



Corporate Plan

2021-24

Annex A Business Plan 2022-23
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Annex A - Business Plan 2022-23

Priority: Customer First

Objective 1:

To deliver a high-quality service that meets the needs of our customers. To achieve this:

- We will undertake a formal review of procedure options to ensure they meet the needs of customers
- We will review our external performance measures to ensure they are reflective of customer needs
- We will continue to hold engagement sessions with stakeholders to improve the understanding of the role of the Commission in the NI planning system; and
- We will continue to ensure that the quality of decision making is maintained.

Priority: Operating Environment

Objective 2:

To deliver an operating environment that will support an expanding workforce. We will:

- Work alongside our Sponsor Body (DoJ) to ensure we are sufficiently resourced to address existing and pending work commitments
- Invest in the training and development of our workforce to enhance skill sets and to ensure effective contribution to the organisation
- Relocate to an office location which aligns us with the DoJ 'family' while retaining our independent status; and
- Review structures within the Commission to ensure they provide the most effective and efficient basis for the delivery of business needs

Priority: Adapting Information Technology to facilitate new ways of working

Objective 3:

To implement effective solutions to ensure our systems are fit for purpose. We will:

- Finalise implementation of a new case management system and customer portal. This system will incorporate the electronic exchange of evidence and will be user-friendly
- Formulate a future operating model which facilitates remote hearings where they can be utilised effectively to deliver our service