

Planning Agents Meeting 2/5/18 – Service Development Update

➤ Planning and Building Control Website Changes

I mentioned last year we would be spending the upcoming year working on the content of our planning and building control web pages which we have spent a considerable amount of time doing. The new pages will be published in mid to end June and offer

- New pages with signposting to advise on all matters relating to planning and building control, generally more relevant Q&A's on planning permissions and building control advice linking to more pages across the service i.e. conservation/listed building information and third party websites for legislation etc.
- Clearer guidance on what is required to be submitted with a householder and non-householder application, including the integration of building regulation guidance.
- Clearer signposting for pre-application requests.

➤ Suite of new customer request/transaction forms

- We will be publishing new on-line request forms for customers to obtain property documents i.e. Planning and BC Decision Notices, TPO Check requests and purchasing of TPO documents as well as requesting a property or history search to identify planning applications.
- New on-line planning payment form which now incorporates building control services payments to be made
- New pre-application planning advice form decision tree to enable correct PREP advice to be sought.
- New form for requesting specialist building control services such as requesting an Energy performance assessments, air testing, etc.
- Currently working on a new form for submission of Building Control Initial Notices

➤ **Project Team** - Last year it was mentioned that a project team had been set up to deliver service improvements and efficiencies across the services, this continues with most changes being internal to the services however reminder

- Publishing of Enforcement notices and now appeal documentation on Public Access;
- Officer reports standardised to improve consistency of Committee reports.
- We also hope to achieve the e-mailing of all decision notices (as opposed to them being posted out) by the end of this year. This is now the case with Householder Notification decisions.

- **Public Access upgrade** – took place last October time and now has the facility for bulk download of documents, saved comments if timed out, and the ability to use on tablets. Following ceasing neighbour notifications last April, social media campaigns last June and again just before Christmas and a further reminder in “Your East Riding” magazine resulted in an additional 14,000 residents registering and self serving on Public Access.

- **Interactive planning map** – I mentioned this last year, publishing of some of our planning constraints to assist applicants/agents with the planning application process. The map was sent out for feedback to a few agents last year which resulted in some modifications being made to the mapping layers and format. Once the new web pages are published (mid to end June), there will be links to the map. Map includes development limits Conservation areas, TPO’s, listed buildings, scheduled monuments, and links to other third party websites such as Environment Agency to identify if you are in a flood risk zone etc.

Other areas of Service Development

- **Monthly training sessions** - The service have now set up Monthly training sessions for Officers on relevant key planning topics to ensure they are kept up to date with local and national planning changes and our **Building Control Team have recently implemented mobile working across their full team enabling officers to attend site inspections and record inspections remotely.**