

# ResponsEye: enabling planning officers to complete inspections remotely



**Capita's ResponsEye solution** enables planning officers to complete inspections remotely, by allowing applicants and agents to live video stream real-time inspections easily and securely from their smartphone in real-time directly to a planning officer during site inspections for a more efficient and fully remote service.

With increasing demands on local authorities and their teams, site inspections can be particularly time consuming with planning officers often required to travel large distances between sites.

## The benefits

- Allows applicants and agents the unique opportunity to interact with designated planning officers in real-time during site inspections.
- Real-time video footage allows planning officers to see a 360°, dynamic view of the site and surroundings, compared to photographs which only show specified areas.
- Reduces time spent travelling between sites for a planning officer.
- Customers are able to more easily access planning expertise from planning officers nationwide.
- Provides location services, ensuring effective linking of the call to the property with geo-tagging of footage received.

## What can you save with ResponsEye?

You can save an officer 4 hours a week in travel time, allowing them to clear an additional 30 cases per year\*.

A direct petrol saving of approximately £2k a year per officer, thus reducing their associated carbon footprint\*.

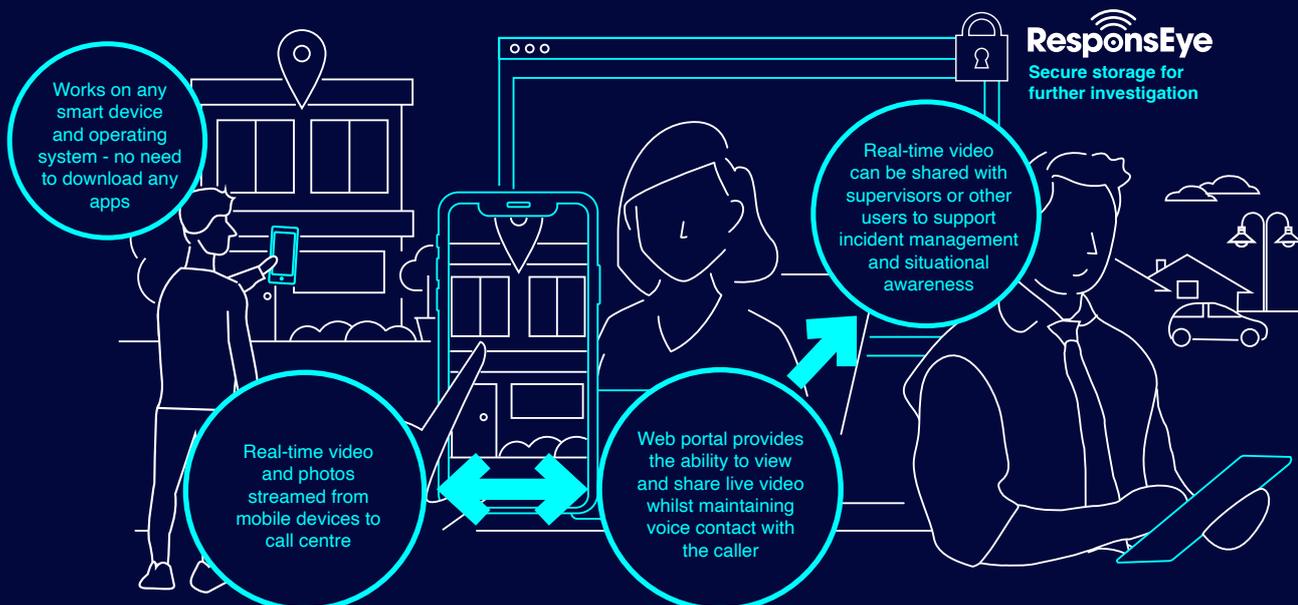
\*based on the average for a large rural authority

## How it works

ResponsEye allows planning officers to see live video of a site inspection, providing planning applicants and agents with enhanced visibility and involvement in the process. Location information is provided to the planning officer using GPS coordinates, to ensure that the correct geographical location is being viewed.

ResponsEye doesn't require anyone to download and install an app. The planning officer simply sends a text or an email to the smartphone of the caller. By clicking on the URL link contained within the text message or email, a secure 'one-time-use' live video stream is enabled. Importantly, no footage is stored on the user's device. And if the caller has poor signal, or the device doesn't support video, they can opt to send still photo images instead.

Once the inspection has been completed the recorded data is downloaded to our server for use by the planning officer in their assessment of the scheme.



To find out more about our service and how we can help your organisation create better outcomes, please contact [localpublicservices@capita.co.uk](mailto:localpublicservices@capita.co.uk)

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