



## **Best Value Review of Development – Final Report and Improvement Plan**

### **RECOMMENDATION**

- 1.1 To approve in principle the Final Report and Improvement Plan of the Best Value Review Team.
- 1.2 To refer the report to the Planning and Environment Commission for comment.

### **REASON FOR RECOMMENDATION**

2. The improvements outlined in the Improvement Plan will help in delivering improved services and outcomes associated with applications for planning permission and Building Regulations approval. They will also assist in the better monitoring of development.

### **SUPPORTING INFORMATION**

- 3.1 As part of the 2003/2006 programme of Best Value Reviews, the Council has completed a review of the Development Service.
- 3.2 The review covered the work carried out by the Building Consultancy and Development Control sections, which form part of the Development Division of the Development and Cultural Services Department.
- 3.3 The Review Team, after engagement with stakeholders who have an interest and involvement in the Development Service, has identified a schedule of improvements outlined in the Improvement Plan at the end of the Final Report. The Final Report and Improvement Plan are attached at Appendix A.

### **OTHER OPTIONS CONSIDERED**

4. The Options Appraisal process resulted in the following options not being taken forward...
  - revision and development of customer charters outlining levels of service

- training and support for frontline staff to develop greater specialist knowledge
- direct service control by the development service of the IT system that supports the service.

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<b>Background papers:</b>	Baseline Assessment Customer Satisfaction Survey 2003 Derby Pointer Panel Survey 2003
<b>List of appendices:</b>	Appendix 1 - Implications Appendix 2 - Final Report and Improvement Plan

## IMPLICATIONS

### Financial

1. The financial implications of each of the actions identified in the Improvement Plan are referred to in the column headed 'What resources will be required, including financial resources?'

### Legal

2. The Best Value Review of the Development Service has been carried out under the requirements of the Local Government Act 1999.

### Personnel

3. Members will note from the Improvement Plan that some of the improvements have implications for officer time or changes relating to employee working arrangements.

### Corporate Objectives and Priorities for Change

4. The service improvements recommended by the Review Team will have an impact on the Council's objectives and priorities:
  - a healthy environment
  - integrated, cost-effective services.

The priorities for change to which this review makes a contribution are:

- minimise increases in Council Tax and increase value for money from our services, in view of the Development Service being an income generator
- respond to people's needs appropriately, on time and first time, by developing a customer-focused culture, using new technology and investing in our buildings to provide modern working environments for service delivery and employees
- decide planning applications more quickly, while maintaining the quality of decision-making within a framework for the sustainable, economic, environmental and social development of Derby.

