

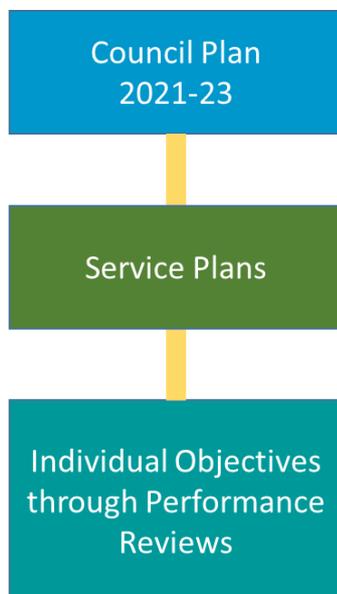


Service Planning 2022-23

Planning Service

Version 2.0

April 2022 – March 2023



Each part of the council plays its part in a joined-up approach to service delivery- from this plan that sets out our staff priorities, to staff's individual performance reviews to confirm that everyone is doing their part.

Strategic Lead: Ed Freeman

Portfolio holders: Cllr Dan Ledger – Strategic Planning

Service Plan Template 2022-23: Contents Page

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Notes for Strategic Leads and Service Leads:

*Certain parts of this form will be pre-populated. Shaded areas are for guidance.

When you have completed your Service Plan:

- ✓ Save to O:\Service Plans. Final versions will be placed on the intranet/internet
- ✓ Communicate it to your staff
- ✓ Keep it under review – make it a live document which adds value!
- ✓ Use it to formulate individual objectives

Section 1 – Brief description of service and purpose(s)

What we do and who we deliver to

Planning is a means to deliver good clean growth, thriving communities and environmental care. Recognising that change is a constant that requires active intervention and stewardship.

Planning in East Devon has a broader role than just a narrow regulatory function. It delivers outcomes and can stimulate growth in a cared for environment. It helps to create the places where people want to live, work, invest and visit. It can shape places and stimulate markets. It can have significant positive impacts on the physical and mental health and wellbeing of the community. It can lead the transition to zero carbon development.

The combined service purposes include:

- Say yes to good development
- Achieve a good mix of skills and jobs in East Devon
- Achieve zero carbon growth
- Enable regeneration, economic success and new homes within the District
- Safe buildings safe people

The Service deals with planning applications and Building Regulations submissions, and is also charged with the Statutory responsibility for preparing the Council's Local Plan which contains the strategic policies as well as the more detailed development management policies for the future and local land charges. These all help to shape the scale and quality of development of the District over the years ahead.

The Service also works for and with our communities including to deliver Neighbourhood Plans and seeks to fully engage the community in planning decisions. Overall the service looks to deliver well-designed and safe buildings that together create successful places that help to promote strong and vibrant communities.

Our customers are our planning applicants, our resident and business communities, property owners and the breadth of partners, consultees and others interested in planning and development in East Devon.

The building control service enforces the Building Act ensuring that all buildings are constructed to appropriate standards in terms of health and safety, structural stability, fire safety, energy useage, drainage, ventilation, etc. They deliver their services to the building industry and householders.

The Local Land Charges team help customer's access information about property in the district to inform land and property purchases.

How we deliver and ensure equal access	All services are delivered in-house. Equality Assessments have been undertaken for all team services.
How we compare	<p>Development Management is one of the busiest teams processing planning applications in the south west with a total of 2841 applications received in the 12 months up to the end of October 2021 and a planning application fee income of around £1 million for the same period. This is nearly twice as many applications in total than any other Devon District Authority and the highest number of major applications for a non-unitary district authority in the south-west. We also have a good record at winning appeals against the decisions of the Council winning 68% of appeals last year compared with a national figure of around 66%.</p> <p>Our Planning On-line service for viewing applications is at the leading edge of on-line planning services enabling direct access via smart phones to planning application details direct from site notices posted on proposed development sites around the district. The site received 1.3million hits over the last year – substantially more than any other council service. We also have over 22k registered users.</p> <p>Our Local Plan is now 5 years old and a review has been commenced with an Issues and Options consultation completed and a working draft version of the plan being considered by Strategic Planning Committee. We have also been working with our partners at Exeter, Teignbridge, Mid-Devon and Devon County on a strategic plan for the Greater Exeter area and a non-statutory plan is being developed. We also have a higher number of neighbourhood plans made or in production than any other non-unitary planning authority in England; this reflects our pro-active approach to neighbourhood planning.</p> <p>Our Building Control service is one of the best value in the region with our hourly rate below the average despite offering a first rate service. We are competitive with approved inspectors and recovered all of our costs in the last financial year and retained a surplus of over £100k accrued over the last 5 years which will be reinvested in the service. The team retains a 76.12% of market share based on numbers of applications. In the last year they have processed 1320 building regulations applications, 35 demolition notices, 43 pre application visits, 313 quotes, 55 enforcement cases and 54 dangerous structures.</p> <p>The land charges team is the authority for property searches for the District, enabling solicitors, via official searches and personal searches companies to access Planning, Highways, Building Control and Environmental Health details on properties for potential purchasers. Over the last year the team dealt with 4874 Searches and 426 Freedom of Information requests. Despite this we have still managed to turn around searches in 4.1 days which is much better than the average of other authorities in Devon.</p>

Statutory elements of the service	<p>Development Management – including planning applications and appeals, listed building and conservation area consents, advert control, Prior Notifications, Certificates of Lawfulness and enforcement. They also administer the collection of the Community Infrastructure Levy and Section 106 planning obligations and the spend of receipts to deliver new infrastructure to support growth in the district.</p> <p>Delivery of the Local Plan for the District and Development Plan Documents, plus any Supplementary Planning Documents and other policy documents, guidance, monitoring reports, neighbourhood planning and contributing to wider service delivery.</p> <p>Building Regulations have statutory responsibility for enforcing the building regulations and building safety.</p> <p>Local Land Charges have a statutory obligation to hold the LLC register for the authority and to allow access to property records.</p>
Current net budget (excludes Internal support charges and capital budget)	

Section 2 – Key achievements in 2021-22		
	<i>Briefly describe key achievements and what outcomes were created. This will inform Annual Report at year end.</i>	<i>Strategic link to Council Plan priorities</i>
1	The continued roll out of Microsoft Enterprise has helped to manage tasks and track work across the majority of work streams in development management.	A resilient economy
2	The Cranbrook Plan has progressed to main modifications stage and is set to be adopted early in the new financial year.	Better homes and communities for all A greener East Devon A resilient economy
3	An Issues and Options consultation on the new East Devon local Plan was successfully completed and the responses reported back through Strategic Planning Committee.	Better homes and communities for all A greener East Devon A resilient economy
4	A series of topic papers on key areas for inclusion in the new Local Plan have been presented to Strategic Planning Committee for their consideration and the feedback received has been integrated into work on the new plan.	Better homes and communities for all

		A greener East Devon A resilient economy
5	A working draft of a new Local Plan 2020 – 2040 has been produced and reported to Strategic Planning Committee for Members input.	Better homes and communities for all A greener East Devon A resilient economy
6	Local Land Charges have managed to respond to search requests within 4.1 days.	A resilient economy
7	The Development Management Team have fought 44 appeals against decisions made by the Council winning 68% of them.	Better homes and communities for all A greener East Devon A resilient economy
8	Almost 519 new planning enforcement cases have been investigated over the year with the majority of these having been successfully closed within the year.	Better homes and communities for all A greener East Devon A resilient economy
9	We have collected over £1.6million in CIL receipts in the year towards infrastructure projects in the district with over £420k being distributed to communities within the district as their neighbourhood proportion.	Better homes and communities for all A greener East Devon A resilient economy
10	We have collected over £837k in S106 receipts and entered into planning obligations that will yield a further £646k. We have also worked with our communities to spend over £412k largely on sports and play areas in the district and habitat mitigation.	Better homes and communities for all A greener East Devon A resilient economy
11	We have continued to support neighbourhood planning groups in the district with neighbourhood plans made in Farringdon, Otterton and Newton Poppleford and Harpford over the last year. A neighbourhood plan for Dalwood has been through examination and is awaiting a referendum. Colyton Parish Neighbourhood Plan has been supported at referendum and is due to be made.	Better homes and communities for all A greener East Devon A resilient economy
12	The Local Land Charges team have continued to work hard over the last year to review and reorganise much of the data that they hold to ensure greater levels of accuracy and a more efficient process.	A resilient economy
13	We have held a series of successful and popular webinars with our neighbourhood planning groups and town and parish councils to	Better homes and communities for all

	engage them with work on the new Local Plan and keep them appraised of neighbourhood planning issues.	
14	A Housing and Employment Land Availability Assessment (HELAA) panel has been constituted and has helped us assess the feasibility and deliverability of over 350 sites that were submitted in a call for sites.	Better homes and communities for all
15	Work has been progressed on production of a new playing pitch strategy including engagement with Sport England and the main sports governing bodies.	Better homes and communities for all
16	We have successfully defended the Council's decision to refuse development of Honiton Cattle Market for residential purposes thereby retaining the site for employment purposes in the town (albeit this has now been overturned by the courts).	A resilient economy
17	We successfully defended the Council's case at a public inquiry to determine the future of Hawkwell Park gypsy and traveller site following an appeal from the owners seeking to get an enforcement notice withdrawn requiring the site to revert to gypsy and traveller accommodation only.	Better homes and communities for all
18	The work of the development management team has ensured that a number of major housing and employment developments in the district continue to deliver the planned growth in the enterprise zone to deliver the aspirations of the Local Plan.	Better homes and communities for all A resilient economy
19	Following the CIL/S106 audit we have brought in additional staff resource that is helping us to work through outstanding tasks such that the list of outstanding tasks has been reduced by more than two thirds.	Better homes and communities for all A resilient economy
20	We have successfully defended 3 reviews against CIL liability notices thereby correctly applying the legislation and our charging schedule.	Better homes and communities for all A resilient economy
21	We have tendered work for a masterplan for the allocated Hayne Lane employment site in the adopted Local Plan under a partnership arrangement with Coombe Estates and work has commenced on the masterplan.	A resilient economy
22	872 homes were delivered in the monitoring period across the district satisfying the government's housing delivery test.	Better homes and communities for all

23	202 affordable homes were secured through the planning system in the monitoring period delivering badly needed homes to meet the needs of the community.	Better homes and communities for all
24	All teams have done a great job in managing unprecedented demand for our services at a particularly difficult time where home working and pressures due to Covid-19 have really tested staff.	Better homes and communities for all A greener East Devon A resilient economy

Section 3 – Looking forward : what we will do in 2022-23 (service objectives)				
Key Service Objectives (please include consultation or procurement activity required) <i>Please highlight any projects so that they may be recorded and monitored in SPAR. See project guidance document for the definition of a project.</i>	Financial/ corporate resource	Lead Officers	Start date	End date
1) Better homes and communities for all				
To draft a robust set of policies to deliver better quality homes that meet the needs of the community and deliver more affordable housing particularly social housing.	Planning Policy Team	Planning Policy Manager	On-going	Dec 2022
Ensure that site allocations within the new local plan are robust and clear about the infrastructure that must be delivered to support them and secure its timely delivery.	Planning Policy Team	Planning Policy Manager	On-going	Dec 2022
Continue to collect and spend Community Infrastructure Levy monies to deliver the infrastructure needed to support new development.	Development Management Team	Development Manager	On-going	On-going
Continue to work with Neighbourhood Planning Groups and support them delivering Neighbourhood Plans that reflect the aspirations of their community and where appropriate support them in delivering the growth allocated in the plan.	Planning Policy Team	Planning Policy Manager	On-going	On-going

To continue to enforce against unauthorised and harmful developments quickly and effectively.	Development Management Team	Development Manager	On-going	On-going
To determine planning applications for the town centre at Cranbrook and secure the range of uses needed to create the vibrant town envisaged by policy.	Development Management Team	Development Manager	On-going	June 2022
To progress applications for the expansion areas at Cranbrook to maintain a supply of housing plots and meet the aspirations for growing the town to approx. 7800 homes.	Development Management Team	Development Manager	On-going	On-going
Ensure that all new homes inspected by our building control service are built to appropriate standards ensuring that high quality homes are provided.	Building Control Team	Building Control Manager	On-going	On-going
Ensure that new developments are required to deliver appropriate levels of open space and promote walking and cycling to deliver better health and wellbeing outcomes.	Planning Policy Team	Planning Policy Manager	On-going	On-going
Investigate the potential for the wider use of development orders and other tools such as design codes and masterplans to provide clarity to the development industry and secure higher quality developments.	Planning Policy Team	Planning Policy Manager	On-going	March 2022
Support and enable the delivery of self and custom build plots in the district.	Planning Policy Team	Service Lead and Planning Policy Manager	On-going	On-going
Complete work on and adopt a new Playing Pitch Strategy for the district that clearly identifies the needs for enhanced provision and plots a course towards their delivery.	Planning Policy Team	Service Lead and Planning Policy Manager	On-going	September 2022
To provide a responsive and pro-active dangerous structures service to ensure that action is taken against any dangerous structures in a timely manner for 24/7, 365 days a year.	Building Control Team	Building Control Manager	On-going	On-going

To engage fully with communities on planning applications and policies through neighbourhood planning including through the implementation of the Neighbourhood Planning communications strategy.	Planning Policy Team	Planning Policy Manager	On-going	On-going
To engage with small and medium size builders through production and consultation on the new Local Plan to help to encourage development from these groups in the district and in so doing increase delivery rates and deliver a better range and quality of housing that better meets the needs of the district.	Planning Policy Team	Planning Policy Manager	On-going	On-going
Continue to work with our communities to deliver high quality new and improved play areas, open spaces and sports pitches funded from development proposals.	Development Management Team	Development Manager	On-going	On-going
Continue to engage and support communities in Neighbourhood Planning activities.	Planning Policy Team	Planning Policy Manager	On-going	On-going
Continue to promote good development through the planning application process and deliver new homes and affordable housing to meet the needs of our communities.	Development Management Team	Development Manager	On-going	On-going
To implement upcoming changes to building regulations including new Part L requirements when introduced including ensuring all surveyors are suitably trained.	Building Control Team	Building Control Manager	Awaiting legislation	Awaiting legislation
2) A greener East Devon (to include any climate change objectives)				
To continue to work to reduce the carbon emissions involved in the operation of the service by seeking to minimise the need to travel both to and from the offices but also to site visits and explore opportunities to travel more sustainably where such travel cannot be avoided.	All teams	All managers	On-going	On-going

Draft a robust and ambitious set of policies requiring zero carbon development and measures to minimise embedded carbon.	Planning Policy Team	Planning Policy Manager	On-going	Dec 2022
Through the new local plan require the provision of electric vehicle charging infrastructure as part of new developments and promote and enable walking and cycling as part of all new developments.	Planning Policy Team	Planning Policy Manager	On-going	Dec 2022
Ensure that the new local plan seeks to minimise the impact of new development on bio-diversity and achieve at least 20% net gain in biodiversity.	Planning Policy Team	Planning Policy Manager	On-going	Dec 2022
To work with the Countryside Team to ensure that trees in the district are appropriately protected and where appropriate action is taken against those undertaking unauthorised and harmful works to protected trees.	Development Management Team	Development Manager	On-going	On-going
Develop an updated mitigation strategy to address the impacts of development on the Exe Estuary and Pebblebed Heaths arising from the new developments proposed in the new Local Plan as well as mitigation for phosphate levels arising from development affecting the River Axe.	Planning Policy Team	Planning Policy Manager	On-going	Dec 2022
To deliver all necessary habitats and flood mitigation measures to mitigate the impacts of developments.	Development Management Team	Development Manager	On-going	On-going
Develop strong and robust policies in the new local plan to protect our built and natural heritage and continue to implement the actions identified in the Heritage Strategy Action Plan.	Planning Policy Team	Planning Policy Manager	On-going	Dec 2022
To continue to apply existing Local Plan and neighbourhood plan policies and government policy to secure the most low carbon, energy efficient new developments we can to	Development Management Team	Development Manager	On-going	On-going

minimise additions to the carbon footprint of the district.				
3) A resilient economy				
Develop Planning policies in the new local plan to promote a green and resilient economy across the district.	Planning Policy Team	Planning Policy Manager	On-going	Dec 2022
Through the new Local Plan seek to support and enable the diversification of our town centres and enable them to be flexible and robust to enable them to thrive.	Planning Policy Team	Planning Policy Manager	On-going	Dec 2022
Work with the land owners to develop a masterplan for the Hayne Lane, Honiton employment land allocation in the Local Plan and a plan for its delivery.	Development Management Team	Development Manager	On-going	Summer 2022
Continue to support the delivery of regeneration projects within the market towns and major growth in the enterprise zone.	Development Management Team	Development Manager	On-going	On-going
To work with the Enterprise Zone team to introduce Local Development Orders (LDO's) to reduce red tape for applicants seeking consent on key sites within the Enterprise Zone.	Development Management Team	Development Manager	On-going	On-going
Develop planning policy to encourage new high skilled and well paid employment across the district including requiring skills plans and investment in apprenticeships and other training through planning obligations.	Planning Policy Team	Planning Policy Manager	On-going	Dec 2022
To work with the Cranbrook consortium of developers and other partners to promote and enable the development of Cranbrook Town Centre in a way that secures a sustainable economy within the town and meets the communities needs.	Development Management Team	Development Manager	On-going	On-going
4) Other relevant considerations				

Continue to work in partnership with our neighbouring authorities within the Greater Exeter area on a non-statutory strategic plan for the area.	Planning Policy Team	Planning Policy Manager	On-going	End 2022
To work with Land Registry on the transfer of data to implement changes to the local land charges system.	Local Land Charges Team	Economy Practice Manager	On-going	End 2022

Section 3 a – Looking forward: options for doing things differently – this section is vital due to the funding gap we face over the next few years.

Please outline any opportunities to do things differently.

1. Complete implementation of Microsoft Enterprise to manage tasks within the development management team and enable paperless working.
2. To look at ways of addressing recruitment issues within the service through initiatives to better promote the work of the service to potential employees and grow our own planners and surveyors to meet future needs.
3. To investigate potential marketing initiatives to increase the market share of the building control service both in terms of inspections and plan checking.
4. To secure consultation software that enables a fully interactive and engaging consultation on the new draft Local Plan.

Section 3 b – Looking forward: Changes to measures and performance indicators - what we will measure, how often and for whom

Measure/indicator	How often – monthly, quarterly, bi-annually, annually	For whom? Cabinet, Overview and Scrutiny	Link to Corporate Priorities (listed on page 3 1,2,3 or 4)	Responsible Officer for production of management information	Retain this measure (yes/no) or new
Reporting of appeal decisions and appeals received.	Monthly	Planning Committee	Better Homes and Communities For All A Resilient Economy	Development Manager	Yes

Annual Planning Appeals Monitoring Report	Annually	Planning Committee	Better Homes and Communities For All A Resilient Economy	Development Manager	Yes
Planning appeals performance	Quarterly	Scrutiny	Better Homes and Communities For All A Resilient Economy	Development Manager	Yes
S106 and CIL Monitoring Report	Annually	Strategic Planning Committee	Better Homes and Communities For All A Resilient Economy	Development Manager	Yes
Infrastructure Funding Statement	Annually	Strategic Planning Committee	Better Homes and Communities For All A Resilient Economy	Development Manager	Yes
Housing Monitoring Report	Annually	Strategic Planning Committee	Better Homes and Communities For All A Resilient Economy	Planning Policy Manager	Yes
Employment Land Monitoring Report	Annually	Strategic Planning Committee	Better Homes and Communities For All	Planning Policy Manager	Yes

			A Resilient Economy		
Annual report on self and custom build demand and provision	Annual	Strategic Planning Committee	Better Homes and Communities For All A Resilient Economy	Planning Policy Manager	Yes
Report on performance on planning applications classified as minor and others.	Quarterly	Scrutiny Committee	Better Homes and Communities For All A Resilient Economy	Economy Practice Manager	Yes

Section 4 – Resources and workforce planning

Full time equivalents/Headcount as at 01/04/2021	FTE = 64.36 Headcount = 70
Turnover (April 2020 to March 2021)	Voluntary Turnover = 3% Voluntary & Non Voluntary Turnover = 4%
Absence (April 2020 to March 2021)	Days lost per person: 6.3 days

Section 5 – Training and development

Team based skills/development required – please identify training required that is not currently available	Who for	Expected outcome	When
1. On-going continuous professional development	All Planners and surveyors	Officers kept up to date in terms of their skills and knowledge and therefore sound decision making	On-going

2. Carbon Literacy	All staff	All staff to have a greater awareness of climate emergency issues to inform their work.	On-going
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Section 6 – Reducing our carbon footprint

In what ways is your service contributing to our carbon footprint	What can you do to reduce this impact
1. Officers undertaking site visits by private vehicles.	<ul style="list-style-type: none"> • Reduce the number of site visits by greater use of technology • Encourage use of public transport, walking and cycling where possible • Investigate use of EV's
2. Sending out of consultation letters on planning applications.	<ul style="list-style-type: none"> • Only send letters when required by legislation but needs to be balanced with achieving a good level of engagement with affected residents • Send by e-mail wherever possible
3. Printing off plans to undertake site visits and meetings etc.	<ul style="list-style-type: none"> • Further reduce the amount of printing undertaken and make greater use of electronic devices for undertaking site visits.
4. Commuting to the office	<ul style="list-style-type: none"> • Reduce the need to attend the office through increased home working subject to operational requirements.

Section 6 – Risks

New/emerging risks description – See attached Risk Register for current service risks	Impact [minor, significant, serious, major]	Likely-hood [remote, unlikely, likely, very likely]	How managed/controlled What action will you take to reduce/minimise risk

1. Lack of funding to enable the delivery of required infrastructure through lack of sufficient income from the Community Infrastructure Levy and that this holds up the delivery of development.	Serious	Very Likely	Funding from other sources will need to be found to supplement income from CIL to enable the delivery of infrastructure required to support development.
2. Insufficient SANG's land is delivered to adequately mitigate the impacts of development within 10km of the Exe Estuary and Pebblebed Heaths such that development could no longer be permitted within this zone.	Serious	Unlikely	Through joint working with Exeter and Teignbridge projects are coming forward for the delivery of SANG's. There are however limitations arising from the limited funds available when compared with the land values sought by land owners for land for SANG's
3. Failure to maintain a 5 year housing land supply and/or meet the Housing Delivery Test	Significant	Unlikely	The 5 year housing land supply position is in decline with some sites delayed and others at risk. Progressing a new local plan and identifying more housing sites is the best way to mitigate this risk.
4. The adopted Local Plan becomes increasingly out of date when compared with the NPPF and policies cannot carry sufficient weight in decision making.	Significant	Likely	The NPPF is regularly being updated and while the adopted Local Plan maintains a good level of conformity the more changes are made to the NPPF the greater the risk that the local plan becomes out of date. The best way to address this is through a new Local Plan which takes account of the changes in the NPPF.
5. Lack of a mitigation strategy to address nutrient levels in the River Axe arising from development means that a moratorium on development within the catchment of the Axe is imposed.	Serious	Likely	Working on a mitigation strategy and holding back on granting major residential developments in the area while the strategy is put in place.
6. We are unable to recruit suitably qualified and experienced planners and surveyors and	Serious	Likely	Investigating ways of growing our own planners and surveyors through apprenticeships.

workloads continue to rise such that the service is unable to meet incoming demand with consequential impacts on service delivery, council reputation and staff health and wellbeing.			Looking at better ways of advertising and presenting roles to prospective applicants.
7. Changes to the planning system mean wasted work on the new Local Plan and other major changes to the system which take up substantial resources to implement.	Significant	Unlikely	Monitor government progress and keep implications under review.

Section 7 - Equalities and safeguarding		
New / emerging equalities risks	Impact Level [High, Medium, Low]	How managed/controlled
1. Ensuring that consultations on the new Local Plan are open and inclusive.	High	Following the guidance in the statement of community involvement.
2. Ensuring the new policies developed through the new Local Plan take account of equalities issues.	High	Ensure appropriate equalities impact assessments are carried out.
3. Ensure that decision making across the service is open and inclusive and takes account of any equalities issues.	High	Ensure that any equalities impacts are appropriately assessed and considered.