

**THE ROLE OF INNOVATIVE COMMUNICATION CHANNELS, EFFECTIVE
CO-ORDINATION STRATEGY AND KNOWLEDGE MANAGEMENT IN THE
UK LOCAL GOVERNMENT PLANNING SYSTEM**

NASRULLAH K. KHILJI

*School of Computing and Technology
University of West London, London, W5 5RF, UK
E-mail: nas-khilji@hotmail.co.uk*

STEPHEN A. ROBERTS

*School of Computing and Technology
University of West London, London, W5 5RF, UK
E-mail: Stephen.Roberts@uwl.ac.uk*

This research is an exploratory study of the innovative communication channels, effective co-ordination strategy and integrated knowledge management in the UK local government planning system. The UK local government planning system at present suffers delays, which slow down or prevent people building new homes, creating new facilities and bringing disused or neglected land and buildings back into productive use. This study has been carried out in the subject area to explore enhanced efficiency and effectiveness in the UK local government planning system. An integrated knowledge based planning system is considered as an appropriate solution to achieve smart and sustainable development in the local government planning system. This research study is based primarily upon fieldwork conducted in five participating local authorities in the South East Midlands (Bedford Borough Council, Central Bedfordshire Council, Luton Borough Council, Milton Keynes Council and Northampton Borough Council) and on literature drawn from many different disciplines. A mixed methods approach is chosen for the research fieldwork. The key data collection methods applied during the fieldwork include: structured questionnaires, semi-structured interviews, online group forums, email correspondence, prearranged observations, literature review, document analysis and reviews of the local government publications and their statistical reports. The key purpose of this study is to investigate how the planning system in the UK local government can be transformed from its current 'As-Is' state towards a smart and sustainable development future 'To-Be' state.