

Planning Services Divisional Business Plan & Scorecard 2010/13

Head of Service - Eifion Bowen



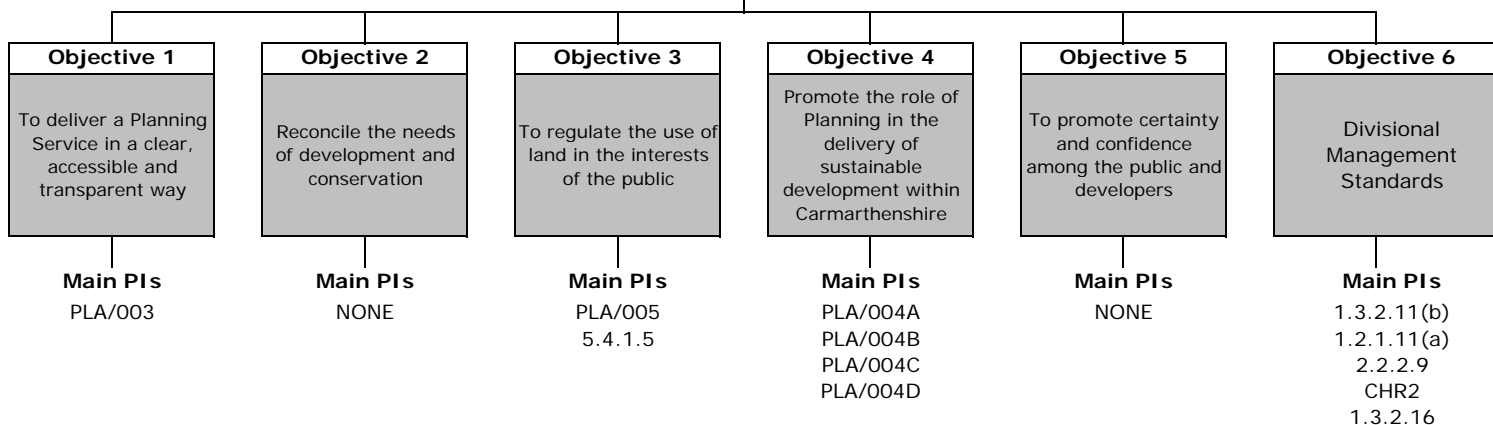
To deliver the Community Plan priorities of:

- * Making Better Use of Resources
- * Investment and Innovation
- * A Better Place
- * Feeling Fine
- * Feeling Secure
- * Building a Better Council

The objectives below will be pursued:

Gross Budget 2010/11

£5177k



*Details of these key PIs is provided in Table 5a
Further supporting Indicators can also be found in Table 5a*

	<u>Contents</u>	Re-use	Pre - populated	Hyper link	Update
Cover	The Divisional Objectives on a Scorecard	✓			
Our Core Values		✓			
Part 1 The Service in context					
1a	Service Facts - Profile of Service	✓			
1b	How the Service Fits in with the Community Plan (USE Table 1c To Help)	✓			
1c	The Council priorities that the Service supports	✓			
Part 2 Where are we now and where do we want to be ? (How the Division is performing)					
2a	Risk Assessment		✓		
2b	How we are doing on this year's (2009/10) objectives. Report from PIMS.		✓	✓	
2c1	Consultation				
2c2	Partnership		✓		
2d (i)	All Wales Statutory and Core Performance Indicator Comparative Information Chart		✓		
2d (ii)	Commentary Page on the All Wales Statutory and Core Performance Indicator Comparative Information Chart				✓
2e	Service Review				
Part 3 How do we get there? (Service Improvement Planned 2010-11) - Basis of Business Unit Plans.					
3a	<u>For each Service Objective over three years –</u> <ul style="list-style-type: none"> · Identify the Actions that you are taking to achieve measurable improvement. · Must identify a year one milestone · Remember to address the financial, workforce, accessibility and system needs 	Roll on last years three year plan			✓
3b	Divisional Management Standards				✓
Part 4 Use of Resources					
4a	Enter your Service Budget and projections over three years. Explain any variation		✓		
4b	Identify savings and efficiencies		✓		
4c	Capital ?		✓		
Part 5 Results and Target Data					
5a	2009- 10 results and targets for 2010/11 - Main and secondary indicators in detail - Explain significant variations from year to year, between target to projected result for the year and explain any major change in future targets		✓		✓
5b	Divisional Management Standards		✓		
5c	Measurement Summary - The Balance		✓		
5d	List of the Core Measures that the Service reports on - but will not be using in this business plan.		✓		

In building a better Carmarthenshire it is important that our actions are built upon a foundation of key values and principles that act as a guide for our initiative and enterprise.

Our Core Values

Openness, Trust, honesty, integrity

We believe in openness and honesty in all our dealings with the public; we will provide comprehensive information to the public about our services so that they can judge how well we are performing.

Putting Customers First

We will ensure that the needs of our customers are at the heart of everything we do.

Listening - and delivering on promises

We are a listening organisation which consults before reaching major decisions and having reached a decision, delivers on our promises. We believe in clear leadership, informed decision making, robust scrutiny and honouring commitments.

Working in partnership

We will strive to avoid duplication and waste of effort through working closely with our partner organisations, the voluntary sector, trade unions and the local community.

Valuing our staff

We cannot deliver anything without the efforts of our staff - they are the reason we succeed. We will support, praise and invest in our workforce to achieve higher standards of service delivery.

Ensuring Equality of Opportunity

We will serve all of our customers and the community equally and strive to ensure that everyone has the same rights of access to all of our services

Treating People and the Environment with Respect

We will treat people with respect and we aim to be a leader in the field of sustainability - conserving the earth's resources and protecting the environment

Improving our Services

We will strive to continuously improve our services; we are an innovative organisation which constantly seeks new and better ways to deliver our services.

These values permeate everything that we do whilst ensuring that we make better use of resources wherever possible.

Planning Services – Business Plan 2010-2013

Part 1 - The Service in context

Table 1a

Service Facts

Division	Planning	E-Mail: ebowen@carmarthenshire.gov.uk
Division Head	Eifion Bowen	For further information please go to www.carmarthenshire.gov.uk/ performance or Telephone: 01267 224850
Executive Board Member	Councillor Clive Scourfield	
Scrutiny Chair	Councillor Anthony W Jones	

Service Profile

Planning is a statutory function whose role is to guide and control development which influences where people work, how they live, where they shop, how they experience their surroundings, what economic activities flourish, and what qualities are achieved in the built and natural environment. As such the planning system is one of the most powerful tools available to any local authority to achieve community objectives, which cover every aspect of peoples' lives. This it achieves through the development control process, enforcement of planning controls, Forward Planning and Development Plan, Conservation and Building Control, all these are business units in the Division and have a separate business plans. The Planning Service has been identified as a key mechanism in the delivery of sustainable development and climate change through undertaken a range of assessments to promote environmental, social and economic sustainability. In addition the Service has a key role to play in helping local communities to adapt to the effects of new development through the application of Section 106 Agreements, in particular, contribute to meeting WAG's aspirations on affordable housing.

Part 1(Continued) - Table 1b

How we fit in

1) How the Service links to and supports the delivery of the Community & Improvement Plan/Corporate Strategy :

The Division links to the Community Plan and Corporate Strategy by planning resources, setting targets, monitoring performance and delivering key environmental projects. It has links with 6 themes in the Community Plan and Corporate Strategy:
Making Better Use of Resources; Investment and Innovation; A Better Place; Feeling Fine; Feeling Secure; Building a Better Council

2) The key service strategies/plans that are the drivers for the Service

Community Plan, Corporate Strategy, Business and Improvement Plans, Customer Care Strategy, Welsh Language Plan, Equalities Strategy, Carmarthenshire Unitary Development Plan, Regeneration Masterplan, Economic Development Strategy, Local Biodiversity Action Plan, Climate Change Strategy, Sustainable development, Carmarthenshire Local Delivery Agreement

Risk Assessment for 2010+ - Table 2a

NOTE: - All Council Risks are on this spreadsheet

- Please filter the data for appropriate Division and Business Unit

- High and Medium Risks must be addressed in the Divisional Plan and Low Risks must at least be addressed in the Business Unit Plans

Dept	Division	Business Unit	Risk Area	H=High; M=Medium; L=Low	Risk Reference
Regeneration & Leisure	Planning Services	Building Control & Development Control	Failure to meet Income Targets	M	10/Risk/ 127
Regeneration & Leisure	Planning Services	ALL	Failure to address the negative issues raised by the public in connection to service provision (Public Perception)	L	10/Risk/ 128
Regeneration & Leisure	Planning Services	ALL	Failure to address accommodation issues with regards the split location of offices	L	10/Risk/ 129
Regeneration & Leisure	Planning Services		Failure to address retention & recruitment of professional staff	L	10/Risk/ 130
Regeneration & Leisure	Planning Services	ALL	Failure to uphold statutory changes of planning legislation requirements.	L	10/Risk/ 131
Regeneration & Leisure	Planning Services	Development Control & Enforcement	Failure to address planning enforcement issues	L	10/Risk/ 132
Regeneration & Leisure	Planning Services	ALL	Failure to roll out the Local Development Plan throughout the County	M	10/Risk/ 133















Table 2b

How are we doing against the current years business plan actions?

Q4 Extract from - Performance & Improvement Monitoring System (PIMS)

This page is prepopulated for the Division prior to release

Summary of Progress

	Total No. of actions agreed 	Actions completed or overall deemed on target 	Actions overall deemed off target 	% overall on target 	Progress?
					75%+=  25-74%=  0-24%= 
To deliver a Planning Service in a clear, accessible and transparent way	8	8	0	100%	
Reconcile the needs of development and conservation	1	1	0	100%	
To regulate the use of land in the interests of the public	12	11	0	100%	
To contribute to a safer and more accessible environment	14	14	0	100%	
To promote certainty and confidence among the public and developers	2	2	0	100%	
Overall performance	37	37	0	100%	

Any key issues that need to be taken forward to 2010+ are addressed in table 3a

Any remedial action on off target issues can be examined on PIMS

Table 2c1 - Customer Consultation

What consultation have you undertaken in the past year?	Any actions in this years plan?
Progress LDP in accordance with the Delivery Agreement and consultation procedures.	Undertake key stakeholder consultation
Consult in relation to various Supplementary Planning Guidance	Town and Community Council Seminar
Implement actions as per fee proposal to provide a minerals planning and monitoring service for the Pembrokeshire Coast National Park area and Pembrokeshire County Council	Implement actions as per fee proposal to provide a minerals planning and monitoring service for the Pembrokeshire Coast National Park area and Pembrokeshire County Council
Subject to agreement, implement actions as per fee proposal to provide a minerals planning and monitoring service for the Brecon Beacons National Park area	Subject to agreement, implement actions as per fee proposal to provide a minerals planning and monitoring service for the Brecon Beacons National Park area
Community consultation and subsequent implementaion of actions of the approved Tywi Afon yr Oesoedd scheme	Community consultation and subsequent implementaion of actions of the approved Tywi Afon yr Oesoedd scheme
Integrate Planning Enforcement with Development Control	Online questionnaire regarding Planning Service
Online questionnaire regarding Planning Service	Quality Award Ceremony - Building Control
Quality Award Ceremony - Building Control	

Partnership Working - Table 2C2

Filter by service

Subject Area	Activity Lead Officer Contact Details	Reason for Joint Working	Participating Organisations
Environment	Eifion Bowen Head of Planning 01267 224850 Ebowen@Carmarthenshire.gov.uk Steve Brown Environment Agency	Environment Partnership Strategy group	Invited environmental bodies: CCW ,EA, CAVS
Environment	Isabel Macho; IMacho@carmarthenshire.gov.uk	Local Biodiversity Action Plan Partnership Part of UK-wide strategy for LBAPs and LBAP partnerships to meet requirements of 1992 Biodiversity Convention.	Carmarthenshire CC, FCW, EAW, CCW, WTSWW, WWT, Butterfly Conservation, llanelli Naturalists, NFU, FUW, DEIN, NBGW, CLBA, RSPB
Environment	Eifion Bowen Head of Planning 01267 224850 Ebowen@Carmarthenshire.gov.uk	Carmarthen Bay cSAC	Swansea, Pembrokeshire, Carmarthenshire. Also involves a range of other public bodies S Wales local authorities
Minerals Planning	Hugh Towns Minerals/Waste Officer 01267 223373 @carmarthenshire.gov.uk	South Wales Regional Aggregates Working Party Officers from mineral planning authorities in all S Wales UA's along with other Public bodies. Collates Aggregates Monitoring Surveys	
Regional Planning	Jon Timothy Forward Planning Manager 01267 224877 JTimothy@carmarthenshire.gov.uk	South West Wales Strategic Planning Group - In the absence of regional planning in Wales and in response to planning guidance, the group was set up to prepare regional planning guidance for the SW Wales area. South West Wales Regional Waste Forum - To develop a plan which will shape the future of waste management for the next 10 years. Plan will be a key element in delivering a more suitable approach to waste in the South West Wales area	Carmarthenshire CC; Pembrokeshire CC; Swansea CC; Neath Port Talbot Carmarthenshire CC; Pembrokeshire CC; Swansea CC; Neath Port Talbot CC
Environment - Waste	Eifion Bowen Head of Planning 01267 224850 Ebowen@Carmarthenshire.gov.uk		
Policy	Landscape Partnership Manager post@tywiafonyroesoedd.org.uk 01558 824271	Co-operating on the submission of Tywi Afon Yr Oesoedd bid to HLF	National Trust/CCW/Coleg Sir Gar/Menter Bro Dinefwr
Conservation	Ian Thomas Conservation Manager 01267 224871 IDThomas@carmarthenshire.gov.uk	Working in partnership to conserve the environment via the LBAP	Countryside Council for Wales (CCW)
Conservation	Ian Thomas Conservation Manager 01267 224871 IDThomas@carmarthenshire.gov.uk	Working in partnership to conserve and enhance the environment (Tywi Afon yr Oesoedd, Llandovery/Llangadog THI).	Heritage Lottery Fund (HLF), National Trust, CCW, Menter Bro Dinefwr
Conservation	Ian Thomas Conservation Manager 01267 224871 IDThomas@carmarthenshire.gov.uk	Working in partnership to conserve and enhance the environment (Castle Concourse, Carmarthen Town Scheme, Llandovery/Llangadog THI)	Cadw,HLF
Minerals Planning	Hugh Towns Minerals/Waste Officer 01267 223373 @carmarthenshire.gov.uk	Working in partnership to monitor - Minerals in the County & BBNP	Brecon Beacons National Park/ Coleg Sir Gâr
Conservation	Ian Thomas Conservation Manager 01267 224871 IDThomas@carmarthenshire.gov.uk	Catchment Area Management Strategy	Environment Agency
Conservation	Ian Thomas Conservation Manager 01267 224871 IDThomas@carmarthenshire.gov.uk	Provision of accommodation (Castle House)	Prince's Trust
Conservation	Ian Thomas Conservation Manager 01267 224871 IDThomas@carmarthenshire.gov.uk	Working in partnership to conserve and enhance the environment (Llandovery/Llangadog THI)	DEIN (CADW);HLF

Performance Indicator Positions 2008/2009



KEY:- Bold Text = Data which has been queried by the auditors

Yellow Highlighting= No improvement direction has been set

Carmarthenshire's 2008/09 performance ranked in relation to other Welsh Local Authorities.

PI Ref	Stat / Core / Not Used	PI Definition	Dept	Division	08/09 IP Theme	IAG / CMT for 08/09	Deleted / Being used for 09/10? (D/Y/N)	Performance Ranges																									Welsh Median
								Bottom					Bottom to Middle					Middle to Top					Top										
BCT/004	C	% of Building control 'full plan' applications checked within 15 working days during the year	RGN	Planning Services			Y	-	40.0	46.0	48.6	64.8	71.0	74.8	82.8	89.2	89.5	91.2	91.7	92.4	93.8	96.3	96.8	97.4	98.3	98.6	98.9	99.3	99.4	91.7			
BCT/007	C	% of first time 'full plan' applications accepted	RGN	Planning Services			Y	80	85	85	87	87	92	92	92	93	93	94	95	96	96	97	98	98	99	99	100	100	100	95			
PLA/002	C	% of planning applications determined during the year that were approved	RGN	Planning Services			Y	72.4	77.9	80.5	80.9	80.9	81.0	81.0	82.8	83.9	84.2	85.1	85.5	86.7	87.7	88.3	88.8	89.0	89.0	90.0	90.1	91.0	92.2	85.3			
PLA/003ai	C	a) The number of appeals that were determined during the year in relation to planning application decisions	RGN	Planning Services			D	123	88	84	84	66	65	51	49	49	42	37	32	28	27	26	25	24	20	18	18	15	6	35			
PLA/003bi	C	b) % of these determined appeals that upheld the authority's decision, in relation to: i) Planning application decisions	RGN	Planning Services			D	47.1	50.0	55.6	56.8	57.7	59.3	59.5	60.0	61.1	61.5	63.1	65.6	66.7	67.3	67.3	67.5	67.6	71.2	72.6	73.3	85.0	85.7	64.4			
PLA/003aii	C	ai) The number of appeals that were determined during the year in relation to enforcement notices	RGN	Planning Services			D	18	11	9	8	7	6	6	4	4	3	3	2	2	2	2	1	0	0	0	0	0	0	3			
PLA/003bii	C	b) % of these determined appeals that upheld the authority's decision, in relation to: ii) Enforcement notices	RGN	Planning Services			D	-	-	0.0	0.0	33.3	36.4	50.0	50.0	50.0	50.0	57.1	62.5	66.7	66.7	75.0	77.8	100.0	100.0	100.0	100.0	-	-	59.8			
PLA/004a	C	a) % of major planning applications determined during the year within 13 weeks	RGN	Planning Services	BBC	CMT	Y	0.0	16.1	16.7	25.7	26.3	26.6	30.2	30.3	30.4	30.6	32.0	32.0	36.1	36.4	36.7	37.5	37.8	38.1	39.1	42.4	42.9	61.3	32.0			
PLA/004b	C	b) % of minor planning applications determined during the year within 8 weeks	RGN	Planning Services	BBC		Y	21.5	27.2	31.2	38.8	42.4	43.8	46.0	47.3	52.2	53.9	55.5	55.6	57.5	58.0	61.0	61.1	62.9	63.6	64.7	67.3	70.6	71.1	55.6			
PLA/004c	C	c) % of householder planning applications determined during the year within 8 weeks	RGN	Planning Services	BBC		Y	42.0	48.1	51.7	67.8	70.4	71.0	76.1	77.7	78.4	80.7	81.8	81.9	82.2	82.2	82.3	83.6	84.6	86.0	87.4	87.4	88.6	92.2	81.9			
PLA/004d	C	d) % of all other planning applications determined during the year within 8 weeks	RGN	Planning Services			Y	38.8	40.0	43.6	50.9	54.2	54.3	54.8	59.0	60.0	61.9	62.0	64.7	69.8	69.9	70.4	70.8	73.1	76.2	79.0	80.9	81.8	87.6	63.4			
PLA/004e	C-NU	e) The percentage of all applications subject to Environmental Impact Assessment (EIA) determined within 16 week	RGN	Planning Services			N	-	-	-	-	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	50.0	50.0	66.7	100.0	-	-	-	0.0				
PLA/005	C	% of enforcement complaints resolved during the year within 12 weeks of receipt	RGN	Planning Services			Y	38.1	42.0	43.0	43.8	47.7	51.7	52.5	58.4	64.6	66.4	67.9	68.0	68.2	68.3	69.2	72.0	72.4	72.5	76.7	77.4	83.1	88.6	67.9			
PLA/006	C	The number of additional affordable housing units provided during the year as a percentage of all additional housing units provided during the year	RGN	Planning Services			Y	-	1	1	3	4	6	6	7	12	12	13	13	14	17	17	19	24	27	27	30	32	37	13			
PLA/007	C	The number of additional housing units developed during the year on previously developed land as a percentage of all additional housing units provided during the year	RGN	Planning Services			Y	-	3.91	15.32	23.09	28.88	30.45	36.22	39.09	39.76	51.04	58.50	65.22	66.98	70.59	77.49	77.74	83.06	85.00	87.41	90.00	94.38	95.91	65.22			

Table 2d Annexe

Note Table 2d - shows our results for all Core and Statutory measures

Some of the measures that we have to report are not particularly relevant to or used in Carmarthenshire Business Planning and reasons for this are outlined in Table 5d

You need only comment on those PI's used in this business plan (identified by BP in Column 2)

You must comment on your lower range PI's (Action being taken to address performance needs to be captured in Table 3)

End of Year comments for 2008/09 results could be reused here and prepopulated.

Comments on how Service results compare with other Welsh Councils for 2008/2009

PI Reference / Description	Supporting Comments
BCT/004 Percentage of Building control 'full plan' applications checked within 15 working days during the year	The end of year result of 98.4% shows an improvement from 2007/08. Carmarthenshire was ranked 4th out of the 21 Authorities that reported this PI. The result is also in the top quartile of the Welsh results.
BCT/007 The percentage of first time 'full plan' applications accepted.	The end of year result of 95% shows an improvement from 2007/8. The result is equal to the median result for the Welsh Councils.
PLA/002 The percentage of planning applications determined during the year that were approved	Carmarthenshire was ranked within the lower quartile for this PI. A number of applications were refused due to non-submission of additional information, with determination concluded in order to improve 8 week target. Pre-application discussions between applicants/agents and Officers are to be promoted further.
PLA/003ai The number of appeals that were determined during the year in relation to planning application decisions.	It is impossible to predict the number of appeals decisions that will be determined during the year. However, it has been noted that a number of appeals related to Officers recommendation being overturned by Planning Committee.
PLA/003a(ii) The number of appeals that were determined during the year in relation to enforcement notices	It is impossible to predict the number of appeals decisions that will be determined during the year. However, the end of year figure for this PI (6), was lower than the target of 10 appeals decisions.
PLA/003b The percentage of these determined appeals that upheld the authority's decision, in relation to: i) Planning application decisions	The end of year result of 71.2% shows an improvement from 2007/8. (63.3%) The result was ranked 5th out of the 22 Authorities that reported this PI, and in the top quartile of the Welsh results.
PLA/003b) The percentage of these determined appeals that upheld the authority's decision, in relation to: ii) Enforcement notices	This was a disappointing result for the year, with only 33.3% of decisions upholding the Authority's decision. However, it should be noted that a number of the appeals allowed, were partially allowed, and this is not reflected in the result. It should also be noted that there are 7 grounds of appeal for Enforcement action. It has been decided that a more refined method of calculation should be adopted, based on the number of grounds of appeal. This PI appears at the bottom quartile of the Welsh Council's results for 2008/9, and was below the Welsh median figure of 59.8%.

PI Reference / Description	Supporting Comments
PLA/004 a) The percentage of major planning applications determined during the year within 13 weeks,	The end of year result of 36.7% shows an improvement from 2007/08 (22.2%). The result is above the Welsh median figure of 32%, and the result has been ranked 8th out of the 22 results submitted for Welsh Authorities.
PLA/004b) The percentage of minor planning applications determined during the year within 8 weeks,	The result (61%) is above the Welsh median figure of 55.6%, and the result has been ranked 8th out of the 22 results submitted for Welsh Authorities. This PI also shows an improvement on the end of year figure of 55.5% for 2007/08.
PLA/004c) The percentage of householder planning applications determined during the year within 8 weeks	The end of year result of 86% shows an improvement on 2007/08 (84.1%), and is within the top quartile. This PI has been ranked 5th out of the 22 results submitted by Welsh Authorities.
PLA/004d) The percentage of all other planning applications determined during the year within 8 weeks	The end of year result of 73.1% shows an improvement on 2007/08 (72%), and is within the top quartile. This PI has been ranked 6th out of the 22 results submitted by Welsh Authorities.
PLA/004e) The percentage of all applications subject to Environmental Impact Assessment determined within 16 weeks	Not reported
PLA/005 The percentage of enforcement complaints resolved during the year within 12 weeks of receipt	The result of 68.3% has ranked Carmarthenshire 9th out of 22 Welsh Authorities, and is above the Welsh median.
PLA/006 - The number of additional affordable housing units provided during the year as a percentage of all additional housing units provided during the year	The result of 19% shows an improvement on the 2007/08 result (12%), and it is above the Welsh median. Carmarthenshire are ranked 7th out of 21 results submitted by Welsh Authorities. It should be noted that the private sector housing market is facing recession however, it is anticipated that a number of partnership schemes will deliver a number of units within 2009/2010.
PLA/007 - The number of additional housing units provided during the year on previously developed land as a percentage of all additional housing units provided during the year	Carmarthenshire was ranked within the lower quartile for this PI, with a result of 30.45% for 2008/09. The economic downturn has impacted the housing market generally, and specifically brownfield land because it is more expensive to develop due to remediation costs. This is out of the control of all Local Authorities.

Part 3 - Service Improvement Planned in 2010/13

**Table 3a
What we want to achieve in 2010/11-13**

Objective	To deliver a Planning Service in a clear, accessible and transparent way												
Main PI (s) & Target:	The percentage of appeals determined that upheld the Authority's decision to be maintained at 65% (PLA/003) - For full definition/data and other supporting indicators see Table 5a.												
3	4	5	6	7	8	9	10	11	12	13	14	15	16
Key Action	Supporting Sub-Action Tasks (How are we going to achieve it?)	Owner /Resp. Officer	2010/11	2011/12	2012/13	Target Start Date	Target End Date	PI Link (if appl) See 2 above	Corp priority ref	For IP? 2010/11	Free for Dept Tag eg Joint Review Action?	Mag 7 Improvement Type	WAC 19 Strategic Outcomes
Key Action - Review overall accommodation requirements	Leave blank	Eifion Bowen	x			1.4.10	31.3.11	x	B5	No		x	x
	Centralise Support Services	Eifion Bowen	x			1.4.10	31.3.11	x	B5	No		x	x
Key Action - Production of Local Development Plan (LDP) in accordance with the published Delivery Agreement	Leave blank	Jon Timothy	x	x	x	1.4.10	31.3.13	x	D7	Yes		1	SF11 SF12 SF13 SF14
Key Action - Monitor Planning Application appeal decisions and report to Planning Committee	Leave blank	Eifion Bowen	x	x	x	1.4.10	31.3.13	PLA/003	B1	No		x	x
	Discuss appeal decisions at Officer away days	Eifion Bowen / Senior DC Officers	x	x	x	1.4.10	31.3.13	PLA/003	B1	No		x	x
Key Action - Monitor Enforcement Notices appeal decisions and report to Planning Committee	Leave blank	Eifion Bowen	x	x	x	1.4.10	31.3.13	PLA/003	B1	No		x	x
	Discuss appeal decisions at Officer Away Days	Eifion Bowen / Senior DC Officers	x	x	x	1.4.10	31.3.13	PLA/003	B1	No		x	x
Key Action - Utilise GIS System	Leave blank	Eifion Bowen	x	x	x	1.4.10	31.3.13	x	A3	No		x	x
	Verify existing data held on GIS	Eifion Bowen / Emily Dent	x	x	x	1.4.10	31.3.13	x	A3	No		x	x

Part 3 - Service Improvement Planned in 2010/13

**Table 3a
What we want to achieve in 2010/11-13**

Objective	Reconcile the needs of development and conservation												
Main PI (s) & Target:	None												
3	4	5	6	7	8	9	10	11	12	13	14	15	16
Key Action	Supporting Sub-Action Tasks (How are we going to achieve it?)	Owner /Resp. Officer	2010/11	2011/12	2012/13	Target Start Date	Target End Date	PI Link (if appl) See 2 above	Corp priority ref	For IP? 2010/11	Free for Dept Tag eg Joint Review Action?	Mag 7 Improvement Type	WAG 19 Strategic Outcomes
Key Action - Implement programme of projects as per Tywi Afon yr Oesoedd (TAYO) Submission	Leave blank	Eifion Bowen / Ian Thomas	x			1.4.10	31.3.11	x	D5	Yes		1D	SF13
	Preparation of continuation bids to Rural Development Plan (RDP) and other sources of funding for further development of TAYO project	Eifion Bowen / Ian Thomas	x			1.4.10	31.3.11	x	D5	No		1D	SF13
Key Action - Produce Planning and Development Briefs for priority sites in accordance with priorities to be determined	Leave blank	Jon Timothy	x	x	x	1.4.10	31.3.13	x	D7	No		1C	x
	Priorities to be re-affirmed through DART.	Jon Timothy	x	x	x	1.4.10	31.3.13	x	D7	No		1C	x
Key Action - Produce Supplementary Planning Guidance arising from Carmarthenshire Unitary Development Plan (CUDP)	Leave blank	Jon Timothy	x	x	x	1.4.10	31.3.13	N/A	D7	No		x	x
Key Action - Production and publication of advice and guidance on Biodiversity (internally and externally)	Leave blank	Ian Thomas	x	x	x	1.4.10	31.3.13	x	D5	No		1D	SF13
	Establish SLA with West Wales Biodiversity Group	Ian Thomas	x	x	x	1.4.10	31.3.13	x	D5	No		1D	SF13

Key Action	Supporting Sub-Action Tasks (How are we going to achieve it?)	Owner /Resp. Officer	2010/11	2011/12	2012/13	Target Start Date	Target End Date	PI Link (if appl) See 2 above	Corp priority ref	For IP? 2010/11	Free for Dept Tag eg Joint Review Action?	Mag 7 Improvement Type	WAG 19 Strategic Outcomes
	Application of Landmap	Ian Thomas	x	x	x	1.4.10	31.3.13	x	D5	No		1D	SF13
	Production & publication of advice on development proposals (private & public)	Ian Thomas	x	x	x	1.4.10	31.3.13	x	D5	No		1D	SF13
	Continued involvement with LBAP, facilitating development & implementation of habitat and species action plans	Ian Thomas	x	x	x	1.4.10	31.3.13	x	D5	No		1D	SF13
Key Action - Production and publication of advice and guidance on Landscape Design (internally and externally)	Leave blank	Ian Thomas	x	x	x	1.4.10	31.3.13	x	D5	No		1D	SF13
Key Action - Production and publication of advice and guidance regarding enhancement of conservation areas (internally and externally)	Leave blank	Ian Thomas	x	x	x	1.4.10	31.3.13	x	D5	No		1D	SF13
Key Action - Continue to implement Llandovery/Llangadog Town Heritage Initiative (THI) Scheme	Leave blank	Ian Thomas	x			1.4.10	31.3.11	x	D5	No		1D	SF13

Part 3 - Service Improvement Planned in 2010/13

**Table 3a
What we want to achieve in 2010/11-13**

Objective	To regulate the use of land in the interests of the public												
Main PI (s) & Target:	PLA/005 & 5.4.1.5 - For full definition/data and other supporting indicators see Table 5a.												
3	4	5	6	7	8	9	10	11	12	13	14	15	16
Key Action	Supporting Sub-Action Tasks (How are we going to achieve it?)	Owner /Resp. Officer	2010/11	2011/12	2012/13	Target Start Date	Target End Date	PI Link (if appl) See 2 above	Corp priority ref	For IP? 2010/11	Free for Dept Tag eg Joint Review Action?	Mag 7 Improvement Type	WAG 19 Strategic Outcomes
Key Action - Produce Housing Land Availability Study in association with statutory bodies	Leave blank	Jon Timothy	x	x	x	1.4.10	31.3.13	x	D7	No		1E	SF05
	2009 Housing Land Availability Study	Jon Timothy	x			1.4.10	31.3.11	x	D7	No		1E	SF05
	2010 Housing Land Availability Study	Jon Timothy	x	x		1.4.11	31.3.12	x	D7	No		1E	SF05
	2011 Housing Land Availability Study	Jon Timothy		x	x	1.4.12	31.3.13	x	D7	No		1E	SF05
Key Action - Deposit of Local Development Plan (LDP) and associated documents	Leave blank	Jon Timothy		x		1.4.11	31.3.12	x	D7	YES		1A-E	SF12
Key Action - Complete Retail Impact Assessment on a county-wide basis	Leave blank	Jon Timothy	x			1.4.10	31.3.11	x	D7			1C	x
Key Action - Investigate, Monitor and take action with respect to unauthorised developments and non-compliance with planning conditions	Leave blank	Eifion Bowen / Senior DC Officers	x	x	x	1.4.10	31.3.13	PLA/003 5.4.1.5	D5	YES		1D	SF13

Key Action	Supporting Sub-Action Tasks (How are we going to achieve it?)	Owner /Resp. Officer	2010/11	2011/12	2012/13	Target Start Date	Target End Date	PI Link (if appl) See 2 above	Corp priority ref	For IP? 2010/11	Free for Dept Tag eg Joint Review Action?	Mag 7 Improvement Type	WAG 19 Strategic Outcomes
	2010 / 2011	Eifion Bowen / Senior DC Officers	x			1.4.10	31.3.11	PLA/003 5.4.1.5	D5			1D	SF13
	2011 / 2012	Eifion Bowen / Senior DC Officers		x		1.4.11	31.3.12	PLA/003 5.4.1.5	D5			1D	SF13
	2012 / 2013	Eifion Bowen / Senior DC Officers			x	1.4.12	31.3.13	PLA/003 5.4.1.5	D5			1D	SF13
Key Action - Mineral/Waste report to be produced annually	Leave blank	Hugh Towns	x	x	x	1.4.10	31.3.13	x	D5			2	SF13
	2010 / 2011	Hugh Towns	x			1.4.10	31.3.11	x	D5			2	SF13
	2011 / 2012	Hugh Towns		x		1.4.11	31.3.12	x	D5			2	SF13
	2012 / 2013	Hugh Towns			x	1.4.12	31.3.13	x	D5			2	SF13
Key Action - Enforcement Report to be produced quarterly	Leave blank	Eifion Bowen / Senior DC Officers	x	x	x	1.4.10	31.3.13	PLA/005	B1			2	SF13
	Enforcement Report, identifying progress on individual enforcement investigations and performance against Performance Indicator to be produced quarterly, and presented to Planning Committee	Eifion Bowen / Senior DC Officers	x	x	x	1.4.10	31.3.13	PLA/005	B1			2	SF13

Key Action	Supporting Sub-Action Tasks (How are we going to achieve it?)	Owner /Resp. Officer	2010/11	2011/12	2012/13	Target Start Date	Target End Date	PI Link (if appl) See 2 above	Corp priority ref	For IP? 2010/11	Free for Dept Tag eg Joint Review Action?	Mag 7 Improvement Type	WAG 19 Strategic Outcomes
Key Action - Process planning applications for minerals and waste sites in accordance with statutory requirements and national and local policy	Leave blank	Hugh Towns	x	x	x	1.4.10	31.3.13	N/A	D2			2	SF13
Key Action - Update surveys on all active mineral sites	Leave blank	Hugh Towns	x	x	x	1.4.10	31.3.13	N/A	D5			2	SF13
	To ensure compliance with planning conditions and up to date mineral reserve information	Hugh Towns	x	x	x	1.4.10	31.3.13	N/A	D5			2	SF13
	Where non-compliance is found, take appropriate action to remedy the breach of planning control identified	Hugh Towns	x	x	x	1.4.10	31.3.13	PLA/005	D5			2	SF13
Key Action - Serve Prohibition Notices on long dormant quarries and seek authorisation for a programme of issuing the relevant notices where it is considered appropriate to do so.	Leave blank	Hugh Towns	x	x	x	1.4.10	31.3.13	N/A	D5			2	SF13
	Identify Prohibition Notices to be served during 2010/2011, and seek approval from the Planning Committee	Hugh Towns	x			1.4.10	31.3.11	N/A	D5			2	SF13
	Identify Prohibition Notices to be served during 2011/2012, and seek approval from the Planning Committee	Hugh Towns		x		1.4.11	31.3.12	N/A	D5			2	SF13
	Identify Prohibition Notices to be served during 2012/2013, and seek approval from the Planning Committee	Hugh Towns			x	1.4.12	31.3.13	x	D5			2	SF13

Key Action	Supporting Sub-Action Tasks (How are we going to achieve it?)	Owner /Resp. Officer	2010/11	2011/12	2012/13	Target Start Date	Target End Date	PI Link (if appl) See 2 above	Corp priority ref	For IP? 2010/11	Free for Dept Tag eg Joint Review Action?	Mag 7 Improvement Type	WAG 19 Strategic Outcomes
Key Action - Develop and implement procedures for Planning Enforcement	Leave blank	Eifion Bowen / Senior DC Officers	x	x	x	1.4.10	31.3.13	x	B1			2, 3	SF13
	In response to Central Government Advice	Eifion Bowen / Senior DC Officers	x	x	x	1.4.10	31.3.13	x	x			2,3	SF13
	In response to Case Law	Eifion Bowen / Senior DC Officers	x	x	x	1.4.10	31.3.13	x	x			2,3	SF13
	In response to Enforcement Notice Appeals decisions received	Eifion Bowen / Senior DC Officers	x	x	x	1.4.10	31.3.13	x	x			2,3	SF13

Part 3 - Service Improvement Planned in 2010/13

Table 3a

What we want to achieve in 2010/11-13

Objective	Promote the role of Planning in the delivery of sustainable development within Carmarthenshire												
Main PI (s) & Target:	PLA/004A, PLA/004B, PLA/004C & PLA/004D - For full definition/data and other supporting indicators see Table 5a.												
3	4	5	6	7	8	9	10	11	12	13	14	15	16
Key Action	Supporting Sub-Action Tasks (How are we going to achieve it?)	Owner /Resp. Officer	2010/11	2011/12	2012/13	Target Start Date	Target End Date	PI Link (if appl) See 2 above	Corp priority ref	For IP? 2010/11	Free for Dept Tag eg Joint Review Action?	Mag 7 Improvement Type	WAG 19 Strategic Outcomes
Key Action - Promote Building Control Marketing Strategy with key stakeholders	Leave blank	Handel Davies	x	x	x	1.4.10	31.3.13	x	x	No		2	x
Key Action - Target Local Authority Sites for development	Leave blank	Eifion Bowen / Handel Davies	x	x	x	1.4.10	31.3.13	x	x	No		2	x
Key Action - Undertake key stakeholder consultation	Leave blank	Eifion Bowen / Emily Dent	x			1.4.10	31.3.11	x	B2	No		2	x
Key Action - Monitor 8-week planning application determination figure	Leave blank	Eifion Bowen / Nia Stoakes	x	x	x	1.4.10	31.3.13	PLA/004b PLA/004c PLA/004d	B1	Yes		x	x
	Report result to Scrutiny Committee	Eifion Bowen / Nia Stoakes	x	x	x	1.4.10	31.3.13	PLA/004b PLA/004c PLA/004d	B1	Yes		x	x
Key Action - Set individual targets for officers determining various planning application types	Leave blank	Eifion Bowen / Senior DC Officers	x	x	x	1.4.10	31.3.13	PLA/004a PLA/004b PLA/004c PLA/004d	x	No		x	x

Key Action	Supporting Sub-Action Tasks (How are we going to achieve it?)	Owner /Resp. Officer	2010/11	2011/12	2012/13	Target Start Date	Target End Date	PI Link (if appl) See 2 above	Corp priority ref	For IP? 2010/11	Free for Dept Tag eg Joint Review Action?	Mag 7 Improvement Type	WAG 19 Strategic Outcomes
Key Action - Assess impact of Section 106 Agreements on decision dates for major applications	Leave blank	Eifion Bowen / Senior DC Officers	x	x	x	1.4.10	31.3.13	PLA/004a	x	No		x	x
Key Action - Accommodate requirements of clients to accept applications and correspond electronically	Leave blank	Handel Davies	x	x	x	1.4.10	31.3.13	x	x	No		2 3 6 7	SF18
	To make "Submit a Plan" available on-line for making electronic Building Control applications	Handel Davies	x	x	x	1.4.10	31.3.13	x	x	No		2 3 6 7	SF18
Key Action - Consult with applicants within three weeks of full plan deposit	Leave blank	Handel Davies	x	x	x	1.4.10	31.3.13	BCT/004	B2	No		2	x
Key Action - Monitor the implementation and effectiveness of the Dangerous Structures Policy	Leave blank	Handel Davies	x	x	x	1.4.10	31.3.13	x	D5	No		1D	SF12
Key Action - To introduce remote working to facilitate agile working within Building Control	Leave blank	Handel Davies	x	x	x	1.4.10	31.3.13	x	B2	No		x	x
	Review available mobile working technologies	Handel Davies	x	x	x	1.4.10	31.3.13	x	x	No		x	x
Key Action - Continue to hold Quality Award Ceremony	Leave blank	Handel Davies	x	x	x	1.4.10	31.3.13	x	D5	No		1D	x

Key Action	Supporting Sub-Action Tasks (How are we going to achieve it?)	Owner /Resp. Officer	2010/11	2011/12	2012/13	Target Start Date	Target End Date	PI Link (if appl) See 2 above	Corp priority ref	For IP? 2010/11	Free for Dept Tag eg Joint Review Action?	Mag 7 Improvement Type	WAG 19 Strategic Outcomes
Key Action - Monitor minerals & waste sites in the Brecon Beacons National Park, under the agreed SLA	Leave blank	Hugh Towns	x	x	x	1.4.10	31.3.13	x	x	No		x	x
Key Action - Monitor minerals sites and undertake mineral planning service for Pembrokeshire Coast National Park, under the agreed SLA	Leave blank	Hugh Towns	x	x	x	1.4.10	31.3.13	x	x	No		x	x
Key Action - Monitor minerals sites and undertake mineral planning service for Pembrokeshire County Council, under the agreed SLA	Leave blank	Hugh Towns	x	x	x	1.4.10	31.3.13	x	x	No		x	x

Part 3 - Service Improvement Planned in 2010/13

Table 3a
What we want to achieve in 2010/11-13

Objective	To promote certainty and confidence among the public and developers												
Main PI (s) & Target:	NONE												
3	4	5	6	7	8	9	10	11	12	13	14	15	16
Key Action	Supporting Sub-Action Tasks (How are we going to achieve it?)	Owner /Resp. Officer	2010/11	2011/12	2012/13	Target Start Date	Target End Date	PI Link (if appl) See 2 above	Corp priority ref	For IP? 2010/11	Free for Dept Tag eg Joint Review Action?	Mag 7 Improvement Type	WAG 19 Strategic Outcomes
Key Action - Identify programme of press releases in conjunction with press unit	Leave blank	Eifion Bowen	x	x	x	1.4.10	31.3.13	x	B1	NO		x	x
Key Action - Monitor nature of complaints (link with Scrutiny Committee Reports)	Leave blank	Eifion Bowen / Nia Stoakes	x	x	x	1.4.10	31.3.13	x	B7	NO		2 4	x
Key Action - Develop training plans in response to new legislation and link with annual appraisal	Leave blank	Eifion Bowen	x	x	x	1.4.10	31.3.13	x	B5	NO		2 6	x
Key Action - Detailed monitoring of fee income received and review staff requirements accordingly	Leave blank	Eifion Bowen / Handel Davies / Jon Timothy / Ian Thomas	x	x		1.4.10	31.3.12	x	B5	NO		x	x

Table 3b

What we want to achieve in 2010/11-13

Key Divisional Objective:		Divisional Management Standards									
Key PI (s) & Target:											
3	4	5	6	7	8	9	10	11	12	13	14
Key Action	Supporting Sub-Action Tasks (How are we going to achieve it?)	Owner /Resp. Officer	2010/11	2011/12	2012/13	Target Start Date	Target End Date	PI Link (if appl) See 2 above	Corp priority ref	For IP? 2010/11	Mag 7 Improvement Type
a. Helping Staff to Perform - all staff to have an opportunity to discuss their performance and how they can be helped to improve.											
Ensuring staff receive a 'Helping People to Perform' meeting with their line manager and provide staff with the appropriate support, learning and development in line with the Corporate Learning and Development Plans as an integral part of IIP.		Eifion Bowen	x	x	x	1.4.10	31.3.13	1.3.2.11b	MSOS		
Maintain the system for capturing, analysing and monitoring appraisal and PDP information		Nia Stoakes	x	x	x	1.4.10	31.3.13	1.3.4.11a	MSOS		
b. Communications - to ensure effective internal communication. Including staff conferences, team meetings and newsletters.											
Ensure telephones are answered quickly			x	x	x	1.4.10	31.3.13	2.2.2.9	BPCF		
c. Collaboration Partnership Working (Working within Making the Connections Framework) to engage other Councils and local agencies to consider working together to maximise resources, reduce duplication and generate savings											
Cross refer to table 2c		Eifion Bowen / Business Unit Managers	x	x	x	1.4.10	31.3.13				
d. Priority Based Budgeting - Working to identify more efficient ways of providing services/reducing costs											
See Table 4b		Eifion Bowen / Business Unit Managers	x	x	x	1.4.10	31.3.13				
e. Marketing the Council - working proactively to ensure a flow of stories and initiatives.											
Review and enhance the marketing strategy for Building Control		Eifion Bowen / Handel Davies	x	x	x	1.4.10	31.3.13				

Key Action	Supporting Sub-Action Tasks (How are we going to achieve it?)	Owner /Resp. Officer	2010/11	2011/12	2012/13	Target Start Date	Target End Date	PI Link (if appl) See 2 above	Corp priority ref	For IP? 2010/11	Mag 7 Improvement Type
f. Customer Focus - working to identify and ensure poor customer care is addressed and improved.											
g. Performance -continued improvement of service PI's overall - action taken to address falling or failing performance.											
See Tables 3 and 5		Eifion Bowen / Business Unit Managers	x	x	x	1.4.10	31.3.13				
h. Human Resources - Workforce Planning - Managing Sickness. Workforce plans to be developed.											
Managing Sickness Absence		Eifion Bowen / Business Unit Managers	x	x	x	1.4.10	31.3.13	CHR2	MSOS		
Comply with return to work procedures		Eifion Bowen / Business Unit Managers	x	x	x	1.4.10	31.3.13	1.3.2.16			
Prepare exit strategy for staff employed on specific projects (e.g. Tywi Afon yr Oesoedd, Llandoverly/Llangadog THI)		Eifion Bowen / Business Unit Managers	x	x		1.4.10	31.3.12				
i. Energy - Proposals to reduce energy(and water) consumption in buildings, vehicles and in policies etc.											
Support the County Council'r Carbon Management Plan	Encourage improved travel planning and the use of new technology by staff	Eifion Bowen / Business Unit Managers	x	x	x	1.4.10	31.3.13				
Work closely with applicants to ensure improved energy ratings in new developments		Eifion Bowen / Senior DC Officers	x	x	x	1.4.10	31.3.13				
j. Asset Management Plan											

a - j = Corporate Objectives for all Services

PART 4 - Use of Resources

Table 4a
3 YEAR REVENUE BUDGETS

£'000's

2009-2010			Statutory S/NS/Bot h	2010-2011			2011-2012			2012-2013			
Expend'	Income	Net		Expend'	Income	Net	Expend'	Income	Net	Expend'	Income	Net	
£'000	£'000	£'000		£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	
474	-13	461	Policy-Development Planning	S	473	-13	460	481	-13	468	488	-13	474
1,554	-1,462	92	Development Control	S	1,559	-1,260	299	1,546	-1,284	262	1,529	-1,532	-3
500	-55	445	Planning Enforcement	S	504	-64	440	510	-65	445	515	-66	449
672	-42	630	Conservation & Historical Buildings	S	670	-42	627	676	-43	633	680	-44	637
64	-29	35	Coed Cymru	NS	65	-30	35	66	-30	35	66	-31	36
0	0	0	Re-Development Of Castle House,Carmarthen	NS	0	0	0	0	0	0	0	0	0
48	-48	0	Llandoverly Townscape Heritage Initiative (E)	NS	48	-48	0	0	0	0	0	0	0
0	0	0	Tywi Afon Yr Oesoedd	NS	0	0	0	0	0	0	0	0	0
1,032	-8	1,024	Building Control - Admin	S	1,034	-8	1,026	1,058	-8	1,050	1,075	-8	1,067
19	-641	-622	Build Control Chargeable	S	19	-569	-550	19	-581	-562	19	-674	-655
5	0	5	Build Control Other Works	S	5	0	5	5	0	5	5	0	5
0	0	0	Planning - Delivery for Wales	S	0	0	0	0	0	0	0	0	0
796	-234	562	Planning Admin Account	S	801	-235	566	805	-236	569	809	-238	571
5,164	-2,532	2,632	Total Planning		5,177	-2,268	2,909	5,167	-2,260	2,907	5,186	-2,606	2,580

Note: 2011-13 budgets may change due to reconsideration of budgetary pressures

Table 4b - Savings & Efficiencies			
Costs	Cost Centre Description	2010-2011	
		£	Notes on Changes
1705	Development Control	-22,000	Pro Rata reduction in Business Unit Budget - Reduction in Travel (£6k) & Reduction in Supplies
1733	Planning Admin	-7,500	Pro Rata reduction in Business Unit Budget - Reduction in Travel (£0.3k) & Reduction in Supplies
1706	Planning Enforcement	-7,500	Pro Rata reduction in Business Unit Budget - Reduction in Travel (£3k) & Reduction in Supplies
1700	Policy - Development	-7,500	Pro Rata reduction in Business Unit Budget - Reduction in Travel (£1k) & Reduction in Supplies
1715	Build Control - Admin	-14,000	Pro Rata reduction in Business Unit Budget - Reduction in Travel (£6k) & Reduction in Supplies (£8k)
1710	Conservation & Historical Build	-7,500	Pro Rata reduction in Business Unit Budget - Reduction in Travel (£2.5k) & Reduction in Supplies
	Total	-66,000	

Table 4c - Capital									
What do we spend on Capital ?									
completed for the Service Head (Divisional) Plan only.									
£'000's									
Scheme	2010/11			2011/12			2012/13		
	Gross Cost	Potential External Funding	Internal Resources Required	Gross Cost	Potential External Funding	Internal Resources Required	Gross Cost	Potential External Funding	Internal Resources Required
Llandoverly and Llangadog THI	363	275	88	0	0	0	0	0	0
Tywi Afon yr Oesoedd	60	0	60	0	0	0	0	0	0
TOTAL	423	275	148	0	0	0	0	0	0
Explanation of significant variation									

Table 5a – Planning Services Divisional Business Plan

Our Key Measures of success - 2008/09 results, 2009/10 projected results and targets for 2010/11 +

		How well have we done?				How well are we doing?				Improvement							
		Comparative Info.				See explanation of performance				See explanation of targets							
a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
PI REF	Definition (If abbreviated see full definition on footnote below)	2008/09				2009/10				210/11	11/12	12/13					
		Our Result	Welsh Best Quartile	Welsh Median	How we compare to Wales ★ to ★★★★★	Target	Projected Result	Target Met ☺ or ☹	Did we improve ▲ or ▼	Target Set	Target Set to improve against result (h) ✓ or ✗	Target Set	Target Set	Improve ment Plan? Key or Supporting	Corp Priority ref (Sub Theme) See table 1c	Mag 7	WAG 19
Objective: To contribute to a safer and more accessible environment																	
Main Indicator(s)																	
BCT/004	Percentage of Building control 'full plan' applications checked within 15 working days during the year (C)	98.6	97.4	91.7	****	98.5	99.3	☺	▲	98.5	✗	98.5	98.5	✗	B2	2 6	✗
PLA/004a	The percentage of major planning applications determined during the year within 13 weeks (C) CMT	36.7	37.7	32.0	***	30.0	28.6	☹	▼	30.0	✓	32.0	34.0	S	B2	2 6	✗
PLA/004b	The percentage of minor planning applications determined during the year within 8 weeks (C)	61.0	62.5	55.6	***	58.0	55.9	☹	▼	57.0	✓	59.0	61.0	✗	✗	2 6	✗
PLA/004c	The percentage of householder planning applications determined during the year within 8 weeks (C)	86.0	84.4	81.9	****	88.0	81.6	☹	▼	83.0	✓	85.0	87.0	S	B2	2 6	✗
PLA/004d	d) The percentage of all other planning applications determined during the year within 8 weeks (C)	73.1	72.5	63.4	****	72.0	59.7	☹	▼	61.0	✓	63.0	65.0	✗	✗	2 6	✗
Secondary Indicator(s)																	
BCT/007	The percentage of first time 'full plan' applications accepted. (C)	95	98	95	***	98	100	☺	▲	98	✗	98	98	✗	✗	2 6	✗
Objective: To deliver a Planning Service in a clear, accessible and transparent way																	
Main Indicator(s)																	
PLA/003	The percentage of appeals determined that upheld the authority's decision in relation to planning application decisions and enforcement notices. (C)	Baseline 68	Not Applicable			65.0	67.9	☺	▲	66.0	✗	66.0	66.0	✗	✗	2	SF13
5.4.1.6	% of searches returned in 5 working days (L)	90.03	Not Applicable			90.00	98.56	☺	▲	98.50	✗	98.50	98.50	✗	✗	6	✗
Objective: To regulate the use of land in the interests of the public																	
Main Indicator(s)																	
PLA/005	The percentage of enforcement complaints resolved during the year within 12 weeks of receipt (C)	68.3	72.3	67.9	***	80.0	72.1	☹	▼	74.0	✓	76.0	78.0	✗	✗	6	SF13
5.4.1.5	The number of advertised departures from the adopted development plan approved by the authority as a percentage of total permissions granted. (L)	0.14	Not Applicable			0.16	0.20	☹	▼	0.18	✓	0.16	0.14	S	D7	2	SF13
Secondary Indicator(s)																	
PLA/002	The percentage of planning applications determined during the year that were approved (C)	81.0	88.9	85.3	**	81.0	85.0	☺	▲	85.0	✗	85.0	85.0	✗	✗	2 6	✗

a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r
PI REF	Definition (If abbreviated see full definition on footnote below)	2008/09				2009/10				210/11	11/12	12/13					
		Our Result	Welsh Best Quartile	Welsh Median	How we compare to Wales * to *****	Target	Projected Result	Target Met ☺ or ☹	Did we improve ▲ or ▼	Target Set	Target Set to improve against result (h) ✓ or ✗	Target Set	Target Set	Improve ment Plan? Key or Supporting	Corp Priority ref (Sub Theme) See table 1c	Mag 7	WAG 19
PLA/006	The number of additional affordable housing units provided during the year as a percentage of all additional housing units provided during the year (S)	19	24	13	***	14	19	☺	▲	14	✗	15	16	K	C2	4	SF05
PLA/007	The number of additional housing units provided during the year on previously developed land as a percentage of all additional housing units provided during the year (C)	30.45	83.06	65.22	*	26.00	31.33	☺	▲	26.00	✗	27.00	28.00	✗	✗	5	SF05

Table 5b – Planning Services Divisional Business Plan										
Performance Measurement Results 2008/09+ and Targets 2010/11 +										
		How well have we done?	How well are we doing?				Improvement			
			See explanation of performance				See explanation of targets			
a	b	c	d	e	f	g	k	l	m	n
		2008/09	2009/10				2010/11		11/12	12/13
PI REF	Definition (If abbreviated see full definition on footnote below)	Our Result	Target	Actual Result	Target Met ☺ or ☹	Did we improve ▲ or ▼	Target Set	Target Set to improve against result (e) ✓ or ✗	Target Set	Target Set
Divisional Standard Measures (Link to Table 3b)										
a. Helping Staff to Perform										
1.3.2.11(b)	% of third tier managers appraisals carried out during the year		80%		TBA	TBA		TBA	TBA	TBA
1.3.2.11(a)	% Appraisals carried out during the year		100%		TBA	TBA		TBA	TBA	TBA
b. Internal Communications										
2.2.2.9	% calls answered within 14 second target		80.00%		N/A			TBA	TBA	TBA
c. Human Resources										
CHR 2	The number of working days/shifts per Full Time Equivalent lost due to sickness absence.		11.0 days		TBA	TBA		TBA	TBA	TBA
1.3.2.16	% of Return to Work Interviews conducted				TBA	TBA		TBA	TBA	TBA
d. Service Asset Mangement Plans										

Table 5c - Measurement Summary

Balanced Suite of Measures ?

	Magnificant 7						
	Strategic effectiveness	Service Quality	Service Availability	Fairness	Sustainability	Efficiency	Innovation
	No. of measures used	No. of measures used	No. of measures used	No. of measures used	No. of measures used	No. of measures used	No. of measures used
Objective 1	1	0	0	0	0	0	0
Objective 2	5	0	0	0	0	0	0
Objective 3	4	9	4	0	0	0	0
Objective 4	5	3	2	0	0	0	2
Objective 5	2	0	0	1	0	1	0
Objective 6							
Objective 7							
Total	17	12	6	1	0	1	2

Note: You do not have to have measures in all boxes

Table 5d - Core Measures not being used

Mandatory Standard (Core) Measures not being used by the Service in their Business Plan.

These are the Core not used for 09/10 please revise in line with the 10/11 Not used

Members need to satisfy themselves that a Balance Suite of Measures are being used by the service to monitor it's objectives

New Ref. No.	Magnificant 7 reference code	Description	Dept.	Division	Business Unit	Owner (HoS)	Reason for Non-use
PLA/004e	1D	e) The percentage of all applications subject to Environmental Impact Assessment (EIA) determined within 16 weeks	Regen & Leisure	Planning	Development Control	Eifion Bowen	At present there is no reliable system in place to collect this information. Plus, the circumstances relating to the water quality of the Burry inlet (SAC) will distort the relevance of EIA Regulations in Carmarthenshire.

The WLGA expect all of the above Standard (Core) Measures to be reported, but this does not mean that they have to be included in the Business Plans.

Key

Are any of the actions/measures related to Improvement as defined by WAG?

Magnificent 7

Mag 7
Improve
ment
Type
Code

1 Strategic effectiveness, in terms of:		
1A	- making progress towards an authority's strategic objectives (as set out in its community strategy);	1a
1B	- The social well-being of the area;	1b
1C	- The economic well-being of the area;	1c
1D	- The environmental well-being of the area;	1d
1E	- the long-term objectives of the area contributing to the achievement of sustainable development in the United Kingdom	1e
2 Service quality	improving the quality and/or availability of services;	2
3 Service availability	improving the quality and/or availability of services;	3
4 Fairness	reducing inequality in accessing or benefiting from services, or improving the social wellbeing of disadvantaged groups;	4
5 Sustainability	exercising functions in ways which contribute to sustainable development;	5
6 Efficiency	improving the efficiency of services and functions;	6
7 Innovation	innovation and change which contributes to any of the above objectives.	7

WAG 19 - Strategic Outcomes

Strategic Outcome Code

SF01	A healthy population with a good quality of life
SF02	Quality health and Social Care is readily available
SF03	Our economy is strong and provides good employment opportunities
SF04	Everyone has the skills they need to thrive and contribute to the economy
SF05	Everyone has access to good housing
SF06	People can travel, sustainably, reliably, safely and easily
SF07	People can access good education and training throughout their lives
SF08	People are well educated for life
SF09	Children have the best start in life
SF10	Poverty in Wales is reduced
SF11	Communities are regenerated throughout Wales
SF12	People live in safe, vibrant, inclusive urban and rural communities
SF13	Our natural and historic environment is protected and enhanced and land is used sustainably
SF14	Wales is an energy efficient, low carbon and low waste society
SF15	The Welsh language thrives
SF16	Culture and sport thrive in Wales
SF17	Wales has a positive external reputation
SF18	Public services are citizen centred , effective and value for money
SF19	Our devolved government is effective and accountable , and its role is understood by citizens