

Civica Performance Planning

Overview

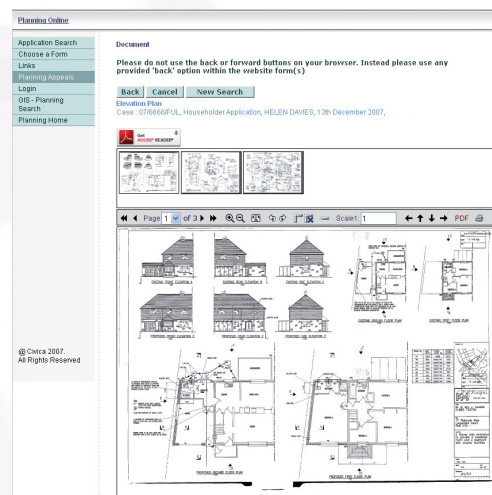
Civica Performance Planning is an end-to-end solution that enables Local Planning Authorities (LPAs) to deliver more for less through integrated case management, workflow and online services. By closely aligning technology with key business processes, much of the day-to-day administrative burden can be alleviated allowing planning professionals to focus on priorities and consistently deliver excellent service.

The Civica Performance Planning solution is designed with flexibility in mind so that LPAs can provide the responsive services that are essential if the Authority is to stay in line with changing legislative requirements, consistently apply good practice and meet the complex demands of balancing local, national and global responsibilities.

Key Features

Civica Performance Planning includes the following key functionality:

- Comprehensive case management providing an up-to-date, 360 degree view of essential information and documents for back-office and front-office staff
- Powerful, flexible workflow that optimises administrative efficiency and enables best practice to underpin everyday activities
- Integrated online self-service channel for citizens.



Above: a section of a three-page plan viewed online

Key Benefits

Improved service delivery

Significant performance gains can be made when EDM and workflow is introduced in a document-heavy, process-driven environment.

This was clearly demonstrated by Sunderland, whose investment in business process re-engineering, introduction of internal performance tables and implementation of EDM and workflow was instrumental in transforming performance within the Development Control Service.

Formerly categorised as a Planning Standards Authority, Sunderland went on to be placed amongst the top 25% of performers in the country and within the top 5% of performers in relation to using technology to improve the accessibility of the service.

“Civica has helped Sunderland to transform the way in which our Development Control Service operates. The decision to opt for workflow as part of the overall solution was essential in delivering the improvement we had anticipated. Overall we have been delighted with the system, the benefits are measurable and feedback from staff has been extremely positive.”

Ken Scott, Development Manager
Sunderland City Council

Consistent best practice *as it applies to your Local Planning Authority*

The breadth and depth of our experience in Local Government has shown that the strategic introduction of workflow to support key operational processes is pivotal to the long-term success of service transformation.

Civica Performance Planning allows LPAs complete control over the extent to which workflow is utilised, and over the design of each element of workflow, so that a “perfect fit” solution can be found.

The rewards of workflow include:

- Increased control, visibility and end-to-end accountability
- Automatic tracking of tasks against service level deadlines
- Mitigation of the negative impact of staff turnover, holidays and illness
- Ability to quickly introduce new procedures or tailor existing ones
- Development of highly effective, mature systems that draw upon tried and tested professional expertise

Boosting back-office performance

Service specialists and managers need the right tools for the job. However, the ability of back-office systems to boost performance is all too often limited by inflexibility, lack of interoperability and complicated mechanisms for extracting useful intelligence from business data.

Civica Performance Planning gives LPAs powerful user-defined configuration options so that the system can be tailored to meet specific requirements. A range of easy-to-use internal reporting tools enable analysis of service provision, output of statutory information and effective performance management.

The core functionality of Civica Performance Planning is closely aligned to the particular needs of LPAs - for example we take an open approach to GIS integration and have allowed for comprehensive capture of 1APP data.

“Colchester has used Civica solutions in many Borough Council services for several years. More recently in the Planning and Building Control Services we have adopted a Civica solution in place of a system from another supplier. We have found the software to be powerful, versatile and reliable.

We have been particularly impressed by how easy it is to interrogate the system and produce our own bespoke performance reports. This has been a real aid to improved performance management within the Planning Service.

Civica’s customised training programmes have made a major contribution to the success of the installation here and when we do need Civica expertise we have always found their ‘Hotline’ helpful and responsive. Civica has a good understanding of local government’s business needs and clearly strives hard to meet them.”

Vincent Pearce, Planning Service Manager
Colchester Borough Council

Our solutions are also fit for the broader context in which local government operates, balancing our understanding of departmental priorities with an awareness of generic requirements such as support for cross-departmental and multi-agency working. Another example particularly relevant to LPAs is the increasing use of Internet technologies for the exchange of information and delivery of seamless services to citizens.

Online self-service

Electronic case management opens up possibilities for delivery of services via multiple channels and supports true collaborative working. It enables high-quality information to be extended to consultees and also into the public domain so that citizens may more fully engage in decisions affecting their locality.

Civica Performance Planning provides an integrated online self-service channel that allows citizens to search for and view case details and documents (as determined by the LPA through appropriate security and controls). Comments can be captured online and automatically attached to the relevant case.

The provision of comprehensive, reliable services online reduces the burden of requests - and follow-up requests - made via staffed channels, freeing up expert resources to focus on other priorities.

Meeting service delivery targets

Throughout the UK there is a common drive towards increased public engagement, design of citizen-centric services and achieving more for less through efficient and effective working practices.

Inevitably, however, the Government performance indicators that measure progress towards service delivery targets evolve over time. New measures and methodologies are introduced and the outcomes to be achieved are redefined, as exemplified by the transition from BVPIs to NIs in England.

Technologies deployed to meet current and anticipated requirements must continue to be viable as a long-term investment, capable of rising to future challenges that are yet to be determined.

As an expert in service delivery within Local Government, Civica’s track record demonstrates our commitment to a technology roadmap that closely tracks the emerging needs of our customers and partners.

Backed by expertise and experience

The Civica group is one of the most experienced providers of consulting, software and managed services to the public sector. We work with 89% of UK Local Authorities including more than 50 LPAs. Everything we do is focused on the outcomes our customers need to achieve.

Responsive support, proactive involvement

Our commitment to our customers' success is further demonstrated by the strong relationships we build at every level. In addition to the broad discussion forum provided by our Annual User Conference, we actively create regular opportunities to exchange ideas through User Group events and Product Enhancement Groups. The drive to meet customers' needs is central to day-to-day Helpdesk operations, the successful delivery of enhanced SLAs and ongoing dedicated Account Management.

"Whilst the method that we use to contact the Helpdesk has changed over the years, the response from the helpdesk team is always consistent. They respond quickly and will always phone or contact me by email if I have failed to describe the issue that I am logging, clearly. I feel that we at Crawley have built up a good working relationship with the staff and hope that it will continue for many years!"

Sarah Sussmes, Technical Services Officer
Crawley Borough Council

Environmental sustainability

Civica solutions enable end-to-end processes to be accomplished electronically, without the need to create or handle paper. Reducing the level of paper produced and consumed within organisations makes a significant contribution to creating a sustainable and environmentally friendly organisation fit for the 21st century.

Corporate context

Civica Performance Planning is just one element of our corporate product framework spanning contact, process and document management, core administration systems and infrastructure. We are uniquely positioned in our appreciation of the breadth of vision and depth of understanding that is key to delivering service transformation.

Further Information

Contact your Civica Account Manager to find out more, or email enquiries@civica.co.uk.

About Civica

The Civica Group is one of the UK's most experienced providers of consulting, software and managed services, with particular focus on the public sector and regulated services.

The group works with more than 1,700 organisations in local government, social housing, criminal justice, education, defence and healthcare, including 89% of the UK's local authorities and more than 90% of the UK's police forces.

It has a 20-year history in the UK, Australia, Singapore and the USA.

For the latest information visit: www.civica.co.uk

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