

Consultation Tool Specification 2020

Introduction and Background

- 1.1. The London Plan is the Mayor's spatial development strategy and sets out a framework for development for London over the next 25 years. The Plan was consulted upon in Dec 2017 – March 2018 and an examination in public was held between January and May 2019. The draft Plan is now completing its final statutory steps in the process and is expected to be published later this summer.
- 1.2. Whilst the London Plan consultation was successful in so far as the amount of responses received in the past, there is a recognition that this can always be improved on and that it is important to reach a wider, more diverse audience, especially hard to reach groups.
- 1.3. Up to c40 planning guidance documents are being prepared over the next couple of years to support the implementation of the Plan. The London Plan team therefore requires a consultation tool to support the consultation and engagement on the London Plan Guidance to improve outreach and engagement with a wider, more diverse audience. If successful, this tool would also be used for consultation for a review of the London Plan in the future.

Aim and Objectives

The London Plan team require a consultation tool for engagement, collating and analysing responses to London Plan Guidance in the first instance and possibly the London Plan in the future.

The below sets out the key requirements for the consultation tool, however please also highlight any additional functionality of your product you believe would be beneficial for us to know about.

Key requirements:

Front end

- User friendly and engaging – ability to use London Plan / Guidance branding
- To be accessible through different media – tablet / phones / desktops
- Functionality to sit within London.gov.uk webpages and be searchable for search engines
- Ability to links to social media such as facebook, twitter, etc and integrate with internal GLA products such as Talk London (<https://www.london.gov.uk/talk-london/>)
- Flexibility for the organisation and displaying of pages
- Ability to embed documents / parts of documents (see links below to type / size of documents),
- Use of videos
- Discussion forums and platforms
- Surveys to including range of questions types from:

- free text boxes – very large size
 - drop down, multiple choice list
 - issues to consider' pop up boxes
- Pop up displays for additional information
- Display of timeline/lifecycle of project and contact details for GLA internal team
- Ability to display details of events including calendars and sign up links
- Ability for GLA officers to reply to comments during the consultation process and for others to see the GLA response as well as private messaging.
- Ability to download paper questionnaires/ survey to send out to people who do not have access to the internet.
- To ensure that any functionality of the tool works with assistive devices such as screen readers and that the font size, colour contrast and images meet accessibility requirements

Log-in for users

- User registration and login process, including passwords and user ID
- Allows collection of demographic information eg age, ethnicity, disability
- GDPR-compliant
- To includes contact lists (with ability to create sub-sets for different purposes eg London Plan/OAPFs, planning wide list / newsletter)

Analysis of responses

- Live monitor who is responding during the consultation
- Record how people are accessing the data via mobile/computer and if there are any issues to address there
- Reporting tools, including the ability to export the data to excel with a selection of fields available from the front-end
- Allow multiple internal users to access the back-end system to export data, run reports etc
- Ability for staff to enter comments received outside of the front-end system eg via letter/ email and ability to add these to existing users which already have with from the front-end or for GLA staff to create new accounts within the system
- Ability to display responses on the front-end comments by users and flexibility in how these are displayed i.e defined groups and alphabetically

Support

- Training package for up to 30 internal staff including take away training material to enable additional training when new members of the team start

- Training to include how to make the most of the accessibility features the products offer and advice about creating accessible tables and adding Alt Text to images.
- Ongoing client support package

The GLA is committed to making our websites and applications accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018. All development work (and all materials to be published online) must as a minimum meet the [Web Content Accessibility Guidelines \(WCAG\) version 2.1](#) to AA standard.

In preparing a demo, consultants are asked to focus on the above requirements as well as any additional functionality they would like to demonstrate. It would be helpful if consultants could review an example of London Plan Guidance in order to understand the type and scale of documentation the London Plan team will be consulting upon as well as reviewing the draft London Plan, which is a much larger document, that this consultation tool may also be used for in the future.

Example London Plan Guidance - Good Quality Homes for All Londoners
https://www.london.gov.uk/sites/default/files/hdspg_2020_module_a.pdf

Draft London Plan -
https://www.london.gov.uk/sites/default/files/new_london_plan_december_2017.pdf

Timeframe

Tender and Demonstration – 20 – 31 July 2020

Award Contract – 3 Aug

Installation of product (10 working days) by 14 Aug

Training 17 – 21 Aug