

Customer Interface and Enquiry Implementation Pathway

What	Action	Responsible Officer	Lead Officer	Key Date	Completed Date	Progress
Withdraw the duty system and replace with an appointment booking system for non-professional enquiries.	Work with UDC Project Team to set the system up and set launch date.	Interim Director Planning & Building Control	Development Manager		06/01/2022	FAQ's written, dates selected and soft launch date set.
	Communicate to Planning Team; CSC and Members	Interim Director Planning & Building Control	Development Manager		20/01/2022	
	Soft Launch for 6 week Pilot	Interim Director Planning & Building Control	Development Manager	31/01/2022		
Improve website	A dedicated part of the website for planning enquiries, advice and guidance.	Interim Director Planning & Building Control	Development Manager; Interim Transformational Lead & Business Manager	31/03/2022		Focus on upgrading / review the web pages
	Website improvement for planning applications to include flowcharts about process and information relating to all aspects of the planning application process.	Interim Director Planning & Building Control	Development Manager; Interim Transformational Lead & Business Manager	31/03/2022		Understand the latest government advice which is to not use flowcharts. Look at other authority examples.
	Create a Development Management Customer Promise.	Interim Director Planning & Building Control	Development Manager & Enforcement Team Leader	31/03/2022		To expand and personalise the UDC Customer Charter to set out clear expectations for Staff and Customers of the Development Management Team.
	Establish an Enforcement Register	Interim Director Planning & Building Control	Development Manager & Enforcement Team Leader		31/12/2021	Register has always been available. Information not required for the register has been stripped away to improve accessibility for solicitors completing searches and for customers.
Project to digitise the planning history data from 1947 to support conveyancing solicitor property search enquiries.	Procurement process to establish cost and submit growth bid end Oct 2022.	Interim Director Planning & Building Control	Business Manager	30/11/2022		
Transparent schedule of fees to be available on UDC website. To include pre-app, PPA's and S106 monitoring.	Add PPA and Pre-app fees to the UDC website.	Interim Director Planning & Building Control	Development Manager & Business Manager		4/1/2021	Pre-app and PPA fees have been on the UDC website since April 2021
	Prepare Monitoring fees and include in budget setting governance for commencement on 1st April 2022	Interim Director Planning & Building Control	Development Manager	1/4/2022		S106 Monitoring fees are currently going through budget governance