

A hand in a light-colored sleeve points to a specific location on a complex, multi-colored transit map. The map features a dense network of lines in various colors (blue, red, yellow, green, purple) representing different transit routes. The background is dark and slightly blurred, focusing attention on the map and the hand.

Planning enforcement

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SERVICE REVIEW
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Overview



The planning enforcement team investigate breaches of planning across the borough. The team is currently made up on two members of staff one full time and one working 21 hours per week (Mon – Thurs)



Look at the data to identify the breakdown of work and priority work



Assess the current situation in the Planning enforcement team



Map the current processes and identify issues and failings



Suggest areas in need of improvement and suggest solutions

Current caseload (As of May 2023)

There are currently 119 open cases some dating back quite some time with 44 cases over 12 months old:

2015	1
2018	1
2019	5
2020	7
2021	16
2022	53
2023	36
Grand Total	119

In 2022 239 complaints were made and that averages about 20 per month

Of these approximately 45 we which the team needed support

Process mapping

Mapping the processes for Planning enforcement is quite difficult as each case is very different and the number of variables are staggering.

To date we have mapped complaints about tree works, a basic complaint and a complaint relating to a listed building (priority 1)

These are too large to be added to a PowerPoint so can be shown separately

Issues with the current working practice and team

Lack of oversight, Management, Support and Training

Work is carried out as a team with joint working no autonomy (inbox / visits)

Delays with case registration and allocation– And next in turn does not work as no consideration to current caseload / leave / sickness

Delays before a visit is undertaken – Process long winded, use of owner occupier addressed letters

No access to undertake their own Land Registry Searches

No formal enforcement training (booked)

No ability to carry out interviews under caution (NQT conduct them)

Lack of guidance when unable to take cases forward (clearance / trees – no tree officer)

Acolaid in its current form does no case management and is not fit for purpose

No evidence of direct customer contact (face to face / telephone) mainly over email

Information provided on initial complaints is often unclear and often does not explain the complaint or location

Suggestions for improvement in the team

Increase training, support, management

Introduce a complaint form and improve website

Manager / Senior to allocate cases

Provide access to Land registry

Look issues with no tree officer and workload of conservation officer

Training on interviews under caution and formal enforcement training (external training booked)

Acolaid replacement to have case management

Introduce new processes and customer service expectations

Risk assessment and lone working

Employ a senior Planning enforcement officer

Introduce a suite of measures

Use shared mailbox as customer contact (in and out)

Suggestions
for
improvement -
HBC
information
changes

HBC website page to be improved – links to useful planning information (see Cornwall link as an example)

Update the Planning enforcement plan and timescales make this more realistic in current climate

Clear standard letters and emails (templates to be created)

Use information to manage customer expectations – i.e., unable to update on cases during investigations

[Planning enforcement - Cornwall Council](#)