



The Planning Inspectorate  
Yr Arolygiaeth Gynllunio

# The Planning Inspectorate is going digital

Same trusted experts, great new services

Graham Stallwood FRTPI  
Director of Operations

@PINSgov  
@GrahamStallwood



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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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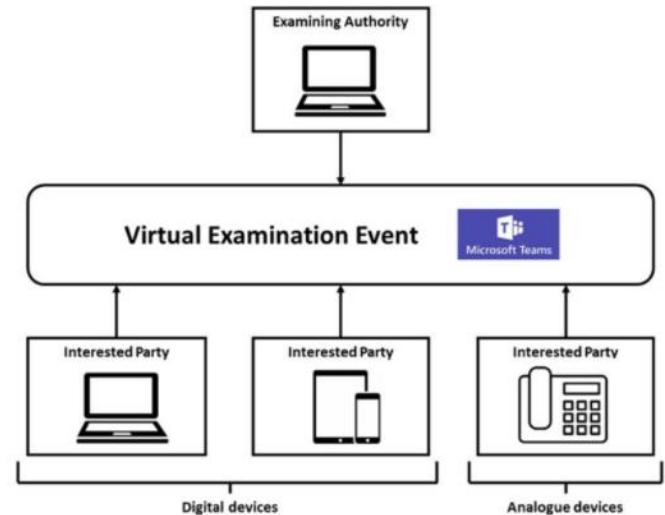
# Virtual events remain for now

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



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# 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 LPA are referred to the Inspectorate for appeal.

### NEEDS

- To be notified when appeals have been submitted and when information is required
- Easy submission of evidence to a case manager
- 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 time-consuming and the file size and format are often not what is needed to be able to submit
- The information I need to provide is already contained in an appeal, so just duplicating evidence
- Currently casework process takes too long

**TYPICALLY I...**

- SUBMIT EVIDENCE TO THE INSPECTORATE TO SUPPORT THE DECISION MADE
- ABOUT UPDATES AND ACTION REQUESTS DURING THE CASEWORK PROCESS
- MANAGE HOW I TELL APPELLANTS ABOUT CASES, EACH AT DIFFERENT STAGES
- RECORD AND REPORT FROM PLANNING AP

## Unrepresented appellants

"I can't understand why in this day and age I can't track the progress of my case. 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.

### 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 I...**

- SUBMIT RELEVANT INFORMATION & EVIDENCE TO THE PLANNING INSPECTORATE
- ABOUT UPDATES AND ACTION REQUESTS DURING THE CASEWORK PROCESS
- ATTEND AND RECORD CASEWORK EVENTS & ABOUT CASE UPDATES
- RECORD FINAL DECISION OR REPORT PRODUCED BY THE PLANNING INSPECTORATE

## 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

- 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 I...**

- SUBMIT THE COURT INFORMATION & EVIDENCE TO THE PLANNING INSPECTORATE
- ABOUT UPDATES AND ACTION REQUESTS DURING THE CASEWORK PROCESS
- ATTEND AND RECORD CASEWORK EVENTS & ABOUT 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

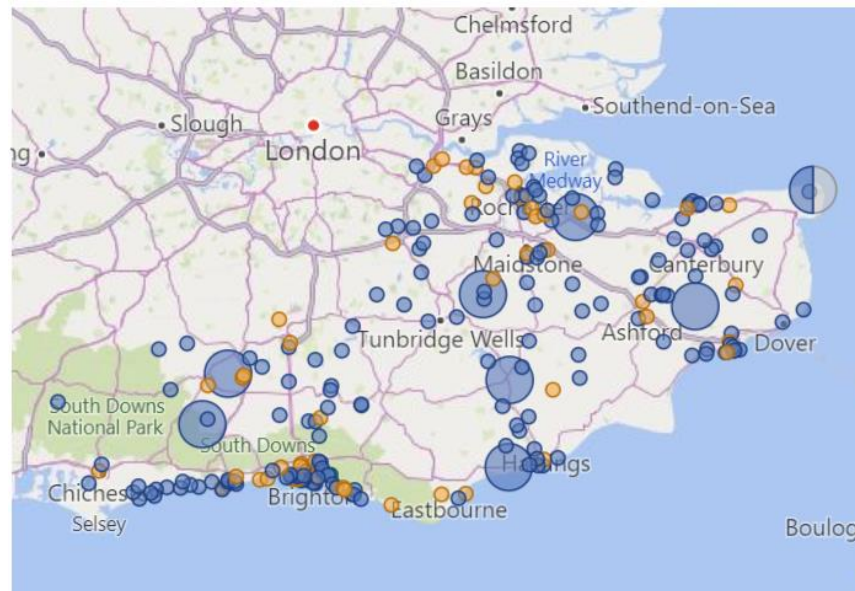




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# Live trial underway

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



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Great New Services





# So this is what the live test looks like

1. **My Cases** (Planning Inspectorate PINS)

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. **The Planning Inspectorate Portal**

Home > Case 2018/P/1234567

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**

LPA Questionnaire Due by: 26/10/2018 [Start now >](#)

3. **The Planning Inspectorate**

Appeal reference: **2018/P/1234567**

Status: **QUESTIONNAIRE DUE**

Appellant: Catherine Hughes  
Site address: 1 Temple Quay House, M1 1SB  
Contact address: 1 Temple Quay House, M1 1SB  
Procedure: Written representations

[Complete questionnaire](#)

**Appeal Documents**

Document type: Case start letter [View](#) [Download](#)  
Appellant statement of case [View](#) [Download](#)

**Messages**

Date	Subject
28 / 03 / 2018	New appeal submitted <a href="#">View</a>



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# And a few more...

GOV.UK

Appeal a planning decision

Sign in Register

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](#)

GOV.UK

Appeal a planning decision

Sign in Register

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

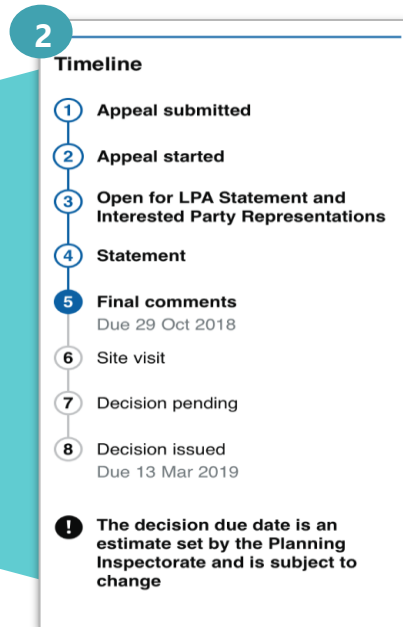
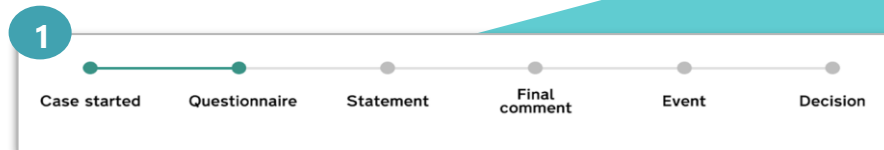
Drop files here or click to upload

### 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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