



## **Portfolio Holder Performance Report**

### **Quarter 2 2019/20**

### **Councillor Carole Jones**

Planning and Development

Building Control

Ipswich Museums Service

This report contains:

- Performance Indicators, quarter 2 figures for 2019-20, targets and an explanation for any indicators out of target.
- Corporate Activities and a risk grading for each activity.

## Portfolio Holder Performance Report for 2019/20

Month	PI Ref	PI Description	Target	Actual	Officer Comment	Unit Comment
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**Portfolio Holder: Carole Jones**  
**Responsible Officer: James Fairclough**

**Service Area: Ipswich Museums Service**

Sep	LI 238	Ipswich Museum & Gallery - Visitor figures (includes general visitors)	26720	40951	Very good Q.2 visitor figures for Ipswich Museum due to large takeover events such as busy Summer activity programme and the Art Gallery (Marvellous machines exhibition)	
Sep	LI 239	Christchurch Mansion - Visitor figures	27100	45015	The Q.2 visitor figures at Christchurch Mansion are extremely good, building on a successful Q.1 performance. The Elmer Trail, popular Summer activities programme and the opening of the Made in Suffolk exhibition have all contributed to this.	
Sep	LI 240	Ipswich Museum & Gallery - School visitor figures	1450	2432	A lot of work has been focused on the schools programme and the Q.2 performance indicates an early reverse of the declining attendances seen in previous periods. The school visit figures are significantly above the target for the year.	
Sep	LI 241	Christchurch Mansion - School visitor figures	350	964	As per school visits at Ipswich Museum the number of school visits has increased, due in part to the number of schools participating in pilot sessions for new learning sessions.	
Sep	LI 242	Income generation (£ net): Schools admissions	6651	4742	Whilst school visit numbers have increased there has not been a commensurate rise in income due to the increased number of teacher led visits that are facilitated free of charge.	
Sep	LI 243	Income generation (£ net): Hirings	9400	4138	Only 44% of income target generated up to Q.2 for venue hire. A number of factors that contribute to this are under review, including marketing of weddings.	

## Portfolio Holder Performance Report for 2019/20

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<b>Responsible Officer: Martyn Fulcher</b>						<b>Service Area: Building Control</b>
Sep	LI 288	Building Control: % Application Plan checking within 21 days	90	87.5	Plan check performance dropped marginally over summer months - due to temporary vacancies and department annual summer leave commitments .	
Sep	LI 289	Building Control: % Completion Certificates issued in 5 days	90	95	Performance achieved is within Key Performance Indicator target requirements.	
Sep	LI 290	Building Control: % Inspections (on the date inspection is requested)	98	98.5	Performance maintained at current level and is within Key Performance Indicator target requirements.	

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<b>Responsible Officer: Martyn Fulcher</b>							<b>Service Area: Planning &amp; Development</b>
Sep	LI 105	% of appeals allowed against the authority's decision to refuse planning applications (cumulative)	30	0	A continued strong performance for appeals with 100% of appeals being dismissed in favour of the Council's decision to refuse applications. This indicates that the quality of decision making is good, and we are well within the government target which allows a maximum of 10% of all decisions being overturned.		
Sep	NI 157	Processing of planning applications as measured against targets for "major", "minor" and "other" application types (%)	90	99	A continued strong performance for the speed of determining planning applications through the second quarter. Majors – 90% (1 out of time), Minors 100%, and all other applications at 100% within set timeframes. As a total that represents one application out of 152 applications that went out of time in the second quarter, and for the first 6 months of the year this equates to only 3 applications out of time out of 337.		

# CORPORATE PLAN DELIVERY

## PRIORITY 1: A Strong Ipswich Economy

### Use our land and property assets to stimulate growth in the town especially in the Enterprise Zones including Princes Street

Activity	Risks	Grade	Progress / Update	Ops Manager	Head of Service
<p>Delivery of Ipswich Garden Suburb development (3,500 homes) in accordance with the vision and infrastructure objectives set out in the Ipswich Garden Suburb Supplementary Planning Document (SPD)</p> <p>[Completion Due: Ongoing]</p>	<p>Delays to granting planning permission due to unacceptable proposals being submitted.</p> <p>Absence of legal agreements to secure necessary obligations.</p> <p>Delays to details and work on Country Park to enable first phase to start.</p>	A	<p>The Council successfully bid for £9.8m of Housing Infrastructure Funding (HIF), aimed at delivering essential infrastructure at the proposed Ipswich Garden Suburb, namely vehicular and pedestrian bridges and a country park. Following this, the Council has entered into an associated legal agreement with Homes England. Officers are now concluding the final Back to Back agreement for HIF funding with one of the developers (Crest Nicholson).</p> <p>Two applications totalling 1,915 dwellings have both received resolutions to grant planning permission subject to the necessary completion of accompanying legal agreements (under S106 of the Town and Country Planning Act 1990), and delegated authority given to the Head of Development to conclude matters. It is anticipated that these decisions will be issued by the end of October 2019.</p>	Carlos Hone	Martyn Fulcher

<p>Ipswich Local Plan - Adopted the Ipswich Local Plan 2011-2031 in February 2017.</p> <p>Progress new local plan 2011 to 2036.</p> <p>Comprises the Core Strategy and Policies Development Plan Document (DPD) Review, Site Allocations and Policies (incorporating IP-One Area Action Plan) DPD, Policies Map and IP-One Area Inset Policies Map)</p> <p>[Completion Due: Ongoing]</p>	<p>New local plan is delayed.</p> <p>Ensuring the plan is sound and the duty to co-operate is met.</p> <p>Lack or loss of resource to deliver plans.</p>	G	<p>Officers have progressed the draft Local Plan ready for public consultation (subject to Council approval). If agreed, an 8 week consultation is proposed to be undertaken from November 2019 through to January 2020.</p> <p>The Ipswich Strategic Planning Area (ISPA) board have met to agree a further iteration of the Statement of Common Ground (SoCG) which is integral to the Local Plan and part of the legal test of soundness. Additions and improvements have been discussed and the intention is to include a signed copy of the SoCG with the report to full Council in due course.</p> <p>Following formal consultation, the intention is to submit the Local Plan for examination in public no later than the end of March 2020.</p>	Carlos Hone	Martyn Fulcher
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### Deliver high quality car parking across the town, including the development at Crown Street and at least one other multi-storey car park

Activity	Risks	Grade	Progress / Update	Ops Manager	Head of Service
<p>Completion of the Parking Strategy</p> <p>[Completion Due: Autumn 2019]</p>		G	<p>The Ipswich Car Parking Strategy document has been completed. An Ipswich Area Parking Plan is to be produced in order to implement the strategy and this will dovetail with the emerging Local Plan time frames.</p>	Carlos Hone	Martyn Fulcher

# CORPORATE PLAN DELIVERY

## Working with our partners, improve the public realm in the town centre, particularly the Cornhill

Activity	Risks	Grade	Progress / Update	Ops Manager	Head of Service
Adoption of the Public Realm Strategy  [Completion Due: Summer 2019]		G	The Ipswich Town Centre and Waterfront Public Realm Strategy Supplementary Planning Document (SPD) was adopted on 24th July 2019. The SPD will form the strategy for public space making decisions in and around the town centre and Waterfront. This is an important document that will assist in effective placemaking and public realm improvements within the town centre and waterfront.	Carlos Hone	Martyn Fulcher

## Use our assets and expertise to complete the development of the Waterfront

Activity	Risks	Grade	Progress / Update	Ops Manager	Head of Service
Building Control Providers for the Wine Rack development  [Completion Due: January 2020]	Resource & capacity Professional reputation Reputational damage Relevant professional competencies	G	Works have commenced to all four residential cores and continual monitoring of site commences as the build progresses. Residential core three completed in August and final core to be completed by end of December 2019, with final completion intended for January 2020.	Gavin Whitman	Martyn Fulcher

## Work with our contractors to improve construction skills within the area, so local developments can be delivered by a local workforce

Activity	Risks	Grade	Progress / Update	Ops Manager	Head of Service
Building Control working closely with developers and builders across the Borough, including being the provider for The Hold  [Completion Due: April 2020]	Resource and capacity. Professional reputation. Relevant professional competencies. Delays for build from contractor.	G	Construction phase substantially progressed in relation to The Hold. IBC providing the building control service, which includes regular site inspections as delivery progresses.	Gavin Whitman	Martyn Fulcher

# CORPORATE PLAN DELIVERY

## PRIORITY 2: A Sustainable Environment

### Continue to reduce our carbon footprint

Activity	Risks	Grade	Progress / Update	Ops Manager	Head of Service
<p>Enforce Building Regulation standards for energy efficiency for building works to enhance quality of housing &amp; thermal comfort within the borough</p> <p>[Completion Due: Ongoing]</p>	<p>Resource and capacity. Professional reputation. Relevant professional competencies</p>	G	<p>Facilitated through the submission of Building Regulation applications to Building Control and the determination of compliance with the required thermal regulations. Surveyors continually undertake site inspections to determine satisfactory works are being undertaken on site. Energy efficiencies measures also achieved through the planning system by virtue of strong local plan policies requiring standards that exceed building regulation requirements where applicable.</p>	Gavin Whitman	Martyn Fulcher

### Support the development of new green spaces within housing developments where it is appropriate to do so

Activity	Risks	Grade	Progress / Update	Ops Manager	Head of Service
<p>Provision of new green spaces through Council's development management function</p> <p>[Completion Due: Ongoing]</p>	<p>Resource and capacity. Professional reputation. Relevant professional competencies.</p>	G	<p>Continue to monitor and negotiate on planning submissions in order to achieve new green spaces as necessary.</p>	Carlos Hone	Martyn Fulcher

### Use our expertise and powers to protect the town historic environment

Activity	Risks	Grade	Progress / Update	Ops Manager	Head of Service
<p>Proactive monitoring of buildings at risk and intervention where appropriate.</p> <p>[Completion Due: Ongoing]</p>	<p>Loss of heritage assets. Cost of compiling list. Lack of revenue. Software availability to create new media.</p>	A	<p>Currently there are five buildings within the borough at risk and continued engagement with building owners is ongoing to reduce this number. Officers are progressing the formal Urgent Works process with the owners on a number of the buildings.</p> <p>Continue to provide technical advice, offering grant aid to secure enhancements to heritage assets.</p>	Carlos Hone	Martyn Fulcher
<p>Protect and promote the historic identity of the town, by compilation of new "Locally listed buildings".</p> <p>[Completion Due: Ongoing]</p>	<p>Loss of heritage assets. Cost of compiling list. Lack of revenue. Software availability to create new media.</p>	G	<p>Nominations for the locally listed buildings has closed, with the review of long list of nominations underway. The long list is being considered and it is anticipated that a revised Local List SPD will be agreed and adopted in early 2020.</p>	Carlos Hone	Martyn Fulcher
<p>Advise developers &amp; liaise with planning in order to safeguard our heritage assets</p> <p>[Completion Due: Ongoing]</p>	<p>Resource and capacity. Professional reputation. Relevant professional competencies.</p>	G	<p>Continue to apply building regulations appropriately when assessing works to heritage assets.</p>	Gavin Whitman	Martyn Fulcher

# CORPORATE PLAN DELIVERY

## PRIORITY 3: An Enjoyable Place to Live, Work and Study

### Improve Ipswich Museum including seeking Heritage Lottery Funding for a refurbishment scheme that includes new gallery displays

Activity	Risks	Grade	Progress / Update	Ops Manager	Head of Service
Seek Heritage Lottery Funding for refurbishment scheme.	Stage 2 application not successful.	A	Permission to start was received from the Heritage Fund in July 2019. The project management team has been assembled, roles confirmed and met twice.  The team have completed the documentation and agreed a way forward regarding the procurement of the key figures in the Design Team.  Tenders for the smaller consultant packages are underway. Whilst procurement for the fundraising consultant is underway the team are identifying deadlines for grants.  Recruitment process for the Project Manager is also underway.	Frank Hargrave	James Fairclough
[Completion Due: June 2018 onwards]					

# CORPORATE PLAN DELIVERY

## PRIORITY 5: Quality Homes for All

### Build 1,000 new homes in a decade

Activity	Risks	Grade	Progress / Update	Ops Manager	Head of Service
Supporting the delivery of new homes through the provision of an effective and efficient building control	Resource and capacity. Professional reputation. Relevant professional competencies.	G	Building Control service provided to a multitude of sites across the Borough, including the former Tooks bakery site and Cauldwell Hall Road development.	Gavin Whitman	Martyn Fulcher

[Completion Due: Ongoing]

### Advice and assistance is always available to landlords including proactive visits to HMOs

Activity	Risks	Grade	Progress / Update	Ops Manager	Head of Service
Working closely with private sector landlords to improve fire safety provisions in residential accommodation in the borough	Reputational damage. Delay in provisions/supplies. Communication between parties fails.	A	Due to the change in fire safety regulations, officers are currently assessing and monitoring residential accommodation with private landlords to ensure fire safety standards are correct and aligned with the regulations.  IBC Building Control are actively involved in inspection of all high rise buildings in conjunction with Suffolk Fire Rescue Service.	Gavin Whitman	Martyn Fulcher

[Completion Due: Ongoing]

# CORPORATE PLAN DELIVERY

## PRIORITY 7: An Efficient and Effective Council

### Deliver the "big ticket" savings and income targets and seek additional ways to cut costs and generate income

Activity	Risks	Grade	Progress / Update	Ops Manager	Head of Service
Implement Improvement Plans for a Quality Management Scheme (ISO 9001)  [Completion Due: March 2020]	Resource and capacity. Professional reputation. Relevant professional competencies.	G	Process is currently on-going to implement the Improvement Plans projected to start November 2019 and be completed by end of March 2020.	Gavin Whitman	Martyn Fulcher
Increase market share in building control work, with a view to increasing income through big ticket applications including partnership working across Ipswich and East Suffolk  [Completion Due: Ongoing]	Resource and capacity. Professional reputation. Relevant professional competencies.	G	IBC Building Control is working in partnership with the East Suffolk Council. To date, this partnership has led to an alignment of fees and improved methods of bespoke fee quotation provision, Collective resources are being utilised to match demand and attract new business. Market share of working being maintained and increasing slowly.	Gavin Whitman	Martyn Fulcher