New Expenditure Proposals for the Medium Term Financial Strategy

South Cambridgeshire District Council

1. Service: Development Services Department – Development Control	**2. Submitted by**: Gareth Jones, Development Services Deputy Director

3. Brief Description of the proposal: **On-line submissions**

The On-line Submissions Module can be provided either via software AG's comprehensive e-Planning solution – The Plan-ET Suite or as a standalone module to add to the PPEES system, as the same foundation software AG products are required.

The On-line Submissions Module will allow new applications and their associated documents to be submitted. Planning applications, including supporting documents such as scanned drawings, photographs and reports can be submitted and stored electronically. The five most commonly used application types are provided in the solution:

- Application to develop land (covering outline, detailed and change of use)
- Listed building consent
- Conservation area consent
- Control of advertisements consent
- Permission to felling, lop or top trees

Additional application types can be constructed and enhanced by the LPA using the configurable workflow toolset included in the IESD. Minimal training would enable you to introduce a wide range of less well-known application types to your public.

The applications process not only enables the planning application to be submitted but also covers legal obligations, in the form of section 66 declarations, and payment data is also captured which can then be processed.

4. Costs (£000s)

Detail	2004/05	2005/06	2006/07	2007/8
Upgrade IESD, Tamino, and Mediator Licence for On-line submissions dual CPU licence		12,000.00		
Maintenance on the above software		2,400.00		
Interface Scoping Study with Report (3 days)		2,625.00		
*Estimated DevCon Interface Development (25 days) subject to confirmation following Scoping Study		21,875.00		
*Optional Annual Support of Developed Interface @ 10%		2,187.50		
Total Costs:		41,087.50		

5. Reason for bid:

☐ Inescapable
☑ Related to one or more of the three priorities

6.	**Policy Justification**:

Policy Justification:
Corporate objective: High Quality, Accessible, Value for Money Services and Council priority for the improvement of customer service.

Factors: Priorities of the government including the provision of more accessible services using ICT; development pressures south Cambridgeshire over the next 15 years and the need to meet regional planning guidance for housing provision and the environment.

7. Benefit for service users/public:
- Deliver a high-quality, consistent self-help planning advice service to all citizens, via the web and/or through a mediated service offered by the authority by non specialist front office staff within a CRM environment.
- Enable the more efficient use of professional planners time by dispensing with initial queries.
- Assist in making the planning process more transparent by allowing citizens to access any development constraint that may apply to a specific property.
- Make the planning process more accessible so users can access information remotely and at their own convenience (24 hours a day, 7 days a week).
- Improve citizen satisfaction through the delivery of an on-line, effective and modernized service.
- Give a positive customer experience to all citizens using the service whether it be over broadband or a 56k dial up connection.

8. Impact on Performance Indicators: The proposal will have an impact on a range of planning performance indicators:-

BV 109 – determination of planning applications
SP 921 – determination of householder applications
BV 205 – score against a planning quality of service checklist
BV204 - % of appeals allowed
SH320 – Affordable housing planning permissions as % of all residential permissions
BV111 – Satisfaction with the planning service

At this stage the impact has not been quantified.

Performance Indicator		Estimated performance in 2004/2005	Estimated improved performance in 2005/2006
#	Description		

9. Implications if not approved:
Not being able to deliver real business benefits and not being able to realise our customers e-government expectations.

The authority will lack focus on the delivering of key infrastructure, CRM, document and records management, content management, on-line services such as e-planning and council tax as well as integration and bespoke development.

Inefficient, demotivated, ineffective staff experiencing the burden of thousands of queries and/or questions put directly to Planners by members of the general public asking "Do I need Planning Permission?"

No 'best practice' award as an urban and rural authority.

No rating for criteria number 1 in the National e-Planning Service Delivery Standards which will jeopardise the authority gaining additional pendleton points and planning delivery grant monies.