



planning advisory service

Impact Assessment of the Planning Advisory Service

The Challenge

The Planning Advisory Service (PAS) was formed in 2004 with the aim of helping local authority planning departments to adapt to the developing planning system and to process applications more efficiently.

We were appointed to assist the Service to assess impact soon after its inception. We worked in partnership with programme managers to develop an evaluation methodology for the programme which would provide:

- Understanding of the issues and challenges facing planners
- Rapid feedback on the performance of PAS to inform its development
- Evaluation of the longer term impact of the programme on the performance of planning authorities

The Approach

We agreed to evaluate PAS through rolling quarterly evaluations; this provides rapid feedback while allowing the data from several evaluations to be collated to provide an overview of performance.

Each quarterly wave of research is flexible enough to allow for the exploration of topical issues and concerns relating to planning and to the Service.

We work in close collaboration with PAS providing feedback and interpretation of the data after each wave of research; agreeing the areas to be covered in the subsequent wave and presenting results to the programme steering group.

inspired market research

The Outcome

After five years in operation PAS has become the leading source of support for planners with nearly 100% awareness and over 80% use among senior planning officials. The evaluation has established that PAS assists authorities to improve their performance and to make better planning decisions.

Following an open tender exercise; Databuild has recently been re-appointed to provide the impact assessment for a further three years.



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