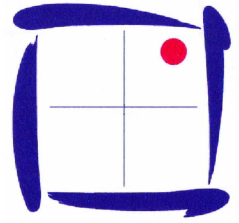


# Transformational Planning in...

## Leeds City Council



Leeds City Council is about to transform its Planning service.

### Key objectives are:

- To improve customer experience and satisfaction;
- To improve the efficiency of the process;
- To deliver improvements in the quality of the service without increasing costs but making best use of resources;
- To develop electronic working;
- To improve the validation process and reduce the numbers of invalid applications;
- To improve the consultation process;
- To make improvements to the panel process;
- To achieve 3% cashable savings.

### Objectives will be met by introducing...

- A fast-track route for non complex applications;
- Introduction of a fee for pre-application advice for major applications;
- A significant change in culture from the top down to encourage electronic working and the concept of "Right First Time" working;
- Increased use of scanning and indexing;
- Introduction of e-consultation for consultees;
- An improvement in the number of applications being decided first time at panel;
- A 50% reduction in the number of conditions.

### Implementation steps include...

- The production of a 'Consultation Manual' and workshops to discuss the new ways of working with key consultees;
- Monitoring to ensure that Case Officers visit the site within 5 days of receiving the application;
- A review of agents to identify persistent offenders and understand the route causes of the issues of invalid applications;
- Training to ensure that staff use the validation checklist more effectively;
- Introduction of protocols for pre-applications and scheme position statements to ensure that members are aware of the application BEFORE it goes to panel for a decision;
- Implementing scanning across the department;
- Encouraging Case Officers to think about conditions early in the process and setting personal targets to reduce the numbers of conditions in their own reports;
- Training and development for staff in the new ways of working.