



# ODP General Meeting

13th January 2025

# Agenda

- MHCLG funding update
- Reporting update
- Learning & Development
- Get involved in Monitoring & Evaluation
- Get involved in user research
- Get involved in pilots

# MHCLG funding update

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# MHCLG funding update

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**Digital Planning Improvement Fund.** 50 councils invited to join the community

## Strategic Projects

- Digital Local Plans
- Building Control
- GMCA Data Hub

# Reporting update

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# Reporting to MHCLG

We've listened to your feedback!

**Monthly progress reports** & **month notes** are now due together on the last working day of each month.

Please make sure that in the meantime, you continue attending all expected working sessions with your community managers, as this is how we'll make sure we are not missing any risks or support needs.

# Learning & Development

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# Upcoming L&D opportunities

- Short learning session: Introduction to AI
  - 22nd January 12-1pm, sign up on eventbrite. Details are on slack
- In-person session: Agile training
  - Coming soon! Let us know if you could support with a venue (London and SE)

# Get involved in monitoring and evaluation in 2025

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# Why M&E?

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- Understand the benefits to councils, applicants and citizens of new software products
- Share results across councils to help spot differences and learning opportunities
- Provide feedback to product teams so that they can prioritise their development plans
- Provide evidence to support council procurement decisions
- Provide evidence to central government to support continued funding of the project

# M&E activity

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New LPAs launching  
PlanX services

PlanX service  
development

End-to-end pilots

Adoption

# Collecting benefits

Time savings

Resource  
savings

Improving the  
working lives of  
planners and  
more

Cashable  
benefits

# Where to start on M&E if you're launching a service: The problem

Lots of residents calling / writing in to ask whether they need planning permission for a project they are considering

Officers spend a lot of time gathering information from callers and then reviewing planning constraint / policy information to provide advice.

# The service

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The PlanX FOIYNPP service is designed to provide a self serve way for people to enter details of their project and get information about how likely it is that their project will need planning permission.

So far the service has delivered significant resource savings to several LPAs and helped a large number of residents to self serve.

# The M&E framework approach

Identify Users, review User Stories and confirm expected Benefits

Review the Measures to be taken and Data Sources

Check / set up Data collection methods

Prepare Data Visualisation and Analysis tools

Review and publish Results

| User | Responsibilities | User Story | Benefits | Measures | Data Sources |
|------|------------------|------------|----------|----------|--------------|
|      |                  |            |          |          |              |
|      |                  |            |          |          |              |
|      |                  |            |          |          |              |
|      |                  |            |          |          |              |

# M&E report

| User                                                                                                         | Benefit                                                                                  | Measure                                  | Pre | Phase 1 | Phase 2                                                                               |
|--------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------|------------------------------------------|-----|---------|---------------------------------------------------------------------------------------|
| <br>Applicant               | A straight-forward way to get useful information so i am confident about what to do next | Completions / week                       |     |         |                                                                                       |
|                                                                                                              |                                                                                          | Completion rate                          |     |         |                                                                                       |
|                                                                                                              |                                                                                          | Elapsed time                             |     |         |                                                                                       |
|                                                                                                              |                                                                                          | User rating                              |     |         |                                                                                       |
| <br>Contact / Duty Officer | Fewer calls and faster call resolution                                                   | Call count / week                        |     |         |                                                                                       |
|                                                                                                              |                                                                                          | Caller rating                            |     |         |                                                                                       |
| <br>Manager               | Clear, useful information to help me make decisions                                      | Opportunities for improvement identified |     |         |  |

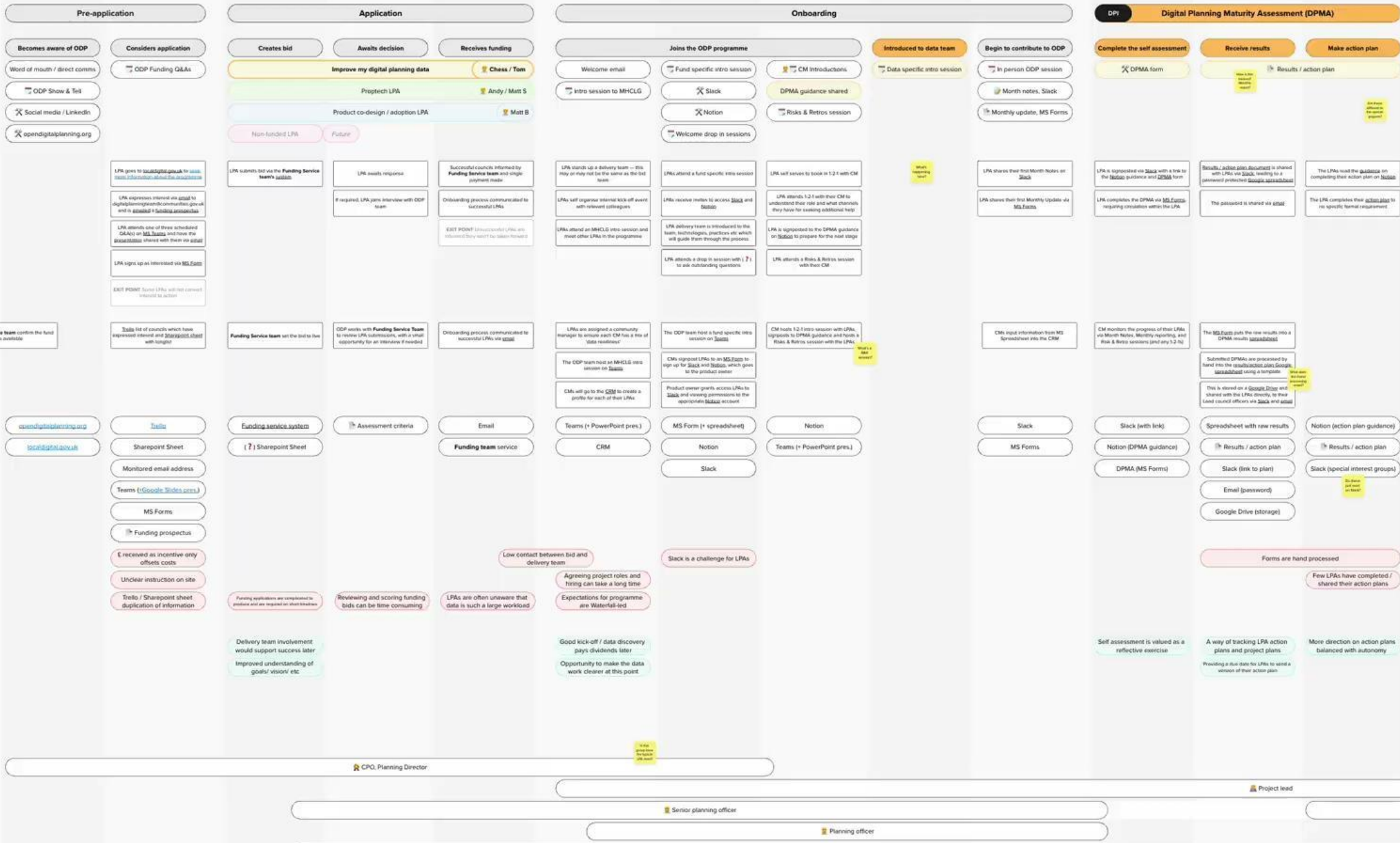
# Want to know more?

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- Contact [ben.duckworth@communities.gov.uk](mailto:ben.duckworth@communities.gov.uk) or Ben Duckworth\_MHCLG on Slack if you'd like an intro to our M&E work.
- Our Metrics Group of LPAs would also be very happy to speak to you including:
  - Camden
  - Buckinghamshire
  - Medway
  - Barnet
  - Gloucester
  - Southwark
  - Lambeth
  - Doncaster
  - Gateshead
  - Newcastle

# Get involved in service design research

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# Service Design Research Sessions

**We're looking at how LPAs have experienced the ODP programme**, whether that's lined up with what's intended, how it's fitted in with other priorities in the authority, and how we might improve things in future rounds.

 **What?** We'll walk through a 'Journey of an LPA' board, and compare that to what your LPA has experienced whilst participating in the programme

 **When?** 1 hour session, between January 14th and 22nd

 **How?** Video call via Google Meet

 **Who?** Joseph, a notetaker and 1-2 participants from your LPA delivery team

# Service Design Research Sessions

## 😞 Why though?

When a programme gets built up over time and is aiming to meet a variety of needs then it's important to take stock and understand whether intentions are lining up with the reality that your LPA is actually experiencing.

To do this, we need to work with you to challenge our assumptions.



What we think we're offering



What you might be experiencing

# Service Design Research Sessions

☀️ **If you're interested** then please reach out to your community manager, or directly to Joseph on [joseph.curle@tpximact.com](mailto:joseph.curle@tpximact.com) or via the ODP Slack

## 🕒 Sessions will run:

- Tuesday 14th PM
- Wednesday 15th AM
- Friday 17th AM & PM
- Next week: Mon, Tues, Wed

## Tuesday 14th

14:00 - 15:00

15:00 - 16:00

16:00 - 17:00

## Wednesday 15th

10:00 - 11:00

11:00 - 12:00

12:00 - 13:00

## Friday 17th

10:00 - 11:00

11:00 - 12:00

12:00 - 13:00

14:00 - 15:00

15:00 - 16:00

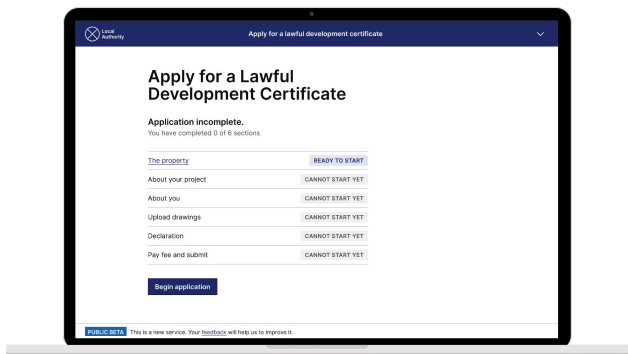
16:00 - 17:00

**...and more next week!**

# Get involved in pilots

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# The ODP Product Suite



**PlanX: Application submission and guidance services**



**BOPS: Back Office Planning System**



**Digital Site Notice / Digital Planning Register**

Guidance and submission

Assessment and processing

Consultation and engagement

# What is a pilot?

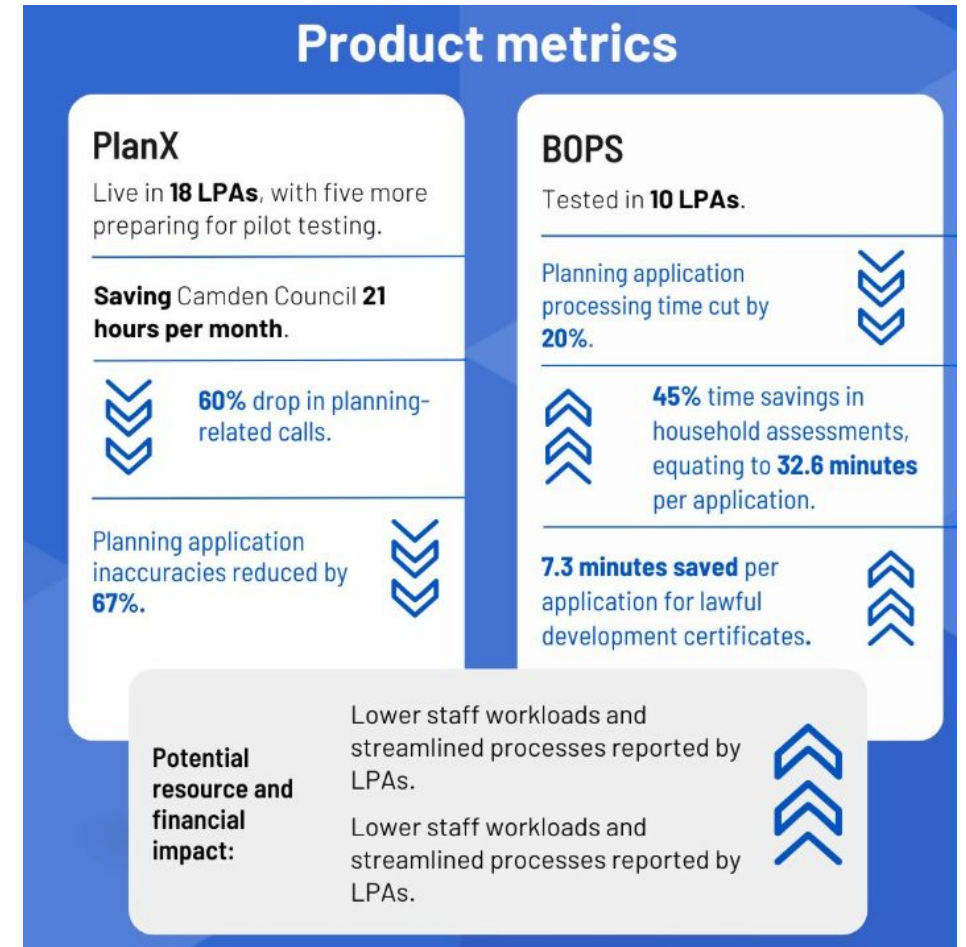
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- Using ODP products (PlanX, BOPS and DSN/DPR) to receive and process **live planning applications** end-to-end
- Alternative to BAU systems (no requirement to dual process)
- Collect metrics and feedback
- Current pilots in: Barnet, Camden, Lambeth and Medway councils



# Why should you take part?

- Get hands-on experience with the products in a trial environment
- Demonstrate the savings for your LPA
- Support and guidance throughout the process
- Provide valuable insights to the product teams



# Want to find out more about taking part?

- EOI for spring pilots coming out by the end of the month via Slack
- Q&As in February (date TBC)
- Pilots: **Lawful development certificates, householder planning permission and householder pre-application (new!)**

 **Emily Hadley - MHCLG** Jun 20th at 12:03 PM

 **Calling all councils: Expression of interest for ODP Product pilot launch** 

We are looking for at least 3-5 LPAs to take part in a pilot over the next couple of months to test the end-to-end processing of live planning applications using the full suite of ODP products (PlanX, BOPS and Digital Planning Register).

This is an exciting opportunity for councils to get hands-on experience with these products in development and be one of the first councils in the country to use them all together.

 **What does the pilot involve?**

The pilot would involve:

- LPAs making a PlanX submission service available on their websites for a set period (e.g. 3 or 6 months, or until a set number of applications have been received)
- Processing the PlanX applications in BOPS (including validation, assessment, consultation, and issuing a decision)
- Signposting to the Digital Planning Register for the relevant applications
- Collecting data, providing feedback, and supporting user research for the product teams

These products work separately (but in parallel) to existing software, eliminating the need for dual processing.

 **Want to find out more?**

Come along to the **ODP council leads session** on **1st July at 3pm** for a run through of the pilot and a Q&A - if you are unable to make that session, let us know.

We have collated [information on this EOI and some initial Q&As in a google doc](#). New questions can be added in that doc, in this slack post, or sent to [@Matt Brooks](#).

# Get involved with ODP Products

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## Open Digital Planning - Product Expression of Interest

This form will register your interest in ODP products - either in terms of finding out more information or getting started

Hi, Matt. When you submit this form, the owner will see your name and email address.

\* Required

1. Which council are you representing? \*

Enter your answer

2. What is your name? \*

Enter your answer

3. E-mail address \*

Please enter an email

4. Are you currently, or have you previously been, a part of Open Digital Planning? \*

☐ Yes

☐ No

<https://forms.office.com/e/r0AWSZ3JKg>

# Thank you!