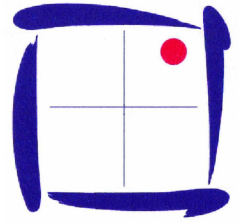


Transformational Planning in...

The East Riding of Yorkshire Council



The East Riding of Yorkshire Council is about to transform its Planning service.

Key objectives are:

- To achieve up to 3% savings;
- To deliver improvements in the quality of service without increasing costs;
- To introduce effective IT solutions;
- To improve first contact processes and reduce the levels of 'avoidable contact';
- To improve the consultation/notification process;
- To reduce committee workloads;
- To improve the customer experience;
- To introduce efficient working practices.

Objectives will be met by introducing...

- A paperless process, through efficient use of technology at each stage;
- Streamlined allocation and acknowledgement, with expertise upfront;
- An accredited agent scheme;
- 3 levels of validation:
 - Simple validation by admin for householder applications
 - Full validation by Case Officers for major and other applications
 - Self validation for accredited agents;
- 2 levels of consultee identification:
 - Simple consultation identified by admin for householder applications
 - Full consultation identified by Case Officers at the validation stage for major and other applications;
- E-consultation and radical reduction in neighbour notifications;
- A 50% reduction in applications going to committee, with all applications following the same streamlined process.

Implementation steps include...

- Training staff to scan all paper documents on receipt;
- Developing workflows in Anite and setting up electronic files;
- Communicating with agents and setting up an accreditation scheme;
- Releasing resources to provide effective, right first time pre-application advice;
- Revising the validation process for householder applications
 - ...and improving access to constraint information in Uniform and on the website;
- Developing systems for receiving and processing consultation/notification responses received electronically
 - ... and publishing all responses on Public Access;
- Reviewing the delegation scheme to reduce the number of applications going to committee
 - ...and streamlining the structure and frequency of the committee meetings