DIGI GOV EXPO '24

CITIZEN EXPERIENCE THEATRE

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Doing Planning Differently: Revolutionising citizen engagement in planning through the PropTech Innovation Plan Fund

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Ministry of Housing, Communities and Local Government (MHCLG)

Insights from the PropTech Innovation Fund

Doing Planning Differently

DigiGov Expo 2024

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Ministry of Housing, Communities & Local Government

Not in my back yard – conflicting views on the housing shortage

Many people want new homes to be built, but not where they live

The current planning system is slow and inefficient due to its semi-analogue nature and a large number of paper based processes.

50%

Of planning applications are invalid on submission

Each invalid planning application causes on average:

34

days of delay

straining planning authority resources.

Outdated and often paper-based planning systems

mean time is spent on manual processing and valuable information is hard to access – both for government (to get a full and accurate picture of housing and planning needs) and for the private sector (to build innovative and productive services).

Around 85% of applications received by councils are for simple homeowner applications for things like extensions and changes of use.

Despite the simplicity of these projects, **processing these applications and dealing with errors caused by the semi-analogue process takes up 50% of planning officer time.** This takes capacity away from the development of higher priority larger (minor, major and strategic) schemes.

JOB SATISFACTION IS BEING AFFECTED

In 2008

70%

of planners worked in the public sector

By 2018, only

56%

of planners worked in the public sector

THE IMPACT ALSO EXTENDS TO LOCAL COMMUNITIES

Only 38%

of local authorities have adopted a Local Plan within the last five years.

Engagement with the development of Local Plans in the current system is not consistently measured, but the RTPI believe the figure can be less than **1% of the population of a district.**

A Grosvenor report found only

7%

of citizens trust local planning authorities to make decisions in the best interest of the local community.

Disengaged communities can lack understanding of the positive outcomes developments can deliver.

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CHANGE
JUST AHEAD

The vision

“Make the planning system in England fit for the 21st Century”

“Accelerate the adoption of PropTech that streamlines planning and regeneration”

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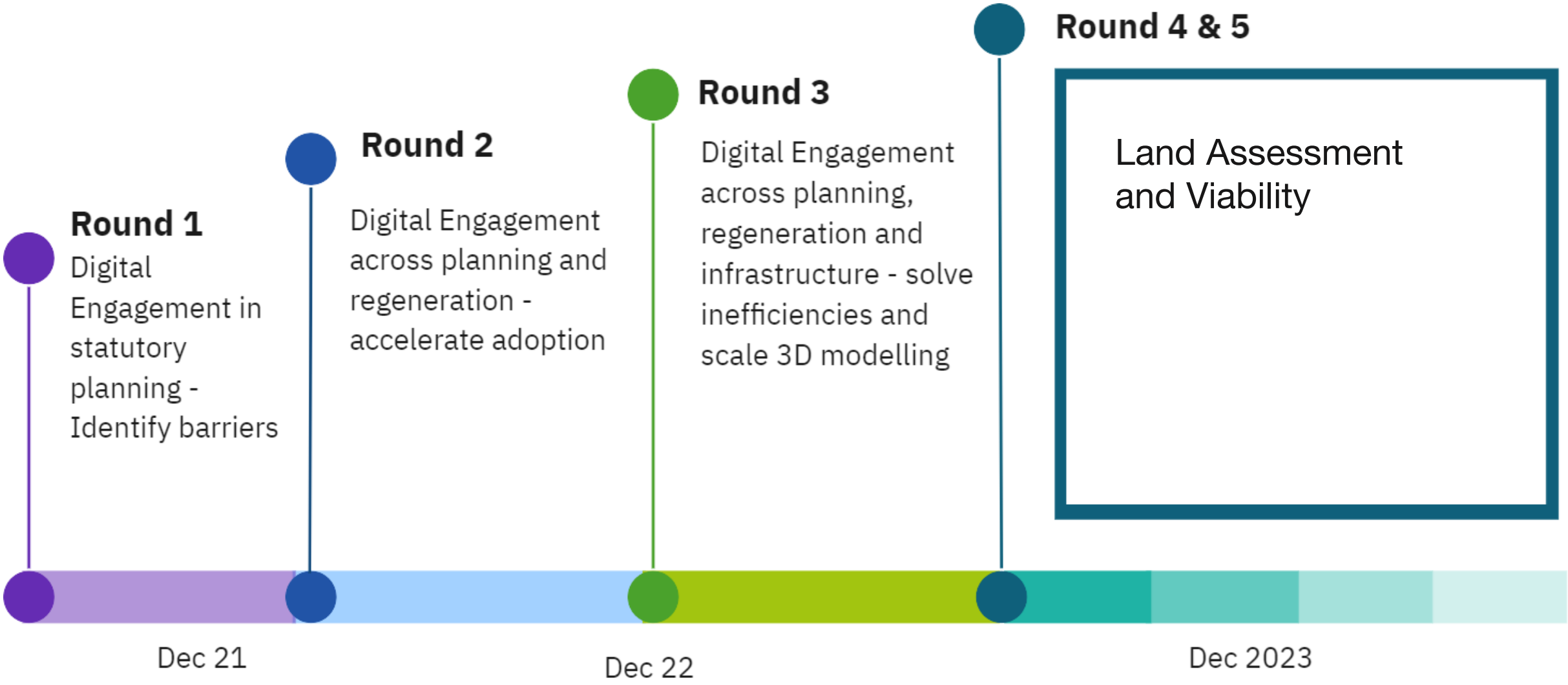
Demand
Supply

Scaling and testing PropTech adoption in planning:c



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The PropTech Innovation Fund

102 pilots

68 LPAs

60 companies

£13 m

RESEARCH

22 ways the UK is creating a proptech powerhouse PlaceTech.

The UK has never had a better opportunity to become the global home of proptech

Faisal Butt · Follow
Published in Pi Labs Insights ·

Department for Science, Innovation & Technology

Geospatial Commission

Co-designing the system with its users

HARLOW AND GILSTON GARDEN TOWN

179,000+
People saw the consultation

3x Greater
Response levels than previous consultations

SOUTH WEST HERTFORDSHIRE

3,000+
Responses

1.2M+
Social media impressions

LONDON BOROUGH OF NEWHAM

78%
Participants using platform for the first time

PLYMOUTH AND SOUTH WEST DEVON

81%
Of electoral wards had increase in participation compared to previous Regulation 18 consultations

SURREY COUNTY COUNCIL

342%
Increase in respondents under the age of 34 compared to the previous consultation

COTSWOLDS AND WEST OXFORDSHIRE

40%
Estimated reduction in officer time required to manually input respondent's feedback

LONDON BOROUGH OF WALTHAM FOREST

100%+
Increase in engagement by people describing their ethnic background as Asian / Asian British and by people describing their ethnic background as Black / African / Black British / Caribbean*

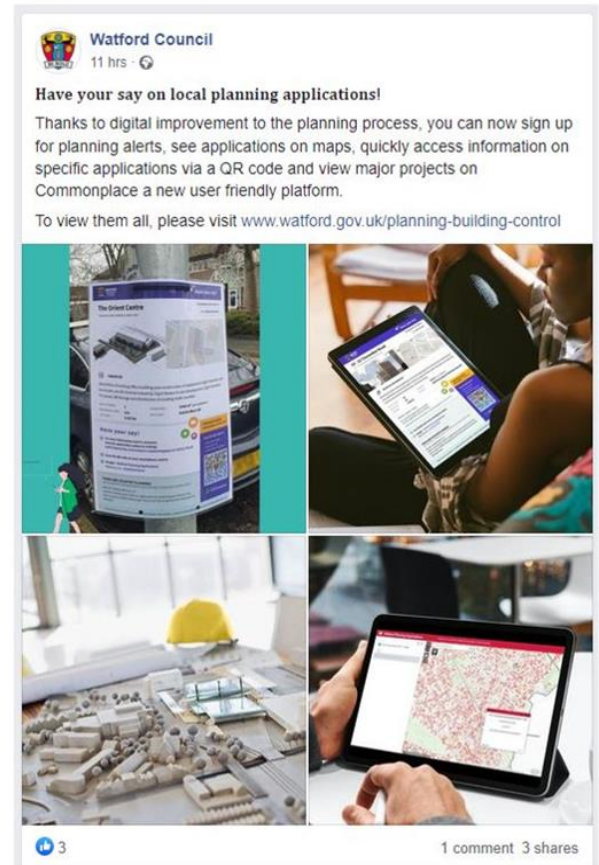
*Compared to previous engagement in Lea Bridge

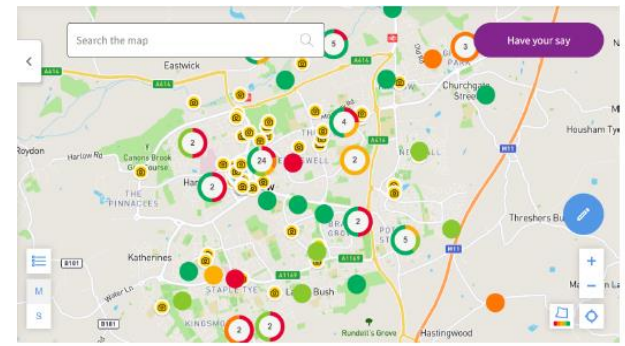
EAST HAMPSHIRE DISTRICT COUNCIL

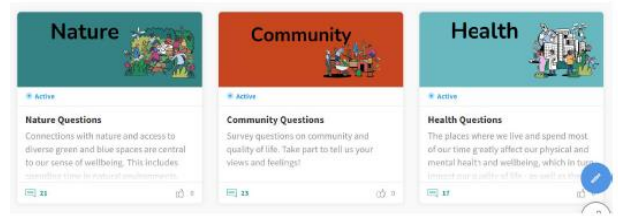
5x Increase
In resident engagement with their consultation around the opportunities and barriers to reducing residential parking in the local area

WATFORD BOROUGH COUNCIL

75%
Residents said alerts would make them more likely to get involved with the Council's planning service







What about all of the additional feedback….?
The opportunity for AI

15 council led projects funded to scale digital solutions which aim to improve citizen engagement within the planning process

Digital Planning, 23 March 2023 - Digital Citizen Engagement, Digital Planning, PropTech

75% Reduction

Cotswold & West Oxfordshire

66% Reduction & £33,000 savings

Plymouth, South Hams & South West Devon

90% Reduction

Hounslow & Chesterfield

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“Best Practice” Principles for Digital Engagement

HGGT
HARLOW & GILSTON GARDEN TOWN

Project Delivery

Digital map and survey

7000 visitors to the platform
1015 contributions
554 respondents
3 languages: English, Polish, Urdu

Themed questions

Uptake reflected when questions released

Digital Comms

Harlow Museum Community Celebration Fete

We spent a sunny Sunday at Harlow Museum and Walled Gardens launching our 'Community' themed questions. We met so many interesting groups and individuals. Just another example of how vibrant Harlow's community is.

366 news subscribers,
15 newsletters posted
179,165 local people saw social media posts

In person events

49 pop-up events, including workshops, presentations, conversations in parks, Macdonalds, forums. Posters, leaflets, banners

Go to the people

Work with existing community networks & champions

Youth Engagement (the holy grail)

Feedback loops are critical

Bring the Vision to Life - **tell the story of change**

Activate places through hybrid engagement - **culture, arts & education**

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Barriers to Adoption

PropTech Innovation Fund: how it's helped identify barriers to adoption of digital engagement tools and the role of government and partners to reduce them

Digital Planning, 9 April 2024 - Digital Planning, Innovation, PropTech

- Lack of Evidence to support ROI
- Digital Capacity & Resourcing
- PropTech Market maturity
- Lack of System Interoperability
- Lack of X-Gov Mandate

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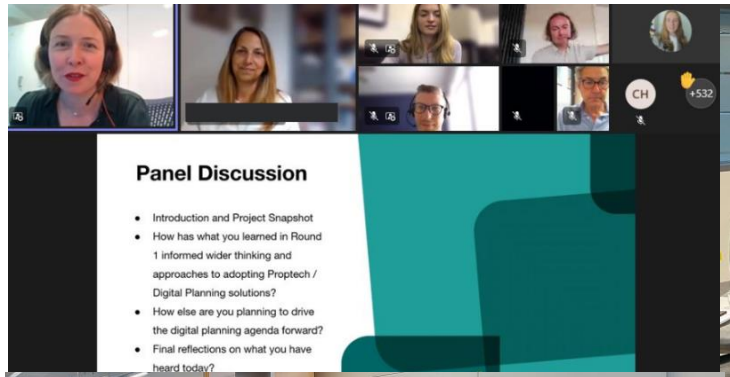
Accelerating adoption through Communities of Practice



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Where to from here?

Ministry of Housing, Communities & Local Government

Digital Task Force for Planning

Digital Planning Directory:
Service Provider Open Engagement Event

Thursday 26 September 2024

10am to 11am BST

Digital Planning Directory: Service Provider Open Engagement Event

Digital Citizen Engagement toolkit

Welcome to our digital citizen engagement toolkit which is designed to support local authorities (LAs) using digital tools for improved consultations and engagement in planning.

Developed with a user-centred approach, our toolkit follows a 7-step user journey to support an effective project approach to consultation. The guidance and tools referenced are designed to help improve community interactions, fostering a more inclusive and participatory planning system.

Digital Citizen Engagement (DCE) products and projects should align with the Local Digital Declaratio by being designed around the needs of people, supporting technology and data interoperability, and safe and secure ways of sharing information.

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Digital Planning Case Studies

On this page you can find information on council-led Digital Planning projects funded through the MHCLG Digital Planning programme funding rounds and the Continuous Funding Model.

This page will be updated with case studies from various funding streams as they become available.

Open Digital Planning
1,124 followers
5mo •

It's been three months since our last discussion about the Digital Planning Maturity Assessment tool. As we move forward, we're thrilled to share an update on our progress 👇💫

Understanding Digital Maturity: Part 2

Open Digital Planning on LinkedIn • 2 min read

It has been three months since we introduced our first article on the Digital Planning Maturity ...

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