

## The experts behind our planning resilience service

At Capita, it's our people that make our planning resilience service stand out from the crowd.

We have a team of over 100 experienced planning professionals located across the UK. We can provide the full range of support services – whether it's supporting with eliminating backlogs of applications, providing additional capacity to deal with peaks in workload or additional expertise whenever it's required.

### Meet Tanusha

Tanusha Naidoo, Planning Manager at Capita talks about how her team of planners, based at one of our planning hubs in Northern Ireland, are supporting our local authority clients across the UK.



How am I supporting local authorities with planning resilience?

### How are you supporting local authorities Tanusha?

One of the key benefits our planning resilience service provides is the ease in which local authorities can access our planning resource and expertise no matter where they are based in the UK. From our planning hub based in Belfast, our team of planners can help any local authority clear their application backlogs, support on a particular complex planning matter or process minor applications to free up existing council resource to work on other projects. In less than twelve months the planning hub has gone from strength to strength with our planning experts delivering on over 1,000 planning applications and contributing to the delivery of three local plans – all from across the pond!

### Why should the remote approach to planning resilience appeal to local authorities?

When it comes to accessing additional resources, local authorities are often looking for an alternative to recruiting permanent or agency professionals. Our service gives our customers on-demand access to planning professionals which

they switch on and off as required. We are finding the 'remote' approach reduces delivery costs which we can then pass onto our customers and opens up a wider network of our resources as and when you need us, without compromising on service quality.

### Tell us something people may not know about Capita's planning resilience team in Belfast?

We have developed links with both Queens and Ulster Universities and are incredibly proud to have been invited to sit on their academic boards, where we helping to shape the academic output of their respective Planning and Development undergraduate programmes. Also, one of our Planning Assistants completed 213 applications in four months!

### How many people are in the Belfast resilience team?

Initially we employed four local planning professionals but as our list of planning resilience clients grow, we have now expanded the team to ten. We also have access to the further 100 planning professionals from Capita's additional planning hubs across the UK.

### Find out more

For more information or a no obligation consultation on accessing additional capacity for your council, please contact Andy Foster.

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