

**PLANNING BUSINESS TRANSFORMATION (2014-2015)
NORTH EAST DERBYSHIRE AND BOLSOVER DISTRICT COUNCILS
PROJECT STATUS AND BENEFITS REALISATION 16/10/14**

		PROJECT STATUS	BENEFITS (REALISATION)
ICT TRANSITION			
Complete upgrade to UNI-form 9	NEDDC/BDC	Complete. Now upgraded to v 9.1.2 (funded centrally)	Service using most up to date software for planning application processing
Implement auto e mail from UNI-form	NEDDC/BDC	Complete.	Time saving Saving in printing and scanning/indexing costs More efficient for customers
IDOX document management	BDC	Complete	Integrated document management system with efficiencies across a number of processes Efficiencies in having a single system. Savings in having to access and maintain two separate systems More user friendly, more efficient for users Enhanced service for public
IDOX document loader for document management	NEDDC/BDC	Complete.	Automatic loading of documents received through portal Time saving Saving in printing, scanning and indexing costs
Migration from Comino and CD View	BDC	Complete.	Old systems no longer needed
Paper files to be culled, back scanned and indexed	NEDDC	Complete	Reduction in storage space Time saving, documents can now be accessed electronically Enhanced service for customers
Backscanning and indexing (small amount)	BDC	Progressing (in house)	Reduction in storage space Time saving, documents can now be accessed electronically Enhanced service for customers
Capture of microfiche records	NEDDC/BDC	Upload of decision notices complete (NEDDC). Complete (BDC) (some tidying up still to do at both Council's)	Reduction in storage space Time saving, documents can now be accessed electronically Enhanced service for customers Savings in printing and postage costs/public can now self serve Supports Land Charges searches
Configuration of Enterprise	NEDDC/BDC	Complete. Package of tasks and consultancy purchased from Leeds City Council. Development management tasks installed and in use. Appeals and enforcement tasks and customisation ongoing and rolled forward to stage 2.	Traffic lighted performance management system in place Minimises risks of missing targets/special measures Workload transparency/supports resource and capacity management

Other ICT issues	NEDDC/BDC	Ongoing. Meetings with ICT every two weeks to move forward on resolving outstanding issues.	Various issues resolved to maximise efficiencies. IT investment and software contract aligned to service needs
Training	NEDDC/BDC	Mainly complete. Template and consultee access refresher still to occur	Staff utilising new processes/working to maximum efficiency
STAFFING/CAPACITY ISSUES			
Main issues: <ul style="list-style-type: none"> • Skills development for new processes • Service resilience issues/multi skilling • Capacity issues (NEDDC) • Issues around clarity of roles e.g. management/casework (NEDDC) • Need for mechanisms to monitor and manage capacity • Staffing alignment for delivery of pre-application services • Ongoing role for systems and web site development 	NEDDC/BDC	NEDDC: Planning Manager tier appointments complete Job evaluation underway for other posts (rolled forward to stage 2) BDC: Staffing proposal for BDC, including options for building technician capacity ongoing (rolled forward to stage 2) NEDDC/BDC Resource secured for Business Transformation (post and/or consultancy as appropriate) (rolled forward to stage 2)	Resource matched to workload/avoids inefficiencies of backlogs etc Work undertaken at appropriate levels Bottlenecks avoided by wider spread of delegated powers Roles and responsibilities align to new processes Capacity management measures in place to manage peaks and troughs in workload Roles and responsibilities aligned to growth agenda
PROCESS TRANSITION			
Set up pre-application process.	NEDDC	Complete BDC, Still to do NEDDC (subject to resource capacity and alignment) (rolled forward to stage 2)	Provides opportunity for collaborate working with developers Aligns to growth agenda Provides efficiencies through front loading
Process for householder enquiry/do I need planning permission enquiries	NEDDC	Complete BDC, Still to do NEDDC (subject to resource capacity and alignment) (rolled forward to stage 2)	Provides efficiencies through front loading Ensures measurement of all workload
Process for planning performance agreement /major complex pre app.	NEDDC/BDC	Complete BDC, Still to do NEDDC (subject to resource capacity and alignment) (rolled forward to stage 2)	Provides opportunity for collaborate working with developers Aligns to growth agenda Provides efficiencies through front loading
Business case for charged pre-application services	NEDDC/BDC	On hold. Discussed at developer/agent forum on 5	Potential for earning income

		November. Considered by SAMT. (rolled forward to stage 2)	
Introduce extension of time process for managing decision date on applications	NEDDC/BDC	Complete	Minimises risks of failing to hit targets/special measures/losing fee income
Further development of UNiform DM module for auto entry of constraints info, site histories etc	NEDDC/BDC	Almost complete	Maximise efficiencies Avoids manual processes Minimises risk through human error Enables auto processes e.g. auto consultation
Electronic processes for DCC highways consultations	NEDDC/BDC	Ongoing discussions	Maximise efficiencies Reduce printing/copying costs
Implement UNiform consultee access facility	NEDDC/BDC	Completed software installation, training and handover. Roll out now to be undertaken for both Council's (rolled forward to stage 2)	Maximises efficiencies through electronic processes Reduces printing and postage costs Enhanced service for consultees Auto upload avoiding printing scanning and indexing costs
Introduce rule based approach to validation and consultation	NEDDC/BDC	On hold (subject to resource capacity and alignment at both Councils)	Work undertaken at technical/appropriate levels Provides clarity and certainty Enhanced service for customers
Introduce validation checklist/local list	NEDDC/BDC	Ongoing. Discussed at developer/agent's forum on 5 November. Proposals being prepared.	Provides clarity and certainty Enhanced service for customers Public can self serve
Review of publicity processes	NEDDC/BDC	Ongoing. Proposals being prepared. (rolled forward to stage 2)	Maximise opportunities for electronic processes Reduce staff time, printing and postage costs in paper based processes Minimise costs of press advertising Promote use of public access for public involvement and comments
Review of fee handling/on-line payment	NEDDC	Ongoing	Maximise efficiency of automatic and electronic processes Minimise risk arising from human error Better service for customers
Generating decision notices via UNiform	NEDDC	Ongoing. Can be completed on agreement of delegation arrangements (electronic signatures)	Maximise efficiency from electronic process Auto upload/savings in printing and postage costs
Review of delegation agreement/constitutional arrangements	NEDDC/BDC	Ongoing. Report being prepared. (rolled forward to stage 2)	Scheme up to date/risk of challenge minimised Efficient and proportionate delegation scheme in place Opportunity for auto signatures on decisions and documents
Review/update all templates and access reports	NEDDC/BDC	Ongoing	Documents and reports aligned to new processes
PROJECT CLOSE			
Review with stakeholders, document lessons learned	NEDDC/BDC	Ongoing.	Continuous improvement

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BUSINESS TRANSFORMATION (2015-2016)

NORTH EAST DERBYSHIRE AND BOLSOVER DISTRICT COUNCILS

	PROJECT STATUS	BENEFITS (PREDICTED)
ICT TRANSITION		
Public Access v 2 software purchase, development and roll out	Installed at both Councils early November. Roll out ongoing. (Software purchase funded by ICT).	Enhanced spatial functions Stakeholders can search spatially Stakeholders can self serve/reduces need for telephone and face to face contact Provides a corporate facility (e.g. licensing, building control) Improved service for customers
Annual sanity check/further system development	Consultancy to be provided by Leeds City Council	Continuous improvement Ensures the benefits of system development are maximised Ensures the service is at the forefront of technology development
Configuration of Enterprise	Continuation of stage 1. Develop appeals and enforcement performance tasks. Consultancy provided by Leeds City Council Configuration on going	Performance management measures for appeals and enforcement work Reduces manual performance processes/frees staff time Reduces risks of targets and deadlines being missed Provides greater transparency
Hardware development/dual screen working (BDC)	Proposal developed. Order to be placed together with NEDDC	Efficiency gains from new processes maximised Opportunities for paperless working maximised Savings in paper and printing costs
Hardware development e.g. dual screen working, remote working; office move (NEDDC)	Proposal is currently being developed.	Efficiency gains from new processes maximised Opportunities for paperless working maximised Opportunities for remote/home working maximised Minimises need for storage space Minimises work space needs
Office move/scanning of searches records. (NEDDC)	Awaiting quote from Hugh Symmons. (To be centrally funded).	Reduction in storage space Efficiencies in electronic retrieval Enhanced service for customers
Office move/ enforcement and TPO paper records/other paper records (NEDDC)	Under consideration/possibly some transfer to electronic format and/or remote storage	Reduction in storage space Efficiencies in electronic retrieval Enhanced service for customers
STAFFING/CAPACITY ISSUES		
Recruit to business transformation post (funding already secured for 0.5 fte)	Ongoing, full-time post required, for temporary period of 1 year	Business transformation driven forward ICT efficiencies implemented Improved customer service
Recruit to new posts and embed staffing/capacity	Continuation of stage 1. Posts on the	Resource matched to workload/avoids inefficiencies of backlogs etc

arrangements developed at stage 1 (NEDDC)	establishment. Job evaluation/recruitment ongoing.	Work undertaken at appropriate levels Bottlenecks avoided by wider spread of delegated powers Roles and responsibilities align to new processes Capacity management measures in place to manage peaks and troughs in workload Roles and responsibilities aligned to growth agenda
Secure additional technician (BDC)	Resource need identified at stage 1. Proposal being developed.	Resource matched to workload/avoids inefficiencies of backlogs etc Work undertaken at appropriate levels Roles and responsibilities align to new processes
PROCESS TRANSITION		
Introduce processes for pre-application (NEDDC). Update Planning Charter	Carried forward from Stage 1. Undertake within existing resources.	Efficiencies in electronic working Reduction of storage space Enhanced service for customers Aligns with growth agenda
Formalise charged pre-application services.	Currently on hold following consideration by SAMT	Potential for earning income Provides opportunity for collaborate working with developers Aligns to growth agenda Provides efficiencies through front loading
Publicity Review – implement/embed new processes arising from outcome of publicity review	Continuation of stage 1. Proposals currently being developed	Maximise opportunities for electronic processes Reduce staff time, printing and postage costs in paperbased processes Minimise costs of press advertising Promote use of public access for public involvement and comments
Sub delegations review – to align sub delegations to roles, including new roles at NEDDC	Ongoing	To avoid inefficiencies of backlogs etc Work undertaken at appropriate levels Bottlenecks avoided by wider spread of delegated powers Delegations aligned to roles and responsibilities Capacity management measures in place to manage peaks and troughs in workload
Raise awareness/roll out of UNiform consultee access facility to consultees and other stakeholders (including Parish/Town Councils and Members)	Continuation of stage 1 Additional business transformation/IT resource required (see below)	Consultees able to access information and transact electronically Auto uploading facility Savings in time, paper and postage Enhanced service for consultees
Enforcement register on line/transferring all enforcement records to electronic format and developing enforcement UNiform module	Additional business transformation/IT resource required (see below)	Maximise efficiencies through electronic working Customers can self serve, avoids unnecessary contact Minimises need for storage space Minimises work space needs
Web site development including by providing for self serve householder enquiries, access to TPO information and general guidance	Additional business transformation/IT resource required (see below)	Maximise potential for customers to self serve and avoid contact Improves information for customers Aligns with land charges by providing full access to planning information on line
PROJECT CLOSE		
Review with stakeholders, document lessons learned		Continuous improvement