

# PARSOL Planning

## ... and its contribution to the e-Planning Programme

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# Background

- Planning and Regulatory Services OnLine
- Launched in April 2003
  - Assist LA's deliver Planning, Environmental Health, Trading Standards & Building Control services online
- Delivered by a consortium of Councils led by Wandsworth
  - By Local Authorities for Local Authorities
- Funded by DCLG, in support of the e-Planning Programme

# Workstreams

- Electronic Application Consultation
- Expert System (Do I need Planning Permission?)
- Fast Track (Agent Accreditation Scheme)
- Service Delivery Standards
- Local Development Frameworks & Regional Spatial Strategies (RSS)
- Sustainable Product Migration

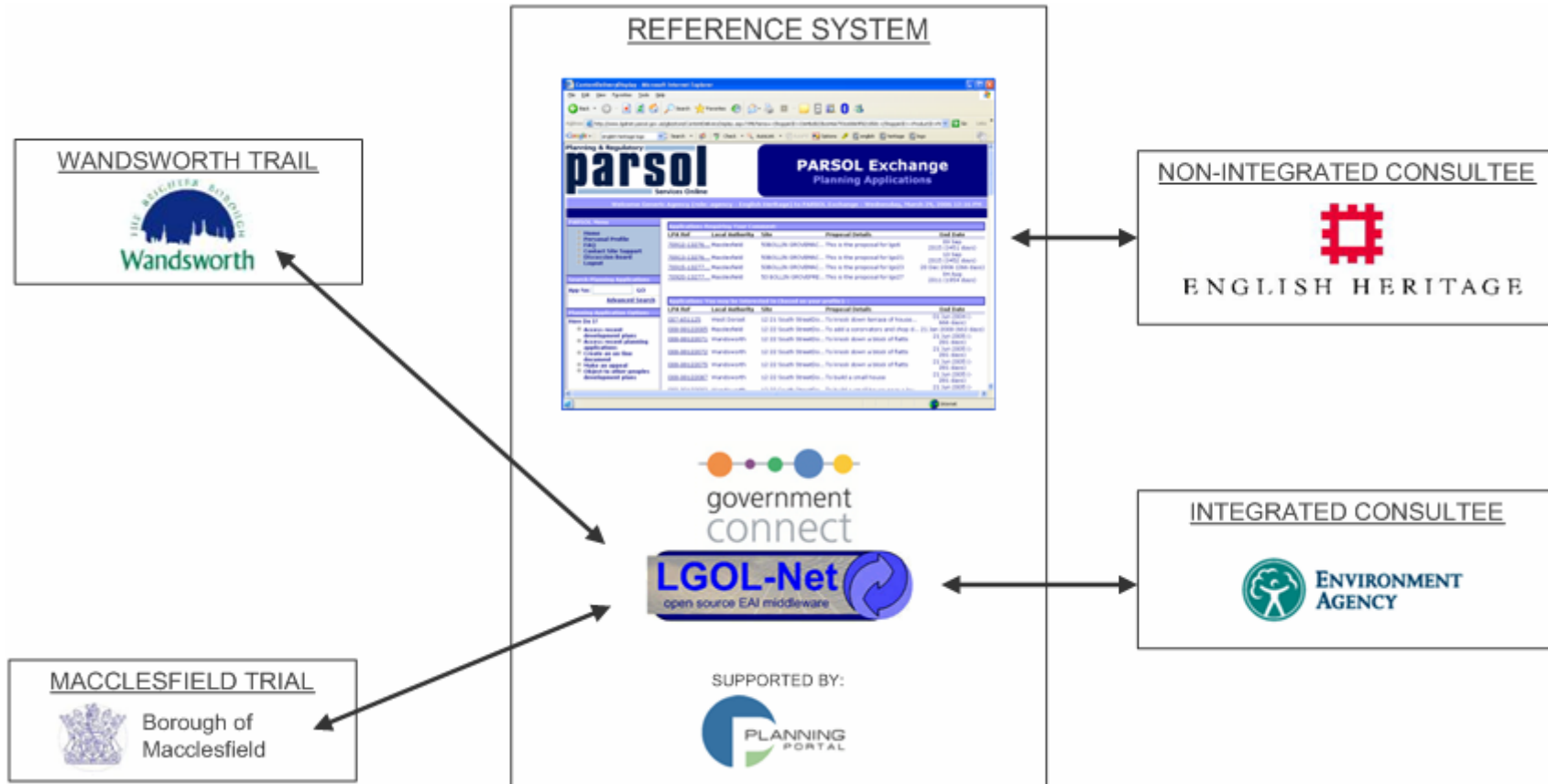
# Sustainable Product Migration

- PARSOL 'officially' finished end of OCT/06
- Overarching remit spanning all workstreams
- Provide a sustainable life, after PARSOL, for selected PARSOL Project deliverables
- Migration to:
  - Planning Portal
  - Planning Advisory Service
  - DCLG, NeSDS, LABC, CIEH, etc

# Electronic Application Consultation Overview

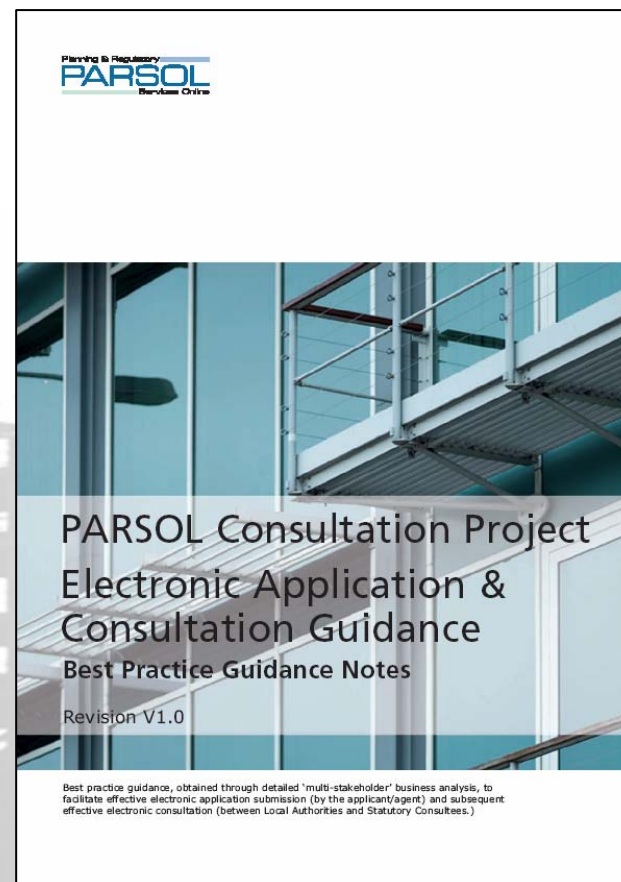
- Chaired by Chris Kendall, Planning Portal
- Key Outcomes
  - Exchange electronic application consultation pilot study
    - Reference System
    - Post Implementation Review (PIR)
    - Business Case for a future National Implementation
    - Sustainable Funding Model for a future National Implementation
  - Electronic Application and Consultation Best Practice Guidance Notes
  - Electronic Consultation Take-up Survey
  - Migration to the Planning Portal

# Electronic Application Consultation Pilot Reference System



# Electronic Application Consultation Best Practice Guidance Notes

- Designed to improve electronic consultation between LPAs and their Consultees
  - Nail down fundamental technical inhibitors, e.g.
    - Maximum File Sizes
    - Naming Conventions
    - Scanning Resolutions
  - Standard business transactions between all stakeholder, e.g.
    - Timing of requests for comments
    - Delivery of decision notices
- Concise, accessible, set of business rules and example transactions



# Electronic Application Consultation Best Practice Business Rules


**PARSOL CONSULTATION:**  
 Electronic Application and  
 Consultation Guidance Check sheet  
[www.planningportal.gov.uk/parisol](http://www.planningportal.gov.uk/parisol) Release V1.0

### DIGITAL ASSET PRINCIPLES

These principles are to be considered by both the Applicant/Agent (when preparing an Electronic Application) and the LPA (when processing a Paper Application and Planning Application).

**File Size** (a collection of files to ensure that file sizes for electronic records are optimised for use on the internet)

- Rule 1: The LPA should define the maximum file size (the sum of download file sizes) that file sizes handle through an online transaction (20 Mbytes recommended)
- Rule 2: Quality Planning Applications exceeding 20 Mbytes must be submitted Online using CDROM/DVD
- Rule 3: The LPA should define the maximum size of images that it is able to process online (2 Mbytes recommended)

**File Formats** (a collection of files to ensure that files to be submitted in an electronic format are for submission to the LPA)

- Rule 4: Online Applications must be developed in a common format to ensure that it is accessible to consultants (PDF recommended)
- Rule 5: Where a conversion of file format is needed the applicant LPA should provide a list of download links to support
- Rule 6: PDF is the recommended file format for all drawings, however, DWG, PLS, JPG, GIF are also permitted
- Rule 7: On LPA agreement, DWG and DWF are also permitted, however, in all cases where accompanied by a PDF (for text, DWG, PLS, JPG, GIF only)
- Rule 8: All drawings must be saved in single layers
- Rule 9: All drawings must specify the printing page size for which the rules apply
- Rule 10: All drawings must be correctly oriented for customer display
- Rule 11: General documents must be a minimum of 300 dpi (per page) resolution for Black and White and 300 dpi for colour
- Rule 12: All drawings must include a Scale Bar and Key Dimension
- Rule 13: A printed file format must be used for all electronic PDF submissions
- Rule 14: PDF is the recommended file format for all photographs, however, JPEG & GIF are also permitted
- Rule 15: All electronic files must be single resolution (300 x 300)
- Rule 16: Most processing that is necessary to create the original document should be used on any electronic document

**File Naming** (a collection of files to ensure that files are named, file naming)

- Rule 17: All documents and drawings must be named in accordance with the BIMA naming conventions
- Rule 18: All additional supporting documents must be named using Plain English, e.g. British Inception Referring Adults Incentive Allowance etc.
- Rule 19: File references must conform to standard file naming conventions and must also be the actual digital format of the digital asset, e.g. Portable Document Format (PDF), etc.

**Paper Application Conversions** (a note governing the capture of processed applications for use in the LPA's Development Control System (DCS))

- Rule 20: The LPA will ensure accurate capture of the application for use in the DCS

**Electronic Data Capture** (a collection of rules governing the capture of electronic application form data in the LPA's Development Control System (DCS))

- Rule 21: The LPA will ensure accurate capture of the application for data in the DCS
- Rule 22: The LPA will ensure accurate capturing of electronic application documents stored in the Design and Management System (DMS)

**Document Storage** (a collection of rules governing the storage of electronic applications in the LPA's Design and Management System (DMS))

- Rule 23: The LPA will ensure accurate storage and retrieval of electronic applications in the DMS
- Rule 24: Individual physical files (e.g. copies of notices) must be stored offline in the LPA's physical filing system, and not be referenced in the DMS
- Rule 25: Archived electronic documents relevant to the Electronic Application, but not a submitted copy of the Online Planning Register (e.g. Form 1 Building Notice, Development Notice) must be referenced in the DMS

**Online Planning Register** (a collection of rules governing the public display of submitted applications in the DCS and DMS)

- Rule 26: Individual Planning Applications must be accessible directly through a fully qualified URL (e.g. [www.planningportal.gov.uk/parisol](http://www.planningportal.gov.uk/parisol))
- Rule 27: The Online Planning Register must provide access to non-confidential applications from data from the DCS, electronic application documents from the DMS, and related links to other media (e.g. CDROM) and related electronic documents (e.g. Form 1 Building Notice, etc)
- Rule 28: All files available through the Online Planning Register shall adhere to the PPA's Security Protocol

### APPLICANT/AGENT PROCESS PRINCIPLES

These principles are to be considered by both the Applicant/Agent (when preparing an Electronic Application)

**Pre-Application Advice**

- Rule 29: The Applicant/Agent must proactively seek pre-application advice from both the LPA and relevant Statutory Consultees

**Submission of Quality Planning Applications**

- Rule 30: The Applicant/Agent must ensure a quality application based on best practice guidelines, e.g. PARISOL Post Pack, PPA Check Sheets, etc

### LOCAL PLANNING AUTHORITY PROCESS PRINCIPLES

These principles are to be considered by the LPA (when processing a Planning Application and engaging with their Statutory Consultees)

**General**

- Rule 31: The LPA must actively promote the use of Electronic Channel over paper-based methods to both Applicant/Agents and Statutory Consultees and
- Rule 32: The LPA must provide an Applicant/Agent with pre-application advice

**Planning Application Receipt and Acknowledgement**

- Rule 33: The LPA must, upon receipt of an Online/Offline/Manual/Online Paper/Planning Application, immediately respond with an acknowledgment
- Rule 34: The LPA must, upon receipt of an Online/Offline/Manual/Online Paper/Planning Application, convert it to Digital Assets for immediate entry into the Online Planning Register
- Rule 35: The LPA must, upon receipt of an Online/Offline/Manual/Online Paper/Planning Application, immediately enter it into the Online Planning Register

**Validation of an Electronic Planning Application**

- Rule 36: The LPA must ensure that the Electronic Planning Application complies with all rules of the Online/Offline/Manual/Online Paper/Planning Register and is a valid application

**Consultation Notification to Statutory Consultees**

- Rule 37: The LPA must ensure that the Electronic Planning Application complies with all rules of the Online/Offline/Manual/Online Paper/Planning Register and is a valid application

**Notification of Decisions**

- Rule 38: The LPA must send Notices of Decisions to both the Applicant/Agent and Relevant Statutory Consultees
- Rule 39: The LPA must NOT follow up the Statutory Notice of Decisions with an Online user-based signed copy

### STATUTORY CONSULTEE PROCESS PRINCIPLES

These principles are to be considered by the Statutory Consultee (when processing a Planning Application consultation request)

**General**

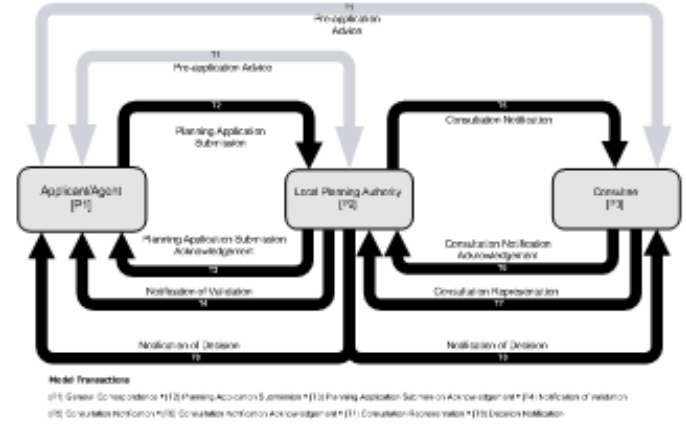
- Rule 40: The Statutory Consultee must actively promote the use of the Electronic Channel over paper-based methods to both Applicant/Agent, Statutory Consultees and other LPAs
- Rule 41: The Statutory Consultee must provide an Applicant/Agent with pre-application advice

**Consultation Notification Receipt and Acknowledgement**

- Rule 42: The Relevant Statutory Consultee must, upon receipt of a Consultation Notification, immediately respond with an acknowledgment. If this is insufficient to satisfy the Statutory Consultee, the Applicant/Agent must inform the LPA

**Consultation Representations**

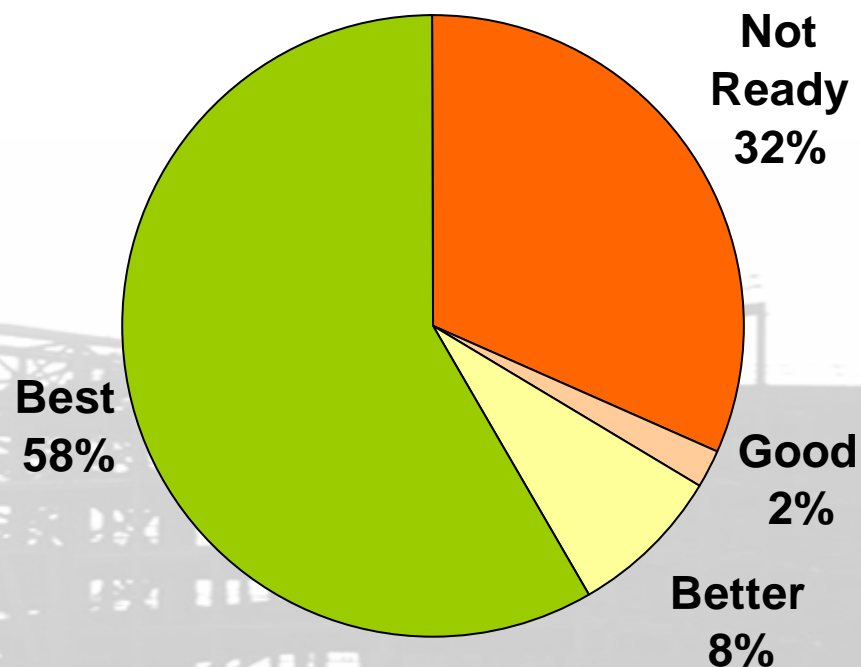
- Rule 43: The Relevant Statutory Consultee must, at its cost, consider the Planning Application on the Local Planning Authority's Online Planning Register and issue a consultation response within 21 or 28 days as appropriate or agree an extension with the LPA
- Rule 44: The Relevant Statutory Consultee must NOT re-submit the Electronic Consultation Representations with an Online user-based signed copy



# Electronic Application Consultation Take-up Survey

Determine the currently  
level of capability to engage  
in electronic consultation

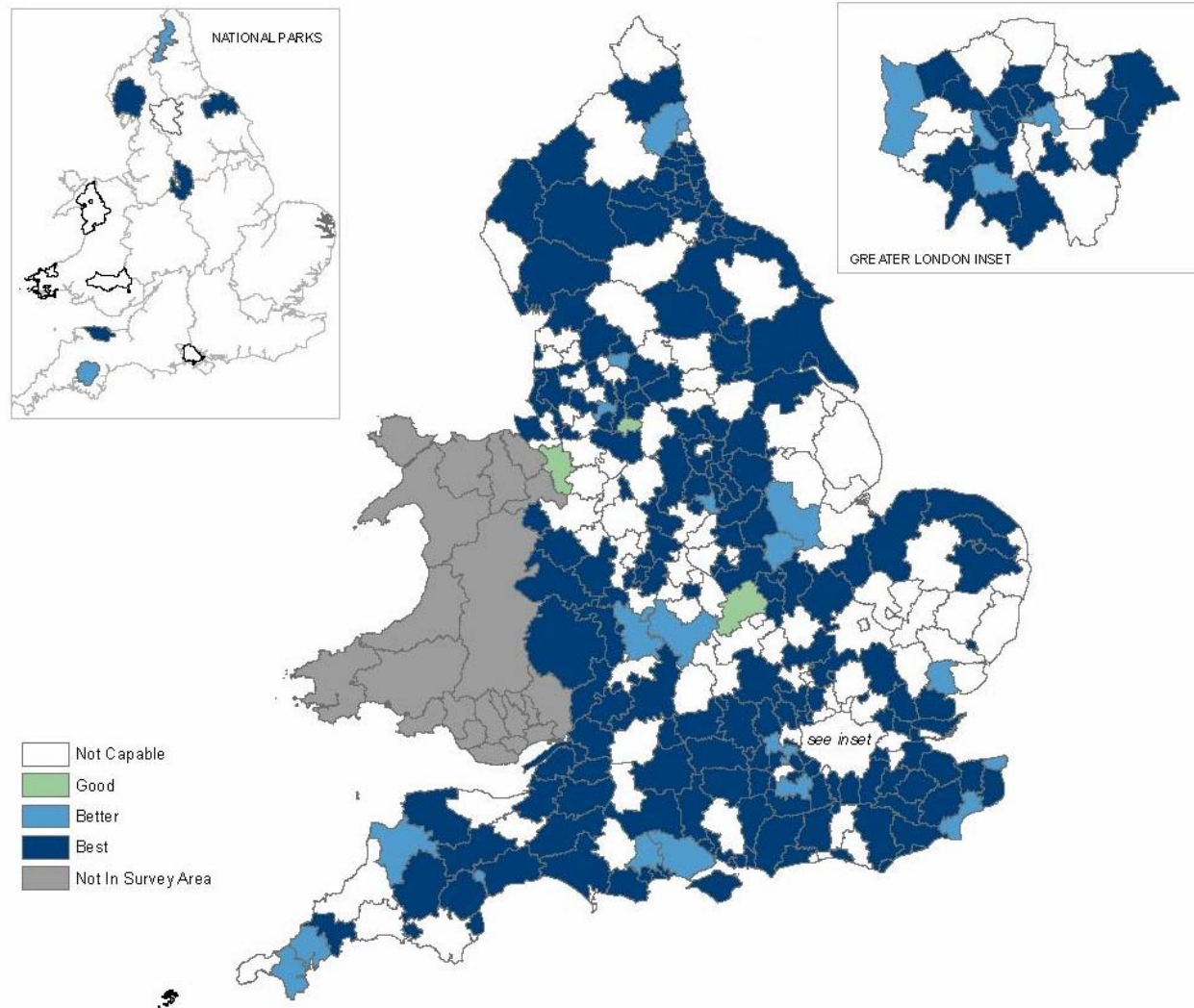
- Survey of 20 statutory consultees
- Analysis of the Pendleton Website Survey (DEC/05)
  - Not Ready 32%
  - Good 2%
  - Better 8%
  - Best 59%



# Electronic Application Consultation Take-up Survey

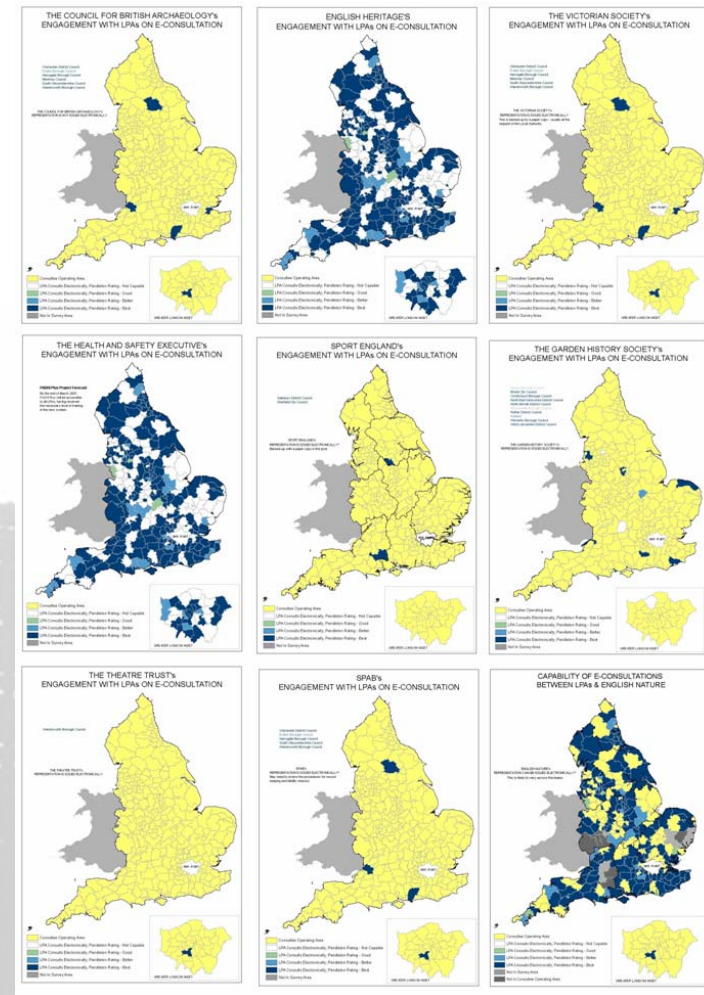
21 Point Website Survey Criteria	Readiness			
	Not Ready 32%	Good 2%	Better 8%	Best 58%
1. Ease of Access to planning pages	x	✓	✓	✓
2. Online application register	x	✓	✓	✓
3. Attachments to be viewed online	x	✓	✓	✓
6. Monitor application progress				✓
7. Online Decision Register			✓	✓
8. View decision notices online				✓
10. Officer's Committee reports online				✓

# LPA Capability Map



# Consultee Capability Maps

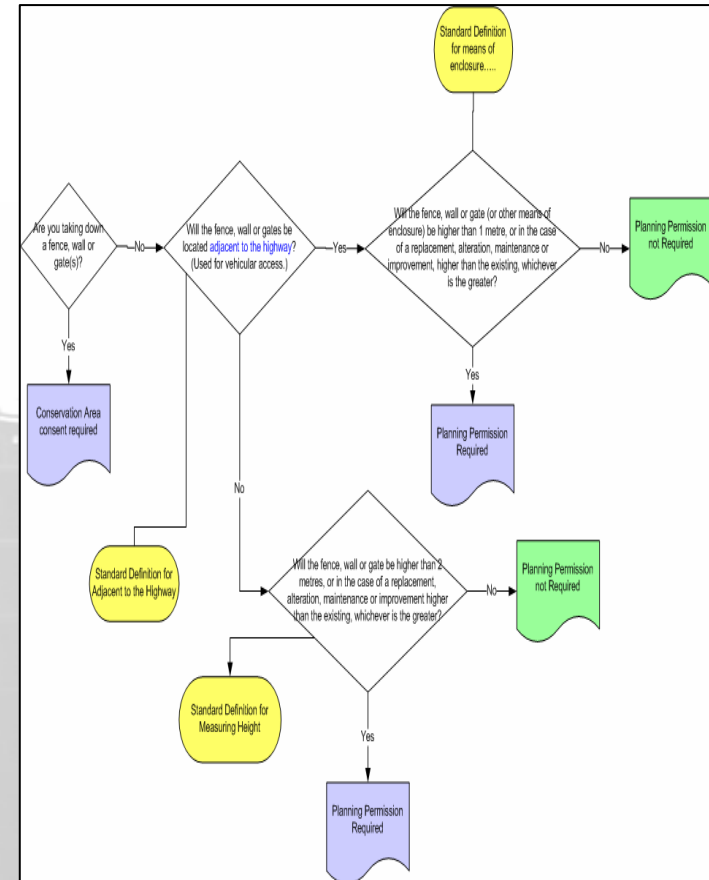
- Council for British Archaeology
- English Heritage
- English Nature
- Environment Agency
- Garden History Society
- Health and Safety Executive
- SPAB
- Sport England
- The Theatre Trust
- The Victorian Society



# Expert System

## Do I need Planning Permission?

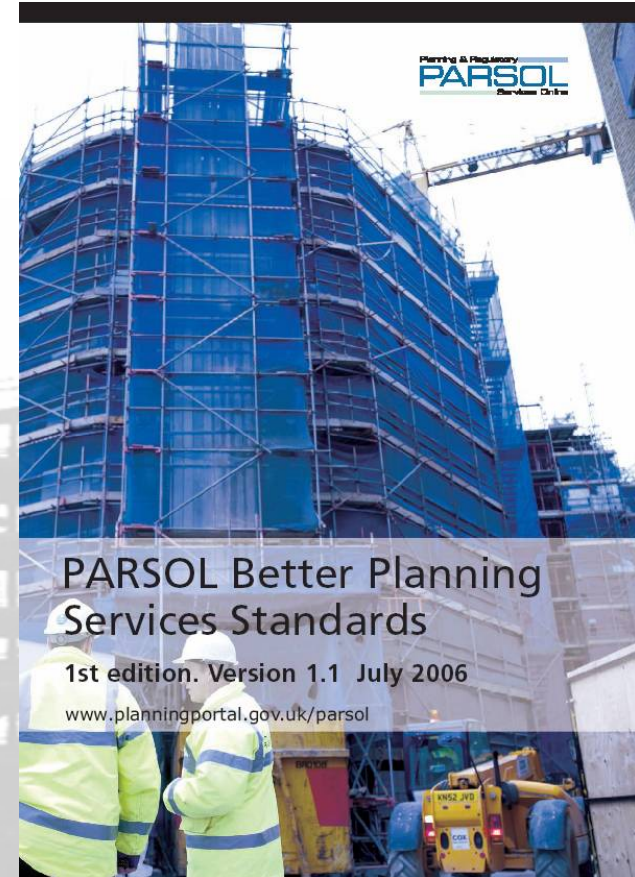
- Chaired by Jim Worley, Melton Council
- Key Outcomes
  - Revision of the Planning and Building Control knowledge base scripts
  - Promotion to LPAs and Suppliers
- Suppliers of knowledge base solutions
  - Team Knowledge
  - Software AG
  - Northgate
  - CAPS (due early 2007)
- Number of LPAs live or signed-up to implement solutions, 23
- Migration to PAS





# Service Delivery Standards

- Chaired by Eric Woulds, Kirklees, Planning Officers' Society (POS)
- Key Outcomes
  - Revision of the e-Planning Service Delivery Standards, superseded by ... the Better Planning Services Standards
  - Proposed use as assessment criteria for 07/08 Planning Delivery Grant (PDG) Allocations
  - Online self assessment tool hosted on the esd-Toolkit
  - Migration to the Planning Advisory Service (PAS)



# Service Delivery Standards

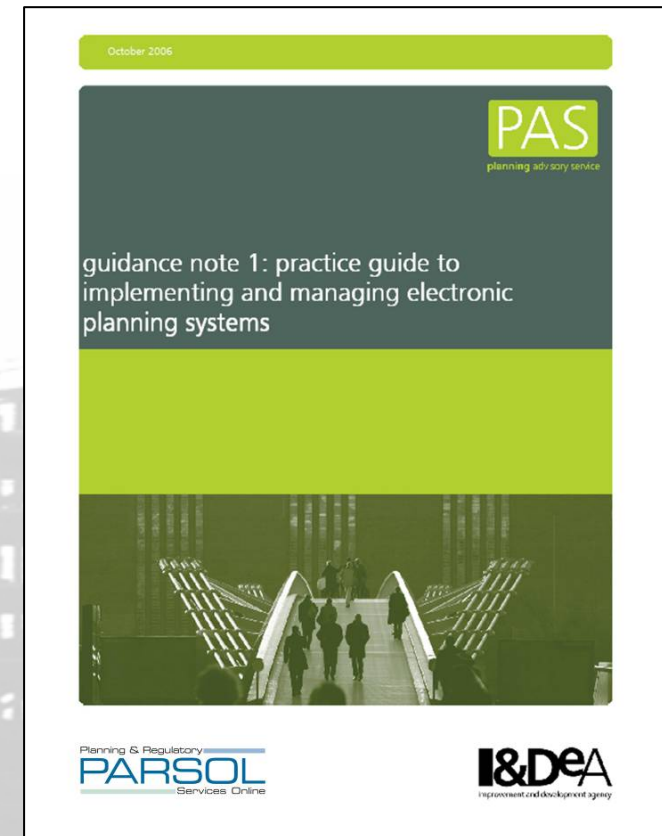
Launched at the  
RTPI Planning  
Convention (June  
2006) by Baroness  
Andrews (OBE)  
and Richard  
Goodwin [DCLG]



**Baroness Andrews (OBE) [Parliamentary Under Secretary of State],  
Richard Goodwin [former e-Planning Programme Director]**

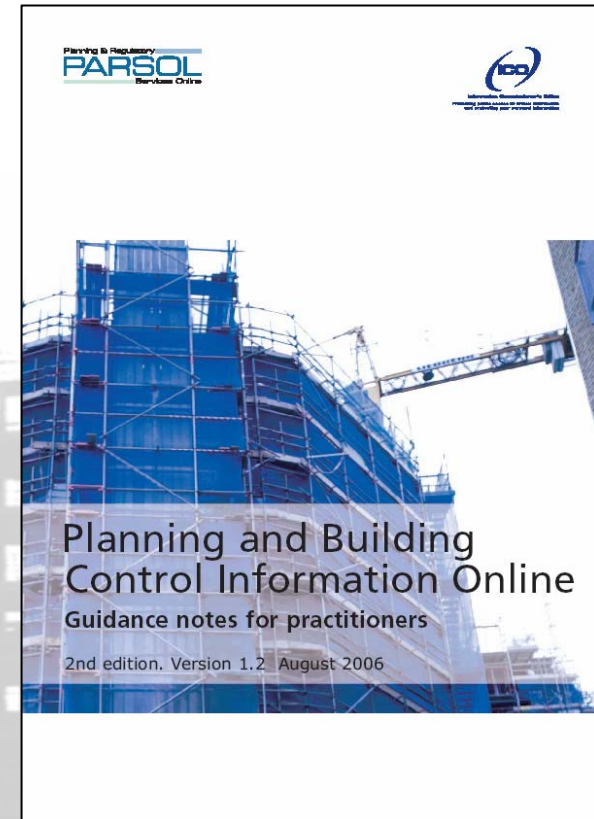
# Service Delivery Standards

- Toolkits & Guidance Notes Review
  - 8 Minor Revisions  
SP06, SP12, SP19, SP20, SP22, SP23, SP25, SP26
  - 6 Major Revisions  
SP07, SP09, SP13, SP14, SP15, SP21
  - 1 New Guidance Note  
Keeping Applicants and Agents Informed
  - 3 Withdrawn  
SP08, SP10, SP11
- Migration to PAS



# Service Delivery Standards

- Planning and Building Control Information Online
- Assist LPA's publish planning, building control applications, appeals, enforcement registers, etc. while ensuring compliance against
  - Data Protection Act 1998
  - Copyright and Design and Patents Act 1988
- Agreed with the Information Commissioners Office (ICO)
- Migration to PAS



# LDF & RSS Workstream

- Chaired by Martin Howell, Wandsworth, PAROL Chair
- Key Outcomes
  - Development of XML Schema to support the publication and consultation of Local Development Frameworks (LDF) and Regional Spatial Strategies (RSS) Documents
  - Business case for a National Electronic LDF/RSS Consultation Service
- Migration to the Planning Portal
  - LDF Document Publication Service
  - Supplier accreditation Programme

# Recognition

- Joint winner of the RTPI's 2005 Award for 'e-Planning' (2<sup>nd</sup> February 2006)

*"The RTPI was very pleased to be able to award PARSOL a 2005 National Planning Award. One of the reasons for PARSOL's great success is that it was started by local authority professionals who had a clear understanding of what was possible and what would be useful."*

**Kelvin MacDonald, Director of Policy and Research, RTPI**

# Recognition

Former Minister for Local e-Government, Jim Fitzpatrick, presents a plaque of recognition to PARSOL for their contribution to the Local E-Government Programme



Jason McNeil (Mosaic), Jim Fitzpatrick (Minister), Martin Howell (Wandsworth)

# So what next?

## Business Drivers

- Escalating priority placed on take-up of e-Planning Services;
  - ongoing pressure to meet BV109 targets;
  - LDF plan making and reporting through AMR;
  - all of which are reflected in the proposed PDG (07/08) allocation criteria
- 
- Impending introduction of the Single Application Form (1App)
    - expected increase in the submission of electronic applications; thus,
    - creating additional pressure for LPAs to fully embrace ‘end-to-end’ e-Planning;
    - through effective electronic engagement with citizens and government organisations alike

# So what next?

## Business Transformation

- So far, the e-Planning Programme has delivered the technology groundwork enabler for change
- Next, authorities must focus on rethinking their business process to make e-Planning 'business as usual'
- Efficiencies, from investment in e-Planning, will only be realised through change programmes keyed on:
  - suitably trained personnel;
  - business process improvement, and
  - appropriate application of technology
- Those authorities who fail to take the next vital steps of business transformation will suffer the surmountable 'dis'-benefits from e-Planning, while missing out on the many attainable cashable efficiency gain benefits

# A shameless plug

- Mosaic specialises in the delivery of business transformation programmes;
- proven through our recent successful delivery of the PARSOL Planning National Project;
- previous work with DCLG's Planning Portal;
- and over 13 years of e-Business advisory experience to high profile public, commercial and defence organisations;
- we can help ...



Business Strategy  
Interim Management  
Change Management  
Programme Management  
Project Management  
Stakeholder Engagement  
Requirements Specification  
Procurement Management  
Process Improvement  
Benefits Realisation  
Resourcing  
Training

# A parting thank you

On behalf of DCLG, Wandsworth Council,  
PARSOL Planning Board ...

*'our most sincerest thanks for your support and contribution to the success  
of the PARSOL Planning National Project'*

