Plan X
Digital planning services

Open Systems Lab

– 2026

Agenda

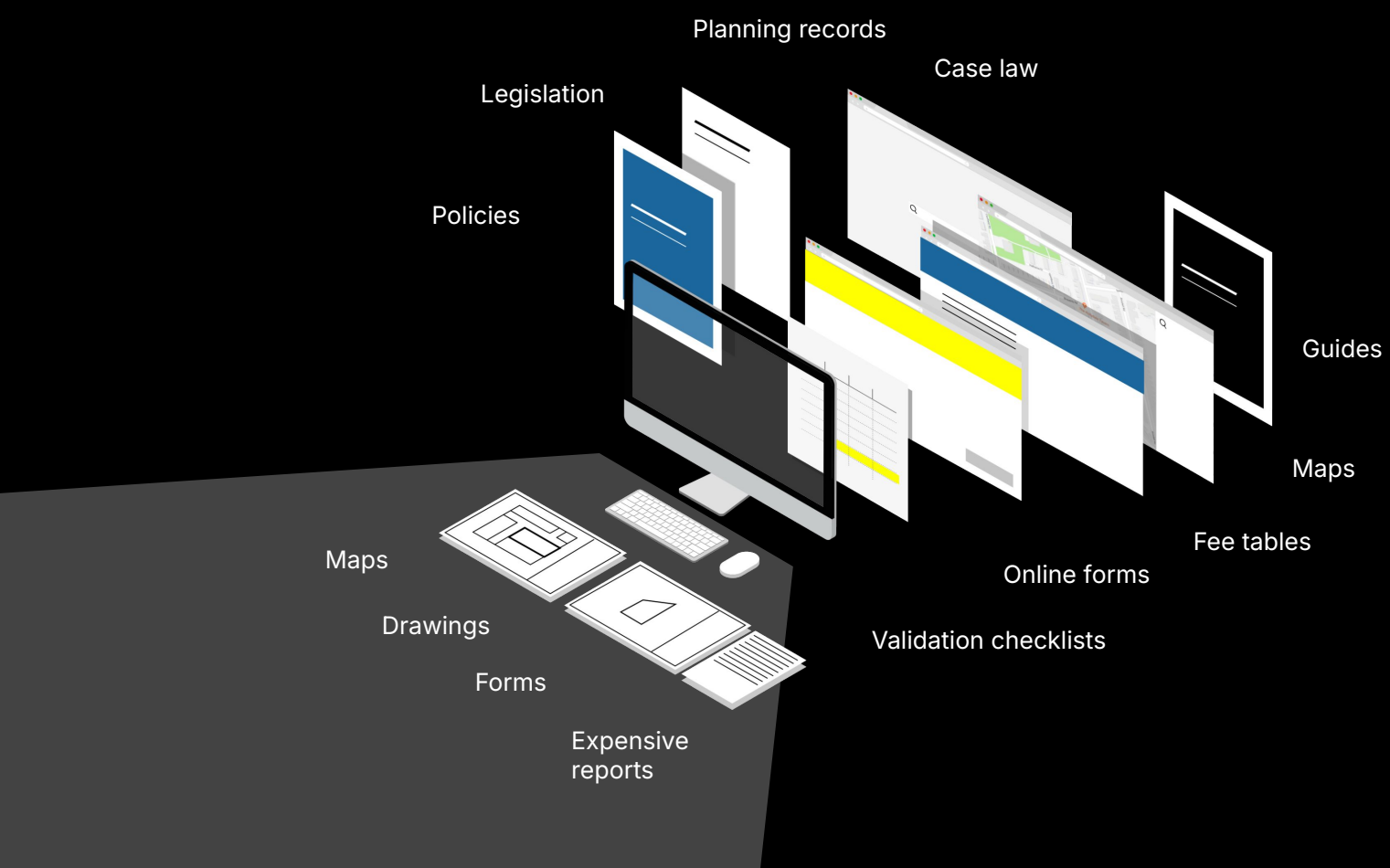
- **What is Plan✕?**
  - Design Principles
  - Platform Interfaces
  - Current Adoption

- **Demo**
  - Find out if you need planning permission
  - Pre-Application Advice
  - Local Planning Services
  - Plan✕ Benefits Case Calculator

- **Next Steps**
  - Apply for the MHCLG Track 1 fund

What we plan

How we plan

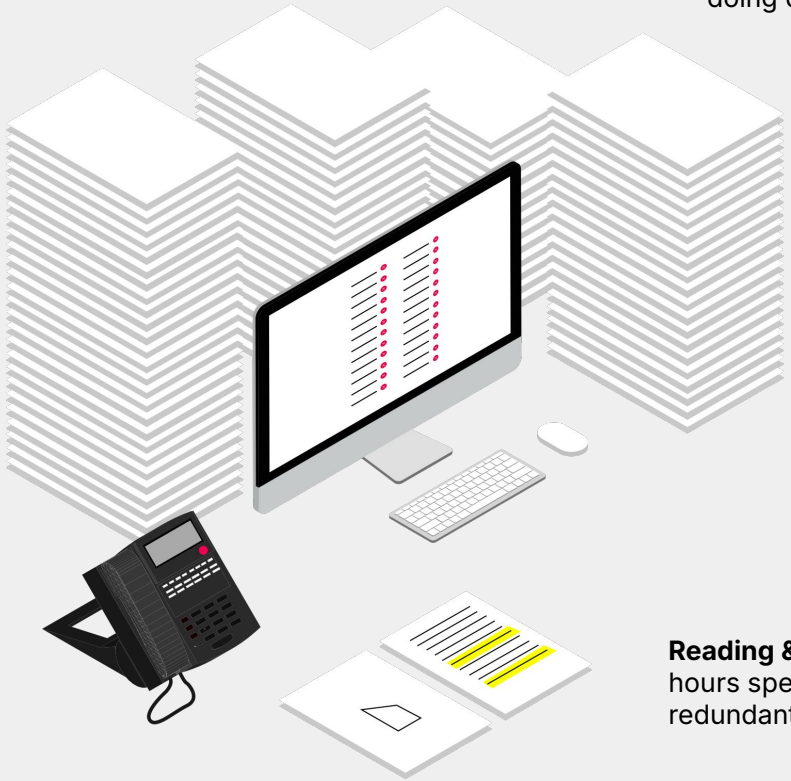

Planning records
Case law
Legislation
Policies
Guides
Maps
Fee tables
Online forms
Validation checklists
Maps
Drawings
Forms
Expensive reports

Enforcement burden
many cases are inadvertent

Reporting & FOIs
hours spent manually collating & doing data entry

Most applications are invalid
mostly for avoidable reasons

Consultation
Lots of manual admin collecting and collating responses



Many applications are refused
also for avoidable reasons

Appeals
many due to inconsistency (perceived or real)

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

Enquiries, complaints,
failure demand – mostly repetitive, avoidable

Reading & assessing applications
hours spent manually parsing mostly redundant information







Documents

Data

What should digital planning services look like?

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

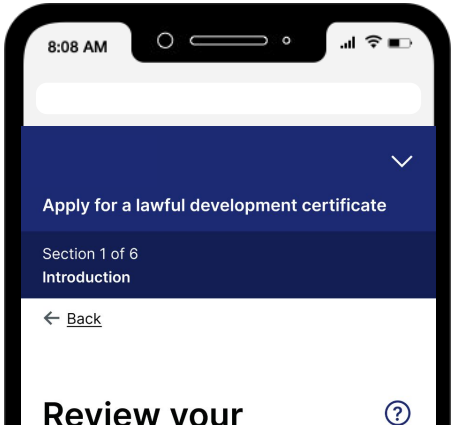
Use ‘rules as code’ to provide self-serve guidance or pre-assess projects against legislation and policy.

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.



Buckinghamshire Council

Apply for a lawful development certificate

Section 1 of 6
The property

Back

About the property

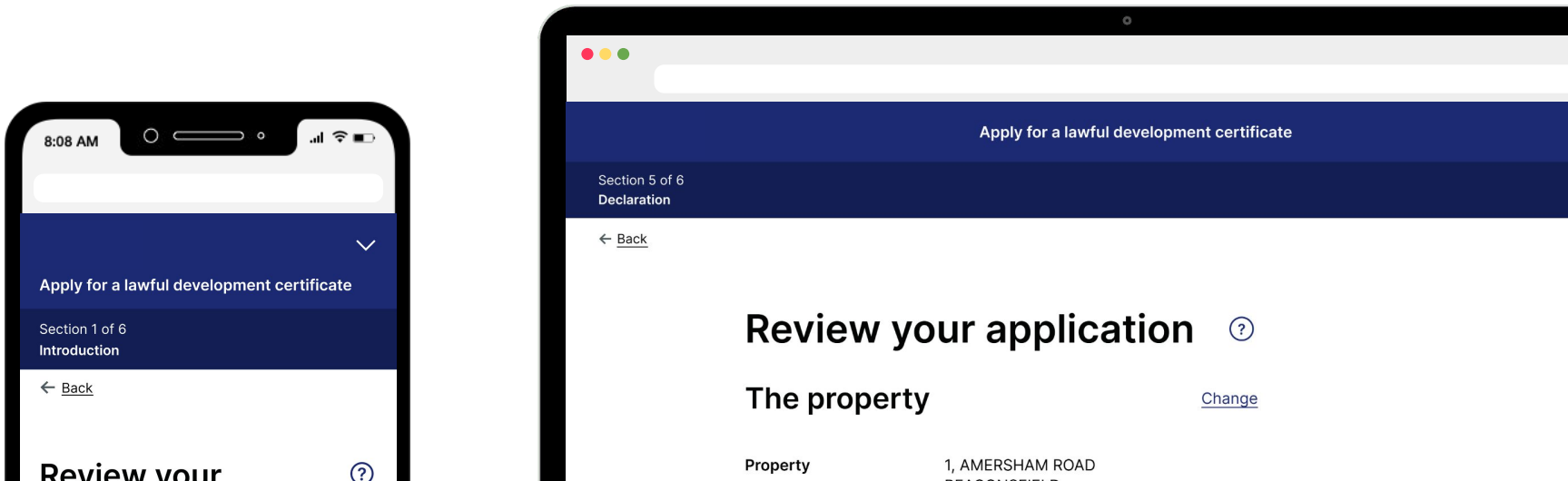
This is the information we currently have about the property, including its title boundary shown in blue from the Land Registry



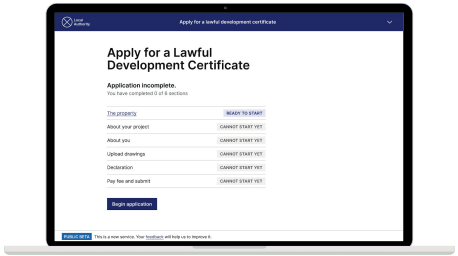
Address 5, BURNHAM AVENUE, BEACONSFIELD

What is Plan✕?

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

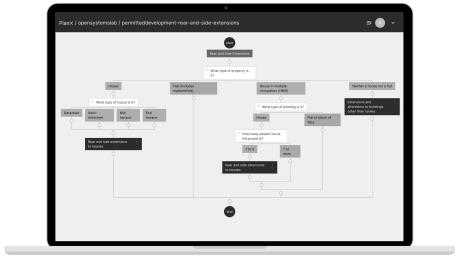


What are its interfaces?



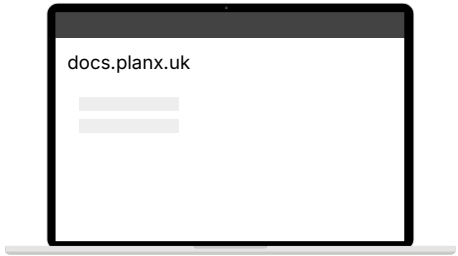
Public interface

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.



Plan✕ Submissions API

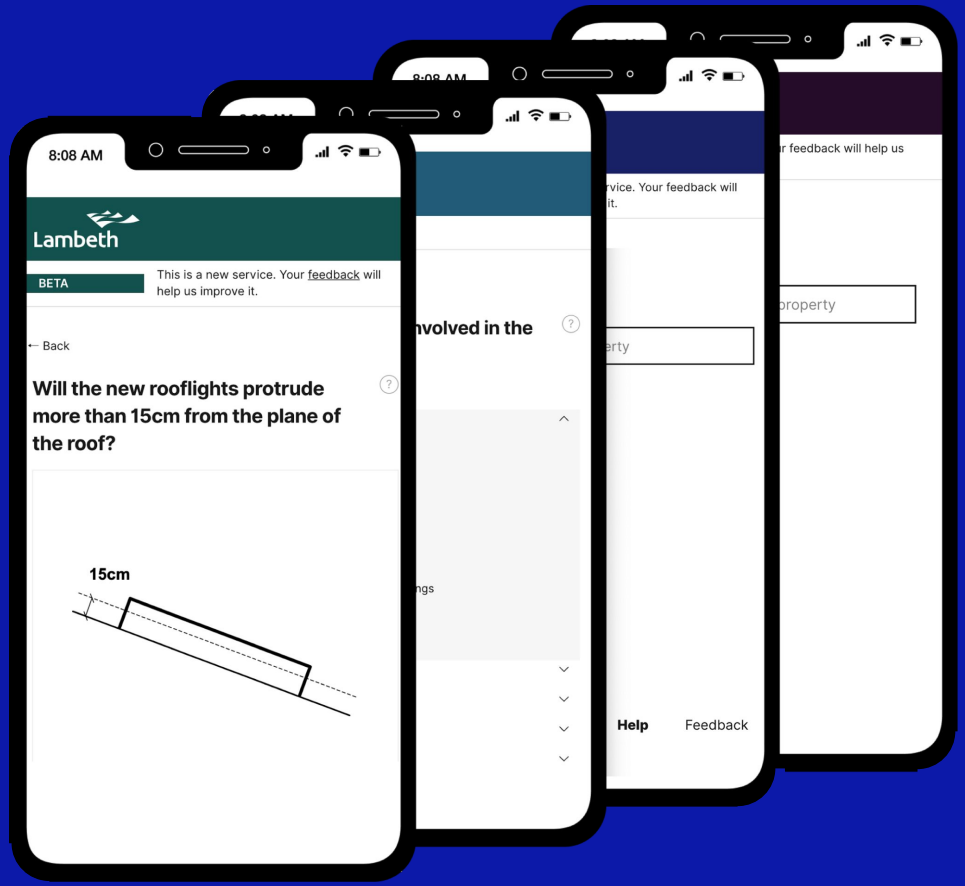
Where councils and their suppliers will be able to access data and metadata allowing them to process planning applications using back office software.

Guidance services

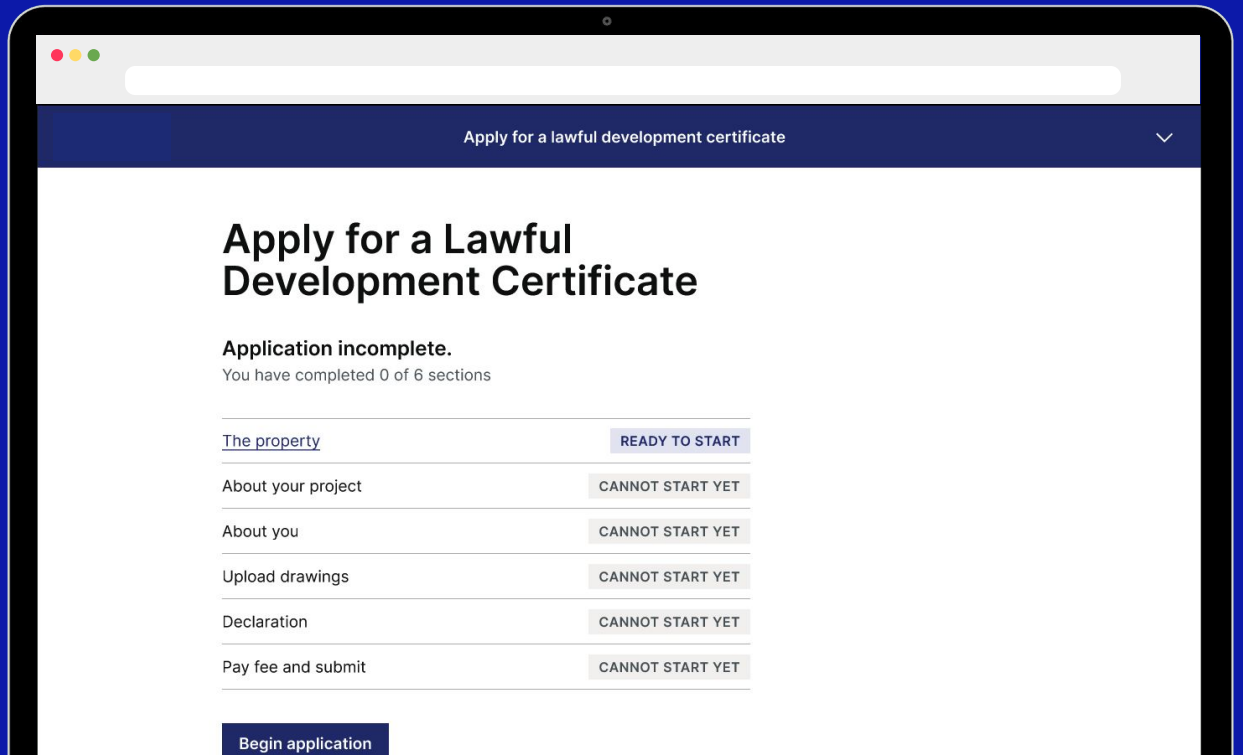
→ Let people self-serve planning information.

→ Since launching in April 2024, Camden have experienced 60% reduction in phone enquiries, with a resource saving of 21 hours per month

→ Guide people to the right application services.



Application services



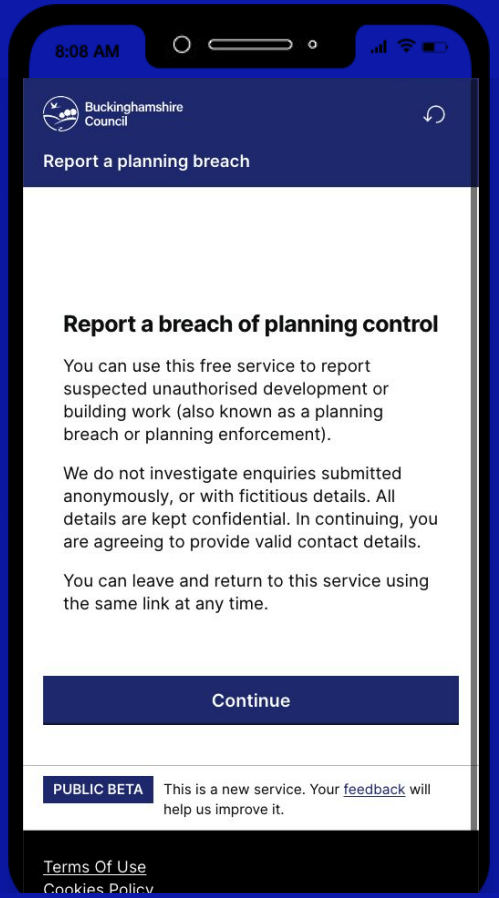
→ Simpler for users

→ 30% to 50% reduction in invalid applications

→ Pre-check against guidance and policy

→ 50% reduction in overall processing time (when used with BOPS)

→ 82% valid LDCs submitted by applicants via Plan✕ vs 33% previously (Lambeth 24/25).



Discretionary services

→ Example Services councils are building:

- Get pre-application planning advice
- What documents and drawings do I need?
- Apply for... with Fast track
- Notify us about...
- Submit a complaint
- Check what constraints apply to my property
- Building regulations
- ++++

→ Since launching ‘Report a Breach’, 83% reduction in avoidable complaints in Medway and 70% in Doncaster

Adoption so far

How many councils have adopted PlanX? 20

Expressed Interest 7

- Liverpool
- Northumberland
- Adur & Worthing
- Nottingham
- Westminster
- Stoke-on-Trent
- Greater Cambridge

In preparation 4

- LB Kingston upon Thames
- LB Barking & Dagenham
- Canterbury
- South Gloucestershire

Submission services live 12

Guidance services live 16

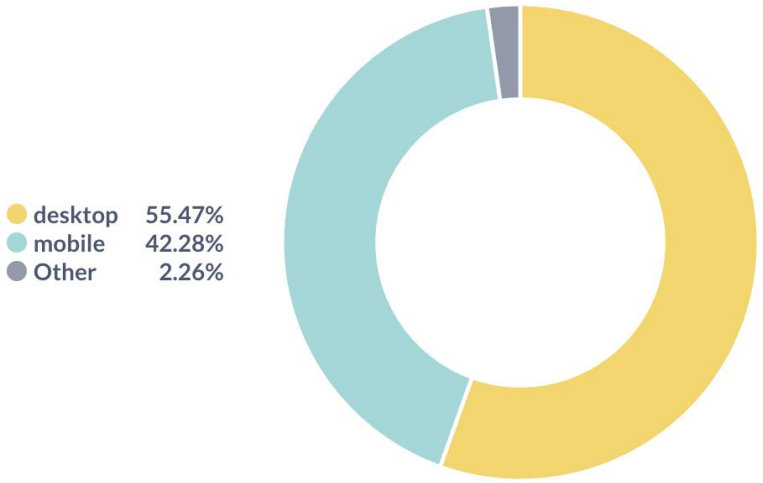
- Lambeth
- Epsom & Ewell
- Doncaster
- Medway
- LB Camden
- Gateshead
- LB Barnet
- Tewkesbury
- West Berkshire
- LB Southwark
- Buckinghamshire
- Birmingham
- Gloucester
- Newcastle
- St Albans
- Horsham

PlanX Onboarding

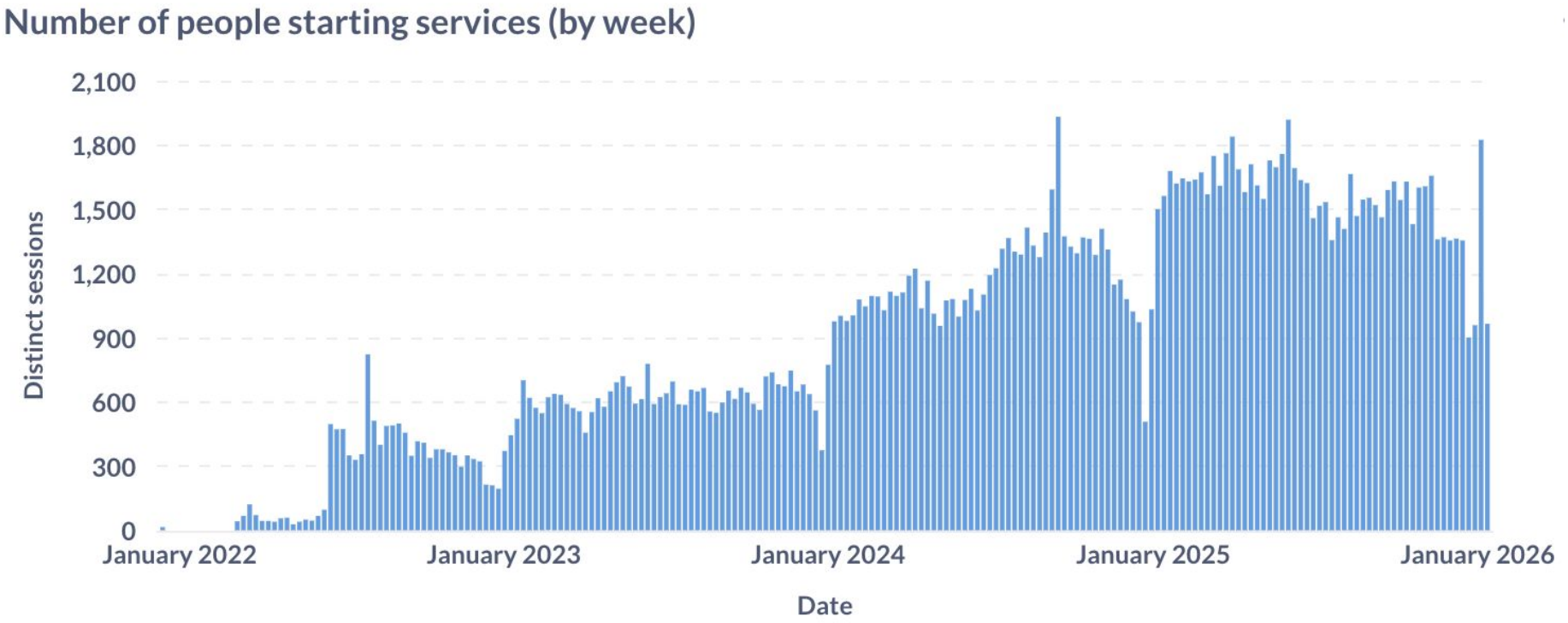
Platform Analytics

2,962	331,488	29,903	23
Visitors in the last week	Total sessions	Total sessions in the last 3 months	Sessions started from LPS

Device type



Plan× currently used by about 1500-1800 people every week



Demo

What next?

- ❑ Publish your datasets on Planning.Data
- ❑ Explore our Resources Pages
- ❑ Check out our Onboarding Checklist
- ❑ Build your Business Case
- ❑ Are you eligible for funding? Register your EOI