

Planning

Purpose

Give Good Advice and Make Good Decisions

Value Demands

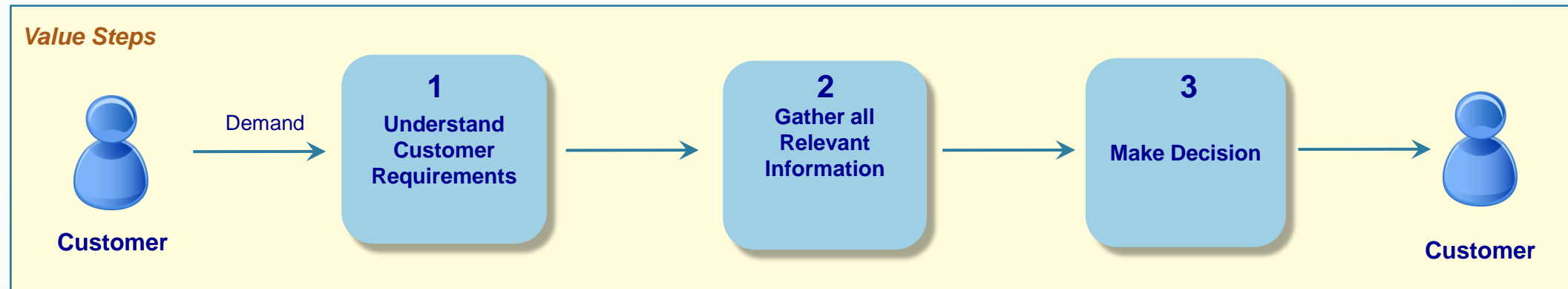
- I Need Planning Advice
- I Want to Make an Application
- Here are my Comments/Objections

Customer

- Applicants
- Neighbours/Interested Parties
- The Borough

What matters?

- Make it Easy
- Make it Quick
- Make it Clear
- Make it Fair



Measures

	Old World	New World
End to End Time (Average Time taken to process application)	56 Days	36 Days