

PlanX Service Definition



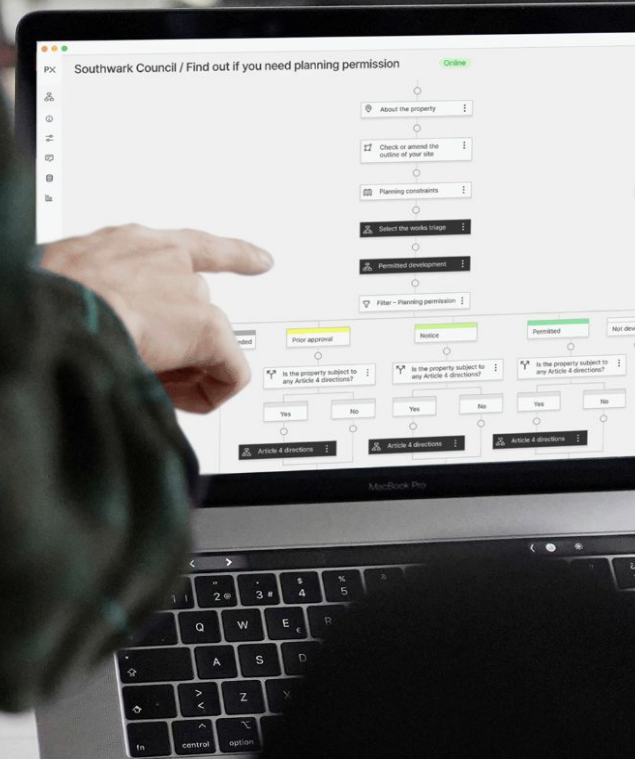
Open
Systems
Lab

–
2026

Digital + planning + systems change

Our multi-disciplinary team combine deep domain expertise across both digital transformation and urban planning – and all the complexities that come with navigating organisational change and systemic innovation. We don't just help you build great tools and services, but also work with you to help you build the *right* things, in the right way.

- Strategic consultancy on your digital and data strategy for spatial planning, and new ways of working.
- Agile research, design and delivery of user-centered services.
- Expertise in building secure, best-practice digital tools and services.
- Custom digital service content for triage, pre-validation, pre-assessment services based on your policies, plans and stakeholder needs.
- Process improvement, training and operational digital consultancy within planning teams.
- Custom integrations, data standards, interoperability, and planning data transformation.



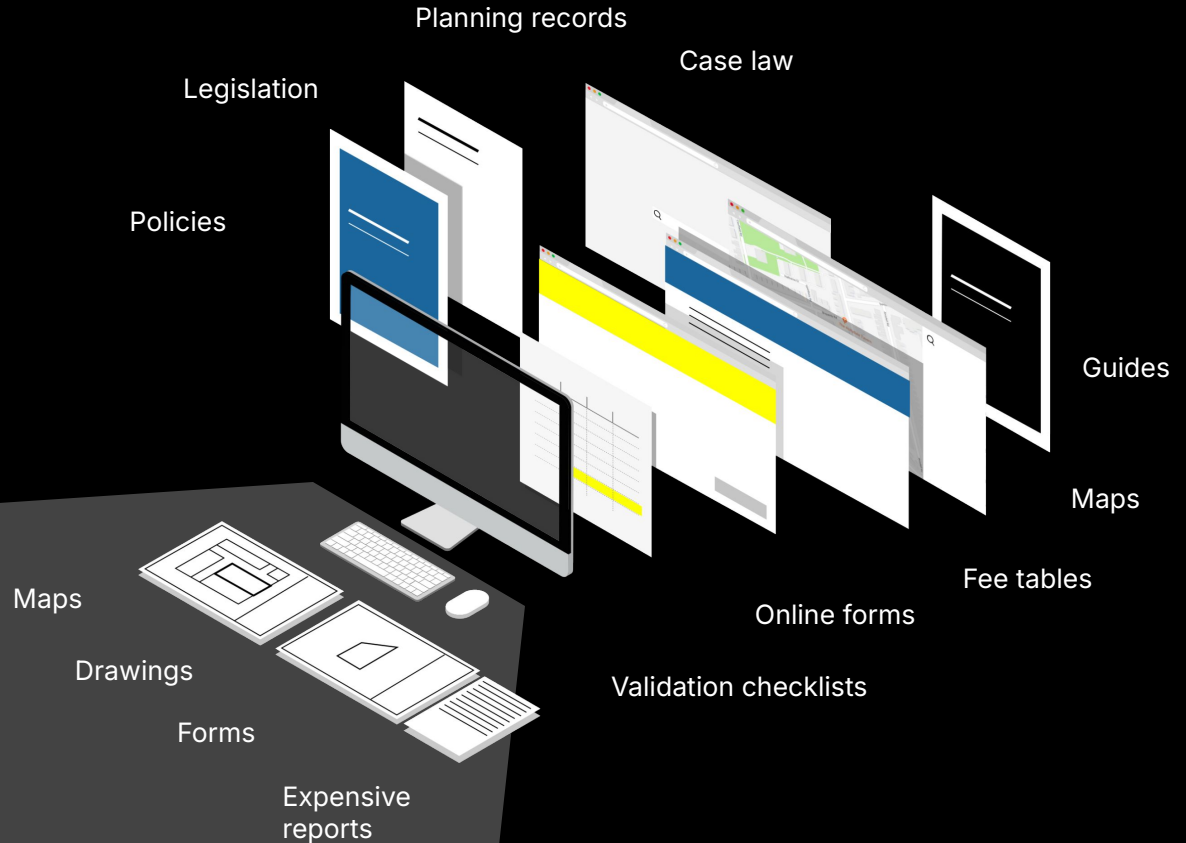
Build 21st century planning services

- 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.

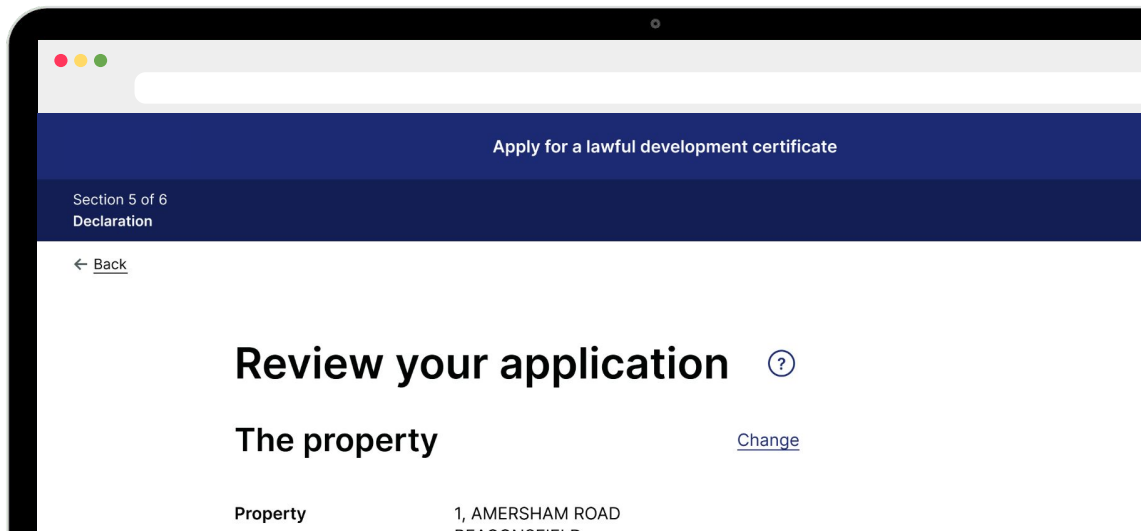
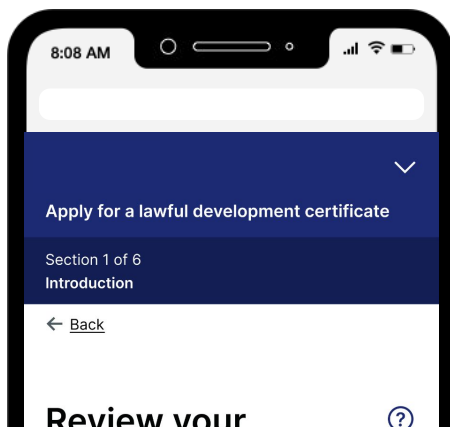


10. Let planners spend more time planning

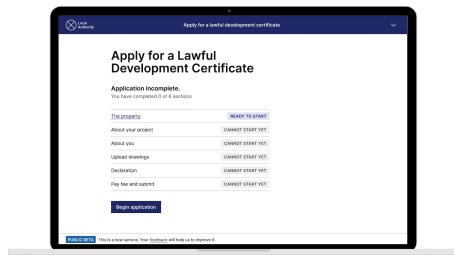
Not validation, repetitive assessment, admin, handling failure demand, data entry...

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.

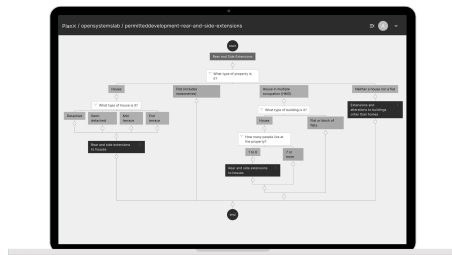


What are its interfaces?



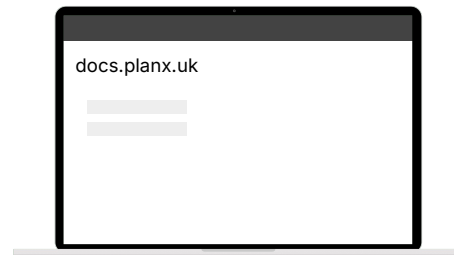
Public interface

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.



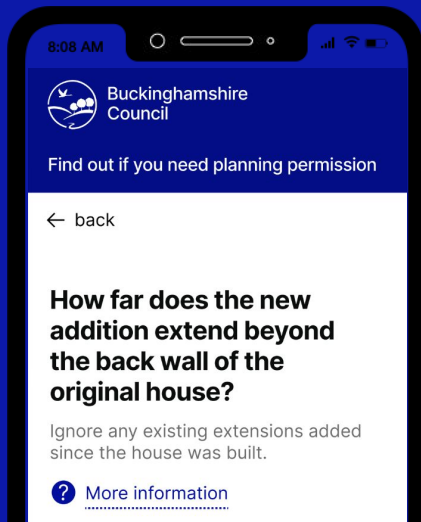
PlanX Submissions API

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?

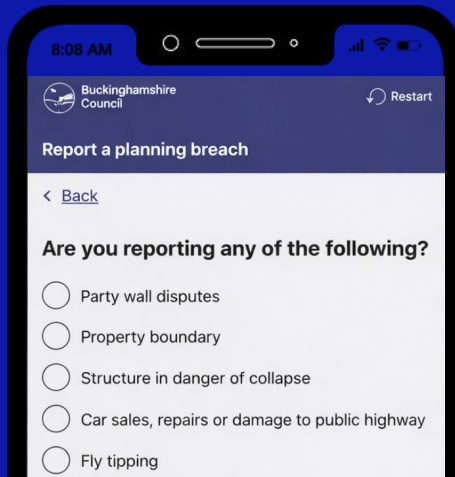
Guidance

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



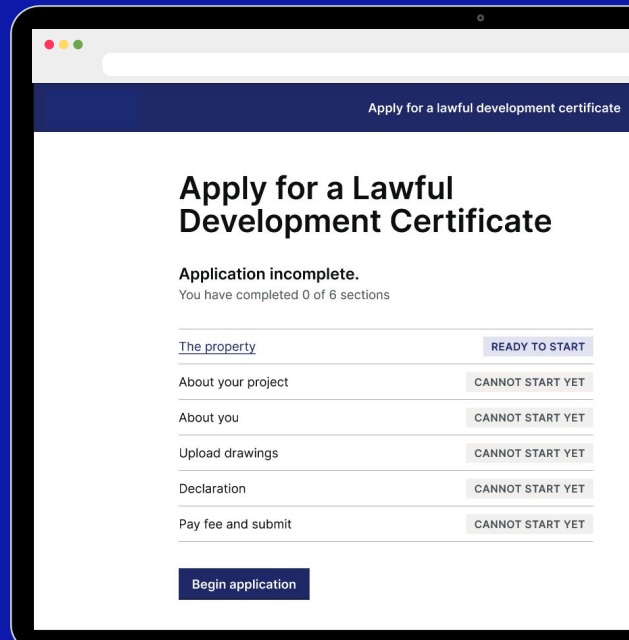
Discretionary

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.

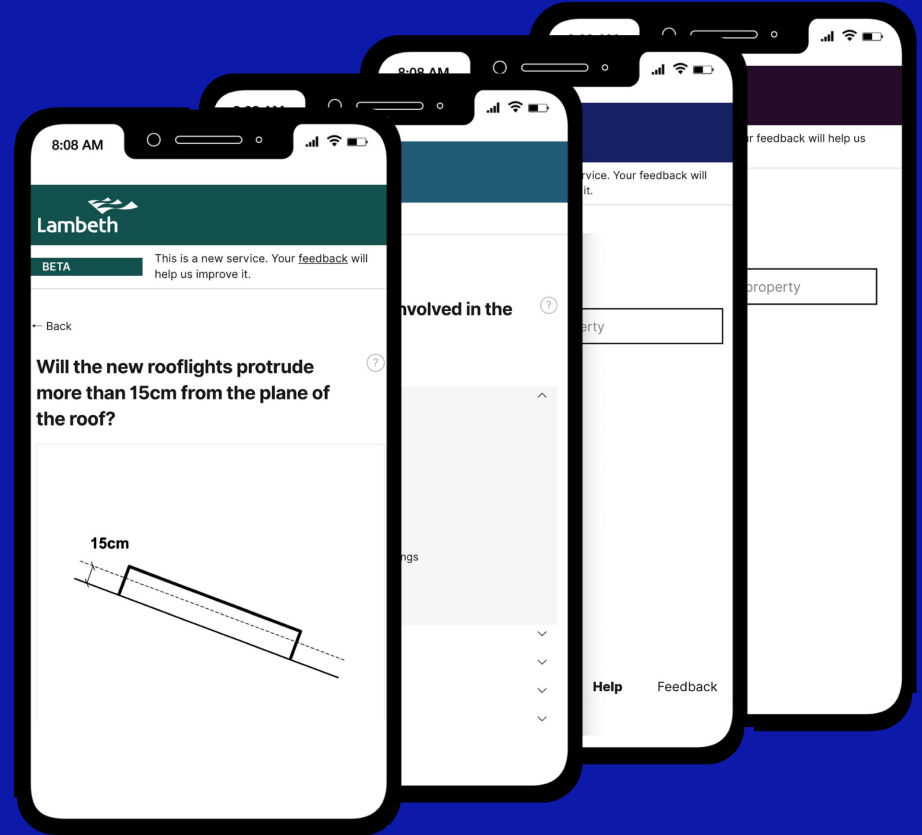
- Find out if you need planning permission
- Apply for planning permission
- Apply for pre-application advice
- Apply for a Lawful Development Certificate
- Report a breach

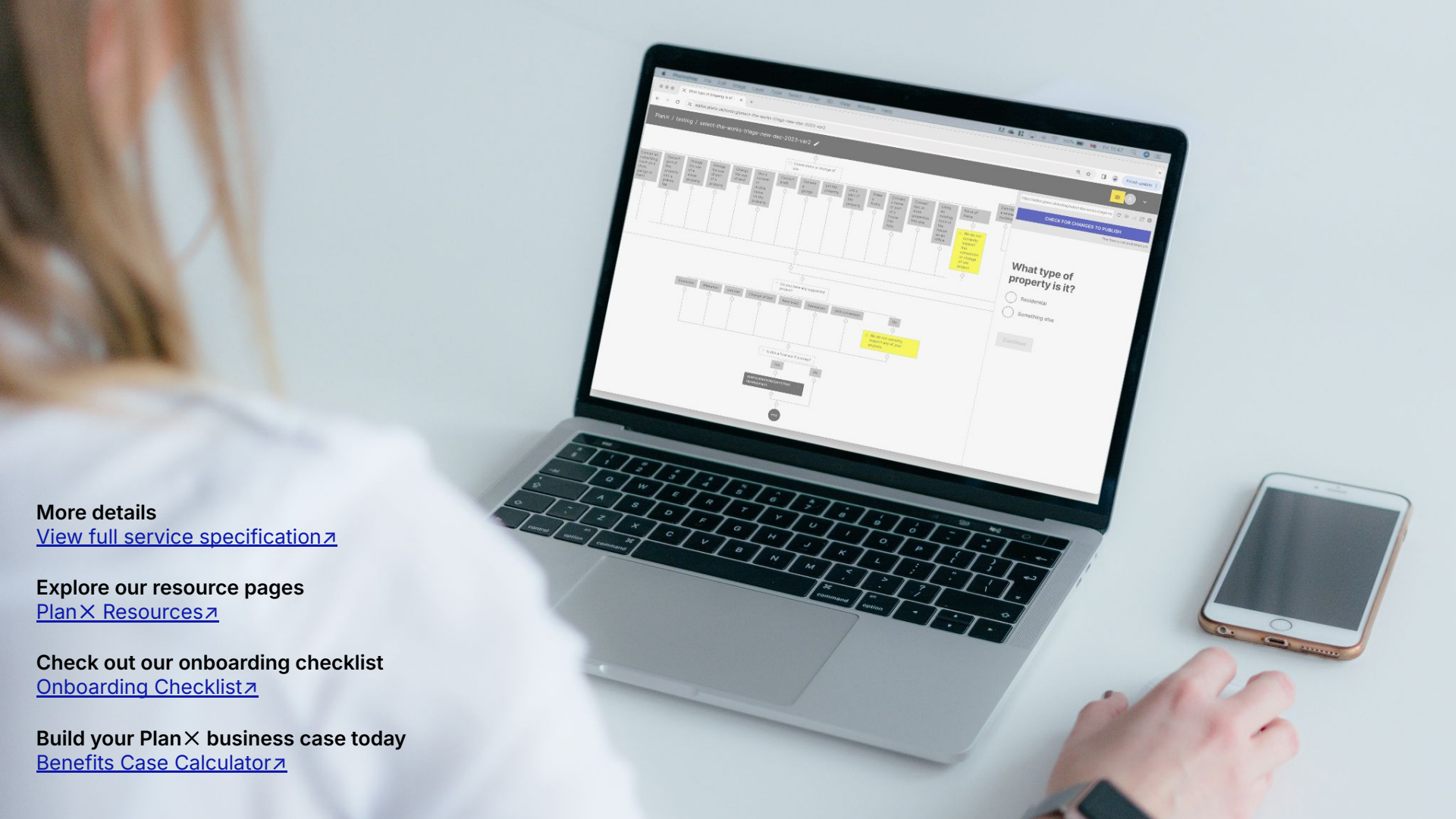
Try it

['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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