

# Digital Planning Notifications

Idox understands that finding ways to work smarter, improve citizen engagement and boost efficiency are all key priorities for local authorities...



*“The main driver for Customer Notifications is to keep customers up to date with the progress of their applications. As a result of this, it is hoped that the amount of phone calls to officers and the back office will reduce.”*

Westminster City Council

Our new planning notification solution automatically updates citizens on the progress of a planning application submission via email and integrates directly with iApply and Idox’s Uniform Planning solution. The notifications can be customised tasks so that notification triggers are timed to suit your local authority and branded accordingly.

## Triggering alerts

Below are the phases that trigger alerts sent to those requesting updates, and the data that is provided to them in an email:

- Application Received
- Consultation Period Commencement
- One Week After Beginning of Consultation
- One Week Before End of Consultation
- End of Consultation
- End of Consultation + One Week Non-Major Applications
- End of Consultation + Two Weeks Non-Major
- Neighbours and Consultees Decision
- Committee Notification to Agent
- Committee Notification to Contributors

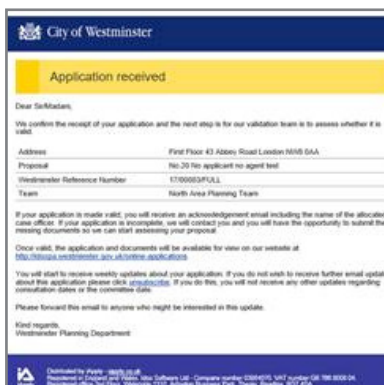
## Benefits

### Council:

- Cost savings – by minimising unnecessary citizen contact that is time intensive.
- Improved efficiency – automating communications means more can be done with less.
- Increased productivity – staff can focus on other council priorities.
- Proactively keeps third parties involved in the process (e.g. agents, neighbours, consultees and contributors).

### Citizen:

- Better communications at regular intervals – improved service satisfaction.
- Time savings – minimises the need for citizens to spend time chasing updates.



'Applications received' example