

Project Implementation Plan

Project Name	Planning Enforcement Service Review
Change Team Officer	Amy Boulain - Business Process Analyst
Project Sponsor	Wayne Layton
Project Objective	Implementation of suggestions made during the Planning Enforcement Team Service review

#	Issue	Action Plan	Priority	Status	Date started	Date completed
1	Lack of Oversight, Management and support	SPO to use Acolaid report to look at oldest cases with team and offer advice and support, how to take cases forward - may need to take ownership of some of these cases	High			
		SPO to take on allocation of cases based on workload	High			
		Introduce interim measures to show workload and assist case management	High			
2	Lack of Autonomous working	SPO to support team to feel confident lone working and to implement a rota / turn basis for the inbox	High			
3	Delays before visits	Change process for contact - get team access to undertake Land reg search as soon as case is registered so letters are	High			
		Support and train team to feel confident undertaking unannounced visits as required	High			
4	No direct customer contact	Introduce and train team on customer service, responding to emails on time and direct contact i.e. telephone calls	High			
5	No formal Training	Enforcement training is booked, Training in interviews under caution to be arranged	High			
6	Accolaid not fit for purpose	New system to be procured at the end of current contract	High			