

**MINUTE OF EXECUTIVE OVERVIEW & SCRUTINY COMMITTEE – 27 MAY 2021**

**12. The Planning Service Review**

Consideration was given to the report of the Corporate Director of Place and Community as contained on pages 37 to 76 of the Book of Reports, which provided Members with an update on the outcome of the Planning Services Review and to agree that the recommendations are taken forward and implemented.

The Head of Growth and Development outlined the report and explained that following feedback received from Members and some Parish Councils, it was suggested that a review of the Planning Service would be useful. He also explained that the process had been included in the SORP review, during which time the Government announced the 'Planning for the Future consultation' which proposed significant changes to the planning process.

He went on to inform that Red Quadrant was appointed to undertake the review, which took part in three stages. The review has now concluded and overall 81 recommendations had been made covering a number of areas, which will improve the service further and lead to a better customer experience.

He explained that an Officer Working Group will be looking at the recommendations to take them forward in order to prioritise and implement. He also explained that the information from the Officer Working Groups would be presented to Cabinet in Spring 2022.

The Portfolio Holder of Planning joined the meeting to respond to questions raised by Members of the Committee.

In discussion comments and questions were raised in respect of:

- Planning Training
- Appointment System for Members
- IT Service / Self Service
- Enforcement
- Ward Councillor /Neighbour Disputes
- Procurement of Red Quadrant
- The necessity to use consultants for process mapping
- Timescales / Action Plan

RESOLVED: A. That the Planning Services Review report be considered and noted.

B. That the Committee request that an Action Plan detailing the milestones and outcomes of the Planning Service Review, with regard to each of the 81 recommendations, be presented to the

next meeting in September. The frequency of the presentation of the Action Plan, is to be agreed at the Committee meeting in September.

(The Chairman thanked the Portfolio Holder of Planning for his attendance.

The Portfolio Holder of Planning announced that the Head of Growth and Development and the Strategic Planning, Regeneration and Implementation Manager were both leaving the Council to move to new positions. The Committee thanked them for all their work and wished them well in their future.)