



CIVICA

Performance Planning

Enabling consistent high performance and citizen focus

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.

Designed with flexibility in mind, Civica Performance Planning helps LPAs to provide the responsive services required to stay in line with changing legislative requirements, whilst consistently applying good practice to meet the complex demands of balancing local, national and global responsibilities.

Why Civica Performance Planning?

Today, the challenge for LPAs is greater than ever. Meeting the growing expectations of citizens, and keeping them at the heart of service design and delivery, requires technology solutions that have the scope and flexibility to deliver real performance benefits.

Civica Performance Planning enables LPAs to achieve long-term service transformation and develop highly effective, mature systems that draw upon tried and tested professional expertise:

- Overcoming the common back-office issues of inflexibility, interoperability and complicated mechanisms for business intelligence extraction, Civica Performance Planning includes powerful, user-defined configuration options to fully accommodate each LPA's individual requirements. A range of user-friendly reporting tools can be used to analyse service provision, drive effective performance management and output statutory information.

- Civica Performance Planning's integrated online self-service channel promotes public engagement by enabling citizens to securely search for, view and comment on case details and documentation. LPAs retain full control over the information that is extended into the public domain.
- By enabling end-to-end processes to be completed electronically, Civica Performance Planning enables LPAs to work smarter rather than harder, free up vital resources to focus on key priorities and ultimately reduce their carbon footprint by reducing the requirement for, and wastage of, paper.

Civica Performance Planning is just one element of Civica's corporate product framework, spanning contact, process and document management, and core administration and infrastructure. Working with more than 50 of the UK's LPAs, Civica offers a long-standing and proven track record in the delivery of service transformation, and a firm commitment to a technology roadmap that mirrors the emerging needs of its customers and partners.



Colchester Borough Council

"Colchester has used Civica software in many council services. In Planning and Building Control we have adopted Civica's solution in place of a system from another supplier and have found it to be powerful, versatile and reliable.

"The system is impressively easy to interrogate and use to generate bespoke performance reports which have helped to improve performance management within the planning service.

"At last we have an IT system that can be adapted to our needs rather than us adapting to the needs of the system. Its inherent flexibility allows us to change procedures for improved efficiency and customer service.

"Civica's customised training programmes have significantly contributed to the success of the installation and we have 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*

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Features and Functionality

Civica Performance Planning offers all of the core elements of case management, workflow and web publishing. Features and benefits include:

- Comprehensive case management functionality, providing front- and back-office staff with an up-to-date, 360 degree view of information and documentation.
- Flexible and powerful workflow technologies to optimise administrative efficiency and drive day-to-day best practice.
- Integrated online citizen self-service channel.
- Increased control, visibility and end-to-end accountability.
- Automatic tracking of tasks against service level deadlines.
- An open approach to GIS integration and comprehensive capture of 1APP data.
- Sophisticated workload management to reduce the burden of manual administration and mitigate the negative impact of staff turnover, holidays and illnesses.
- Quick and easy implementation of new or amended processes and procedures.
- Support for collaborative, cross-departmental and multi-agency working.
- Reduced requirement for paper and microfilm storage management, ultimately saving an LPA time, effort and money.
- Opening services up to the web and ensuring the necessary systems and processes are in place to meet citizen expectations.



Planning Online

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Elevation Plan
Case : 07786866/FUL, Householder Application, HELEN DAVIES, 13th December 2007,

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A section of a three-page plan viewed online

About Civica

Civica is a market leader in software and services that help organisations to improve service delivery and efficiency, with specialist expertise in local government, social housing, enforcement and education. Blending consulting, software and managed services, the group supplies more than 1,800 customers in the UK, Australia, Asia Pacific and the USA, including 90% of the UK's local authorities, more than 200 social housing organisations and 50 of the UK's 53 police forces.

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

For further information or to book a meeting/demonstration, telephone **0113 244 1404** or e-mail marketing@civica.co.uk

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