

DEVELOPMENT & PLANNING AUTHORITY

BUSINESS PLAN 2017-2020

1. Introduction

The **Development & Planning Authority (D&PA)** has been established by the States of Guernsey to be responsible for land use policy through the production of development plans and other instruments and also for determining development applications of all kinds. The D&PA is supported by the **Planning Service** which delivers the operational functions of the D&PA within the terms of an agreed and published scheme of delegation.

This document is a Business Plan for 2017-2020. In particular, it sets out the duties and powers and policy priorities of the D&PA and also describes the operational objectives and priorities of the Planning Service.

The Business Plan is part of a 'family' of States plans that integrate with each other. The D&PA's work aims to support and complement the States Policy & Resource Plan which sets its overall strategic direction. The policy priorities identified in this Business Plan align with the relevant Policy & Resource Plan objectives. The D&PA's work delivers the objectives of the Strategic Land Use Plan (SLUP), responsibility for which rests with the Committee *for the Environment & Infrastructure*. The work of the D&PA and Planning Service also embraces and supports States approved strategies such as the Disability and Inclusion Strategy and the Obesity Strategy.

2. The D&PA's Duties and Powers

The duties and powers of the D&PA as approved by the States are:

- To advise the States on land use policy and to develop and implement land use policies through development plans and any other relevant instruments.
- To determine development applications of all kinds, including planning, building control, protected buildings and scheduled sites.
- To maintain and keep under review schemes of delegation in order that only the most contentious or high profile or atypical development control applications are referred to the elected members of the D&PA, and when they are so referred, to ensure that they are heard at open planning meetings held in public.
- To exercise powers and perform duties conferred on the D&PA by extant States' resolutions, including those resolutions or parts of resolutions which relate to matters for the time being within the mandate of the D&PA and which conferred functions on the former Environment Department.
- To fulfil the operational responsibilities set out below.

3. **The D&PA's Operational Functions**

The operational functions of the D&PA as approved by the States are as follows:

- Operational functions arising out of planning legislation (except those that relate to planning inquiry administration), including:
 - Enforcing planning legislation
 - Operational functions relating to preparing development plans, subject plans, local planning briefs, guidance notes, development frameworks
 - Administering planning applications and pre-application advice requests
 - Making building regulations and Guernsey technical standards
 - Administering building regulation applications and pre-application advice requests
 - Conservation and design advice
 - Administering the statutory lists of protected buildings and protected monuments
 - Administering tree protection orders and functions in relation to sites of special significance and conservation areas
 - Immunity certificates and property searches
- *Salles Publique*, public building and public entertainment inspection and licencing
- Clearance of ruins

4. **The D&PA's Leadership**

Political leadership

The D&PA was constituted as a Committee of the States with effect from 1st May 2016 and comprises of a President and four members who shall be sitting members of the States: provided that neither the President nor any member of the D&PA shall be the President or a member of the Policy & Resources Committee or the President or a member of the Committee *for the* Environment & Infrastructure. The D&PA can also have up to two non-voting members appointed by the Committee if it so wishes who shall not be members of the States.

The present political leadership and membership of the D&PA is as follows:

President - Deputy John Gollop

Vice-President - Deputy Dawn Tindall

Members - Deputy Victoria Oliver, Deputy Marc Leadbeater, Deputy Lester Queripel

Principal Officer to the D&PA

Jim Rowles BA(Hons), MPhil, MRTPI
Principal Officer
Director of Planning

5. Stakeholders

In view of the responsibilities of the D&PA, its stakeholders encompass practically everyone on Guernsey, including the many visitors to our Island.

Notwithstanding this broad remit, there are some particular stakeholder groups that can be identified. These may be external customers who engage with particular services, such as those with an interest in a planning or building regulation application or seeking an Immunity Certificate on the purchase of a property, customers internal to the States organisation itself, such as States Members and committees, or those within other organisations or bodies, such as the Parish Constables and Douzaines.

The D&PA is an independent Committee of the States but has relationships with other committees, particularly with the Committee *for the* Environment & Infrastructure due to the mandated responsibilities of that Committee for strategic spatial planning including the SLUP, for traffic and highways, housing policy, agriculture, environmental health (from 2017) and for overseeing the planning appeals function. Planning Service staff support the Committee *for the* Environment & Infrastructure in some specific areas (indicated below) where no conflict exists with the statutory planning functions of the D&PA.

6. The D&PA's Services

The Planning Service:

The policies and directions set by the D&PA are delivered at operational level by the Planning Service whose aim is to provide customers with a pleasant, safe and sustainable physical environment. The Service works to protect, enhance and facilitate the sustainable development of the physical environment of Guernsey through the preparation and adoption of Development Plans, Subject Plans, Local Planning Briefs and through the application and review of Building Regulations and the setting of Guernsey Technical Standards. This is also achieved through the control of development in the light of those documents including through the application of special controls in relation to areas of particular sensitivity and importance.

The Planning Service is structured as a number of separate specialist teams but operates as a single entity under the Director of Planning and with strong relationships and connectivity between the teams. The teams are as follows:

- **Forward Planning**

The Forward Planning team is primarily responsible for the preparation, monitoring and review of the Island's Development Plans, Subject Plans and Local Planning Briefs and for the preparation of related policy guidance including Development Frameworks for identified sites. The team provides planning policy advice to a wide range of stakeholders as well as providing assistance in strategic spatial planning issues and other policy-related advice to and through the Committee *for the Environment & Infrastructure*.

- **Conservation and Design**

The Conservation and Design Team helps to protect and enhance Guernsey's heritage of buildings, monuments and historic areas. It does this by being responsible for the preparation, maintenance and review of the statutory lists of Protected Buildings and Monuments, for the making of Tree Protection Orders and the preparation of Conservation Area character appraisals. The team provides specialist advice on conservation and design matters to a wide range of stakeholders including the Development Control Team.

- **Development Control**

The Development Control Team is primarily responsible for processing and determining applications for planning permission made under the Land Planning and Development Law including applications related to Protected Buildings, and dealing with related matters such as appeals. The team provides advice and information to the public and other stakeholders regarding development control matters, including pre-application advice, information regarding Use Classes and about Exemptions from planning control.

- **Building Control**

States Building Control is primarily responsible for processing and determining applications made under the Land Planning and Development Law and principally the Building Regulations made thereunder and for regularly inspecting building works to ensure accordance with those requirements. The team of States Building Control Surveyors operates as a distinct part of the overall Planning Service to ensure that buildings are safe, healthy, accessible and sustainable for current and future generations. States Building Control is also responsible for *Salles Publique*, public building and public entertainment inspection and licencing and has powers in relation to clearance of ruins.

- **Immunity and Enforcement**

The Immunity and Enforcement Team is primarily responsible for the enforcement of planning control which includes the processing of Immunity Certificates, which provide prospective purchasers of property with reassurance that the D&PA will not be taking enforcement action against them for a known or suspected breach of planning control, and carrying out of Property Searches, which provide information on the planning history and status of property and can identify potentially illegal work. Separate from its planning functions under the Land Planning Law, the team also, from April 2017, maintains the Open Market Housing Register for the Committee *for the Environment & Infrastructure* under the Open Market Housing Register (Guernsey) Law, 2016.

- **Technical Support**

The Technical Support Team is primarily responsible for providing essential administrative and technical support to the other teams within the Planning Service, and particularly the Development Control and Building Control teams in respect of the registration and administrative handling of applications for planning permission and those made under the Building Regulations.

Further information on the regular work of these teams is contained in **Appendix 1**.

7. **Resources**

People

In terms of overall staff numbers, and including vacancies which occur from time to time, the Planning Service has a total of 43 staff, some of whom work on a part-time basis. The total number of staff in terms of full-time equivalents is 39.8.

Budget

The D&PA's overall budgeted income for 2017 is £2,550,000 of which £1,475,000 is allocated through the States' budget allocation process and £1,075,000 is from fees and charges.

8. **Vision, Values and Goals**

The Planning Service operates according to the following Vision and Values:

Vision

To be acknowledged as a professional, effective and valued organisation providing high quality services that meet the community's needs, in accordance with the mandate as set by the States.

Values

To:

- Communicate openly with stakeholders
- Ensure staff are well trained
- Deliver services effectively and efficiently, in a timely and transparent manner
- Be proactive and seek continuous improvement in everything we do
- In recognition of our duty of care, protect and safeguard privileged information to which we have access
- Align policies and practices with the States Policy & Resource Plan

- Be helpful to and respectful of clients and the general public
- Be firm and proportionate in meeting our legal responsibilities

Goals

This Business Plan is aligned with the principles of Service Guernsey. The six themes of Service Guernsey are:

- **Customer focus** – to understand who our customers are and what they need and to strive to provide it
- **Value for money** – to show the taxpayer that we can be trusted to spend their money wisely
- **People** – to understand our strengths and weaknesses, recognise high performance and support development and improvement
- **Performance management** – to understand how we perform today, so we can drive improvements in our performance tomorrow
- **Innovation** – to embrace new thinking and innovative ideas, develop and enhance our creative power, and embed the tools and techniques that allow us to exploit this
- **Digital** – Smart Guernsey – to use 21st Century technology to achieve positive outcomes for customers and staff

These Service Guernsey themes are reflected in the Vision and Values and are incorporated within Team Goals adopted by the Planning Service. To aid in operating consistently in accordance with the vision and values and in accordance with the principles of Service Guernsey the following Team Goals have been adopted by the Planning Service:

- **Focus on the customer experience** – to deliver a consistently high level of customer service
- **Maximise IT and the Web** – to publish key information and data
- **Watch our image** – to present ourselves as a professional and motivated workforce
- **Make the budget work for us** – to examine expenditure from first principles and be conscious of cost and value for money
- **Be risk aware not risk averse** – to develop procedures and awareness in respect of risk and manage risks appropriately
- **Get rid of paper** – to print what we need to print, scan what we can, file only what needs to be filed

The Planning Service also operates according to a published Customer Charter and a formal system for Customer Complaints.

9. The Role of the Business Plan

The key role of the business plan is essentially as a tool to ensure that the D&PA's priorities accord with its mandate and duties and support the States Policy & Resource Plan. It contains appropriate targets set to measure the D&PA's performance in delivering its priorities in accordance with its vision and values, to help identify potential risks to this delivery and to help identify ways for further performance improvement.

10. Priorities – Land Use Policy and Legislation

The D&PA is responsible for land use policy through the production of development plans and other instruments. The D&PA has identified a number of priorities relating to land use policy that accord with the States Policy & Resource Plan and in particular stem directly from the SLUP. The D&PA also inherited some specific policy priorities which were identified and progressed by the former Environment Department. Of these, most notably the priority of obtaining States approval for the new Island Development Plan (IDP) was achieved on 2nd November 2016.

Details of the current policy priorities of the D&PA are set out below:

- a) **States Resolutions arising from approval of the Island Development Plan** - To carry out the work required by States Resolutions and report back to the States as required.

Of the 32 amendments laid during the course of the States debate on the IDP, 10 amendments were carried which resulted in changes being made to the IDP and a further 6 amendments were carried which required that there be further work or investigations carried out by the D&PA and/or other States committees and the outcomes reported back to the States.

The 6 amendments that require further work/investigation by the D&PA and/or other committees and the outcomes reported back to the States relate to the following matters:

- The potential for use of tariffs or commuted sums in lieu of affordable housing contributions (responsibility - D&PA with the Committees *for the Environment & Infrastructure* and *Employment & Social Security*)
- The possibility of a more flexible approach to retail uses at Oatlands (responsibility - D&PA with the Committee *for the Environment & Infrastructure*)
- The potential for a new Café for Stan Brouard Limited (responsibility - D&PA with the Committee *for the Environment & Infrastructure*)
- Identification of a four acre site for light industrial use (responsibility - States Trading Supervisory Board with the D&PA and Committee *for the Environment & Infrastructure*)
- A Tourism strategy to be submitted to the States for approval by 31st October 2018 (responsibility - Committee *for Economic Development*)

- D&PA to have sole responsibility for laying development plans before the States (responsibility - D&PA in consultation with the Committee *for the Environment & Infrastructure*).

It is therefore a priority of the D&PA to progress the particular workstreams for which it has responsibility in conjunction with other States committees as appropriate to ensure that the relevant States Resolutions are satisfied.

- b) **Preparation of Local Planning Briefs and Development Frameworks** – Related directly to the IDP is the requirement to prepare Local Planning Briefs (LPBs) and Development Frameworks. LPBs are a formal amendment to the IDP and are adopted by the States following a public Planning Inquiry. Development Frameworks are normally prepared by the Planning Service and are adopted by the D&PA following public consultation.

LPBs will be prepared by the D&PA and will be subject to a formal planning inquiry process including formal consultation and must be approved by the States. They will have effect for 10 years. A LPB can set new policy or suspend the requirements of other plan policies for a particular area. LPBs are required for the Harbour Action Areas, Strategic Opportunity Sites (IDP policy S6), designation of new Sites of Special Significance or Areas of Biodiversity Importance and Development of Strategic Importance (IDP policy S5 - where the development would have island-wide social, environmental or economic impacts, otherwise a Development Framework may be required). Development may be supported prior to the approval of the LPB where it is unlikely to inhibit or prejudice the outcome/implementation of the LPB.

A Development Framework would normally be prepared by the Planning Service for the D&PA although in some circumstances the D&PA will consider one prepared on behalf of a prospective developer. The Development Framework would still require D&PA approval and must be in accordance with the IDP policies. If approved, the Development Framework will form supplementary planning guidance and be taken into account when considering planning applications.

A number of sites and development types require Development Frameworks including :

- Key Industrial Expansion Areas,
- Regeneration Areas,
- Safeguarded Areas,
- all designated housing allocations and other residential development within Main Centres and Main Centre Outer Areas for proposals of 10 or more new dwellings, for sites over 0.25 hectares (1.5 verges) and proposals exceeding 2,000m² of gross floor area
- within Local Centres proposals of 5 or more new dwellings, for sites of over 0.125 hectares (0.75 verges) and proposals exceeding 1,000m² of gross floor area.

Development may be supported prior to the approval of the Development Framework where it is unlikely to inhibit or prejudice the outcome/implementation of a Development Framework and the future comprehensive development of the site. There can be more than one Development Framework for a site.

Particular priorities need to be established for the preparation of LPBs and Development Frameworks. In relation to LPBs, the States Policy & Resource Plan has identified the Harbour Action Area LPB for St. Peter Port as a priority. This is likely to be a 2-3 year project. There are also other potential requirements for LPBs depending on strategic development that comes forward during the period (e.g. land reclamation site for inert waste). Development Frameworks are likely to be required to be brought forward for the following sites during 2017/2018:

- Pointes Rocques (Housing Allocation site, being prepared in conjunction with prospective developer)
- Hotel Dunchoille (being prepared in conjunction with prospective developer)
- Chouet Headland (Safeguarded Area)
- Rue de Carteret (residential development in a Local Centre)
- Braye Lodge Hotel (Housing Allocation site)
- Admiral Park (Office Expansion Area)
- Vrangue (Housing Allocation, being prepared in conjunction with prospective developer)
- Longue Hougue Key Industrial Expansion Area
- Leale's Yard Regeneration Area
- Saltpans Key Industrial Expansion Area

The level of involvement/input needed from the D&PA to progress them will vary.

- c) **Monitoring the IDP** – The SLUP places significant requirements on the D&PA in relation to monitoring the performance of a number of different elements of the IDP. There is also a legal duty on the D&PA under section 8 of the Land Planning and Development (Guernsey) Law, 2005 (the 2005 Law) to ensure the IDP is kept under review and to make alterations where necessary. Ensuring that the IDP is effective and relevant requires on-going monitoring of the success and progress of its policies to make sure it is achieving its objectives and to make necessary adjustments if the monitoring process reveals that changes are needed. This enables the IDP to maintain sufficient flexibility to adapt to changing circumstances. The approach to monitoring is set out fully in section 21 of the IDP.

Effective monitoring will be managed through the D&PA preparing monitoring reports which will be submitted to the Committee *for the Environment & Infrastructure* setting out how the IDP is satisfying specific economic, social and environmental objectives of the States. The Committee *for the Environment & Infrastructure*, in turn, will provide updates to the Policy & Resources Committee. The monitoring reports will be published by the D&PA on the States website.

Quarterly monitoring reports will be a basic report providing an update on the delivery of housing and employment uses for information only. The Annual Monitoring Report will be a more comprehensive report that contains both quantitative and qualitative information, includes feedback from stakeholders and sets out actions, if any, that need to be taken.

It is proposed that the quarterly monitoring reports are brought to the D&PA to note, are published and then passed to the Committee *for the Environment & Infrastructure* for information. Annual monitoring reports will be brought to the D&PA for approval and then formally passed to the Committee *for the Environment & Infrastructure* with a report from the D&PA with information on the decisions made by the D&PA regarding the IDP and supplementary guidance and with information regarding delivery of the objectives of the SLUP and recommendations on the need, if any, to revise the SLUP where a change is needed to the IDP that may make it inconsistent with the SLUP.

- d) **Review of the Protected Buildings List** – The D&PA has a statutory obligation under section 33 of the Land Planning and Development (Guernsey) Law, 2005, to prepare, maintain and keep under review the Protected Buildings List. A major project to comprehensively review the List (known as the Protected Buildings Review) commenced in 2012.

In 2016 the focus was on making decisions on buildings which were surveyed in 2015 along with those remaining from surveys carried out in 2012 and 2014. In 2017 there will be a further desktop survey of buildings not yet surveyed with the objective of reducing the number of buildings that will need to be physically surveyed. At the beginning of 2017 there were around 1000 buildings left to be surveyed and the desktop survey aims to reduce this list to around 500.

The Review will also concentrate on aligning surveys undertaken with other priority workstreams such as preparing Conservation Area character appraisals, Local Planning Briefs and Development Frameworks.

- e) **Conservation Area Character Appraisals** – This workstream is related to the IDP which designates Conservation Areas. The D&PA has a commitment to prepare and publish Conservation Area character appraisals to provide information and guidance and to support the Development Plan policy.

There are 26 Conservation Areas designated in the IDP and draft character appraisals have already been prepared for all of these other than St Peter Port and at Delancey. Public consultation is required for the existing draft appraisals, prior to their

adoption. The aim is to produce around 5 character appraisals per year, however St Peter Port has approximately 10 character areas and it is estimated this will take two years to complete. Overall, it is estimated that this is a 7 year project.

- f) **Review of the outcome of the Housing Review** - This workstream is related to the IDP and its implementation. In 2016, the Committee *for the* Environment & Infrastructure commissioned KPMG to review the operation of the housing market. The review will be used to inform the annual housing supply requirement and ascertain the likely impacts of Government intervention in the local housing market. The review, which was triggered by an amendment placed by Deputy Soulsby during debate on the strategic housing target, will replace the Housing Needs Studies previously undertaken reporting on:
- i. Current and future demand for different housing types, including social housing, partial ownership etc.
 - ii. The affordability of private sector rental costs and their relationship to the rest of the housing market
 - iii. Factors that are influencing house prices on the island
 - iv. Barriers to ownership faced by first time buyers
 - v. The options available for government intervention in the housing market and the potential effects that such interventions may have on the affordability and availability of housing.

The Housing Review is expected to deliver its findings to the Committee *for the* Environment & Infrastructure by May 2017. The findings of this report are of interest to the D&PA and will need to be reviewed to ascertain if there are any implications for the IDP or the implementation of policies relating to housing.

- g) **Review of Areas of Biodiversity Importance** – This workstream is related to the IDP which designates Areas of Biodiversity Importance. At the time of preparing the IDP, the latest and best information available on the biodiversity of these lands was used to inform their designation. However, it was recognised through the Public Inquiry process that some of this information is dated. While areas identified in connection with the newly designated Sites of Special Significance were based on very recent research, other areas identified as Areas of Biodiversity Importance relied on reports dating to 2006 and 2003 respectively and there is a clear need to update this information to better support the Development Plan policy and its implementation.

There are 84 areas designated as Areas of Biodiversity Importance in the IDP, 57 of which would require re-surveying to update their current status and details of interest. Due to the specialised nature of the work, it is expected to commission a local consultant in Quarter 2 of 2017 to undertake this survey and report. The findings are expected to be delivered to the D&PA towards the end of 2017.

- h) **Advice and Guidance** – There are a number of workstreams in relation to the preparation and publication of non-statutory advice and guidance, most of which are related to the IDP.

Four Supplementary Planning Guidance (SPG) documents were adopted by the D&PA in 2016 relating to:

- Affordable Housing
- Community Plans
- Parking Standards and Traffic Impact Assessment
- Visitor Accommodation

They form supplementary planning guidance which will be taken into account where relevant by the D&PA in determination of planning applications.

In relation to specific IDP policy provisions, guidance will be prepared and published on a number of further matters including:-

- Waste management plans
- Agriculture Priority Areas – including guidance on circumstances when a site is considered to contribute to agriculture and when it is not.
- Sustainable design and construction (Policies GP8 & GP9) - guidance will be provided on what information is expected to fulfil the requirements of the policies. The policies will be applied in a proportionate way and are intended to ensure that sustainable construction is taken into account from the outset in the design of a project, for example in relation to the materials used, position and orientation of buildings, etc.
- Sites of Special Significance - It is intended to publish guidance which will set out in greater detail the special interest of the Sites of Special Significance and the reasons for designation to help understanding of how to best avoid any negative impacts of development on the special interest, to identify works that if carried out in a certain way would not need permission and to identify potential opportunities for enhancement of the designated areas.
- Specific topic-based design guidance (e.g. relating to windows and doors in Protected Buildings)
- Understanding the Special Interest of Protected Buildings (Policy GP5)
- Repair, Maintenance and Minor Alterations to Protected Buildings (to aid understanding of Class 3 Exemptions)
- Submitting a Planning Application that affects a Protected Building.
- Review and re-brand existing published guidance and amend as necessary to be in line with the IDP

- Updating/clarifying/providing glossary of terms and clarification of terms in IDP which may be open to interpretation
- There will also be guidance in the form of a toolkit to assist the preparation of Development Frameworks.

Guidance will be prepared concerning the requirements for planning permission for working from home in conjunction with the new Use Classes Ordinance.

Other guidance may be necessary, which may arise as a result of feedback from our stakeholders.

- i) **Review of Planning Legislation** – There is an on-going workstream to review and update the current Land Planning and Development legislation. Where possible this seeks to simplify the existing legislation and related operational processes and procedures.

Phase 1 of this process is nearly complete; following States approval in January 2016 to amendments to the Land Planning and Development (Use Classes) Ordinance, 2007, the Land Planning and Development (Use Classes) Ordinance, 2017 has been drafted and will be brought into force as soon as possible. The approved proposals reduce the number of use classes from 44 to 28 and also make changes to the Land Planning and Development (Exemptions) Ordinance, 2007 to expand the number of permitted changes between use classes in appropriate circumstances. A limited number of new use classes are proposed to reflect changed circumstances and the development of new policy approaches in the IDP.

Phase 2 of the review of Planning legislation will commence in 2017 and include further review of the Land Planning and Development (Exemptions) Ordinance, 2007, with the intention of broadening the exemptions from planning control where appropriate, and address other aspects of the planning legislation, including the Land Planning and Development (Plans) Ordinance, 2007 and the Land Planning and Development (Environmental Impact Assessment) Ordinance, 2007.

As part of this review of legislation it is also proposed to amend the period for submitting planning appeals in respect of retrospective applications when enforcement action has been initiated. At present, the statutory appeal period is six months which can lead to unreasonable delays in taking enforcement action and fettering of the development control process. A period of 28 days will be proposed, to ensure that such matters are brought to a timely conclusion in the interests of justice.

The D&PA may also consider scope to introduce certificates of lawful use (under section 22 of the 2005 Law) and additional controls over sites or activities that cause significant impairment to the amenity of a locality under section 46 of the 2005 Law.

- j) **Introduction of previously approved High Hedges legislation** – In July 2015 the States approved the former Environment Department’s policy letter concerning the introduction of new High Hedges legislation.

The new legislation has been drafted and approved by the States. Following Royal Assent by the Privy Council it will be enacted in 2017. Once the proposed legislation is in force, it will be possible for an application to be made in connection with a high hedge which the applicant feels is causing amenity problems in terms of loss of light. A fee will be charged for the application. However, the legislation is intended to act as last resort, when all other reasonable attempts to resolve the problem through discussion with the owner of the high hedge have failed. Further guidance will be published regarding the procedure for making a high hedges application prior to the new legislation coming into force.

Prior to the legislation coming into force, a suite of new documents will be required along with the necessary procedures and guidance and staff training to ensure the effective and efficient operation of the new Law.

11. **Priorities – Operations and Service Delivery**

As well as having responsibility for land use policy through the production of development plans and other instruments, as described above, the D&PA is also responsible for determining development applications of all kinds. Development applications are determined in accordance with the IDP which was prepared in accordance with the SLUP and approved by the States in November 2016. In accordance with the published approved scheme of delegation, most applications are dealt with under delegated authority by the Planning Service within target timescales that have been published for this process, and only the most contentious or high profile or atypical development control applications are referred to the elected members of the D&PA. When they are so referred they are heard at planning meetings held in public.

The priorities of the D&PA in relation to Operations and Service Delivery relate primarily to delivery of the policy priorities identified in **section 10** above, along with planned **service improvements** reflecting the focus on providing high quality and relevant services to our stakeholders. An example of this is the further expansion of digital services. The Planning Service is committed to reducing paper and improving customer service. Part of this is working towards online applications. Building Control already receives applications electronically and it is proposed to extend this approach with the intention to introduce as soon as possible the ability for customers to make Planning and Building Regulation applications on-line.

Significant progress has already been made towards electronic submission of Building Control applications through the ‘E-Docs’ process, which is a ‘back office’ process developed by the Planning Service that enables regular agents to provide copies of documentation and plans via email which are then added to the Building Control system as an attachment. This improves efficiency in the processing of Building Control applications and enables electronic filing of applications and correspondence, avoiding the need to keep paper copies. Building

Control are also using electronic communications with the intention of not adding further to the paper we store.

The next step will be the upgrade of the iLAP Planning System to improve document management and provide the ability to publish plans online on the States website, so making them available to the public and our consultees. This and subsequent upgrades to the computer system will in the future facilitate online submission of Building Control applications followed by online submission of planning applications.

It is envisaged that through following the process of successive upgrades to the existing computer system, additional costs to the taxpayer can be minimised. There are many benefits for customers in having planning applications online such as increased ease of submission for applicants and the ability for neighbours to conveniently view applications. It is also envisaged that representations received on planning applications will be published on-line, further improving the openness and transparency of the planning system. However it is important to set a realistic timescale for delivery.

The Planning Service estimates that the planned facilities for online submission will take in the region of two years to finalise, subject to the necessary technology and resources being available. It is important to ensure that such systems are well designed from the outset and thoroughly tested, to ensure that they work successfully from implementation. The Planning Service wants to ensure that the processes work correctly from the start. Experience elsewhere indicates that significant problems could arise if such measures are brought in too early, without adequate preparation. A provisional target has therefore been set for submission of on-line applications to both Planning and Building Control by the end of 2018.

Planned measures to improve communications and customer service also include revised display boards in the Planning Service reception area, potentially with monthly updatable sections on Planning Service topics of interest and news, an interactive IDP, greater social media presence, and using our existing databases to communicate more extensively and directly with our customers.

The priorities for improvements in service delivery to stakeholders are fully aligned with the Service Guernsey themes which in turn are reflected in the Vision and Values and have been incorporated within the Team Goals adopted by the Planning Service as set out in **section 9** above. The Planning Service is also working on a comprehensive **Service Delivery Plan** which will encompass a variety of service improvement initiatives which are planned to be implemented over the next few years.

The Planning Service and Authority will also make and adopt from time to time new or updated **operational policy** in some specific areas of its work, as distinct from the land use policy dealt with in **section 10** above, for example concerning specific development control issues where additional guidance for stakeholders would be helpful. There is an on-going work stream to ensure that the local Building Regulations remain up to date and fit for purpose. With regard to the Guernsey Technical Standards, reviewing revisions to the UK equivalent documents is a continuing priority and can involve amendment of the local documents and at times the issuing of new editions.

The Guernsey Technical Standards were last updated in 2013 and a maintenance update is likely to be issued in 2017. Building Control is also developing in-house a mobile working solution for Building Control Surveyors using the latest mobile technology. A pilot was tested successfully in 2016. This will mean that all the information which was previously held on paper files will be accessible to the surveyor electronically on site and includes all applications processed since the beginning of 2016 and a large majority of those in 2015. Development of an electronic system for builders to request site inspections is also being investigated.

The Planning Service also views its contributions to **joint working** at operational level with other States committees and stakeholder groups to be a continuing priority given the contribution such work makes to generating improved outcomes and its alignment to the principles of Service Guernsey.

12. **Service Monitoring and Review**

The Planning Service monitors its performance and seeks feedback from stakeholders to drive its continual service improvement in a number of ways:

Monitoring of implementation of this Business Plan

Progress made by the Authority and Planning Service in delivering the priorities and work streams mentioned in this Business Plan will be continually monitored and the Business Plan will be updated annually to reflect the progress against its objectives.

Planning Service Performance Figures

The Planning Service has targets for dealing with planning applications. Our current targets for speed of decision making are:

- ⇒ 80% of planning decisions issued within 8 weeks
- ⇒ 90% of planning decisions issued within 13 weeks

The Planning Service publishes reviews of performance against these targets on a quarterly basis. The Planning Service is continuing to work hard to achieve its targets and will continue to monitor progress.

Planning Appeal Decisions

Planning appeal decisions are a very helpful source of feedback on the quality of planning decisions. The Planning Panel and Appeal Tribunals provide independent scrutiny that assists the D&PA to improve its practices and policy interpretation. The decisions will be reviewed and any recurring issues identified, amendments to policies and guidance recommended and training given where necessary.

The Guernsey Planning Agents Forum

The Guernsey Planning Agents' Forum meets every six months to allow agents submitting planning applications to discuss general matters of joint interest with Planning Officers and Building Control Surveyors. Subjects for discussion include suggestions and ideas for the continual improvement of the Planning Service. These will be reviewed and appropriate action taken to implement improvements.

Customer Complaints

The D&PA operates a formal system for customer complaints, full details of which can be found on the States website and at its offices. The complaints made will be reviewed and any recurring issues identified, amendments to policies and guidance recommended and training given where necessary.

IDP monitoring and quarterly progress reporting

The SLUP places significant requirements on the D&PA in relation to monitoring the performance of a number of different elements of the IDP. A comprehensive Monitoring Plan is being developed to expand on the requirements set out the IDP.

The information that will be gathered in the monitoring process will assist and inform the States on the production of policies across a wide range of issues.

The quarterly and annual monitoring reports will be published by the D&PA on the States website.

Monitoring by Authority Members

The quality of service delivery will be monitored at a high level by elected members of the D&PA and improvements suggested where appropriate and in accordance with the principles expressed in this Business Plan.

13. The D&PA's Contact Details

We would value your feedback on this Business Plan and the issues discussed within it.

Write to us at: The Office *of the* Development & Planning Authority, Sir Charles Frossard House, La Charroterie, St Peter Port, Guernsey, GY1 1FH

E-mail: Planning@gov.gg

Call: +44(0)1481 717200

Appendix 1

Planning Service Regular Tasks

Forward Planning

- Regular monitoring and review of statutory Development Plans and Local Planning Briefs
- Plan amendments as directed by the SLUP or the States of Deliberation
- Assistance to corporate programmes (e.g. Corporate Housing Programme)
- Preparation of supplementary policy and guidance (e.g. Development Frameworks)
- Strategic Environmental Impact Assessments as they relate to plan development
- Assistance in strategic land planning issues for and through the Committee *for the Environment & Infrastructure*

Conservation and Design

- Provision of advice and information in relation to the above to colleagues, other committees, the public and their professional agents
- Provision of specialist advice on planning applications relating to protected monuments, buildings and trees
- Maintenance and review of the statutory lists of monuments, protected buildings and protected trees
- Provision of advice on the identification of, and creation of policy in relation to special areas of control e.g. trees, conservation areas and Sites of Special Significance
- Promotion and facilitation of urban design schemes and environmental enhancement schemes
- Preparation of informal policy and advice
- Conservation area character appraisals

Development Control

- Administration, processing and determination of planning applications (some 2,000 annually), including applications related to Protected Buildings, and dealing with related matters such as appeals
- Consideration and application of Environmental Impact Assessments as they relate to planning applications
- Provision of advice and information to the public and others regarding development control matters, including pre-application advice, information regarding Use Classes and Exemptions from planning control. File searches related to the conveyance of property and the issuing of Immunity Certificates
- Investigation and enforcement action in relation to contraventions of the planning laws
- Production of Guidance Notes

Building Control

- Processing of Building Regulation applications (some 1500 annually), including the carrying out of site inspections in accordance with the Guernsey Building Regulations
- Provision of advice to applicants and the general public
- Investigation and enforcement action in relation to contraventions of the Guernsey Building Regulations
- Reports to the Royal Court on the adequacy and operation of premises licensed as Salle Publiques (public buildings)
- Provision of advice to Constables on dangerous structures, and regarding installation of steam boilers/bread ovens
- Continual reviewing and updating of the Guernsey Technical Standards