

Level

Tier

Scope

Service

District, Unitary

Development Management



Business Process Improvement

Characteristic(s) / CSF(s):
Managing expenditure
Use of digital and technology



Problem and Approach

- Through their commitment to working together to deliver their transformation programme, both Rother and Wealden District Councils realised the need to review their own Planning Development Management Service.

Outcomes

- Savings of £42K in 2010-11 and 2011-12
- Year on year savings from 2012- 13 of £76K
- Improved speed of processing
- Improved customer satisfaction with service
- Modernised and fully enabled processing with updated IT system
- Advantages of closer co- operation with neighbour Authority recognised

<http://www.rother.gov.uk/residents>

<http://www.wealden.gov.uk>



The public sector transformation partner