Streamlined planning for Erewash

Civica's Cx Planning Register improves online experience for residents and employees

The new self-service portal provides employees and residents faster access to planning information, using any mobile device.

Erewash Borough Council serves over 115,000 residents across the East of Derbyshire. On average, they receive 1,000 planning applications a year. But administering and publishing documents on the online register became a cumbersome process.

Change was needed
Technology changes at pace and resident demands continue to increase. On this, Neil Webster, ICT Manager, explained "We used our previous planning portal for ten years. It became time consuming for the planning team to publish or amend information online. More importantly, as residents became more familiar with using mobile devices to search for planning information, they struggled. It was hard to read lengthy planning documents on mobile devices".

A modern Planning Portal
With the shift in people working from desktop to mobile devices, the IT team chose to replace the legacy system with Civica. The new web-based portal streamlines all the publishing of planning documentation. Among key factors in the selection of the planning register were being able to reduce the publishing process by 50% and its ease of use for residents on any mobile device. Now more than 15 employees use the software to publish planning applications and the associated documents.

❚❚ The portal is intuitive — everyone is able to pick it up and use it very easily. We can now publish planning documents in 15 minutes."

Neil Webster, ICT Manager

Key outcomes:

- Easy-to-use self-service portal for employees and residents, on any device

- Reduced publishing process by 50%

- Automate documents to be published within 15 minutes

- Improved insight with built-in standard reports and the option to create bespoke reports

- A successful transition to the new online planning register.

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Resident satisfaction

"Since going live with the new planning register, the team have seen resident queries reduce," says Webster.

"It's as simple as - residents now have quick and easy access to planning information, from any device. They can search, view and comment on any application. We've seen an increase in searches by 143%. That proves the new self-service portal is working and easy for our residents to use."

"It's simple but it works. It does the job it's supposed to do!"

143%

Increase in application searches in four months

Faster processing

The planning team previously worked with a two-stage process before publishing documents online. Now, working with a one-stage process it has significantly reduced administration tasks and time. Plus, once the documents have been reviewed and actioned, it automatically publishes the information within 15 minutes – further reducing administration.

The team are now self-sufficient and can update published documents themselves. Previously, they would need to ask the IT team to many any changes.

Working in partnership

When implementing any software it shouldn't hinder you from delivering any service.

" We have open conversations about how to improve existing software, which can benefit everyone.

What I enjoy about working with Civica is the people and their *can do attitude.*"

Neil Webster, ICT Manager

Start the conversation now }