

Level

Tier

Scope

Service

District, Unitary

Planning



Planning Innovation

Characteristic(s) / CSF(s):

Role of the Authority

Managing expenditure



Problem and Approach

- The need to save £5 million in expenditure without negatively affecting frontline services. The CEO wanted to establish the Planning department's true costs and identify ways to reduce them.
- Phase One involved analysing the Planning Department's true costs and they found that the department was spending £1.5 million a year on planning applications not covered by fees.
- The iESE team worked closely with the planning department identifying the unit costs of different types of application, the source of costs and alternative ways of working that would reduce cost and increase both income and outcomes for their customer.

Outcomes

- The department understands its unit costs and has a culture change that ensures that they are mindful of these and continually seek to improve them.
- The department has new ways of working that ensure that costs are covered through fees and charges. The department now runs at a £450k surplus.
- The department has an alternative model as the next step which will reduce fees further, increase income and speed service up for the resident

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