



South
Cambridgeshire
District Council

A Modern Planning Office

Improving Customer Service through
Web Access, Self Service and
Digital Technology



Why a modern planning office?

Shared services
Planning & building control
Urban design & heritage

Working environment
Mobile & remote
Paperless



Improve customer service



What we're doing?

- Hosted (in the cloud) planning system
 - Much improved front end
 - Faster and more accurate processing
 - More automated process end-to-end
- Mobile
 - Online/offline access to application and site history/plans/constraints
- Open source GIS
 - Option for corporate use



How we're doing it?

- Document management and workflow
 - Web messaging, scanning, team based
- Better knowledge and usage of system
 - Training, coaching, improvement is the job
- Project and systems management
 - Dedicated temporary and permanent staff
 - Culture change
 - Work environment



When we're doing it?

- 'Go Live' 1 September 2015
 - Hugely ambitious
 - Platform for paperless and mobile