

Summary Details

Reference	23 H
Proposal	Planning Applications and Appeals Service Improvement
Theme	Stronger Council
Executive Team	Planning
Service Team	Development Management
Proposal Description	<p>Redesigning processes and procedures in the Planning Applications and Appeals team to:</p> <ul style="list-style-type: none"> • Reduce failure demand; • Improve productivity; • Improve customer service; • Improve performance monitoring; • Streamline workflows; • Implement 100% paperless electronic working and task completion.
Outcome Description	Complete re-design of planning application process and successful preparation for total electronic working, performance management and continual improvement.
Delivered From	Start of 2020/21 financial year
How Measured	Improved productivity, reduction in time taken to issue planning decisions, fewer complaints relating to service failure.
Dependency Other Projects	Successful implementation of improved back-office technology
General / Housing / Mix	General

Revenue Implications

Cost Item	2020/21 £	2021/22 £	Recurrent	Notes
Consultancy	£45 000			Procurement activities to be subject to separate budget setting (to be dealt with as BAU)
Total	£45 000			

Decision Summary

Pre-meet 03/10/19	
Cabinet 31/10/19	
Cabinet 05/12/19	