (2023/24) and Business Plan (2024/25)	To conduct the Committee's annual review of the CIFCO service before reporting to Full Council.	Director – Assets and Investments	Cabinet Member for Finance, Assets, and Investments
16 MAY 2024			
O&S Work Plan Session			

Topics still to be timetabled:

- **Town Regeneration** – Identifying issues regarding our town centres and how we can increase footfall / use of services in key areas through extra support **(Moved to July 2024)**
- **Staff Productivity** – To review the main locations where staff are working and the level of productivity of officers **(Awaiting Chief Executive All Member Briefing)**

This page is intentionally left blank

Agenda Item 14

MID SUFFOLK OVERVIEW AND SCRUTINY COMMITTEE WORK PLAN 2023/24:

TOPIC	PURPOSE	LEAD OFFICER	CABINET MEMBER
13 MAY 2024			
Is the Councils' social housing "inspection ready"?	Review of existing caseload and resources needed for repairs to meet new and improved standards	Director - Housing	Cabinet Member for Housing
CIFCO Performance Report (2023/24) and Business Plan (2024/25)	To conduct the Committee's annual review of the CIFCO service before reporting to Full Council.	Director – Assets and Investments	Cabinet Member for Finance and Resources
16 MAY 2024			
O&S Work Plan Session			

Topics still to be timetabled:

- **Town Regeneration** – Identifying issues regarding our town centres and how we can increase footfall / use of services in key areas through extra support **(Moved to July 2024)**
- **Staff Productivity** – To review the main locations where staff are working and the level of productivity of officers **(Awaiting Chief Executive All Member Briefing)**

This page is intentionally left blank