

Planning Peer Review Action tracker		Master Schedule						
		Start Date	End Date	Status	Project or Action Lead			
Main Tasks with individual actions		01/06/22	31/12/22	On Target		Progress	Evidence Provided and Expected	Comments
1	<b>Core Principle: Improving Trust, Learning &amp; Customer Service:</b>	01/06/2022	31/12/2022	*	*			
1.01	Establish governance of action plan and reporting requirements	May/Jun 22 Check	May Check I drive	Complete	Ollie Boulter		See CMT reports Evidence Provided: Cllr-Staff-Other Feedback on PR actions list Peer review outcomes and action Excel Planning Peer Review report actions Aug 22 Planning Peer Review report objectives and V2 Evidence Expected:	Roadmap document, report to scrutiny and minutes of Steering Group itself.  <b>*new* Quarterly report on progress to CMT commencing 16 April 2024</b> CMT reports in preparation can be found within the Teams folder
1.02	Review of the Constitution is urgently required	01/06/22	30/04/24	In Progress	Chris Potter	Chris Potter will be part of the Planning Services Working Group. This will link in with future governance- potential committee structure to be discussed 1 May by Full Council. 27/03/24	Evidence Provided: Evidence Expected: Changes to Code of Practice, which is incorporated into the Constitution. These changes will be incorporated into planning training for new committee members. 27/03/24	The Peer Review Report stated: The existing constitution is comprehensive in its scope but requires a refresh, in particular a review of the code of practice for councillors and officers should be undertaken as a matter of urgency. A review of protocols would benefit from a joint input from both councillors and officers. This recommendation is considered to primarily relate to councillor attendance on site visits and the subsequent ability to vote on planning
1.03	Ensure Councillors declare all conflicts of interest fully and consistently	01/05/21	01/05/25	In Progress	Chris Potter		See evidence folder 1.03 Evidence Provided: Councillors training programmes Email Planning Committee - Declarations of Interest Email Evidence Expected:	Down to each individual member to satisfy themselves whether they have a conflict and whether it is declared. Planning workshops every six weeks. Not mandatory. Who will lead on this activity? When could it start and how long will it take?
1.04	Planning Committee decisions made objectively and professionally	01/05/21	01/05/25	On Target	Ollie Boulter		See evidence folder 1.04 Evidence Provided: 2021 - 2022 Appeals Performance Report PDF 202223 Decision review monitoring and Appeals Performance report PDF 2776-IWC-Monitoring-Report-202021-FINAL PDF IWC Annual Monitoring Report 2021.22 FINAL PDF Evidence Expected:	Evidence to include Wednesday workshops which include programme reviews of appeal decisions, committee reports. Annual paper to planning committee dealing with performance on appeals. (April/May). Number of appeals lost when committee goes against officer recommendation.
1.05	Provide greater clarity on the different roles that Councillors play on the Planning Committee	01/06/22	01/05/25	In Progress	Ollie Boulter		See evidence folder 1.05 Evidence Provided: Attendance on external training or conferences Excel Email Councillors training programmes Course_Attendance_councillors Excel Course_complete_councillors Excel Evidence Expected:	Linked to new member training. All Councillors receive general introductory training as ward members, which includes planning. Subsequent further training for those who sit on planning committee or are designated substitutes. Emphasises the difference between role of planning committee and that of ward member. Link TRAINING Module. OB, RC, JB, SW take lead whenever there is a new ward member elected onto the committee. Planning Committee members (and deputies) cannot sit on the planning
1.06	All Councillors need to adhere to the stringent processes and procedural rules	TBC	01/05/24	On Target	Chris Potter		See evidence folder 1.05 Evidence Provided: Attendance on external training or conferences Excel Email Councillors training programmes Course_Attendance_councillors Excel Course_complete_councillors Excel Evidence Expected:	Training provided to all members, constitution, code of practice for members and officers dealing with planning matters. Advice readily available. Should members not adhere to process or procedural rules, any alleged breach would need to be investigated. Training ongoing with new members on the committee.
1.07	Councillors need to think strategically when it comes to planning matters and not purely focus on local ward issues	TBC	01/05/25	In Progress	Ollie Boulter		See evidence folder 1.07 Evidence Provided: Agenda for next Planning training workshop Email Planning Committee Workshop Agenda for next Wednesday 14:00 - 16:00 Committee Room 4 Email Wednesday workshop#6 Slide deck Email Wednesday workshop 050723 Email Wednesday Workshop 081123 slides Email Wednesday workshops 081123 Email Evidence Expected:	Evidence- Training provided, Wednesday workshops, Committee reports
1.08	All Councillors should be well trained in the complexities of the planning system	01/05/21	01/05/25	On Target	Ollie Boulter		See evidence folder 1.05 Evidence Provided: Attendance on external training or conferences Excel Email Councillors training programmes Course_Attendance_councillors Excel Course_complete_councillors Excel Evidence Expected:	Evidence- Democratic Services can provide registers/info on member attendance. Ongoing learning through Wednesday workshops. Overlap with 1.09
1.09	Need for regular joint training, briefing and learning to ensure sound decision making	05/01/21	TBC	Complete	Ollie Boulter		See evidence folder 1.07 Evidence Provided: Agenda for next Planning training workshop Email Planning Committee Workshop Agenda for next Wednesday 14:00 - 16:00 Committee Room 4 Email Wednesday workshop#6 Slide deck Email Wednesday workshop 050723 Email Wednesday Workshop 081123 slides Email Wednesday workshops 081123 Email Evidence Expected:	Evidence- focus on Wednesday workshops. Overlap with 1.08
1.10	Introduce monthly planning committee & senior planning staff workshops	25/05/22	25/05/2022	Complete	Ollie Boulter		See evidence folder 1.07 Evidence Provided: Agenda for next Planning training workshop Email Planning Committee Workshop Agenda for next Wednesday 14:00 - 16:00 Committee Room 4 Email Wednesday workshop#6 Slide deck Email Wednesday workshop 050723 Email Wednesday Workshop 081123 slides Email Wednesday workshops 081123 Email Evidence Expected:	Evidence- Wednesday workshops have been introduced on a 6 weekly basis, half way between planning committee cycle. Agendas for Wednesday workshops are discussed and agreed between the Strategic Manager for Planning and the Chair of the Planning Committee.
1.11	Develop regular scheduled learning for Councillors and officers to review cases policies and outcomes (reflective practice - possibly action learning sets?)	25/05/22	25/05/2022	Complete	Ollie Boulter		See IWC monitoring reports Evidence Provided: IWC Annual Monitoring Report 2021.22 FINAL PDF Report of the Strategic Manager for Planning and Infrastructure	Evidence- Built into Wednesday workshop, appeal reviews, policy approaches, annual report to planning committee on planning performance.
1.12	Reintroduce programme of site visits - the good, the bad and the ugly	10/08/22	10/08/22	Complete	Ollie Boulter		See evidence folder 1.12 Evidence Provided: Members tour 2019 slides Members Tour 2022 full slide deck PDF Tour 2023 slides Evidence Expected:	Evidence- The Good the Bad and the Ugly are site visits where officers have the opportunity for combined learning, including crib sheet per location, and officers and members will have the chance to discuss and see things which worked and also where they did not necessarily work. 3-4 sites per trip. Site visits will take place on an annual basis.
1.13	Undertake behaviour awareness training for planning committee members	N/A	N/A	Not Applicable	Ollie Boulter		Evidence Expected: Evidence Expected:	Decision taken by Cllrs not to undertake the suggested type of training. Since then issues and tensions have been alleviated and behaviours have improved. No formal start made on the recommendation for
1.14	Raise the awareness for Councillors of the risk to legal challenge and costs of unguarded comments made in committee	01/05/22	01/06/22	Complete	Ollie Boulter		See evidence folder 1.14 Evidence Provided: Planning Service Peer Review activity Legal Email Evidence Expected:	Members made aware through initial training and ongoing Wednesday workshops. A representative from Legal Services attends all planning committee meetings. Councillors may wish to reflect on advice provided by officers.
1.15	Investigate the PAS Leadership Essentials (for councillors) courses that deal with current topics in planning such as the Governments new changes to the planning system, the political role in leading the planning services, and developer engagement and development viability	01/05/22	31/05/22	Complete	Ollie Boulter	PAS Leadership courses are essential courses, but staff have not attended any of these. The task was to investigate these courses. All Staff are encouraged to undertake training and professional	Evidence Provided: regularly monitor PAS and other provider courses and will sign up for them when appropriate. No evidence to support this. Some courses are online and some are residential.	Evidence- Initial investigations undertaken, it should sit with L&D and training offer. L&D asked to further explore.
1.16	All councillors have a role in explaining the positive impacts of sustainable development and inward investment to their residents and the electorate at large	01/06/22	01/05/25	On Target	Ollie Boulter		See evidence folder 1.16 Evidence Provided: Attendance on external training or conferences Excel course_attendance_councillors Excel courses_complete_councillors Excel Re Councillors training programme Email Evidence Expected:	Evidence- part of initial training. Records available from Democratic services. Elected member training is not mandatory since Elected Members are not employees of Isle of Wight Council. DS keep a record of induction sessions and attendance.
1.17	Actively seek customer feedback to baseline any improvements upon facts .To enable a plan to be drawn up and actions prioritised for improvement.	18/07/23	20/10/23	Complete	Ollie Boulter		Evidence Provided: Evidence Expected:	Evidence- Launch event, PTCC events, applicants within 1-2years were written to, and questionnaire appeared within officers' email footer.
1.18	Improve the notification process to Councillors and Town and Parish Councils of new planning applications. This could be done by ward making it easier to follow		30/06/22	Complete	Ollie Boulter		See evidence folder 1.18 Evidence Provided: Press List 12.1.24 PDF Press List 16224 Email Press List 2.2.24 PDF Press List 9224 Email Re Notifications process to Town and Parish councils Email Evidence Expected:	Evidence- Notification process was improved by ordering applications by Ward, making it easier to follow. (First Action Complete) Weekly planning application lists are sent to T&PCC on a Monday and published on a Friday.
1.19	Incorporate early and ongoing informal dialogue into typical working activity to improve understanding and working relationships	13/07/2022	13/03/24	Complete	Ollie Boulter		Evidence Provided: Evidence Expected:	Informal dialogue is now embedded into work across Planning Services. Both internally and externally. <b>Externally: Wednesday workshops</b> <b>Internally: Wednesday Walk-in service</b> <b>Comms for Pre-app</b> <b>Launch of Planning Agents and Architects</b> <b>Further opportunities through improving Pre-app and DM workstreams.</b>
1.20	Initiate a systemic review of the planning processes from start to finish to understand what is efficient and effective in the service and where it can improve. (PAS Development Management toolkit?)	01/01/25	31/01/25	Not Started	Ollie Boulter		Evidence Provided: Evidence Expected:	Part of the work programme for 2024-25. Strategic Manager to lead. Forms part of the Improving DM workstream which is due to commence once Pre-app workstream is complete.
1.21	Develop training, mentoring and coaching and other continuing professional development opportunities for officers so that a greater number of people can be delegated to make decisions	01/04/23	30/10/23	Complete	Ollie Boulter		Evidence Provided: Evidence Expected:	Evidence- Subsequent to Peer Review recruitment of an additional Principal Planning Officer and both are now making delegated decisions.
1.22	Review the use of IT to support the processes (e.g. notification of receipt of applications and correspondence)	01/06/23	31/12/24	In Progress	Ollie Boulter		Evidence Provided: Evidence Expected:	Software Development have already made changes to the way pre-app can be paid for. This action is part of overarching workstreams, which are programmed for 2024. Planning working in collaboration with ICT.
1.23	Work out the implications of the skill set and resources within the service of relationship building and demand management	CHECK Enforcement Start date	31/03/25	In Progress	Ollie Boulter		Evidence Provided: Evidence Expected:	Falls as part of wider review of Development management. Lead Strategic Manager, supported by Planning Development Managers. Substantive work will commence once a full review of both the Pre-app and DM workstreams has been completed. However, Planning Services have already engaged with T&PCC, through IWALC, and have been open about what can be achieved with current level or resourcing. Planning Services are now able to offer an opt-in paid for enforcement function. Three Town and Parish Community Councils have committed to funding enforcement resource. Establishment of the PAAF also facilitates relationship building as should ease pressure on limited resources to engage with A+As.

1.24	Review the long term resource requirements of the planning service and staffing to ensure that there is clarity of role throughout so that the service use the right people, right skills to do the right work	01/08/22	31/08/22	Complete	Ollie Boulter		See evidence folder 1.24 Evidence Provided: Planning employee numbers overview WORD Evidence Expected:	Workforce Planning Session review undertaken in Aug 2022, re right people right skills. Demonstrated service is doing well to mitigate against loss of knowledge/retirements etc and no change to level of service. Now BAU-checked annually.
1.25	Re-introduce the 'grow your own' approach to recruitment	01/08/22	31/08/22	Complete	Ollie Boulter		See evidence folder 1.25 Evidence Provided: Planning employee numbers overview WORD Evidence Expected:	Evidence- Career development pathway in place- Ongoing commitment to growing your own and developing staff internally. Awaiting updates on external appointments
1.26	Publish a Statement of Community Involvement (SCI)	01/04/23	28/02/24	Complete	James Brewer		See evidence folder 1.16 Evidence Provided: 5213RGN Statement of Community Involvement PDF SCI 12 02 24 Email Evidence Expected:	Formal document. Been through consultation. <a href="https://www.sharepoint.com/:b:/s/PlanningServices-PeerReview/EQymZMDYtEhO12DXTyKfgvCtdsWTSbn-K24mze2uOQ7e=1YPPUo">https://www.sharepoint.com/:b:/s/PlanningServices-PeerReview/EQymZMDYtEhO12DXTyKfgvCtdsWTSbn-K24mze2uOQ7e=1YPPUo</a> Press release to be written to go alongside the SCI and have now received confirmation that the SCI has been published.
1.27	Establish and publish a Customer Charter for the service	01/04/23	30/09/24	In Progress	Ollie Boulter		See evidence folder 1.27 Evidence Provided: Evidence Expected:	Research on existing and alternative LA charters taken place. Linked to workstreams of 2024, pre-app offer and development management. This workstream is awaiting the completion and publication of the new Corporate Customer Charter to act as a trigger and guide.
1.28	Re-introduce the regular cluster meetings for the Parish, Town and Community Councils	13/03/24	31/04/25	On Target	Ollie Boulter		Evidence Provided: Evidence Expected:	Format currently under consideration. New format of PAAF works and has increased engagement. Therefore given pressure on resources, a similar format will be trialled for Town Parish and Community Councils to attend. This will then be supplemented by access to the T&PCC online learning hub.
1.29	Officers to re-engage with the Agents and Architects forum	23/10/23		In Progress	Ollie Boulter		See evidence folder 1.29 Evidence Provided: Evidence Expected:	Email drafted (5/12/23) to be sent to Agents and Architects re: feedback session on pre-app service planned for 29 January 2024. Need to follow up on more routine matters with the forum and how IWC Planning Service can be more involved. A agents and Architects forum met 09/02/2024
1.30	Create an online learning resource hub for Councillors and Parish, Town and Community Councils	23/10/23	29/03/24	On Target	Ollie Boulter		See Isle of Wight Council: Planning Information hub - home (learningpool.com) Evidence Provided: Evidence Expected:	Initial meeting with ST and KA (07/11/23). It was agreed that the Learning Hub could be used as a platform to provide PT&C councillors one location for planning related resource and training. OB to send KA initial thoughts. Spring '24 proposed as deadline. 22/11/23- outline to KA for a demo to be shown to PSISG. Learning Hub Demo presented at PSISG 04/12/23. Steering Group agreed it should be developed in hand with f2f training/info sessions for PT&Cs. MN spoke to KA 17 01 2024. MN to discuss with OB needs for each tile and KA can develop from there. <b>LINK TO EVIDENCE IS CURRENTLY A WORK IN PROGRESS</b>
1.31	Councillors and staff need to collaborate to understand planning policy and the resultant rules and regulations and what they mean for those involved in planning and the benefits to an agreed Island Plan	01/06/22	20/03/24	In Progress	Ollie Boulter		Evidence Provided: Evidence Expected:	Links back to wider training. This is being achieved through all councilor briefings, group leader briefing, cabinet briefings, Regent and Neighbourhoods Policy and Scrutiny, Corporate Scrutiny, Cabinet and Full Council. Recent examples: Strategic Manager and Policy manager recently gave a Group Leader (12/03/24) briefing, draft IPS on Corporate Scrutiny (12/03/24). Also discussed and debated the Regent and Neighbourhoods Policy and Scrutiny Committee (with support from planning officers). IPS due to be debated 30/03/24 which will therefore indicate whether councillors have a good understanding of planning policy, rules and implications.
1.32	The website needs to improve to allow self service and help manage demand	23/10/23	31/12/25	In Progress	Ollie Boulter		Evidence Provided: Evidence Expected:	Initial meeting with Helen Davis (27/11/2023) to discuss planning peer review and potential improvements. Website team have since been involved and changes already made to the website to make it more accessible and user friendly. Examples of self service include changes made to online pre-app payment options December 2023. 100% of payments have been made online since January 2024. Further changes are anticipated once Pre-app and DM offer are improved.
1.33	The planning service should work collaboratively with partners to seek better outcomes	N/A	N/A	Not Applicable	Dawn Lang		See evidence folder 1.33 Evidence Provided: Evidence Expected:	Links to development sector partners and strategic housing partnership. Dawn Lang should lead on this. DL noted there are no plans to reestablish the SHP (12/01/2024)
1.34	Consider introducing the Portfolio holder into the Developer Forum to allow democratic oversight	23/01/24	31/05/25	In Progress	Ollie Boulter		See evidence folder 1.34 Evidence Provided: Evidence Expected:	Portfolio holder will be introduced to the SHLAA Panel when it meets in the future. There is no set date for this meeting. Zara McKie will invite Portfolio holder when the next meeting is decided.
1.35	Publish notes of the Developer Forum meeting (Recognising there will be commercially sensitive discussions that will be confidential)	23/01/24		In Progress	James Brewer		See evidence folder 1.35 Evidence Provided: Evidence Expected:	Developer forum notes to be published following the next meeting - James Brewer contacted 23/01/2024 - meetings are only held when they are needed to be held so there is no set date for this meeting
1.36	Introduce a new S106 tracking system, complimentary public facing information and mechanism for Parish, Town and Communities Councils to identify projects that S106 monies could go towards. Link to recent Audit recommendations.	01/04/23	No planned end date	In Progress	Sarah Wilkinson		See IWC Planning Obligations Evidence Provided: Evidence Expected:	This is a work in progress and links to the infrastructure funding statement that is published every year. <a href="https://www.iow.gov.uk/environment-and-planning/planning/infrastructure-funding-statement/planning-obligations/">https://www.iow.gov.uk/environment-and-planning/planning/infrastructure-funding-statement/planning-obligations/</a> this links into the public facing information and work is being done to update historic work in the data base. Discussing with finance the use of bank staff to update the database, which will lead to the development of accessible public facing information. <b>Follow up</b>
1.37	Revamp the new Councillor and committee members training material	01/05/24	30/05/25	Not Started	Russell Chick		Evidence Provided: Evidence Expected:	This activity has not started yet, there are two streams of training, for new members and then more detailed training for members of the planning committee. Triggers for this are after the annual meeting and after the Council's election
1.38	Investigate whether a structured and regular programme of learning for Councillors could be mandatory	14/12/23	31/05/24	Not Started	Chris Potter	Chris Potter will be part of the Planning Services Working Group. 27/03/24	See evidence folder 1.38 Evidence Provided: Evidence Expected:	Will need to check with Democratic Services/Monitoring Officer, to ascertain if this is feasible. New member training is not given as a matter of course, but is if asked for. <b>Response from ST 04/01/2024, follow up</b>
<b>2 Progressing the Local Plan</b>				*				
2.01	Strong corporate, political and managerial leadership is required to deliver a local plan	21/09/23	No planned end date	In Progress	Natasha Dix		Evidence Provided: Evidence Expected:	Natasha Dix to lead on this via Project Board, CX is on the Island Plan Project Board. This is a well established project board to steer progress of the new local plan. However this board is more informal than previously thought with no formal agenda.
2.02	Councillors and officers need to work together collaboratively to take ownership of the local plan as a delivery vehicle for wider council ambitions	01/05/22	No planned end date	In Progress	James Brewer	Officers have provided briefings to councillors in advance of their scrutiny, cabinet, and full council meetings. These included group leader and an all member drop-in session. Two councillors took up	Evidence Provided: Evidence Expected:	Regular briefings are held with councillors, with the project board, and in part the Wednesday workshops <b>Note consider BAU on picklist</b>
2.03	Urgently adopt and finalise the Island Plan	01/05/22	No planned end date	Significant Delay	Ollie Boulter	Paper and recommendation to proceed with the DIPS considered by Full Council 20/03/24.	Evidence Provided: IWC Forward Plans Evidence Expected: Decision, minutes of Full Council and Cabinet	Full council 20/03/24 received a paper and recommendation to proceed with the DIPS. However, it was agreed to return the DIPS to cabinet with a Regular briefings are held with councillors including the Wednesday workshops and also through reports to planning committee.
2.04	Recognise the presumption in favour of sustainable development and the threat of government intervention if the local plan is not adopted	01/05/22	No planned end date	In Progress	James Brewer		See Committee details - Planning Committee - Isle of Wight Council Evidence Provided: Evidence Expected:	
2.05	Consideration should be given to the establishment of a Local Plan Panel/Committee, which will increase transparency and engagement in the process	01/05/22	30/08/23	Complete	James Brewer		See evidence folder 2.05 Evidence Provided: Evidence Expected:	this activity is complete, the action has been considered and the view is that for future plans a local plan panel or committee will be introduced, given the work to date on the IPS, the council's scrutiny process facilitates increased transparency and engagement. e.g 12 December 2023 when a special meeting of the Council Scrutiny Neighbourhoods and Regeneration committee was convened to consider draft IPS
2.06	Re-establish the strategic housing partnership to discuss potential developments that are in the 'pipeline' and how these can be differently prioritised	N/A	N/A	Not Applicable	Dawn Lang		See evidence folder 1.33 Evidence Provided: Evidence Expected:	Links back to earlier action 1.33 and Dawn Lang to consider. DL has noted that there are no plans to re-establish the Strategic Housing Partnership
2.07	Update the Local Development Scheme (LDS) - The document that sets the timetable for the production of new or revised development plan documents	TBC	TBC	Complete	James Brewer	The LDS was updated in February 2024 following the ministerial	See Local Development Scheme Evidence Provided: Evidence Expected:	Date tbc and dependent on political dialogue and activity
<b>3 Improving our Pre-application advice offer</b>				*				
3.01	Review the process of making decisions on pre-application advice to understand bottlenecks and implement improvements	TBC	31/12/24	In Progress	Ollie Boulter		See evidence folder 3.01 Evidence Provided: Evidence Expected:	Invitation to round table discussion for contributions in respect of system use, to understand what improvements can be made to the process. Meeting to be held 29th January (3hrs) Links to the customer survey summer 2023 and expect to complete by year end 2024
3.02	Review other LA good practice examples on pre-application advice	01/05/22	31/12/24	In Progress	Ollie Boulter		Officer of the Day' Walk-in service launched 31/01/2024 Evidence provided: Evidence Expected	Examples of best practice held by OB and PAS have also published new guidance on Pre-Apps, which includes best practice and by completing 3.06 and 3.07 have built up good knowledge of those examples. Duty Officer of the day re-introduced 31/01/2024.
3.03	Introduce a structured hierarchy, so that direct line management is shared between more people and the use of short and quick 'in principle' responses to pre-applications	31/08/23	31/12/24	In Progress	Ollie Boulter		Evidence Provided: Evidence Expected:	Line management responsibilities are under review with staff being prepared and trained to take on appropriate level of responsibility and management. Eg. participation on the council's leadership development programme.  This links to bottlenecks in processes at the Planning team leader level. Since Oct 2024 Householder applications have been signed-off at the Principal Planning Officer level rather than Planning Team Leader level. This has generated tangible capacity at the Team leader level enabling them to undertake other work. This could be extended to minor applications being signed off by Principals. Pre-app system is currently being reviewed as part of the Pre-app workstream. Wednesday walk-ins aka Duty officer service which enables quick 'in principle' responses.
3.04	Make use of PAS: Pre-application advice and Planning Performance Agreements (PPAs)	05/05/22	31/12/24	In Progress	Ollie Boulter		Evidence Provided: Evidence Expected:	This will be one of the outcomes of the wider pre-app review. New PAS guidance has been received from 05/05/2022
3.05	Establish working group of providers and users of the service to understand their requirements and expectations	19/10/23	31/12/24	On Target	Ollie Boulter		See evidence folder 3.01 Evidence Provided: Evidence Expected:	Invitation to round table discussion for contributions in respect of system use, to understand what improvements can be made to the process. Meeting to be held 29th January (3hrs) Links to the customer survey summer 2023 and expect to complete by year end 2024
3.06	Planning officers to participate in PAS Pre-app and PPA Project group	01/01/23	31/05/23	Complete	Ollie Boulter		Evidence Provided: Evidence Expected:	Project group set up by PAS to check through the information provided, OB part of the Project Group. <b>Email sent 28/02/2024 to OB</b>
3.07	Buddy up with other LPA's to share experience and learning	01/01/23	01/01/23	Complete	Ollie Boulter		Evidence Provided: Evidence Expected:	See 3.06 there is an informal group that meets virtually Officers attended BAU <b>28/02/2024 See above</b>
3.08	Implement performance indicators to track case backlogs more effectively	01/05/22	31/05/22	Complete	Ollie Boulter		See evidence folder 3.08 Evidence Provided: Evidence Expected	Use of software and spreadsheet tracking of cases and routine review of cases takes place on a Wednesday by OB with follow ups as appropriate. Meeting held with Power BI team 26/02/2024 which illustrates continued
3.09	Reference Pre-app in officer reports	01/05/22	30/09/22	Complete	Ollie Boulter		Evidence Provided: Evidence Expected:	Pre-app referenced where appropriate to do so and use of standard wording is applied to reports on planning applications <b>Email sent 28/02/2024</b>
3.10	Improve the PPA offer and increase their use	01/01/23	31/12/24	On Target	Ollie Boulter		Evidence Provided: Evidence Expected:	Planning Performance Agreement is part of what the pre-app advice could be and is part of the wider review of the pre app service. Meeting 29 01
3.11	Undertake the PAS DM Challenge Toolkit on pre-applications	31/01/24	29/02/24	Not Started	Ollie Boulter		Evidence Provided: Evidence Expected:	This is an online toolkit, which will be undertaken to inform how the pre-app service is improved
3.12	Urgently address the backlog of outstanding pre-application advice	01/05/22	31/12/24	Complete	Ollie Boulter		Evidence Provided:	Evidence will be spreadsheets that show completed and outstanding

4 Improving our Development Management Function:								
4.01	Formalise the process to deal with the backlog of 200 unresolved cases	01/08/23	30/06/24	In Progress	Ollie Boulter		See evidence folder 4.01 Evidence Provided: Evidence Expected:	Number of unresolved cases is less than 200. Bid submitted for planning skills delivery fund. Funding has been secured (£100k) this funding is divided between planning and legal (75%) has gone to legal to assist with the processing of planning obligations to enable consents to be issued. the process of recruitment using this funding is underway. the remaining funding is being used by planning to fund short term additional capacity and we are hopeful that someone will be in place in next couple of weeks / See above - will have identified any cases that can be FOD
4.02	Urgently address the backlog of outstanding applications and conclude whether they need to be withdrawn or determined	01/08/23	30/06/24	In Progress	Ollie Boulter		See evidence folder 4.01 Evidence Provided: Evidence Expected:	Justin Thorne to ensure that this funding reduces delay to (S106) agreements and correct monitoring is in place . NB. There is a KPI reported to Corporate Service Board around this (Corporate SB as this is a Legal Services measure rather than specifically a planning one).  <b>Email to Justin Thorne 25/01/2024. He advised that MOU needs to be completed before 1 year post can be advertised. 20/02/2024 email to OB. OB liaising with Legal currently to reconcile this. 26/02/2024. OB also needs an application tracker to understand what issues there are in the system.</b>
4.03	Understand the amount of delay to legal agreements (S106) and implement performance indicators to track	01/08/23	30/06/24	In Progress	Justin Thorne		Evidence Provided: Evidence Expected:	This was not considered to be an appropriate course of action, whilst recognising thought process and freeing up time for team leaders has been considered differently , including changes to hierarchy within planning services
4.04	Consider whether staff in the admin team could allocate applications and other work to free up team leaders	TBC	TBC	Complete	Ollie Boulter		Evidence Provided: Evidence Expected:	HE have provided support on complex applications relating to Heritage assets (Such as the Norris Castle application), which has included providing specialist staff to support planning officers at Planning Committee. Southern Water are funding some new posts that will be within the council and this will free up capacity for
4.05	Planning service could reach out to partners to increase resources and improve service delivery. There appears to be a number of other partners who are willing to work this way on projects of mutual benefit that are worth exploring	05/01/22	No planned end date	In Progress	Ollie Boulter		Evidence Provided: Evidence Expected: Richard Peats HE Team Leader - present at the meeting where the decision was made, to provide support to IWC Officers.	HE appeared to be prepared to involved with reference to Norris Castle, Southern Water and specific issues, Planning Services are prepared to exploit opportunities as they arise as well as being open to New Ways of Working
4.06	Make use of the PAS DM Challenge kit: Provides a 'health check' for Planning Authorities and acts as a simple way to develop an action plan for improvements	01/01/25	31/01/25	Not Started	Planning Management Team	Links to 1.20 27/03/24	Evidence Provided: Evidence Expected:	Online application and readily available resource. Potential start date 01/09/2024 <a href="https://www.local.gov.uk/pas/welcome-development-management/development-management-challenge-toolkit">https://www.local.gov.uk/pas/welcome-development-management/development-management-challenge-toolkit</a> DM element of the LGA Peer review is currently pushed back, due to staff pressures
4.07	Make use of the new PAS note about handling major applications: Project managing major planning applications	01/01/25	31/01/25	Not Started	Sarah Wilkinson	Links to 1.20 27/03/24	Evidence Provided: Evidence Expected:	Online application and readily available resource. Potential start date 01/09/2024 <a href="https://www.local.gov.uk/pas/our-work/pas-archive/project-managing-major-planning-applications">https://www.local.gov.uk/pas/our-work/pas-archive/project-managing-major-planning-applications</a> DM element of the LGA Peer review is currently pushed back, due to staff
4.08	Establish a working group of providers and users of the service to better understand their requirements and expectations	01/10/23	30/09/24	In Progress	Planning Management Team		Evidence Provided: Evidence Expected:	Development of working group is underway.
4.09	Introduce an accredited agent scheme	01/06/23	31/12/24	On Target	Ollie Boulter		See Accredited Agents Scheme folder Evidence Provided: Evidence Expected:	Letters have been issued to Agents advising of the intention to set up a scheme following LPA best practice. Comms and branding will need to be considered. Evidence is being gathered in the folder.
4.10	Update the local requirements for validating planning applications to reflect IPS requirements (when adopted) and any other relevant changes within the service and community engagement	08/01/24	31/12/2024	In Progress	Russell Chick	Commented on a draft 17/04/2024. Plan is to discuss at the next PAAF 03/05/2024. There will be a consultation process of 6 weeks.	Evidence Provided: Evidence Expected:	validating requirements are in the process of being updated by Russell Chick to mitigate potential future backlogs, by frontloading as much as possible the application process. 17/04/2024
4.11	Introduce a Design Review Panel to improve the design quality of planning applications and new developments	02/01/23	31/12/24	In Progress	Sarah Wilkinson	Details of Southampton DRP are in the evidence folder at this stage	See evidence folder 4.11 Evidence Provided: Evidence Expected:	Initial work has been started to understand what 'good' design looks like. This could be undertaken by James Brewer. Check notes from Southampton Design review meeting (SW attended)
4.12	Update and formalise the 'playbook' which sets out the processes and expectations of staff	01/05/22	TBC	In Progress	Planning Management Team		Evidence Provided: Evidence Expected:	In part this work is underway and staff have IAG on a regular basis. these have been standalone sections. SW/RC have been sending these guidance notes out. Some interaction with the customer charter. Planning Senior Leadership team i/c. Also L&D and PM Framework to consider. DM element of the LGA peer review is currently pushed back due to staff
5 Improving our Enforcement Function:								
5.01	Develop a proactive approach to communications with all stakeholders, which could include discussions with councillors, communities and town and parish councils about what the tools of the service are and the reality of enforcement issues.	01/05/22	30/09/24	In Progress	Ollie Boulter		See Executive Minutes March 2023 Evidence Provided: Evidence Expected:	Work started after the Peer review and will always be in progress. New enforcement strategy published [May 23] have attended a number of IWALC meetings to explain approach and enforcement strategy. Have also discussed with T&PCC's.
5.02	Urgently address the backlog of outstanding enforcement complaints	01/11/22	11/05/23	Complete	Ollie Boulter		Evidence Provided: Evidence Expected:	Planning Complaints that are submitted regarding planning services are now administered via Emily Tapsfield. Planning Enforcement complaints go direct to planning services and are made online. There is a shared generic email address for this, which the team have access to. <b>OB to follow up.</b>
5.03	Urgently review the enforcement strategy to ensure better understanding for stakeholders of the powers available (including more training to manage expectations)	01/11/22	11/05/23	Complete	Ollie Boulter		See Planning Enforcement Strategy Evidence Provided: Evidence Expected:	Implementation of the Planning enforcement strategy published May 23, links into 5.04. Resource prioritisation and tightening of processes applied to Enforcement activities.
5.04	A refreshed enforcement strategy will ensure that these resources are used effectively	01/11/22	11/05/23	Complete	Ollie Boulter		See Planning Enforcement Strategy Evidence Provided: Evidence Expected:	Enforcement strategy published and online - see 5.05
5.05	Review Cornwall County Council's Enforcement Guidance and Policy as an example of best practice	05/01/22	31/05/22	Complete	Sara Thorne		See Planning Enforcement Strategy - CORNWALL Evidence Provided: Evidence Expected:	Enforcement officers reviewed Cornwall's enforcement documents to inform IWC new enforcement strategy. this also resolves 05.03 and 05.04.
5.06	Training in Enforcement would help provide clarity on its limitations and help manage expectations	01/09/22	TBC	In Progress	Ollie Boulter		Evidence Provided: Evidence Expected:	Training including discussions regarding new enforcement strategy with IWALC (for example) this is not a statutory requirement and is not a punitive tool. Other examples include newly elected members, the work that is being done with the online planning information hub for T&PCC councils (check on meeting dates) Trade training in enforcement
5.07	Expectations around effective enforcement need to be carefully managed through a clear strategy and process	01/11/22	11/05/23	Complete	Ollie Boulter		See Planning Enforcement Strategy Evidence Provided: Evidence Expected:	Planning enforcement strategy published May 23. Expectations can be managed through the Planning Enforcement strategy. There can be fixed reporting for enforcement, this will provide a quantitative indication of resolved cases. <b>Check for metrics and discuss with EB/KB-T and OB</b>
5.08	The Council's Internal Auditors to undertake a formal audit of Development Management and Enforcement	01/10/22	11/01/23	Complete	Ollie Boulter		See IWC 22-23 Final Planning and Enforcement Report signed Evidence Provided: Evidence Expected:	Copy of Audit retained in the teams folders.
5.09	Introduce and implement a new Enforcement strategy	01/11/22	11/05/23	Complete	Ollie Boulter		See Planning Enforcement Strategy Evidence Provided: Evidence Expected:	Planning enforcement strategy published May 23
5.1	Present the direction of travel of the new Enforcement strategy and the opportunities for Parish, Town and Community Councils to buy into the service	01/05/22	06/10/23	Complete	Ollie Boulter	<a href="#">Executive Minutes March 2023 (iwalc.org)</a>	See evidence folder 5.1 and Executive Minutes March 2023 Evidence Provided: Evidence Expected:	New Enforcement strategy includes Isle of Wight priorities and local priorities are worked through as set out in the strategy. There is an offer within the strategy to allow for services to enable those who want it, to fund additional capacity to work on the required priorities. Offer has been taken up by a number of T&PCC. Benefits have been clear with Newport