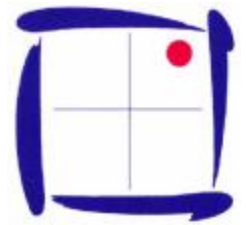


Local Planning Authorities

Using Process Redesign Techniques to Transform Development Control



The Challenge

The spotlight is now on planning departments in all Local Authorities. Development Control is no longer the Cinderella department it once was, where 'good enough' will do. Difficult targets are being set for the performance of all planning services, and the availability of those services over the internet has become a basic requirement.

- Ø Customers are demanding faster, more responsive, services
- Ø Applications, queries and information must be e-enabled
- Ø There are more requirements for consultation and scrutiny of decisions
- Ø The use of call, or contact, centres to improve efficiency
- Ø Budgets are squeezed

Studies, such as the Pendleton Report, show that many authorities have a long way to go. Evolutionary change is not an option. New technology has to be embraced, which means the wholesale redesign of the business processes.

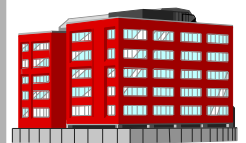
Although there are a number of authorities where good practice exists, many others suffer from ineffective and inefficient processes. We have seen a planning application handled by 26 people before a decision notice was sent out. With departments under tremendous pressure, it is difficult for managers to see the wood for the trees. Some of the symptoms are:

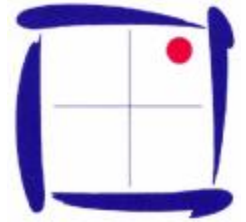
- Ø Poor integration of new technology (planning application systems and GIS)
- Ø Layering new technology on to old paper-based processes
- Ø Skills gaps for administration, and professional, staff
- Ø Enquires and queries constantly interrupting progress on applications
- Ø Poor teamwork between administration staff and officers

The Solution – Redesign the Office Processes

Complete redesign of the processes within the Planning Department is necessary to achieve the requirements of a modern planning authority. It is necessary to:

- Ø Streamline the administration of planning applications
- Ø Enable planning officers to receive applications sooner and take decisions on consultations, etc. earlier
- Ø Integrate new systems and technology effectively into the processes
- Ø Align office processes to the on-line delivery of services
- Ø Encourage teamworking and cooperation amongst teams and departments.

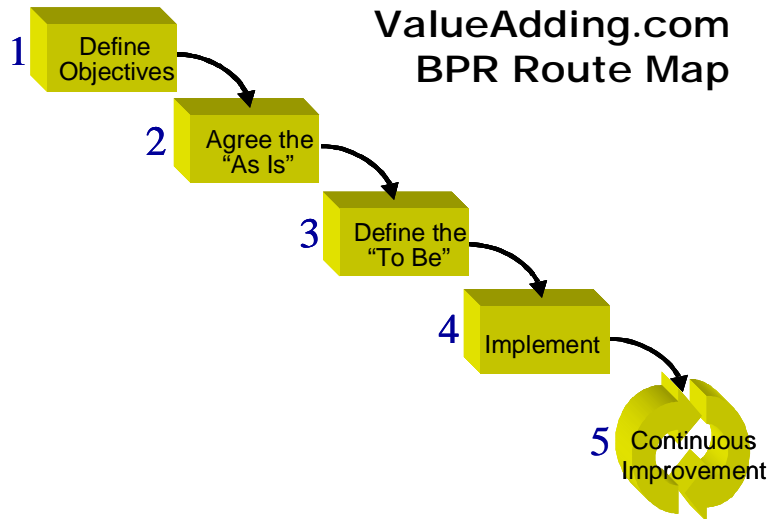




What We Deliver

We recognise that there isn't one solution that will fit all Planning Departments. However, we are familiar with best practice and can guide teams to the most effective solutions for their situation. We lead a rigorous process of Business Process Redesign that delivers real change and performance improvement.

We believe that one of the most difficult parts of the process of change is getting all staff to cooperate and contribute. Our structured methodology ensures that staff are fully involved from Day 1, and throughout. They contribute to the decisions and become totally committed to successful implementation.



The Benefits

- Ø Consistently meeting, and exceeding, the BVPI targets for planning departments
- Ø Shorter times to make decisions
- Ø Less backlog of applications
- Ø Processes that work with customers' access via the internet
- Ø More satisfied customers
- Ø Improved staff morale, commitment and teamworking

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Our Clients:

