

## Brighter future

Success brings its own challenges, however, as we discovered when demand for some chargeable services outstripped even our expectations.

As a self-funding venture, we had a budget to deliver training to staff, but beyond that our small 'back office' team relied on the dedication and hard work of those who were delivering the service to our customers alongside their other work. It's been a struggle at times and at one point the difficult decision to restrict the pre-submission screening service was taken, as demand for it couldn't be met.

However, even with a glitch or two, we're proud to say we've completed 500 pieces of chargeable work since launch.

We're also:

- refreshing the Commercial Network, so we've someone available to offer support and advice to each area team
- running a series of 'bitesize' webinars covering areas of commercial work you've told us you'd like to know more about; and
- developing new services, and improving existing ones, such as charging for the post consent stages of planning work.

## Keen supporters

If you've met **REDACTED** during his visits to your local office, or read his recent [Hot Seat](#), you'll be in no doubt that both he and **REDACTED** are keen supporters of the principle of charging.

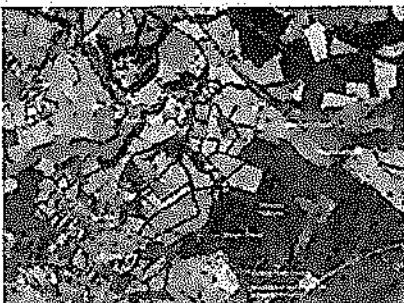
**REDACTED** says, "I'm looking forward to watching our chargeable services go from strength to strength, as we continue to modernise the business and maximise cost recovery. By achieving this we will be best placed to deliver the outcomes for the natural environment that are so important to us. We're currently looking at where best to increase resource to deliver these services and meet our customers' expectations.

"Your creative and innovative ideas are helping us identify new opportunities. We'll shortly be announcing the winners of the commercial innovation competition we ran during December. I've been very impressed with what I've seen, so keep them coming!"

For further information contact **REDACTED**

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## DAS speaks for itself



**Our Discretionary Advice Service can make a real difference in supporting an Outcomes Approach to development.**