

TRANSFORMATION PROJECT 3

OFFICER "TO DO" LIST JULY 2018: Pre-application charging Review

- Customer satisfaction / feedback – design questionnaire & mail merge address list – volume users – Complete May 2018
- Client side panel input – July 2018
- Volume of work received type by type stat /expectations (JM)
- Performance - in/out of time by officer (JM GW)
- Research: Update advice from PAS / Others – check good practice
- Technical alterations – document upload, types of advice guidance online
- Cancellation fees – admin charges – what others do?
- Communities / exemption or discount rules – scope & process (getting the internals right) – what do others do? (GW)
- Other categories for advice – permitted development, PIP, reserved matters, principle, discharge of condition, agricultural tie marketing? Also size/type of development categories to be reviewed.
- Quality – do we get a better quality application / is it right first time /
- Lessons learnt – VOR, SMV and time delay by app type.
- Quality – sampling pre-app advice / outcome as advised?
- Fee refund statistics – by app type
- Stakeholder issues SCC Highways, SuDs etc – in time / out of time volume & %
- Stakeholder re-charged internal advice & performance: Heritage, public realm, housing enabling – review types of advice available
- Other stakeholders who might want to be involved
- Scale of charges review and general indexation