



The Planning Inspectorate
Yr Arolygiaeth Gynllunio

The Planning Inspectorate is going digital

Same trusted experts, great new services

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Yr Arolygiaeth Gynllunio

Today:

1. Tech as part of COVID-19
2. New services in trial and more coming
3. And next?





Planning appeals, but so much more.

Our role in:

A fair planning system

Impartial appeal decisions when councils refuse or take too long

Work for the Secretary of State

Supporting communities

Examining local plans and other local planning documents for soundness

Infrastructure needs

Implementing government policy and considering the interests of others in recommending to Ministers which projects should be built

Supporting wider govt

Providing fair, impartial experts to support other departments especially DEFRA, BEIS and DfT



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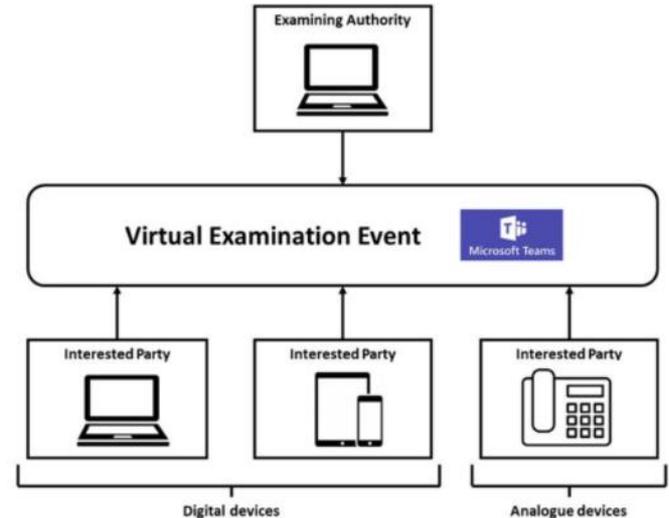
Virtual events remain for now

Keeping casework moving safely

September: 10 virtual inquiries and
39 virtual hearings

No physical hearings/inquiries
since lockdown

Testing of 'blended' physical and
virtual events underway





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Support and learning

Videos and guidance online

Test events

Excellent blogs by participants full of tips

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Guide to participating in a Planning Inspectorate virtual event



Introduction

This guidance is provided for those external to the Planning Inspectorate who are attending a virtual event such as a hearing or inquiry and wish to speak.

The Planning Inspectorate use Microsoft Teams to host events. Whilst Teams is designed to be easy to use, if you are using it for the first time you may want to familiarise yourself. Fortunately, there is plenty of excellent guidance and learning material available on the Internet. This document directs you to the features you are most likely to need.

Microsoft may update features in Teams, therefore the appearance of some of the features may be different to the instructions in this guide.

Contents



Our new appeal a planning decision service

- Part of a digital planning system. Not about re-creating the analogue service in a digital world
- Single point of information
- Single submission process for all casework types
- No more paper
- Aspiration for direct links to existing data rather than repeat entry/uploading
- Consistent approach to tracking, notifications, deadlines and flags built in
- Appeals can't be accepted unless valid



Our work is user-led

Local Planning Authorities

"Once submitted the appeals are not dealt with in a timely manner, most applications are not actioned by PINS at all for months"

LOCAL PLANNING AUTHORITY PROCESSING

Local Planning Authorities issue the planning application decisions that are then challenged by appellants or agents. They are required to submit their own evidence to support their case, should they choose to defend their position.

Local Planning Authorities issue decisions independently of the Inspectorate (the planning application process is out of the Inspectorate's scope). Approximately 9% of planning applications issued by LPAs are referred to the Inspectorate for appeal.

Unrepresented appellants

"I can't understand why in this day and age I can't track the progress of my case, and it seems to disappear into a black hole."

UNREPRESENTED APPELLANT (SUBMISSION OF APPEALS)

Approximately 12% of appeals come from unrepresented parties, acting on their own behalf. Unrepresented appellants typically will never have interacted with the Inspectorate before. They undertake the exact same appeals process as agents.

Appellants are less likely to understand technical planning language and often require more support and guidance through the submission of their appeal than agents.

Interested parties/general public

Interested parties are not always involved in appeals, however anyone has the right to comment on an ongoing appeal if they consider themselves affected by the proposal.

Interested parties submit a statement outlining their objection or support of the appeal. Third parties can request to be present at any site visit or event that helps decide the appeal. They will be interested in the outcome of the appeal.

NEEDS

- To be notified when appeals have been submitted and when information is required
- Easy extension of evidence to **100MB message**
- Ability to submit **large documents**
- Timely updates** on the progress of cases without having to chase for updates
- Consistent, fair and timely decisions**

CHALLENGES

- Submitting documents is slow and the file size and format are able to submit
- The information I need to provide is already contained in an appeal, just **duplicating evidence**
- Currently **casework process take too long**

TYPICALLY...

- SUBMIT EVIDENCE TO THE INSPECTORATE TO SUPPORT THE DECISION MADE
- AGENT UPDATES REACTION REQUESTS DURING THE CASWORK PROCESS
- MANAGE AND FILE APPEALS AT ONCE, EACH AT DIFFERENT STAGES
- RECORD AND REPORT FROM PLANNING IN

NEEDS

- Supportive guidance** to help me understand the appeal process
- Assurance that I'm doing the right thing
- Easily submit necessary information and evidence** to the Planning Inspectorate
- Timely updates** on the progress of my case without having to chase for updates
- Consistent, fair and timely decisions**

CHALLENGES

- Guidelines** for submission are overly complex and not written for a layperson
- I don't receive updates on the progress of my casework
- I am **not supported** through the submission of my appeal
- Currently **casework processing seems to take too long**

TYPICALLY...

- SEND RELEVANT INFORMATION & EVIDENCE TO THE PLANNING INSPECTORATE
- AGENT UPDATES REACTION REQUESTS DURING THE CASWORK PROCESS
- ATTEND AND RELEVANT CASWORK EVENTS & AGENT CASE UPDATES
- RECORD FROM DECISION OR REPORT PRODUCED BY THE PLANNING INSPECTORATE

NEEDS

- Easy access to comment on the case via a public-facing digital service**
- Confidence** that my submission is going to be taken into account
- Ability to track progress of the case and when to expect a decision**
- Access to the decision to understand the outcome of the appeal**

CHALLENGES

- Complex, non-digital** submission processes for my statement mean that it's quite hard to get my voice heard
- Decisions are not directly communicated to me - I have to go and find them

TYPICALLY...

- SUBMIT THEIR OWN INFORMATION & EVIDENCE TO THE PLANNING INSPECTORATE
- AGENT UPDATES REACTION REQUESTS DURING THE CASWORK PROCESS
- ATTEND AND RELEVANT CASWORK EVENTS & AGENT CASE UPDATES
- SEARCH FOR A FINAL DECISION OR REPORT PRODUCED BY THE PLANNING INSPECTORATE

- Local planning authorities
- Listening to calls into our customer service team
- Interviews with users who are about to appeal
- Interviews with users who have submitted appeals

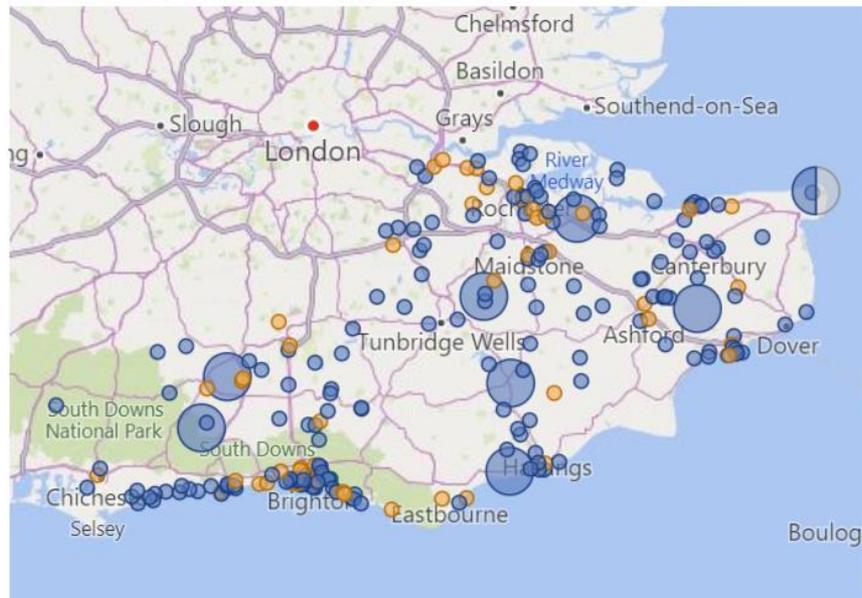


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Same Trusted Experts
Great New Services

Live trial underway

- 400 appeals submitted
- 200 decisions published
- 27 LPAs across three regions involved





So this is what the live test looks like

The image displays three screenshots of the Planning Inspectorate Portal, illustrating the user interface for managing cases. The screenshots are numbered 1, 2, and 3.

1. My Cases: A screenshot of the 'My Cases' page. It shows a table with columns for Case, Reference, Docs, Status, Created, and Modified. Two cases are listed:

| Case | Reference | Docs | Status | Created | Modified |
|----------------------------|--------------|------|---------------|------------|------------|
| Appeal a planning decision | PS-1810-0010 | | Not submitted | 22.10.2018 | 23.10.2018 |
| Appeal a planning decision | PS-1810-0005 | | Active | 18.10.2018 | 18.10.2018 |

2. Case details: A screenshot of the 'Case details' page for case 2018/P/2134567. It shows a timeline and case information:

Timeline: Case started → Questionnaire → Statement → Final comment → Event → Decision

Case details:

- Appellant: Mrs Jane Doe
- Case number: 2018/P/2134567
- Site address: 1 Temple Quay House, M1 1SB
- Contact address: 1 Temple Quay House, M1 1SB
- Procedure: Written representations
- Status: Questionnaire due

Case actions:

| Action | Due by | Action |
|-------------------|------------|--------------------------------|
| LPA Questionnaire | 26/10/2018 | Start now > |

3. Case details (continued): A screenshot of the 'Case details' page showing the 'Case details' section and the 'Timeline' section. The 'Case details' section is repeated here for clarity. The 'Timeline' section shows the progress of the case:

Timeline:

- 1 Appeal Started
- 2 Questionnaire
- 3 Statement
- 4 Final comment
- 5 Event
- 6 Decision pending
- 7 Decision issued

The 'Case details' section is repeated here for clarity:

- Appellant: Catherine Hughes
- Site address: 1 Temple Quay House, M1 1SB
- Contact address: 1 Temple Quay House, M1 1SB
- Procedure: Written representations
- Status: [Complete questionnaire](#)

Appeal Documents:

| Document type | Action |
|-----------------------------|---|
| Case start letter | View Download |
| Appellant statement of case | View Download |

Messages:

| Date | Subject | Action |
|----------------|----------------------|----------------------|
| 28 / 03 / 2018 | New appeal submitted | View |



And a few more...

PROTOTYPE This is a prototype service – Thank you for helping us to improve it.

Appeal a planning decision

1. Check before you start

[Check eligibility](#)

COMPLETED

2. About the planning application

[Application details](#)

[Development details](#)

[Environmental details](#)

[Why the planning application was refused](#)

[Upload your Plans](#)

[Other relevant information](#)

3. About the site

[Site details](#)

[Listed building status](#)

PROTOTYPE This is a prototype service – Thank you for helping us to improve it.

[← Back](#)

Appeal Grounds

What are your grounds for appeal?

Submit a statement detailing your grounds for appeal. Your statement must:

- contain full disclosure of the details of the case and the arguments being put forward
- reference any documents that you intend to rely on
- be concise (preferably under 3000 words) with clearly marked and relevant appendices
- be uploaded in full, as there will be no opportunity to add to it at a later stage

Note that statements must not contain inflammatory, racist or abusive language.

[▶ Help with preparing your statement](#)

Upload your statement

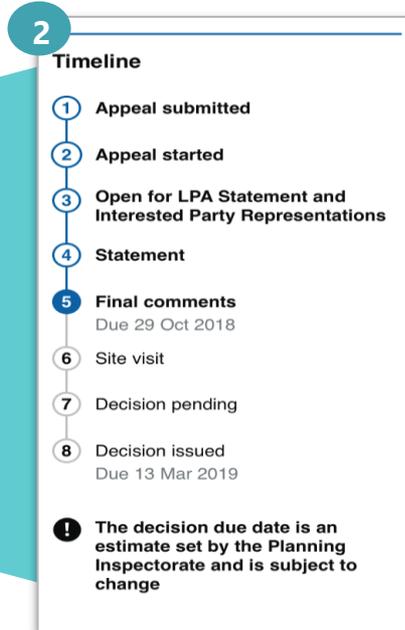
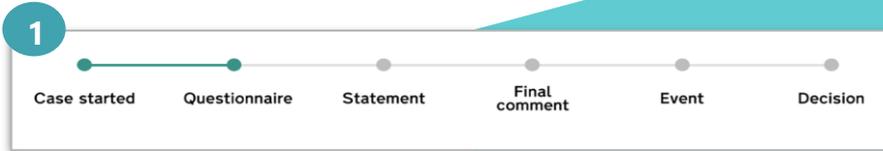
Drop files here or click to upload

Upload any documents to support your statement

Drop files here or click to upload



Tracking appeals





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Next steps

Prototypes satisfied Government Digital Service in last few weeks

Autumn development of version two of the trial, which will become the service we launch

Householder appeals service first, plan to launch for live trial January

Followed by other case types and functionality development

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What next?

What role for virtual events longer term?

The Planning Inspectorate's role in the digital future

The need for a whole system approach

The need for digital leadership

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