



ODP General Meeting

26 June 2024

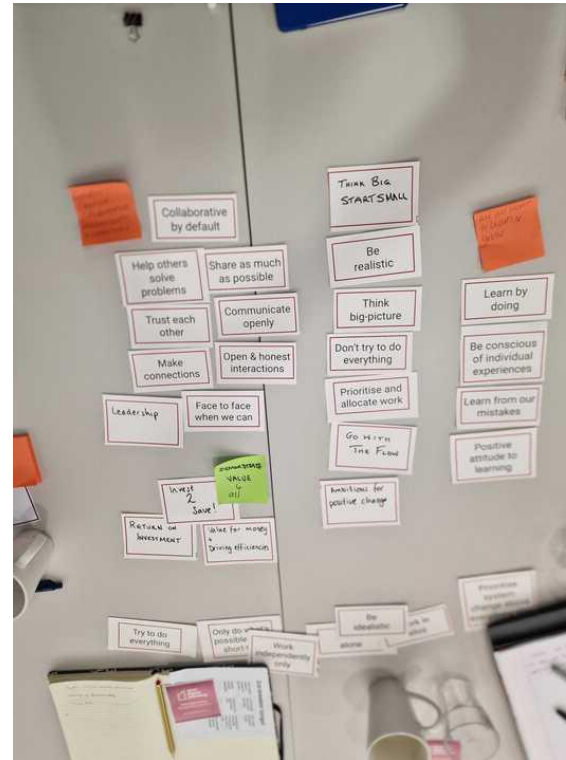
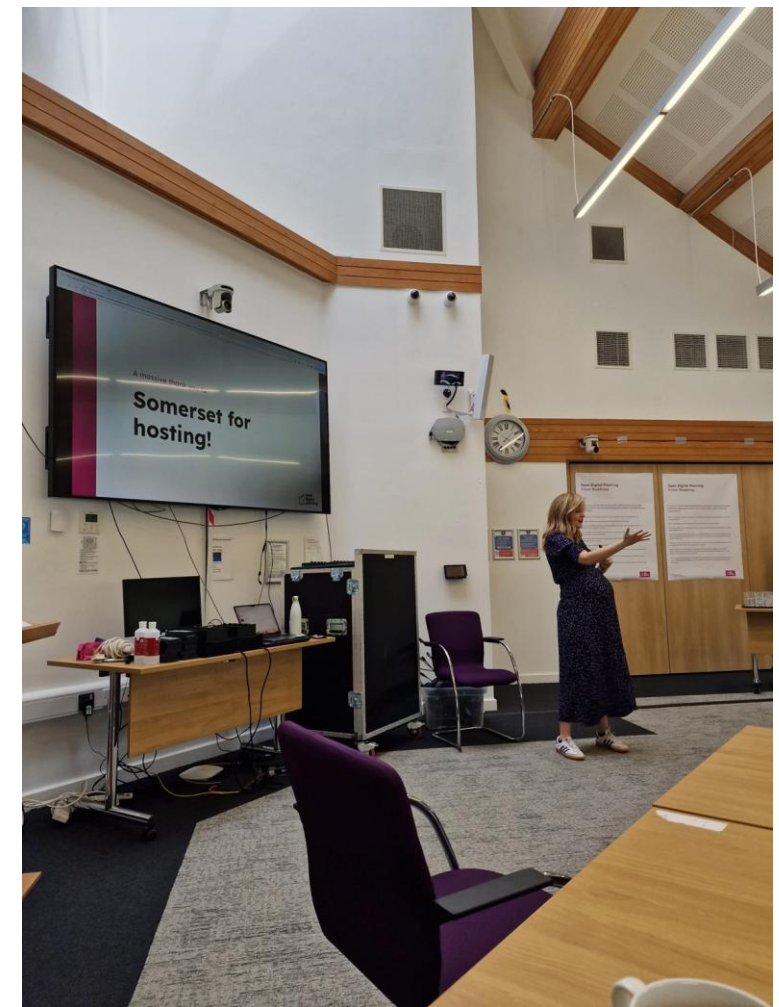
Agenda

- What we've been up to lately in ODP land
- PlanX, BOPS & Digital Site Notice Demo
- An update from the Local Plans team
- Digital Planning Maturity Assessment insights
- Another opportunity to meet up IRL

What we've been up to!

What's happening

- Meeting all of you at our Welcome Days!
- Establishing working groups
- Learning & development lunch and learns
- Getting comfortable in reporting processes





PlanX Demo

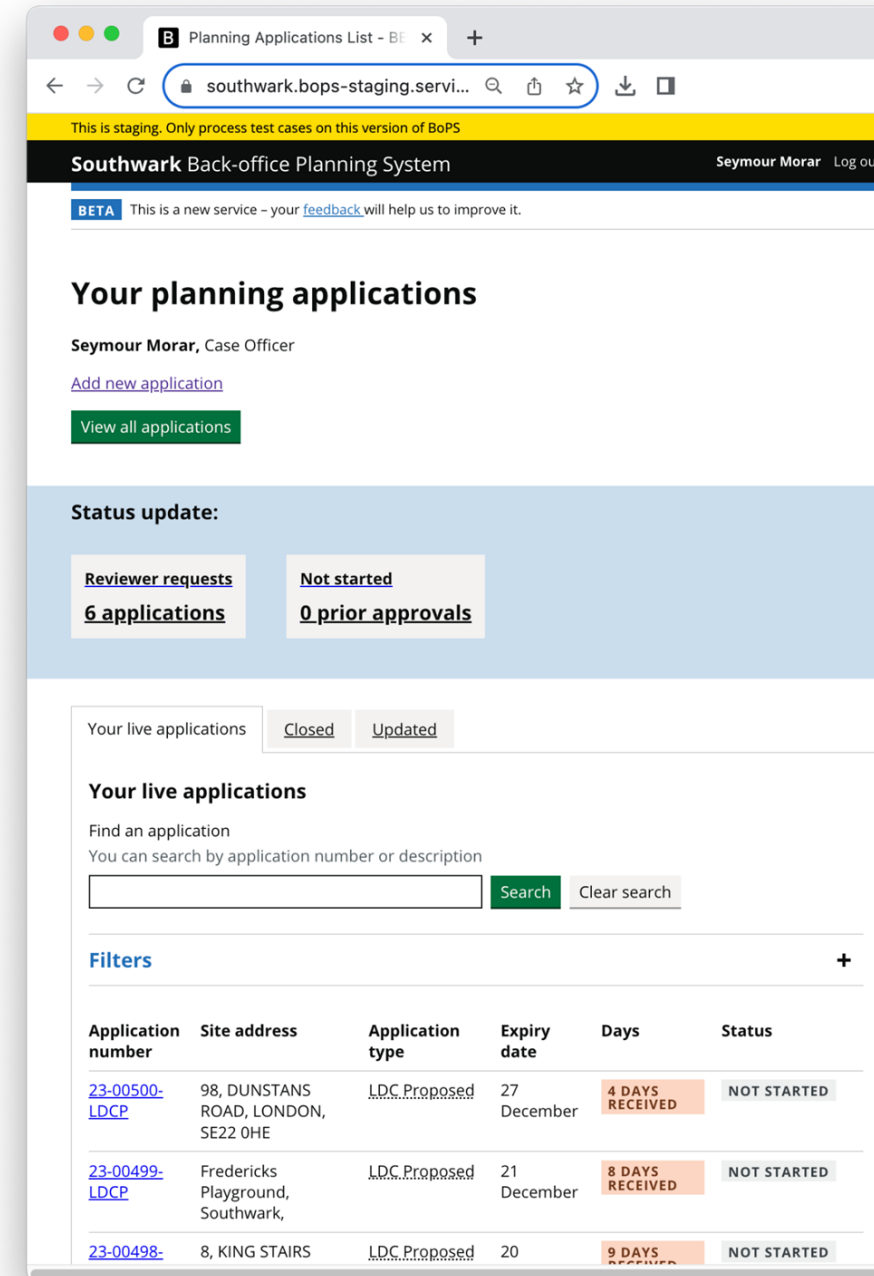
BOPS Demo

Where did BOPS come from?

In 2019, a group of forward thinking councils got together with the aim of creating a user-centered back-office planning system that would **transform the way planning applications are processed** by:

- making planning data and records **easily accessible**
- **increasing efficiency** across the planning application process
- **meeting the needs of its users** - Planning Officers

National interest and DLUHC support and funding has enabled us to build this product.



Transforming existing processes



Back office processes are inefficient, with many **opportunities for errors**



For a single planning application, planning officers use ten **different software packages** to carry out the assessment process



This increases the **time and costs** to both councils and the taxpayer

What we have built in BOPS

BOPS now

- All statutory application types built
- Receive applications from PlanX
- Gov Notify for letters
- BOPS applicant portal allows public comments
- GDS and custom design patterns
- ODP data schema
- Ongoing product testing and end to end improvements

BOPS in future (>September 2024)

- Accept applications through Planning Portal
- Link to DSN and DPR
- Pre-apps
- Link parent applications to AODs and NMAs, etc.
- Integrate with other systems e.g. land charges, CIL, finance

DSN / DPR Demos

DPR and DSN - avoiding confusion

DPR Digital Planning Register

- Supports BOPS only (for now)
- Designed for all application types
- Shows all applications
- Does not store information - relies on back office systems for storage
- Centrally hosted, easy to set up
- Updates automatically
- Will also include all the features of the DSN

DSN Digital Site Notices

- Supports any back office system, with varying degrees of manual data input.
- Designed primarily for major applications
- Shows only applications manually added to it
- Stores its own copy of the application info
- Hosting needs to be managed by the LPA
- Needs to be manually updated

Local Plans

Digital Planning Maturity Assessment & Insights

Who are you?

We've filled this out (a while ago!).

We've filled this out recently.

We're keen to fill this out.

We'd like to fill this out in future.

We don't need to fill this out but we're interested.

First, some definitions

Digital Planning

can be described as the broad use of digital technologies and ways of working to modernise England's planning system.

Maturity

measures the ability of your planning department to continuously improve.

Higher maturity = higher chances that failures will lead to improvements.

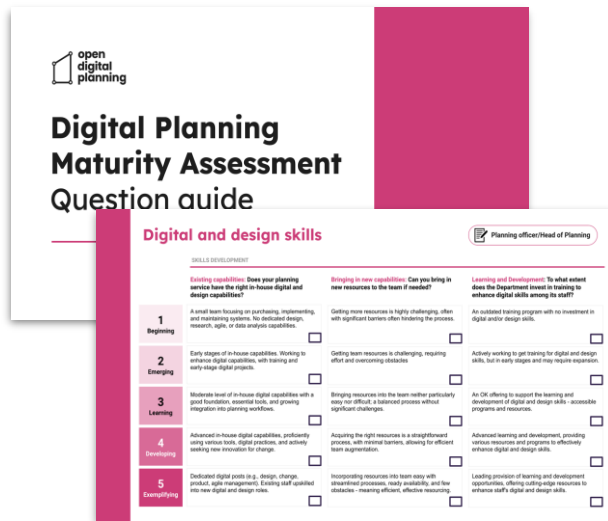
What is it *really*?

There's a guide. There's a form. There's an action-plan.

A series of 30 questions aims to assess how your planning department currently uses digital practices in its day-to-day operations. It is comprehensive but not exhaustive.

**The DPMA is co-designed, tested and iterated by local planning authorities.
We are continuously making improvements.**

DPMA recap



open digital planning

Digital Planning Maturity Assessment Question guide

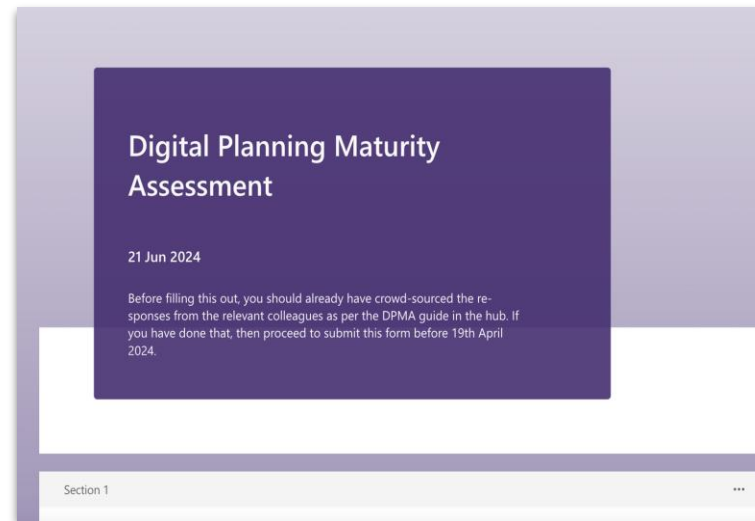
Digital and design skills

Planning officer/Head of Planning

SKILLS DEVELOPMENT

	Existing capabilities: Does your planning service have the right in-house digital and design capabilities?	Bringing in new capabilities: Can you bring in new resources to the team if needed?	Learning and Development: To what extent does the Department invest in learning to enhance digital skills among its staff?
1 Beginning	A small team focusing on purchasing, implementing, and maintaining systems. No dedicated design research, skills, or data analysis capabilities.	Getting more resources is highly challenging, often with significant barriers often hindering the process.	An outdated training program with no investment in digital and/or design skills.
2 Emerging	Early stages of in-house capabilities. Working to enhance digital capabilities, with training and early stage digital projects.	Getting team resources is challenging, requiring effort and overcoming obstacles.	Actively working to get training for digital and design skills, but in early stages and may require expansion.
3 Learning	Moderate level of in-house digital capabilities with a good foundation, essential tools, and growing integration into planning workflow.	Bringing resources into the team neither particularly easy nor difficult, a balanced process without significant challenges.	An OK offering to support the learning and development of digital and design skills - accessible programs and resources.
4 Developing	Advanced in-house digital capabilities, proactively using various tools, digital practices, and actively seeking new innovation for change.	Acquiring the right resources is a streamlined process, with minimal barriers, allowing for efficient team augmentation.	Advanced learning and development, providing various resources and programs to effectively enhance digital and design skills.
5 Exemplary	Dedicated digital points in e.g., design, change, product, agile management). Existing staff upskilled into new digital and design roles.	Incorporating resources into team easy with streamlined processes, ready availability, and low obstacles - ensuring efficient, effective resourcing.	Leading provision of learning and development opportunities, offering cutting-edge resources to enhance staff's digital and design skills.

1. Review guidance, and collectively assess where your department scored



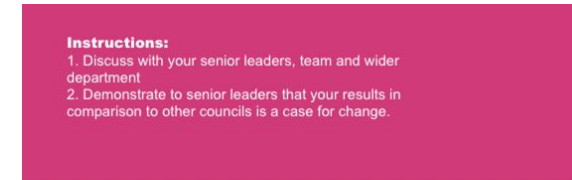
Digital Planning Maturity Assessment

21 Jun 2024

Before filling this out, you should already have crowd-sourced the responses from the relevant colleagues as per the DPMA guide in the hub. If you have done that, then proceed to submit this form before 19th April 2024.

Section 1

2. Upload agreed scores for DPMA via online survey

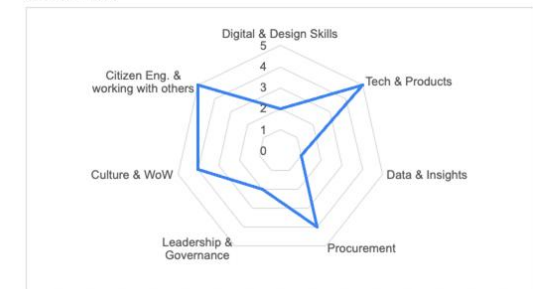


Instructions:

1. Discuss with your senior leaders, team and wider department
2. Demonstrate to senior leaders that your results in comparison to other councils is a case for change.

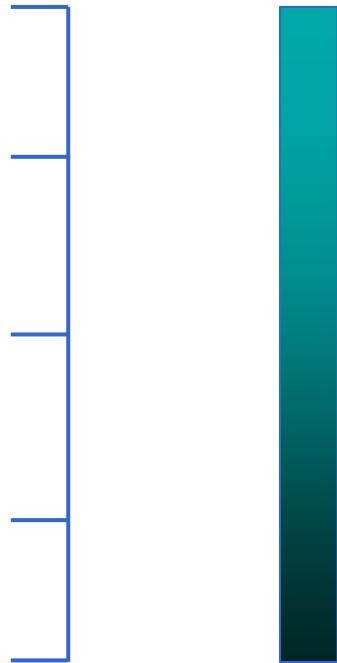
Your results in comparison

A snapshot of your results vs the average council that's completed this assessment.



3. Receive your results and action plan template

A note on maturity levels

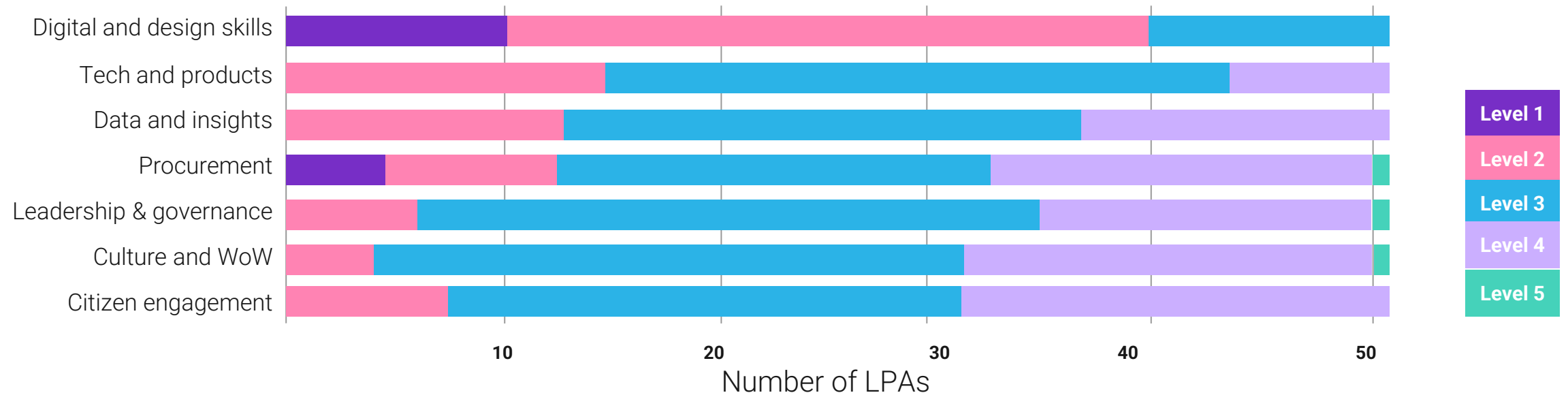


- Maturity levels are generally cumulative. However, they are not discrete levels from 1 to 5. Your organisation may be in between levels.
- This is a continual journey. Even in a “mature” organisation there will need to be constant improvement.
- It’s normal to not be starting at the same level in each area. You may discover differences, even within the same service or team.

Averaged results - summary

Digital & Design Skills	Level 2 Emerging	2.0	Aims to enhance digital capabilities through training and early-stage digital projects, but substantial development is still necessary. Acquiring team resources poses challenges.
Tech and Products	Level 3 Learning	2.9	Split between on-premises and cloud infrastructure. Digital planning service meets basic needs of residents. Team is moderately skilled in tools and software, with room for improvement.
Data and insights	Level 3 Learning	3.0	The service uses some elements of data-driven decision-making and service design but lacks consistent application across all areas. Most insights are not yet self-serve.
Procurement	Level 3 Learning	2.9	Inconsistent relationships with suppliers, but trending toward improved maturity in communication, cooperation, and efficiency. Efforts underway to refine practices for contract compliance, performance tracking, and relationship management.
Leadership & governance	Level 3 Learning	3.1	There's a good level of transparency and collaboration. Ongoing efforts to identify key decision-makers and streamline processes. Governance practices face challenges but demonstrate an effective approach.
Culture & WoW	Level 3 Learning	3.4	Increasingly open culture with a level of transparency and collaboration. A balanced approach to risk and innovation is evident. Some adaptability to change exists, with limited effort to strengthen team bonds.
Citizen engagement	Level 3 Learning	3.2	Reliant on website and mailing list for planning communication. Accessibility varies, and much information is in less accessible PDFs. Actively trying to cultivate better relationships with residents but facing large challenges in collaboration and communication.

The averaged results - break down



Open questions

Key challenges to improving digital offering

1. LPAs lack resources (people, time and money) to improve their digital offering	Can't invest in new tech	No time/capacity to instil new WoW		Can't provide appropriate training	
2. LPAs find it difficult to procure, adopt, fully utilise, and maintain hardware and software that meets their digital improvement needs	Complicated procurement processes	Supplier dictating pace of change		Using unsuitable hardware	Integration between new and old
3. Whilst LPAs recognise data is key to digital improvement, they have multiple challenges to benefitting from it	Low quality	Access and ownership	Held in different formats	Publishing is slow	Difficult to maintain
4. Skills and attitudes at every level of the organisation limit the LPAs ability to improve their digital offering	Adverse culture	Lack of leadership understanding		Digital skills	Digital roles
5.Wider structures and processes within the council do not align with digital improvement ambitions	Overcomplicated governance	Lack of corporate level strategy		Meeting planning legislation	

How we can collectively use these insights

Prioritise Action	Inform and shape learning support	Informs DLUHC future funding areas	Use as a benchmark
LPAs use results to prioritise areas for improvement and create a plan of action	Using insights to prioritise learning and development topics and initiatives	Continued/ scaled use of the DPMA will provide evidence to support future DLUHC funding programmes	DLUHC and LPAs can use to demonstrate impact of interventions and activities

DPMA - action plan

Action Plan

Horsham District Council

Instructions:

1. Using the suggested actions on the previous sheet, select up to 3 actions that you plan to undertake in the next 6-12 months and paste them into the plan. (feel free to tweak to suit your ambitions/context).
2. For each action (column by column), detail the change you expect to see, the partnerships needed and the resources required.



Priority area 1:

Data and insights

Why:

The funding provided by Digital Planning is to first and foremost to support you on improving your data by providing the 4 listed data sets that meet the data standards required. Below, we have pre-completed key actions your team should carry out to prepare for completing your data work.

	Action 1:	Action 2:	Action 3:
	E.g. Identify what data is collected and generated across the 4 requested data sets - establish how it is maintained, where it is stored, who is responsible for it and how it is shared	E.g. Undertake training in data and insight specialisms - namely GIS training (ODP GIS training coming soon)	[paste/paste and adapt your chosen action 3 here]
Change What is the short term change you anticipate seeing over 6-12 months as a result of this activity?	1 We have a better grasp on the existing status of listed data sets, and ready to start data improvement work	2 Can upskill staff to carry out data set work better, and ease pressure on existing GIS experts within the department.	3
Planned Completion Date Write down the month by which you aim to expect to have completed the action. This can then be used as a guide in your project plan.	1 By summer 2024 (at the latest, although many will complete this sooner)	2 By September 2024	3
Partnerships	1	2	3



Who are you?

We've done it all. - nice!

We need to submit our action plans. - please do as soon as you can.

We're keen to fill this out. - please let your community manager know.

We'd like to fill this out in future. - we'll be sharing it with PropTech LPAs soon.

ODP Summer Social!

10th July in London. Details coming very soon

Thank you!
