

# Improvement Plan 2016-17



## Improvement, Learning from Projects

Improvement Action	RAG	Overall Status	Baseline Start Date	Baseline End Date	Owner	Comment
Develop communication plans for individual SDNPA lead major projects	🟢	Complete	01 Apr 2016	31 Mar 2017	Ruth James	Activity complete. Recommendation from Cycling Ambition End of Project Evaluation Jan. 2016. Communication plays an integral role in keeping a project on task. An individual project communication plan, developed at the beginning of a project, would set the standards for how and when communication takes place, minimising the chances for misunderstandings, thereby maintaining the focus on the project, completing tasks, and activities. The Comm's team working closely with the project lead and partners for the HeRe stage 2 project, have produced a project communication plan, to support consistency of approach and messages across this major partnership project. This is an approach that will be replicated with other new projects.
Governance	🟢	Complete	01 May 2016	31 Mar 2017	Rebecca Glasby	End of project evaluation Barbastelle Bats May 2016 highlighted an appropriate size/scale governance scheme needs to be established prior to the project commencing. Action successfully achieved has been to revise the project management guidance that is available on the intranet and the P&P team to provide bespoke guidance and support to project leads developing governance arrangements as a integral element of project planning. Heathlands Reunited has robust arrangements in place, commencing with quarterly Steering Group and Partnership group meetings, and regular reporting to the Woods and Heath TPB.
Project management	🟢	Complete	01 Aug 2016	31 May 2017	Rebecca Glasby	End of project evaluation report Barbastelle Bats and Celebrating Historic Buildings highlighted that project planning (including resource, evaluation techniques, reporting) needed to be more robust. Action taken as project approval process amended to include TPB assessment and approval of project plan. Staff aware of support offered by P&P team surrounding project planning.




## Improvement, Learning from Projects continued

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Title	RAG	Overall Status	Baseline Start Date	Baseline End Date	Owner	Comment
Communication	🟢	Complete	01 May 2016	31 Mar 2017	Rebecca Glasby	End of evaluation report Barbastelle Bats highlighted that internal communication between colleagues working on the project could be improved. Action taken includes utilising regular TPB meetings to update colleagues, in addition to project presentations at all staff meetings and progress reporting in Update.
Partnership working	🟢	Complete	01 May 2016	31 Mar 2017	Abigail Rice	End of project evaluation for both Barbastelle Bats and Celebrating Historic Buildings, both May 2016, highlighted the importance of establishing robust and 'fit for purpose' partnership working arrangements. Action successfully achieved has been to develop relevant SDNPA guidance on this theme that is available to all personnel via the intranet.
Strategy	🟢	Complete	01 Aug 2016	31 Mar 2017	Rebecca Glasby	End of project evaluation for GOSH highlighted need for departmental strategy. Health & Wellbeing strategy to be discussed at committee late 2017.

## Improvement Theme: Planning Service Improvements


### 1.) Improve feedback and communication

Improvement Actions	RAG	Overall Status	Baseline Start Date	Baseline End Date	Owner	Comment
1.1 Undertake a second Planning Customer Satisfaction Survey in 2017/18		In Progress	01 Sep 2015	30 Mar 2018	Mike Hughes	Plans are being drawn up to conduct this survey in Q3.
1.2 Undertake feedback on random DM cases using card system sent with decision notices or similar		Complete	01 Sep 2015	01 May 2017	Robert Ainslie	Detailed proposal to DMG in Feb 2016. Now included in DM Improvement Plan.
1.2a Undertake feedback on random cases M&W cases using card system sent with decision notices or similar		Complete	01 Sep 2015	01 May 2017	Robert Ainslie	Detailed proposal to DMG in Feb 2016. Now included in DM Improvement Plan.

### 2.) Prepare and publish service standards within new Codes of Practice

Improvement Actions	RAG	Overall Status	Baseline Start Date	Baseline End Date	Owner	Comment
2.3 Enforcement of planning controls		Overdue	01 Sep 2015	31 Dec 2015		Likely completion 2017-18.
2.4 Provision of our pre-application advisory service		Overdue	01 Sep 2015	31 Dec 2015		Likely completion 2017-18.
2.5 Undertaking publicity on planning applications		Overdue	01 Sep 2015	31 Jan 2016		Likely completion 2017-18.
2.6 Publicity for planning appeals		Overdue	01 Sep 2015	31 Jan 2016		Likely completion 2017-18.

### 3.) Improve overall performance and efficiency

Improvement Actions	RAG	Overall Status	Baseline Start Date	Baseline End Date	Owner	Comment
3.3 Use performance data to help inform future host authority payment levels and develop future S101 agreements		In Progress	01 Sep 2015	31 Mar 2017	Mike Hughes	Nearly complete. An extensive time recording exercise has determined the appropriate cost per application for each authority and this has fed into contract negotiations for the new S101 agreements. A final draft S101 agreement has been provided to all existing host authorities for their final comment and approval.

#### 4.) Continue with delegation but work to improve the quality of the overall service

Improvement Actions	RAG	Overall Status	Baseline Start Date	Baseline End Date	Owner	Comment
4.2 Put measures in place to improve overall HA performance to raise standards and improve customer satisfaction	⬆️	In Progress	01 Sep 2015	31 Mar 2017	Mike Hughes	Performance assessments in place and standards have been raised. Performance monitoring is ongoing.
4.2a Put measures in place to improve overall DM performance to raise standards and improve customer satisfaction	⬆️	In Progress	01 Sep 2015	31 Mar 2017	Robert Ainslie	Performance assessments in place and standards have been raised.
4.3 Apply data when commencing discussions on potential future arrangements late 2015/16	⬆️	In Progress	01 Sep 2015	31 Mar 2017	Mike Hughes	In progress.
4.1 Work with HA's to develop new S101 arrangements beyond 31 March 2017	⬆️	In Progress	01 Sep 2015	31 Mar 2017	Mike Hughes	In progress and final draft S101 agreements with proposed payments per application have been released to all host authorities for their final comment and approval. These would cover host authority services from 1st October, 2017.

#### 5.) Provide training and support to host authorities

Improvement Actions	RAG	Overall Status	Baseline Start Date	Baseline End Date	Owner	Comment
5.2 Use PAUG, DMG and EMG to help deliver improved understanding of expectations and related outcomes	⬆️	In Progress	01 Sep 2015	03 Apr 2017	Robert Ainslie	Ongoing.

#### 6.) Celebrate our outcomes better and tell customers what we have achieved

Improvement Actions	RAG	Overall Status	Baseline Start Date	Baseline End Date	Owner	Comment
7.3 Consider other potential methods for communicating successes	⬆️	In Progress	01 Sep 2015	31 Mar 2018	Tim Slaney	First Member tour to highlight good practice and lessons to be learned took place in May 2016.
7.2 Encourage host authorities to contribute and nominate good schemes (partnership)	⬆️	In Progress	01 Sep 2015	31 Mar 2018	Mike Hughes	Peer review carried out in May 2017 with host authorities. Further reviews are programmed in to be carried out on an annual basis.
7.1 Undertake quarterly review of good outcomes to celebrate for website	⬆️	In Progress	01 Sep 2015	31 Mar 2018	Robert Ainslie	Some information is being passed to the Communications Team but more work needs to be undertaken for this to be done more consistently. Now included in the DM Improvement Plan.