

Summary Details

Reference	47 H
Proposal	New technology to support redesigned Applications and Appeals service.
Theme	Stronger Council
Executive Team	Planning
Service Team	Development Management
Proposal Description	Procurement of new technology to support the redesigned and improved ways of working of the Planning Applications and Appeals service undertaken in 2020/21, including access to business intelligence and real-time performance reporting, improved customer interface, and mobile working.
Outcome Description	Successful implementation of new technology to support the new ways of working of the service. Improved performance reporting. Improved customer interface.
Delivered From	Start of 2021/22 financial year
How Measured	Successful implementation of technology to support new ways of working. Improved customer interface and channel shift. Electronic workflow for case management and customer interaction. Paperless and mobile working.
Dependency Other Projects	Depends on successful conclusion of service redesign project (2020/21)
General / Housing / Mix	General

Revenue Implications

Cost Item	2021/22 £	£	Recurrent	Notes
	£45 000		£20 000	Recurring licensing/subscription fees dependant on whether system support is to be provided by supplier or kept in-house. Procurement activities subject to separate budget setting. GCloud or similar existing frameworks to be utilised as far as possible to reduce cost/timeframe of procurement.

Development Proposal 2020/21

Total	£45 000		£20 000	

Decision Summary

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