

Customer Interface and Enquiry Implementation Pathway

What	Action	Responsible Officer	Lead Officer	Key Target Date or Expected Completion 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.	Director Planning	Development Manager		06/01/2022	FAQ's written, dates selected and soft launch date set.
	Communicate to Planning Team; CSC and Members	Director Planning	Development Manager		20/01/2022	
	Soft Launch for 6 week Pilot	Director Planning	Development Manager		31/02/2022	
	To review the pilot and decide how to offer the service to the public.	Director Planning	Development Manager	07/04/2022	07/04/2022	Interim Director Planning & Building Control made a key decision not to offer this service whilst resources continue to be stretched. To be reviewed in October 2022.
	To review the decision not to offer the appointment system to the members of Public	Director Planning	Development Manager	31/10/2022		Development Manager will assess the situation and make a recommendation to the Director.
Improve website	A dedicated part of the website for planning enquiries, advice and guidance.	Director Planning	Development Manager; Interim Transformational Lead & Business Manager	31/03/2022	31/03/2022	There is a dedicated residential query page for planning matters plus FAQ's to respond to general queries. As a consequence of queries from the pilot scheme, we are adding further FAQ's.

Improvements to Planning Committee page. Amalgamate the two planning committee pages into one so that everything to do with planning Committee is found on one page.	Director Planning	Development Manager		27/04/2022	Late items list now a public document. Officer presentations now appear on the planning committee page immediately following planning committee. List of decisions are now also published on the same page.
Website improvement for planning applications to include flowcharts about process and information relating to all aspects of the planning application process.	Director Planning	Development Manager & Business Manager	31/03/2022		The UDC web team have advised that the latest government advice is not to use flowcharts. Planning Advisory Service (PAS) also agree that flowcharts shouldn't be used. Therefore, not a priority at this time.
Create a Development Management Customer Promise.	Director Planning	Development Manager & Team Leaders	19/05/2022	19/05/2022	Full Service awayday has taken place - the theme of which was communication. The feedback will be used to agree service standards which align with the corporate customer service charter.
To launch Service Standards	Director Planning	Development Manager & Team Leaders	30/09/2022 following a review the date is 31/10/2022		The standards will flow from the away day on 19/05/2022. 24/08/2022 - the lack of TL resource has delayed this but is now on schedule to have draft completed by end October 2022.
Refreshed the Local Plan 2005 web page to ensure absolute clarity about adopted Policy, Made Neighbourhood Plans, Supplementary Documents and Supplementary Guidance.	Director Planning	Local Plan & New Communities Manager and Interim Transformational Lead	27/04/2022	27/04/2022	Complete

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.	Director Planning	Business Manager	30/11/2022		Currently not a high priority piece of work but will remain of the pathway. This will require a financial bid in order to commission the work recent quote received is .65p per microfiche and there is an estimated 180,000 fiches = £117,000
Transparent schedule of fees to be available on UDC website. To include pre-app, PPA's and S106 monitoring.	Add PPA and Pre-app fee's to the UDC website.	Director Planning	Development Manager & Business Manager		01/04/2021	Pre-app and PPA fees have been on the UDC website since April 2021 but will be reviewed by end of year.
	Prepare Monitoring fees and include in budget setting governance for commencement on 1st April 2022	Director Planning	Development Manager		01/04/2022	S106 Monitoring fees are currently going through budget governance. 24/08/2022 - fees are on website and will be reviewed in the upcoming budget forecasting for 2022/23