

PlanX Service Definition

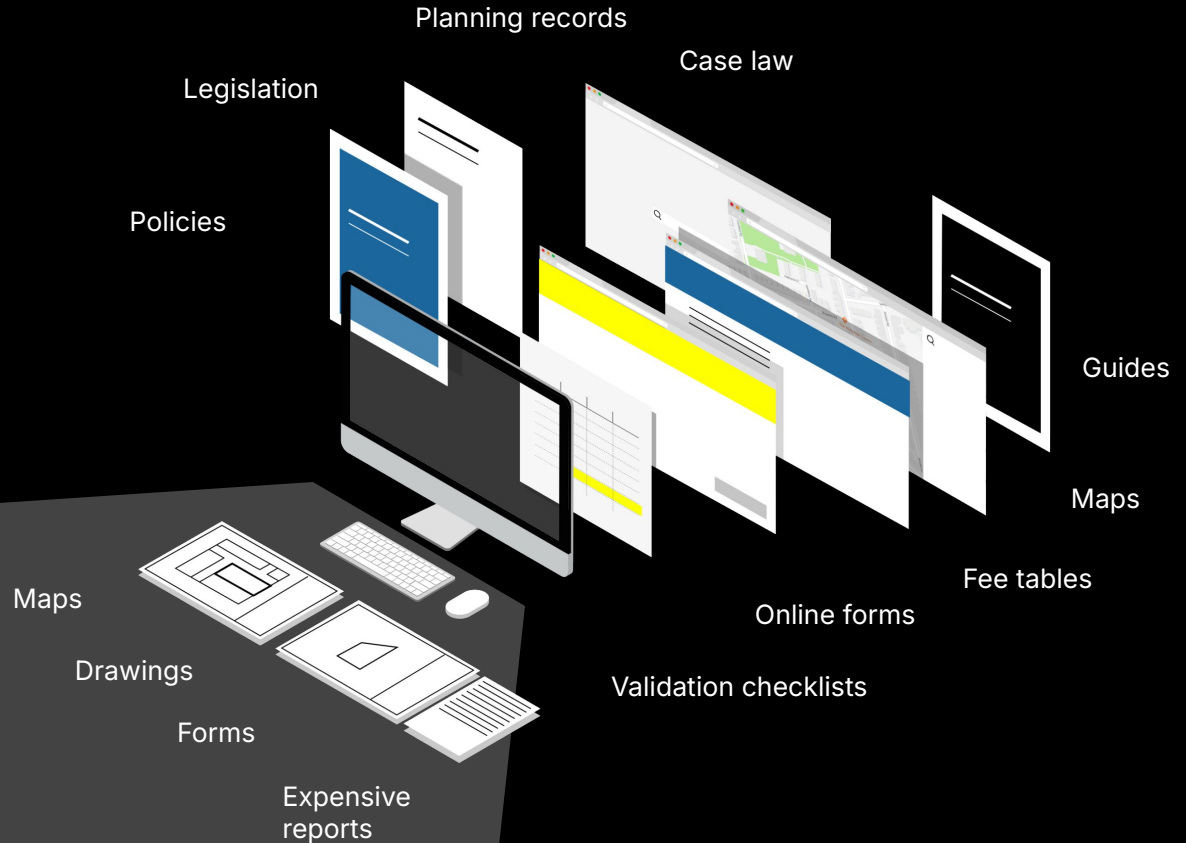
Build 21st century planning services

- Take control of your planning services to triage users, reduce invalid applications and even pre-assess submissions before they even arrive onto officers desks.
- Make planning faster, simpler, more accessible, and more transparent for applicants and their agents.
- Reduce repetitive burden on planning teams by automating work and preventing mistakes.
- Collect your planning information as structured data.



Planning is hard work

Planning 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 planning authorities

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 actually planning.

Most applications are invalid
mostly for avoidable reasons

Enforcement burden
many cases are inadvertent

Reporting & FOIs
hours spent manually collating & doing data entry

Consultation
Lots of manual admin collecting and collating responses

Appeals
many due to inconsistency (perceived or real)

Staff turnover & training
due to stress, low morale, inexperience

Enquiries, complaints, failure demand – mostly repetitive, avoidable

Many applications are refused
also for avoidable reasons

Reading & assessing applications
hours spent manually parsing mostly redundant information



Design principles for digital planning services



1. Simple & accessible

Make planning information and services easy to find, easy to navigate and easy to understand, for everyone.



2. Information should come to people

Not the other way around. Don't expect users to be experts. Services should tell you what you don't know you don't know.



3. Relevant only

Cut out the noise that makes up most planning information.



4. Don't ask users for information we already have

Don't make users look up or provide information if it is already in the system, somewhere.



5. Be transparent

Show people how the process works, ahead of time.



6. Prevent problems

Rather than having to fix them later



7. Be auditable

Always allow users to see the reasons behind a decision, linked to a legal source. Leave an audit trail.



8. Be consistent

From day to day, officer to officer, and from planning authority to planning authority.



9. Let data move

Any system that needs to access planning data should be able to. Councils should be in control of their data.



10. Let planners spend more time planning

Not validation, repetitive assessment, admin, handling failure demand, data entry...



Form validations

Makes it impossible to submit unless all required information has been submitted.



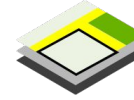
'Smart' validation rules

Use 'rules as code' to request the information that users need to provide based on their application



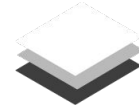
'Smart' planning rules

Use 'rules as code' to provide self-serve guidance or pre-assess projects against legislation and policy.



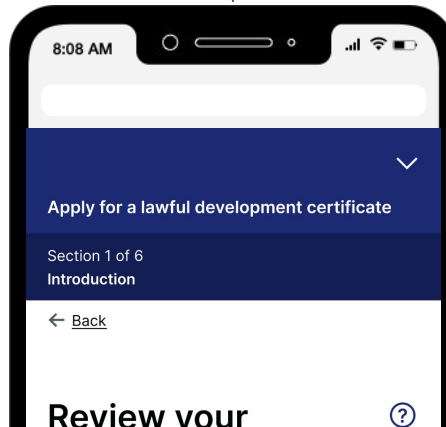
GIS data

Tell users what policies and conditions (eg Conservation Areas) apply to their property



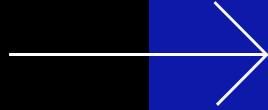
Data standards

Collect data in a way that is already compliant with agreed data standards, without users needing to know them.





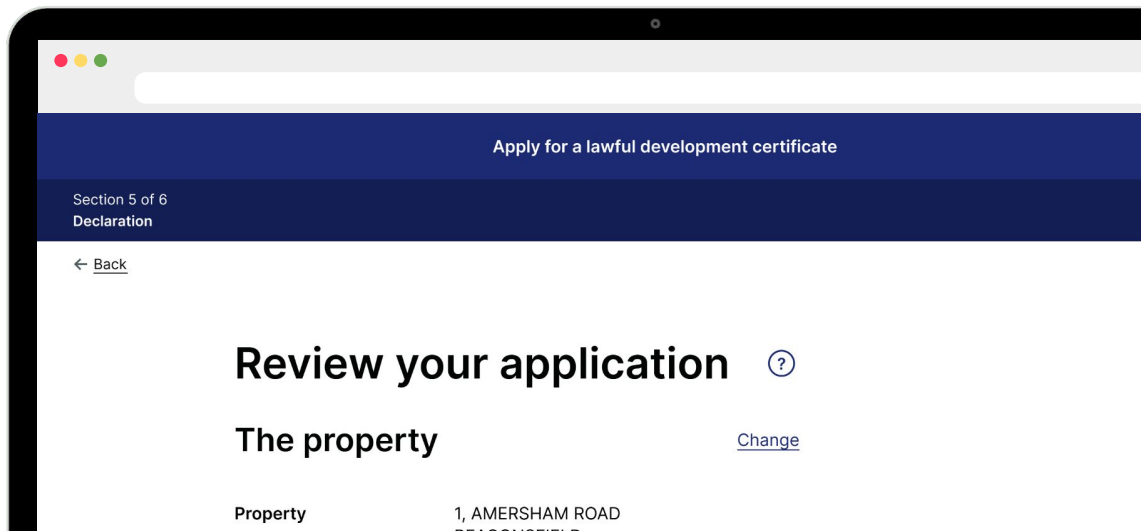
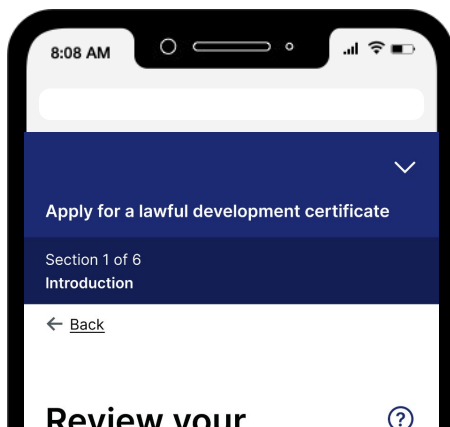
Documents



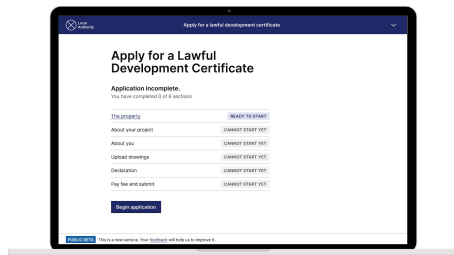
Data

What is Plan X?

Plan X is a platform that allows planning authorities to collaboratively create and manage digital services as flows, without writing code. Made by planners, for planners.

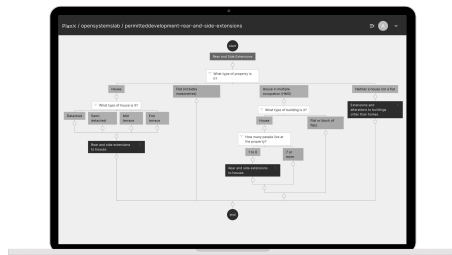


What are its interfaces?



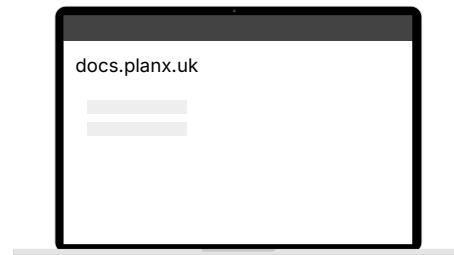
Public interface

Where homeowners, businesses and their agents can get guidance about their project, or submit planning applications.



Editor interface

Where planning experts and service owners can create services as flowcharts, using a low-code interface. Councils can pull-in shared flows.



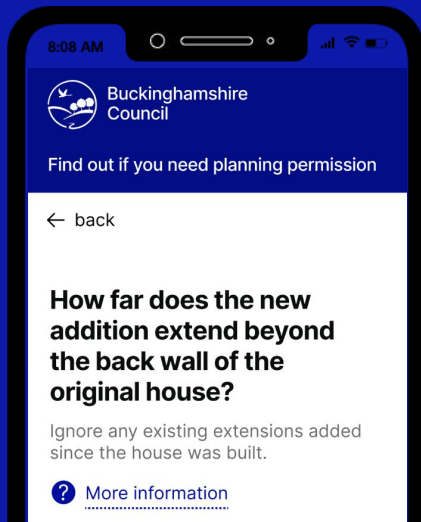
PlanX Submissions API

Where councils and their suppliers will be able to access data and metadata allowing them to process planning applications using back office software.

What types of services can I build?

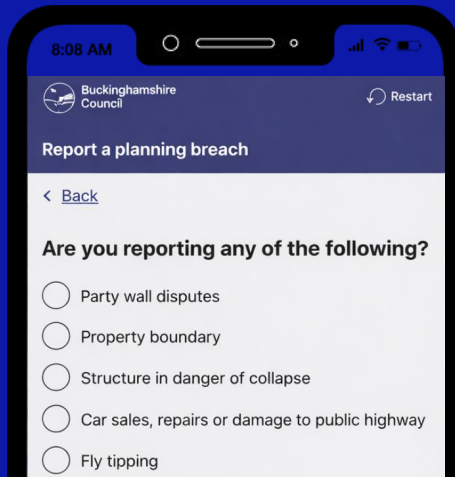
Guidance

Helps users understand planning rules and constraints, often answering “do I need permission?” before they apply.



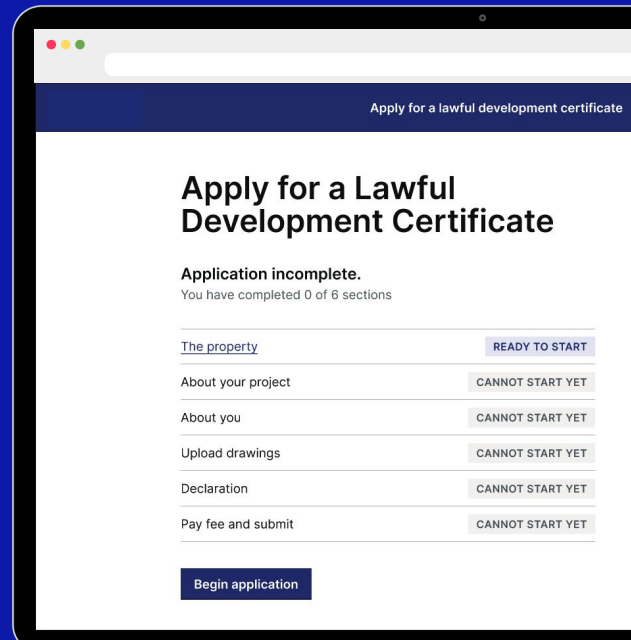
Discretionary

Council-defined services created to meet local needs or priorities, outside nationally prescribed processes



Statutory

End-to-end services that let users apply for legally required planning applications and certificates.



Our most popular templated services

Our templated services are ready-made managed digital planning services built by planning experts across the ODP community, from proven patterns and shared content, designed to work out of the box with minimal configuration. They offer a fast, low-effort route to going live, allowing councils to launch reliable services quickly and iterate over time rather than starting from scratch.

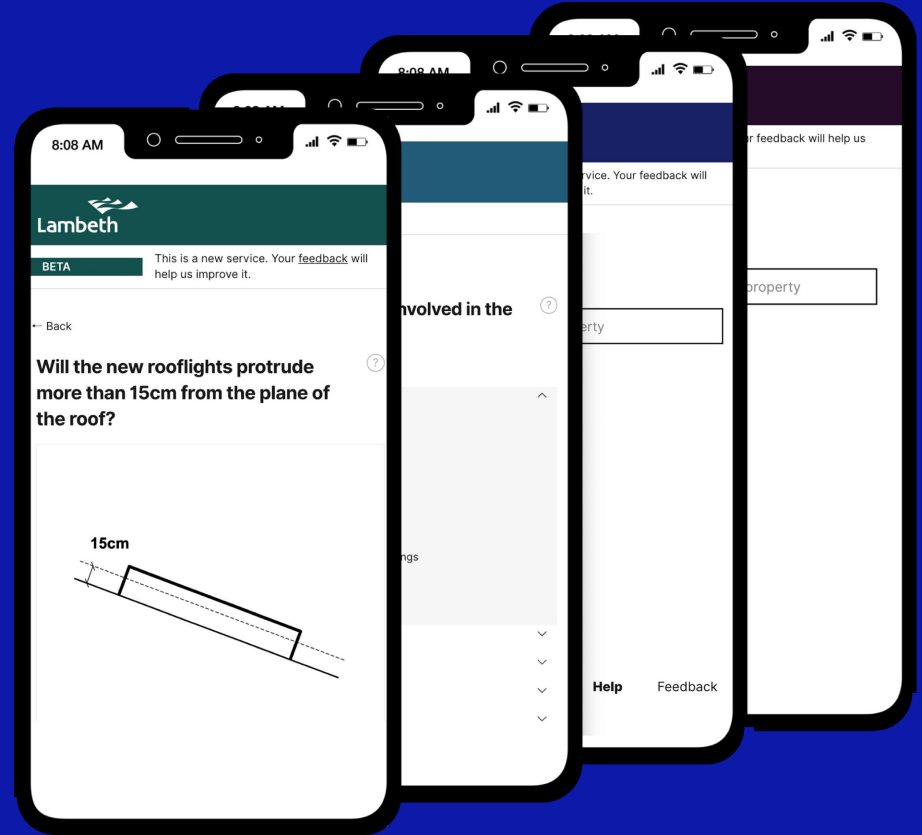
- Find out if you need planning permission
- Apply for planning permission
- Apply for pre-application advice
- Apply for a Lawful Development Certificate
- Report a breach

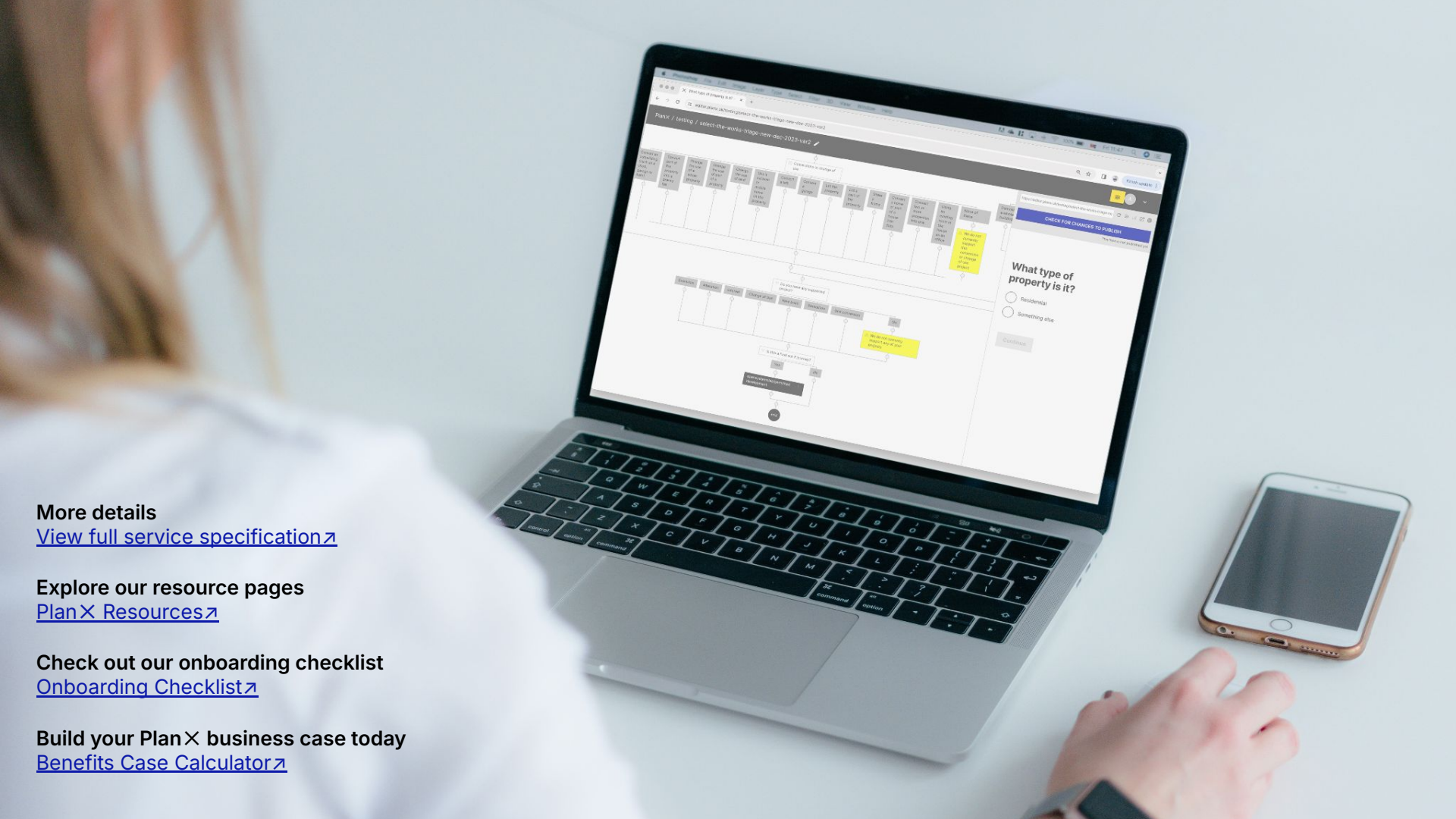
Try it

['Find out if you need planning permission'](#)

More details

[View our case studies](#)





More details

[View full service specification](#)

Explore our resource pages

[PlanX Resources](#)

Check out our onboarding checklist

[Onboarding Checklist](#)

Build your PlanX business case today

[Benefits Case Calculator](#)

View our roadmap

<https://tinyurl.com/mrxpzhyb>



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