

# Plan X



Department for Levelling Up,  
Housing & Communities

*Southwark*  
Council

  
**Lambeth**

 **canterbury**  
city council



 **Braintree**  
District Council

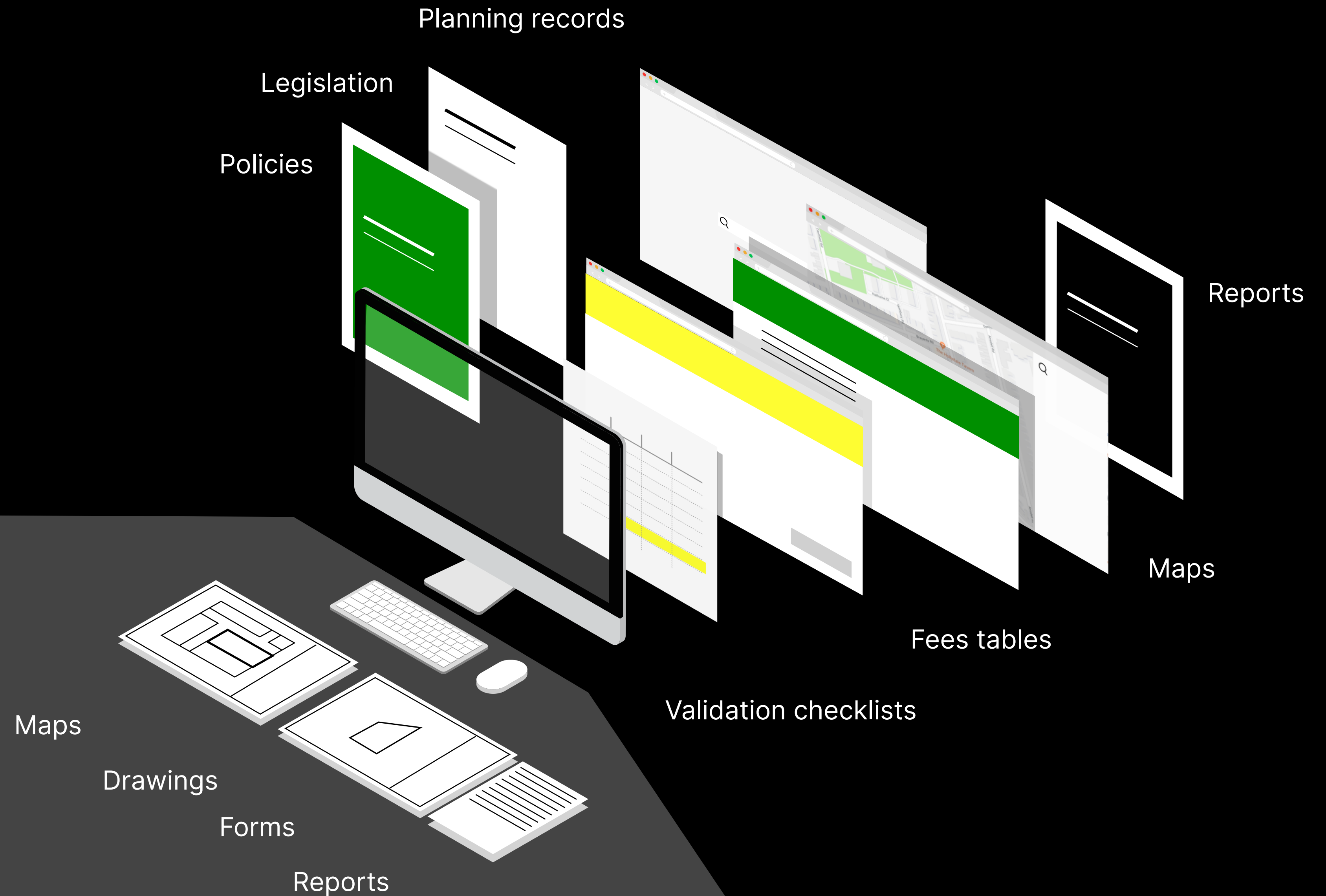
*Bromley*

 **Camden**

# Planning is hard work

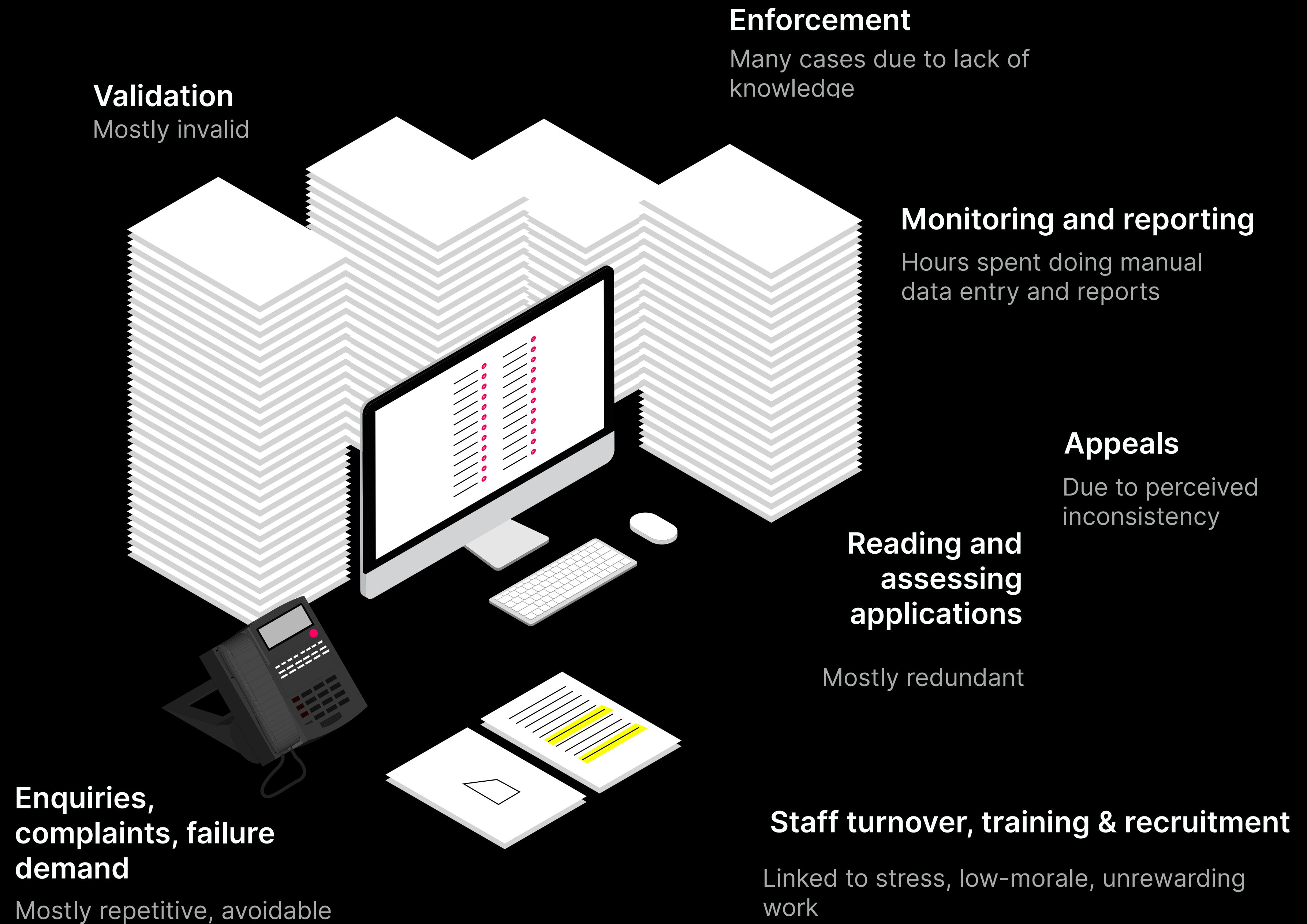
The planning process today is notorious for being complicated, confusing, inaccessible and opaque. Even simple projects require navigating multiple websites and documents.

Not surprisingly, a lot of people get it wrong.



# And the burden falls onto councils.

The cost and pain of this doesn't just fall onto applicants and the public. It also falls onto Local Authorities, particularly with small applications. Most planning officers spend very little time doing planning.



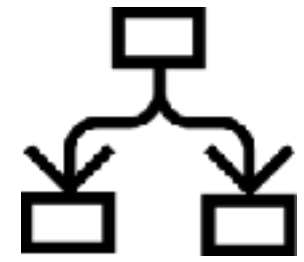


from documents



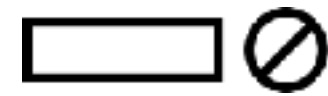
to data

# Use the web to do what the web does best



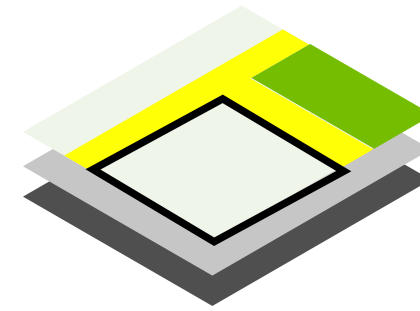
## 'Rules as code' services

Allows planning knowledge and information to be baked-in to digital services and tools



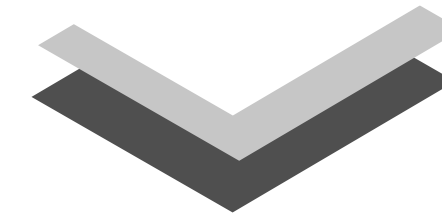
## Form validations

Making it much harder to submit an invalid application.



## Spatial data

Pulling in GIS data so we know what policies apply to what property.



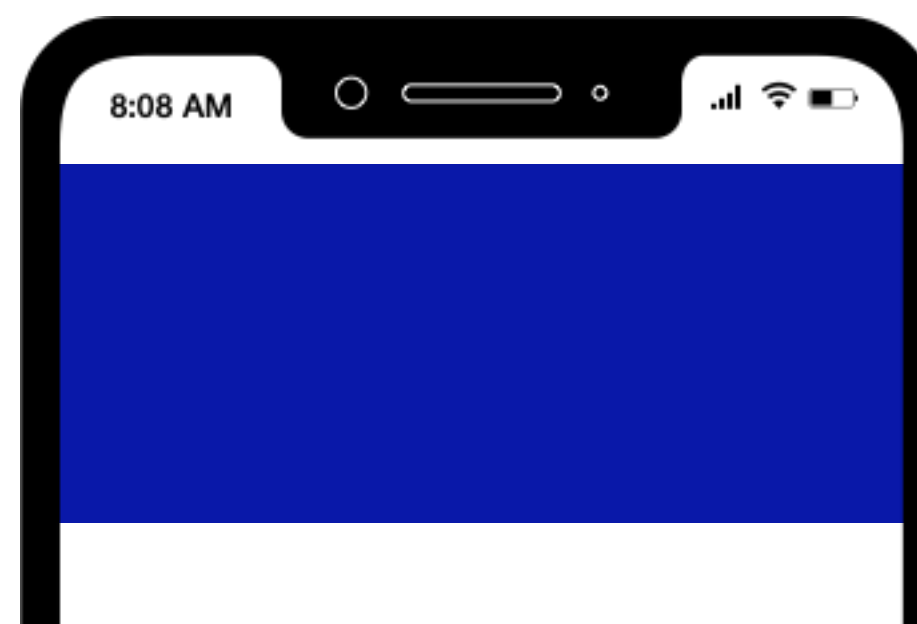
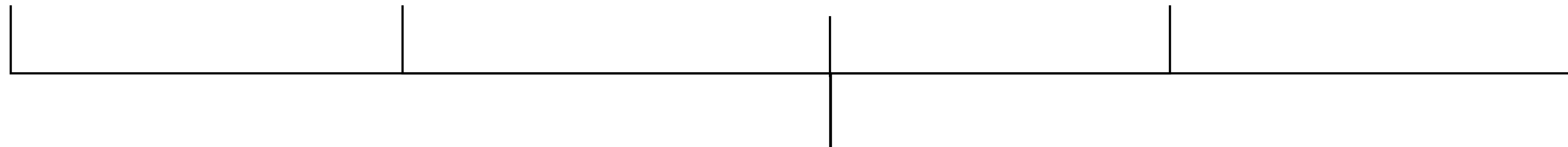
## Shared registers & standards

Data from a single, up-to-date source, structured in a standardised way.

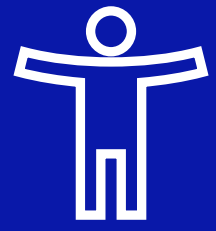


## Open and interoperable

Data can be easily shared between services via APIs, and easier to switch providers.

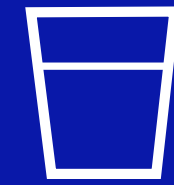


# Design principles for digital planning services



## 1. Accessible

Make planning information easy to find, relevant to the user and easy to understand.



## 2. Transparent

Make planning issues, policies and requirements as clear as possible, as early as possible in the design process.



## 3. Auditable

No black box algorithms. Always allow users to see the reasons behind a decision, linked to a legal source. Leave an audit trail.



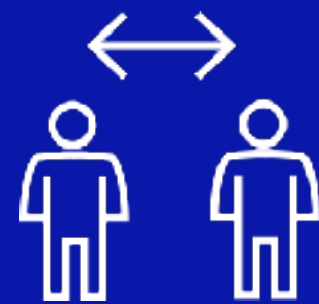
## 4. Information should come to you

Don't require users to be experts. Don't ask applicants for information that is already known somewhere. Don't expect them to know what they need to know.



## 5. Relevant

Only show / ask users information that is relevant to what they are doing, so everyone can focus on what matters.



## 6. Consistent

Users' experiences and officers' decisions should be consistent; from day to day, officer to officer, and from planning authority to planning authority.

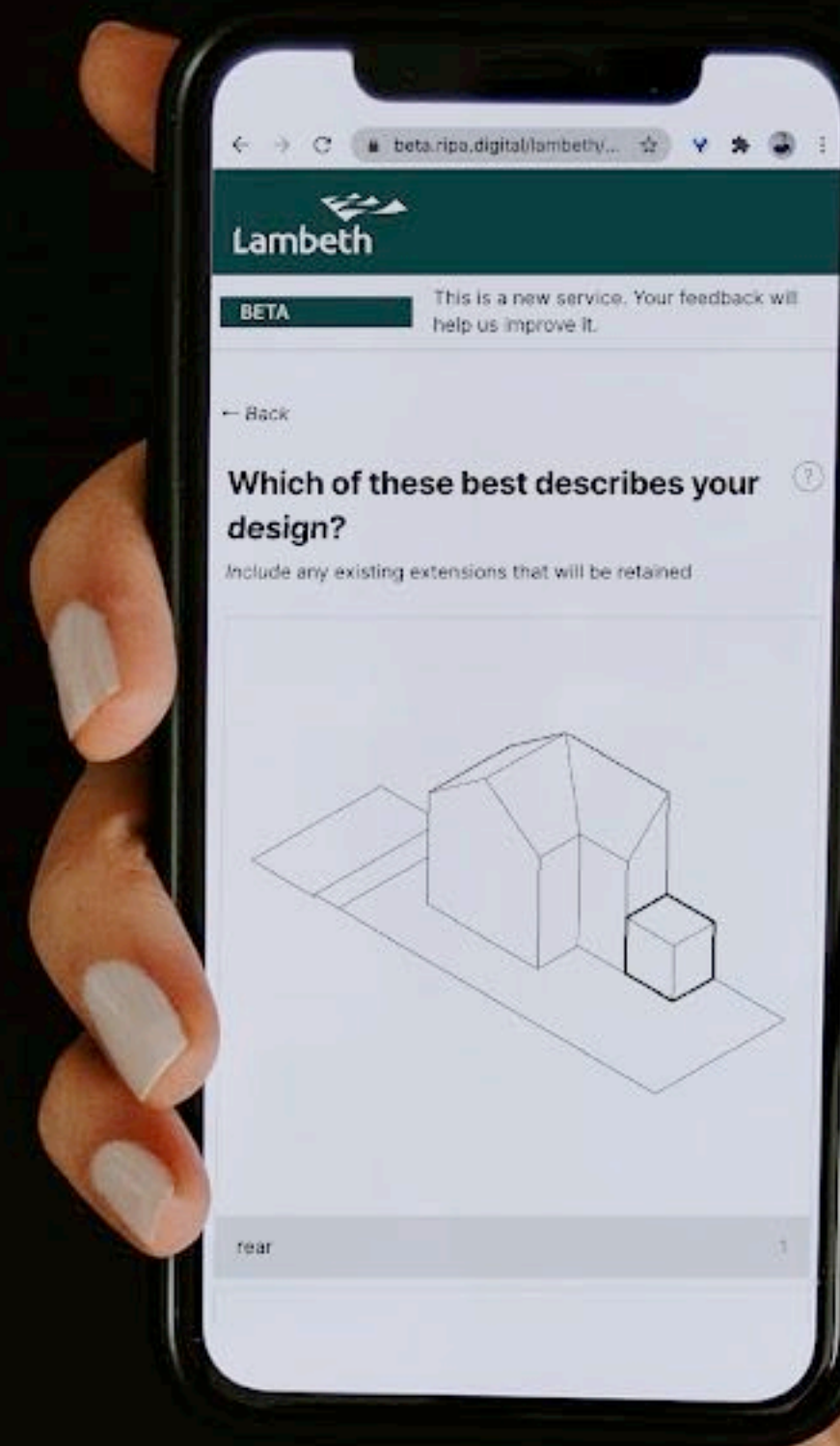


## 7. Put planners in control

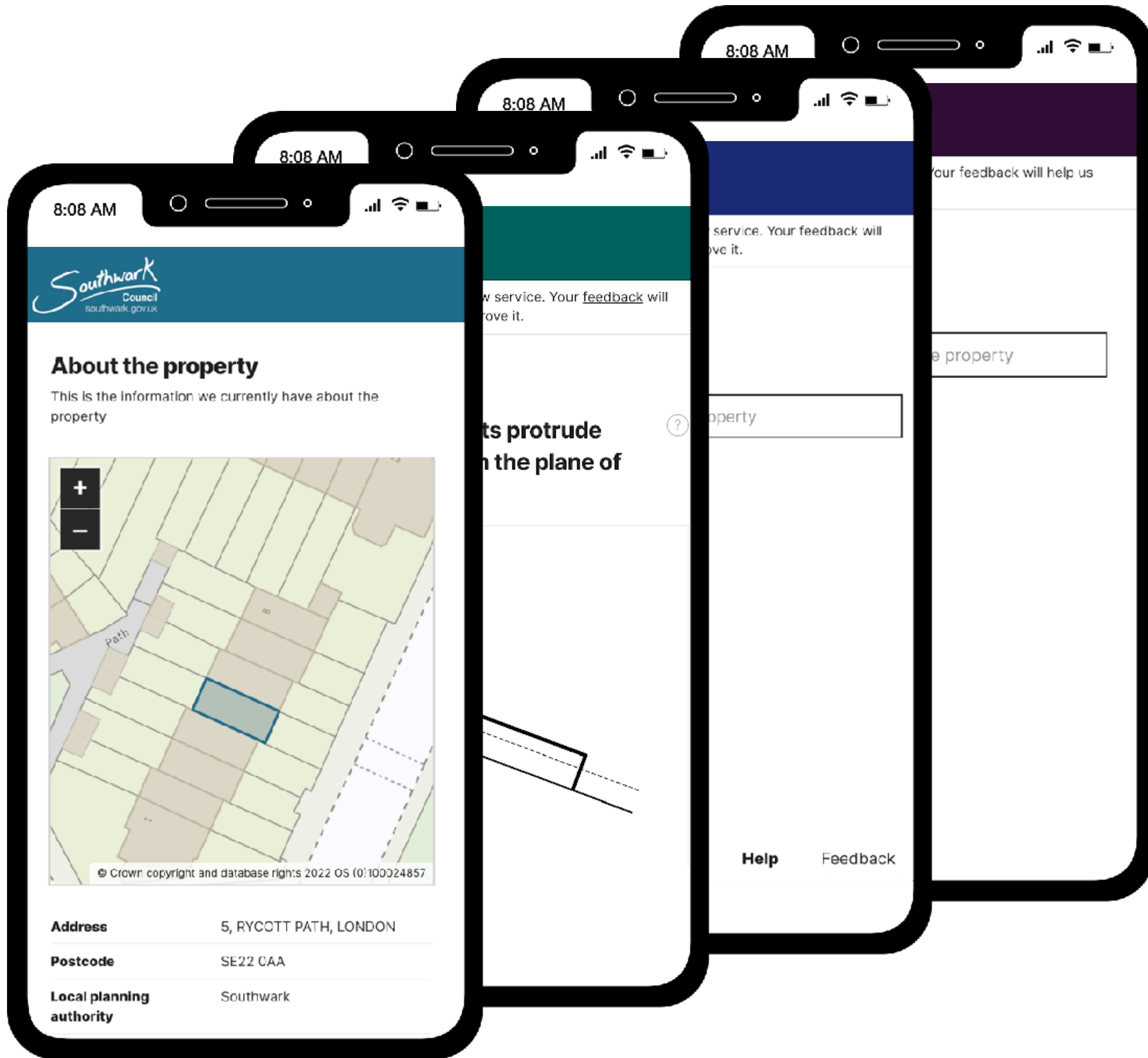
Planning data and services (rules, information requirements, data etc) should be controlled by the planning authorities who own them, not technology suppliers or 'AI'.

# Find out if you need planning permission

The first service running on PlanX is 'Find out if you need planning permission' which does exactly what it says. It's the simplest place to start, because users don't even need to submit anything.







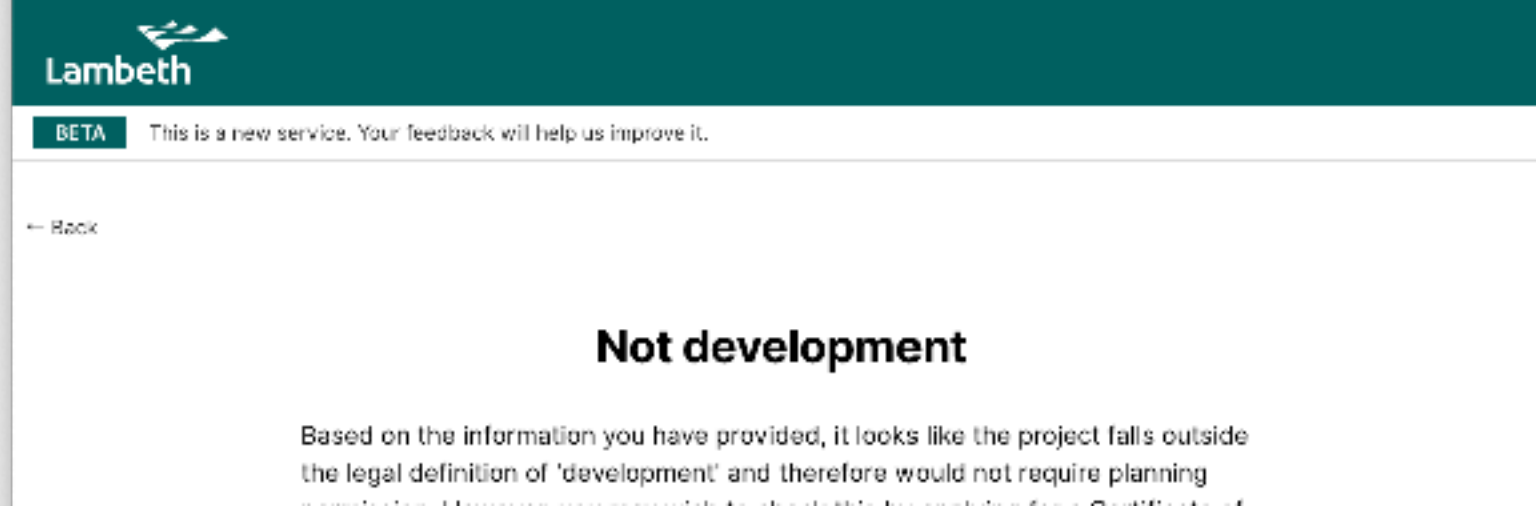
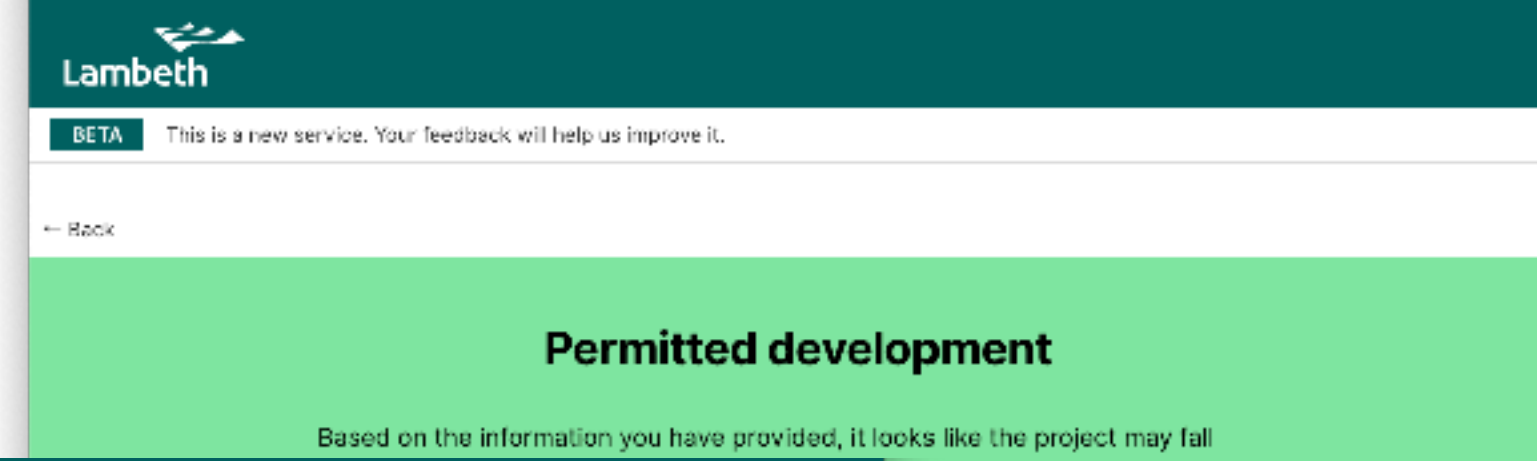
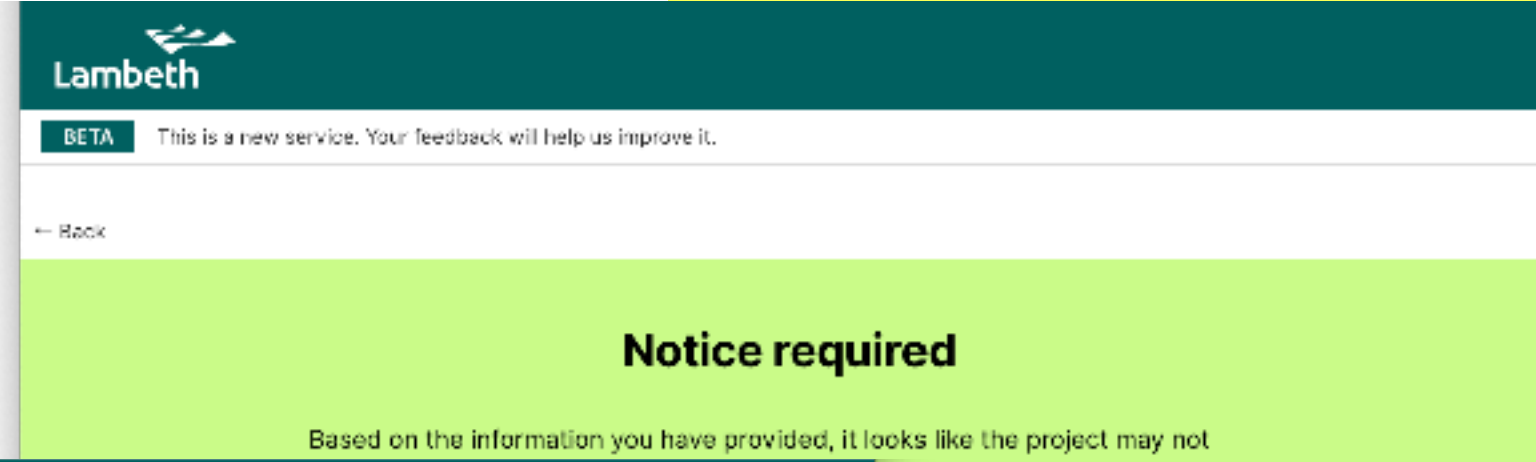
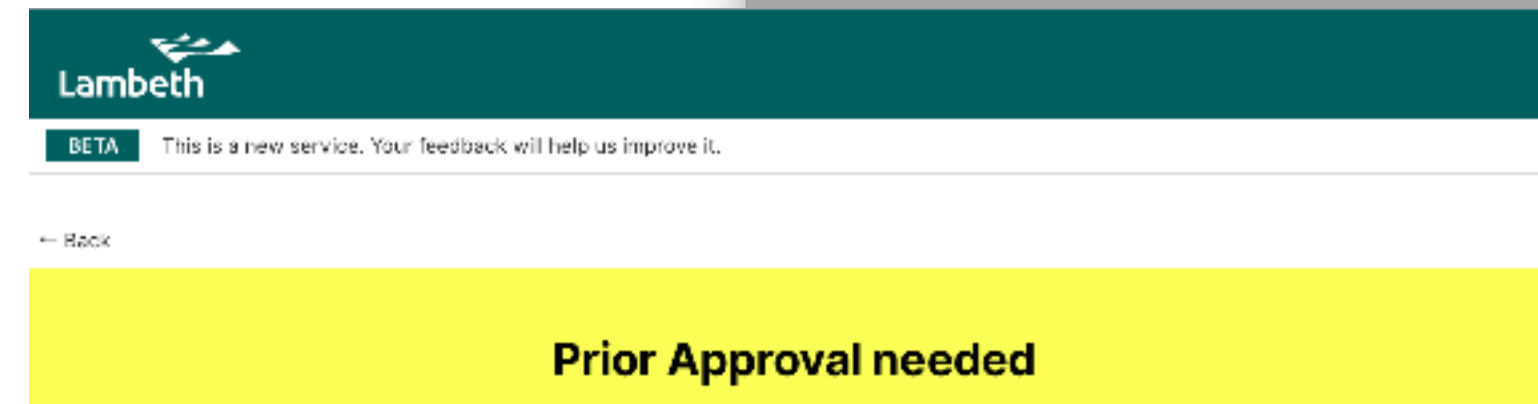
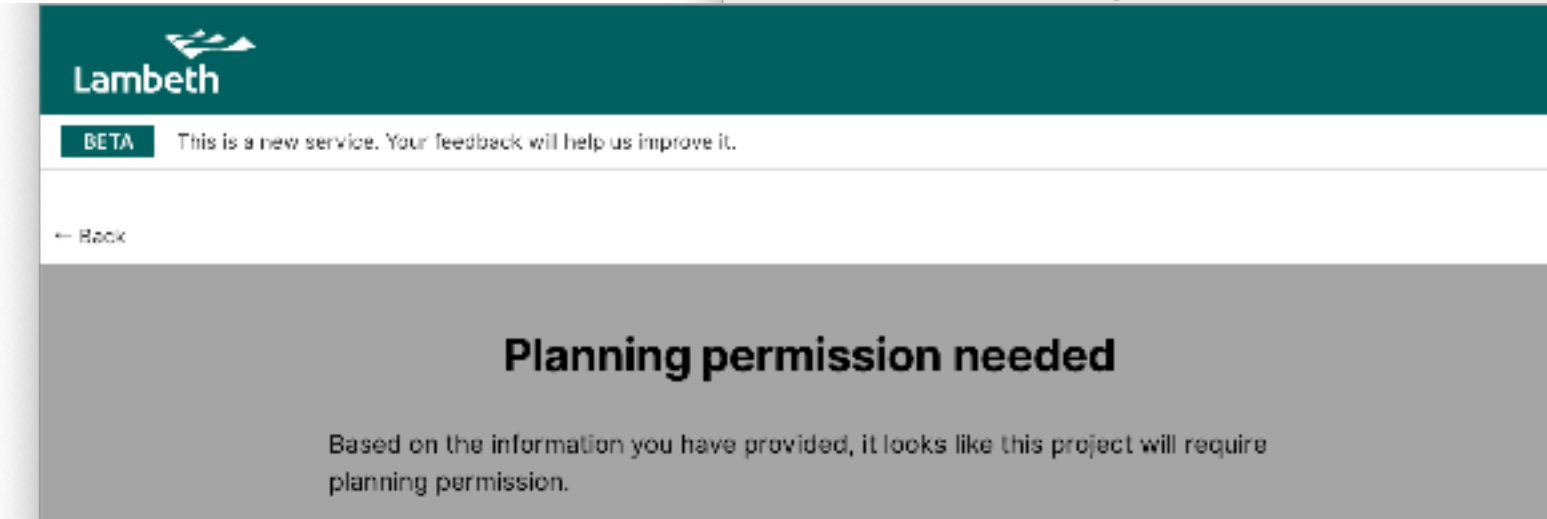
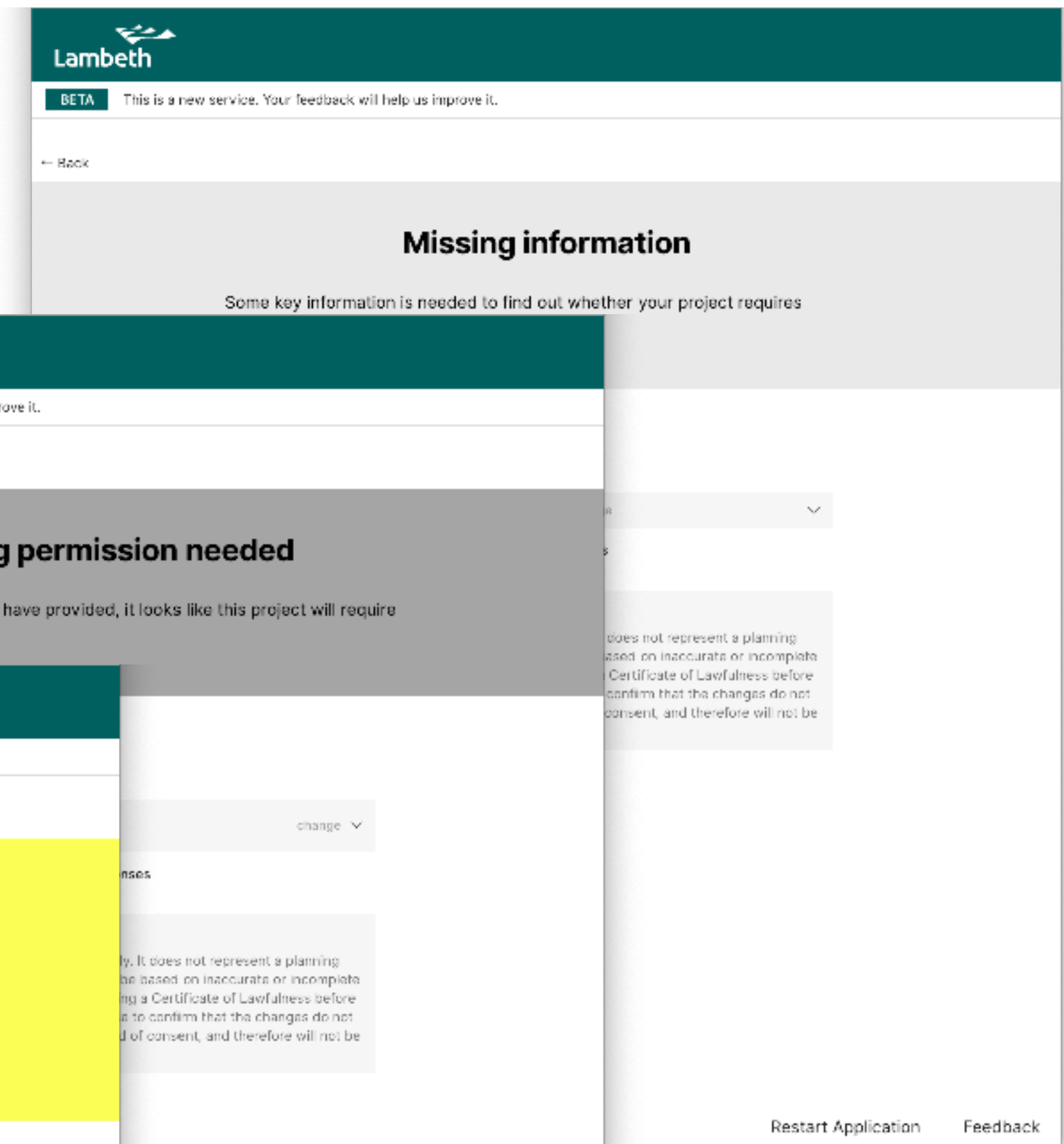
# Make the information come to the people

Not the other way around. The service pulls in data from national maps and GIS, so users can immediately see what planning constraints apply to their property, even if they've never heard of them before. The service can then use that information to shape the guidance given to the user.

Services can also include illustrations, making complex planning rules easier to understand.

# Help users find their way to where they need to go

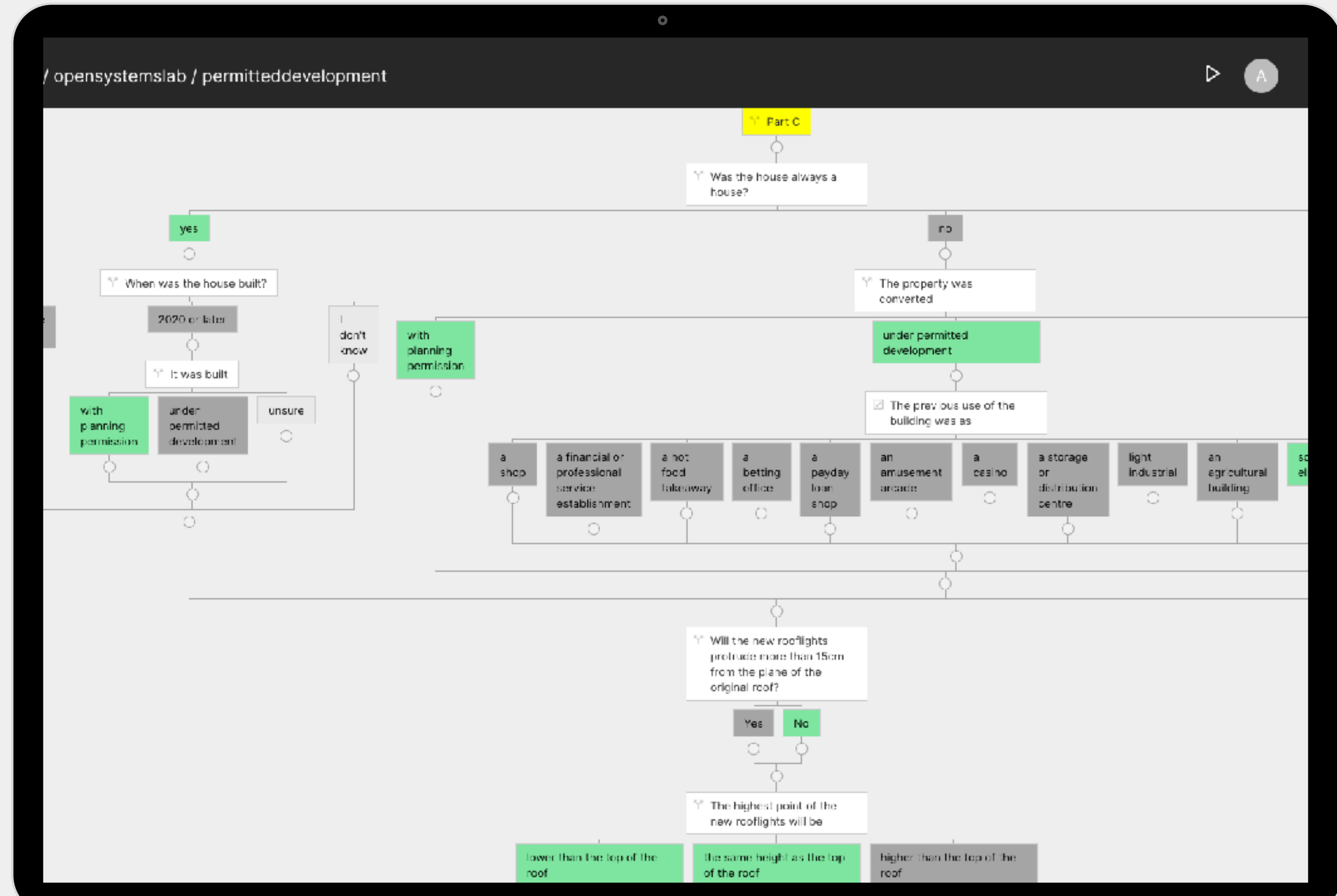
The service guides users towards one of six clear outcomes (with appropriate caveats). For each one it then suggests next steps, for example applying for a Lawful Development Certificate.

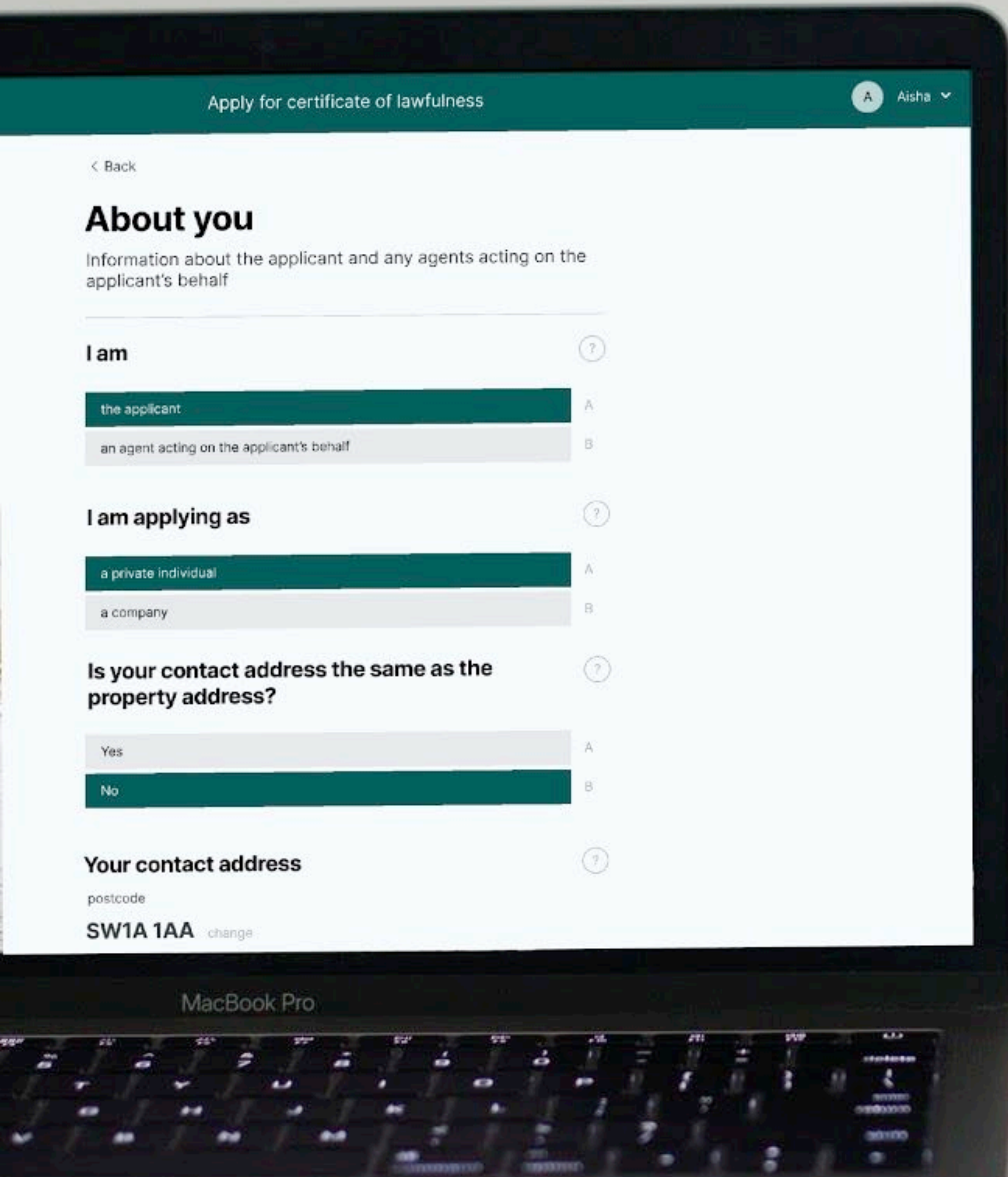


# Write services as flowcharts

All the services are powered by the PlanX editor: an incredibly powerful rules engine that allows you to write dynamic, smart planning services using flowcharts. It is like a CMS for services.

You can also pull in complex flows that are maintained and kept up to date by others – for example covering the General Permitted Development rules.





# Build powerful planning services quickly

You will be able to use the PlanX editor not just to run one service, but a whole array of statutory and discretionary services.

The first 'Apply for...' services will be launching soon.

# Fewer invalid applications, faster assessment.

We are working with the Back Office Planning System (BOPs) team so services will be able to submit applications as data.

We will also be integrating with existing back office case management tools, such as Idox Uniform or NEC Assure.

## Back-office Planning System: Southwark Council

[Log out](#)

### All planning applications

Eddie Miller, Case Officer

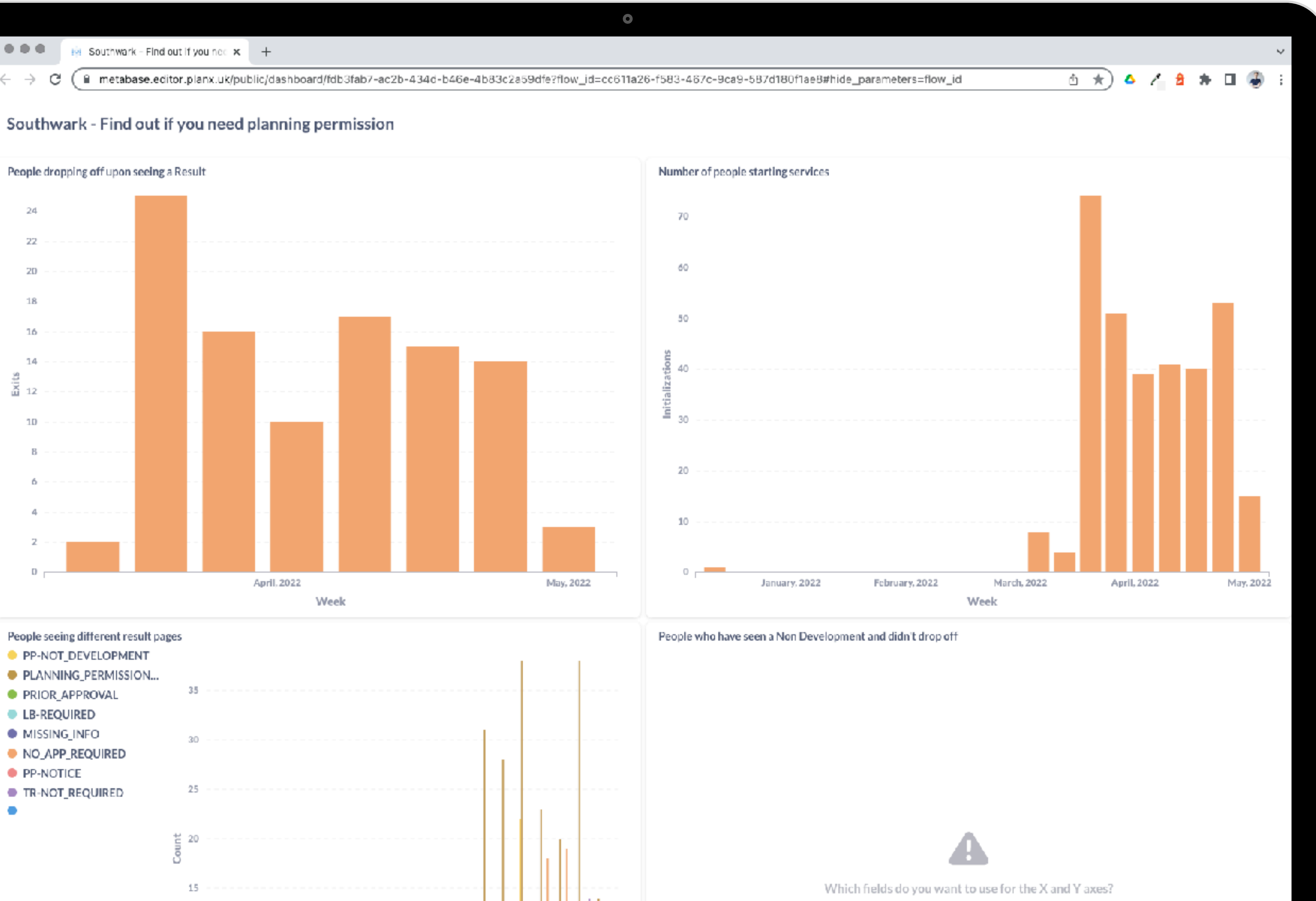
[Add new application](#)

[View my applications](#)

Not started **In assessment** [Awaiting determination](#) [Closed](#)

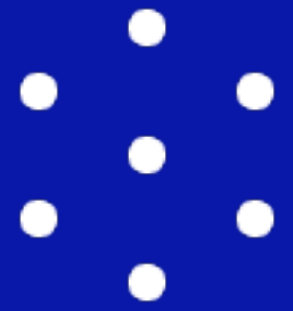
### Not started

Application number	Site address	Application type	Target date	Days left	Status	Planning officer
<a href="#">00000045</a>	9 BLENHEIM GROVE, LONDON, SE15 4QS	Certificate of Lawfulness	20 Jul	43	INVALID	Mumtaz Shaikh
<a href="#">00000042</a>	3 HINDMANS ROAD, LONDON, SE20 2JF	Certificate of Lawfulness	15 Jul	38	INVALID	Peter



# Get real-time analytics

Each service has an analytics dashboard that allows you to see what users are applying about, where they are getting stuck, and where they are going next.



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