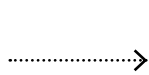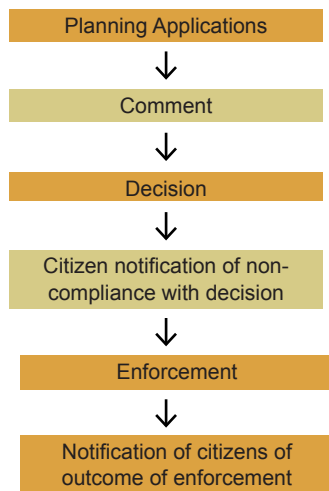# Use Case Scenarios

1. Planning Applications
urban story 'Co-creation between a developer and the community'

Planning Applications are the backbone of civic services in the planning department. But they are also a big burden for the administration in terms of time and money. In general these are the planning steps*:

| Planning Applications |
| --- |
| ↓ |
| Comment |
| ↓ |
| Decision |
| ↓ |
| Citizen notification of non-compliance with decision |
| ↓ |
| Enforcement |
| ↓ |
| Notification of citizens of outcome of enforcement |

The extra value of Smarticipate can be shown mainly in the step 'Comment'. Note that the actual planning application process is more complex than presented here. For the detailed process, check page 13 of the attachment 'Involving People in Planning'.

*These steps were presented during the
1st London workshop (March 22 - 24, 2016)

Urban story synopsis

An ambitious developer makes a 3D proposal for a brownfield location in the northern part of the borough. This proposal is disseminated via Smarticipate using RBKC's postal code notification system for planning applications. Neighbourhood residents receive the message and come into action. They use the design feature of Smarticipate to produce alternative proposals. The system provides automatic feedback that they use to improve their proposal. This even includes a check to ensure that their proposed building shape is affordable to construct. Their ideas are published via the postal code notification system, through which subscribers can see the new proposals alongside the developer's original proposal. The borough and the developer - who are also part of the mailing list - invite residents to a face-to-face workshop where the developer's architect presents a compromise. The revised design is republished and continues through the planning application procedure.
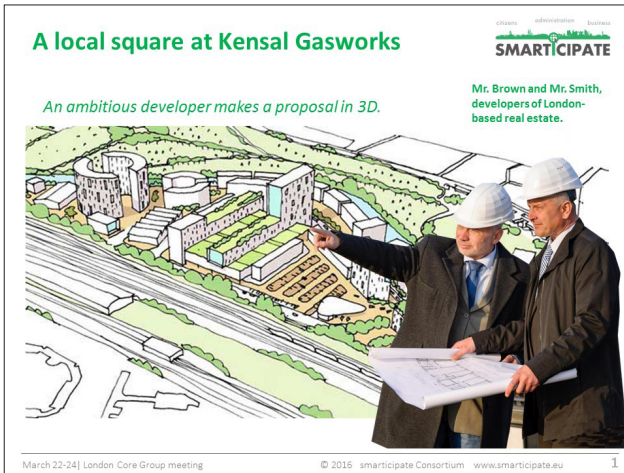
Scene 1

An ambitious developer makes a 3D design proposal and uploads it in the 3D model of the borough.
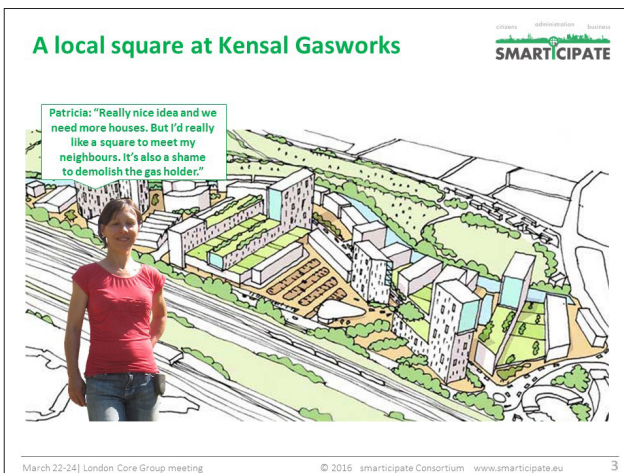
Technical note: The 3D model is BIM-compliant.

Scene 2

The proposal is circulated via Smarticipate using RBKC's postal code notification system for planning applications. Residents within 500 meters of the site receive a message.

*Technical note: Link to automatic notification system of My RBKC.*

Scene 3

Patricia, a resident living nearby, receives the message. She likes the proposal because the area needs more housing. But she'd really like a community square where she can meet her neighbours. She also disagrees with the proposed demolition of the gas holder.

Technical note: Users can easily view the 3D model from different perspectives and check the proposed programming.
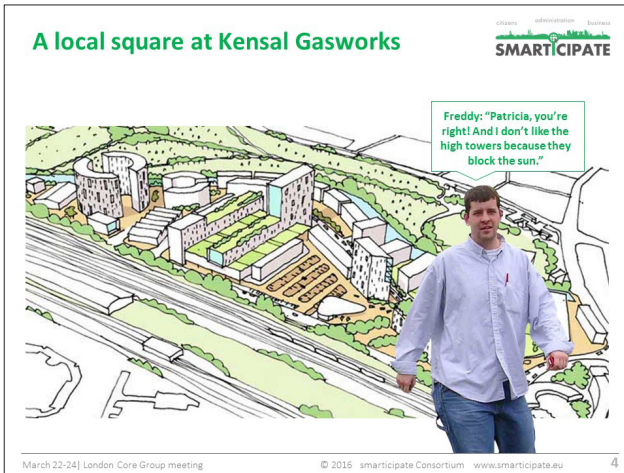
Scene 4

Patrica forwards the proposal to her friend Freddy, as she wants to know his opinion. He supports her and sees immediately that the high towers cast too much shadow.

Technical note: The impact of development, such as shadows and heights, should be visualized.

Scene 5

Freddy discovers the design feature of Smarticipate. It enables him to add a 100x100 meter public square to the 3D model, to maintain the gas holder as an asset of community value and to reduce the housing by 50%.

Technical note: The system allows 3D models to be visualized in the borough's existing 3D model. This can be models built with the Smarticipate app, or the upload of models from other digital programs.

Scene 6

He receives automatic feedback on his proposal. The addition of green space and the retention of the industrial monument fits the goals of the borough. But his proposal to reduce the number of houses from 1.000 to 500 and to transform them from market rate housing to social rent, conflicts with the starting point of the borough for the development.

Technical note: Planning policy check to verify if the development would be permitted under existing policies and regulations.

Scene 7

Freddy shows Patricia the feedback of the Smaticipator. She sees the chance to add extra houses in the gas holder and a smaller square that isn't so reminiscent of Moscow. Freddy adds this to the volume & cost calculator, with the result that the proposal is financially reasonable.

Technical note: Financial viability check showing how much the development will cost, along with a link to construction costing software.

Scene 8

Freddy publishes his idea via the postal code notification system in which subscribers see his proposal alongside the developer's original proposal. Residents respond very enthusiastically.

Technical note: Link to automatic notification system.

Scene 9

The borough and the developer see the positive reactions and invite residents for a face-to-face workshop. At the workshop, the developer's architect presents the combination of the two plans and adds an additional idea: a water square inspired by the high flood risk in the neighbourhood. That gives the square an extra value.

Technical note: Support of town hall meetings.

Scene 10

The co-creation version of the proposal is published via the postal code notification system. A lot of reactions come in via social media. The majority are positive.

Technical note: Link to social media.

Scene 11

However a small minority is still against one of the the high towers. Brian is one of them. Allison, a civil servant, invites Brian and other concerned residents to use formal channels to communicate their opinions (see Annex 1). That information is published via the postal code notification system.

Technical note: Users can use the information in the app also for the official procedure.

Scene 12

Smarticipate identifies issues out of the entire interactive process and plugs them in step 1 of the planning policy (to Ward Councillor and/or the Planning User Forum). This is the crucial link between the Planning Application steps and the Planning Policy steps.

Technical note: Automaticaly-generated report based on interactive process, including general trends and tendencies.

citizens   administration   business

SMART|CIPATE

Pre-application

Applicant prepares scheme → Opportunity to give comments on the proposal to the applicant | 1

Applicant may use the Council's advice service

Application

Applicant submits application

Council registers and assigns case officer

Council Officer visits site **AND** Council publicises application →

Scene 1 - 11

Opportunity to give comments on the proposal to the Council | 2

Council officer assesses application

Decision

Application considered by Executive Director **OR** Application considered by Committee → Opportunity to speak at committee | 3

Council makes decision

Application approved **OR** Application refused

Applicant may appeal → Opportunity to send comments to the Planning Inspectorate | 4

Implementation

Applicant submits information related to conditions → Opportunity to give comments on conditions to the Council | 5

Council approves conditions

Council considers enforcement action if works are not in accordance with the plans, or where no permission has been granted ← Opportunity to report concerns to the Council | 6

Key

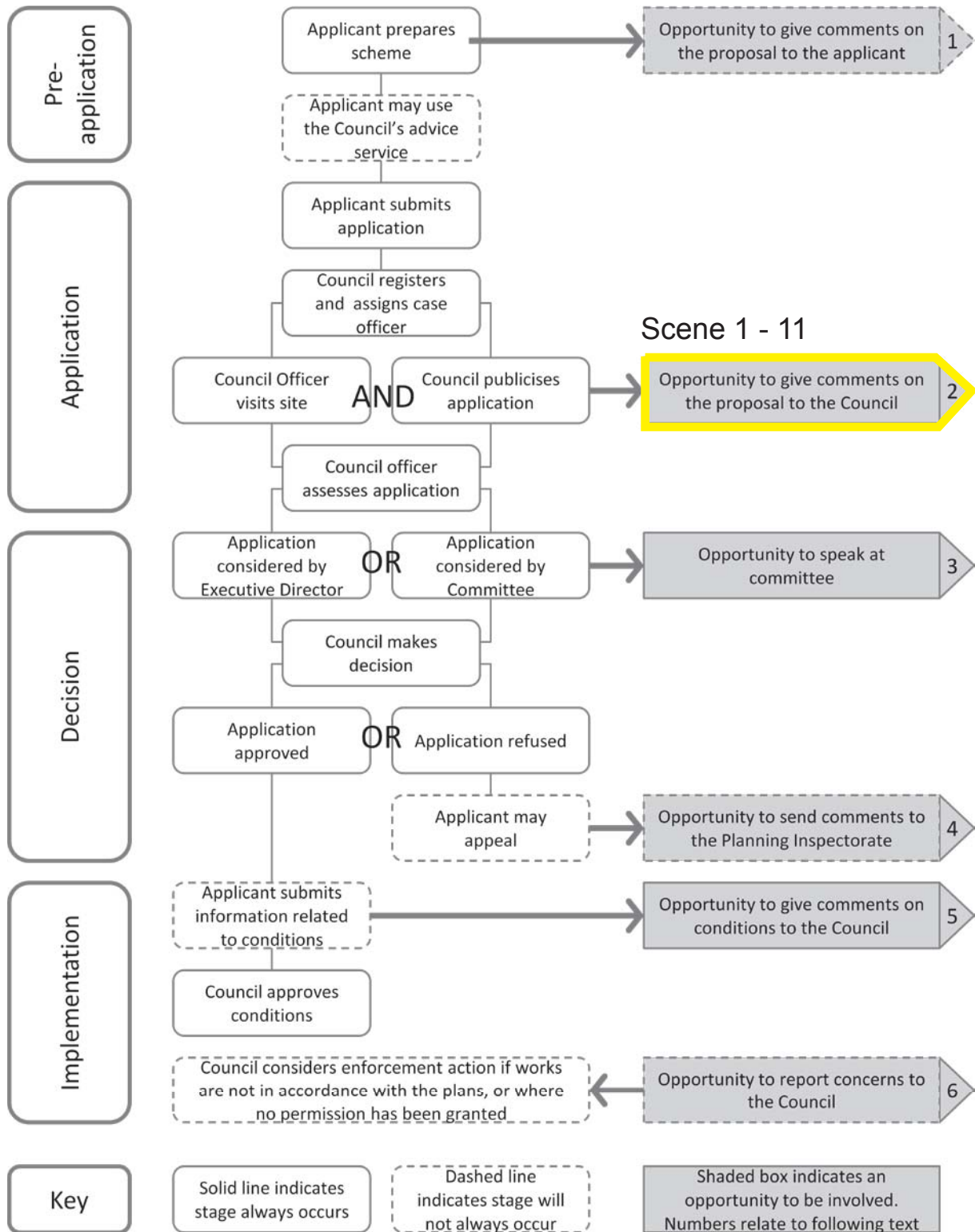| Solid line indicates stage always occurs | Dashed line indicates stage will not always occur | Shaded box indicates an opportunity to be involved. Numbers relate to following text |

Diagram 1: Opportunities for involvement in planning applications

Scene 12

Diagram 2: Opportunities for involvement in planning policy