

Report

How UKPlanning meets the Pendleton Report Criteria

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Commercial in Confidence

Document control

Version	Changes	Author	Date

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1. Background

The Pendleton Report surveys the availability and usefulness of planning information and services provided by local government in England and Wales on an annual basis.

From April 2004, all authorities were required to meet 20 of the 21 criteria as part of the planning Best Value Performance Indicators (BVPIs). This Pendleton Report forms part of the assessment for Planning Delivery Grants in England.

1.1 IDOX

Idox supplies a number of products and services 'out of the box' which can deliver on the criteria outlined within this document. For clarity:

UKPlanning Managed Service meets **19** criteria

Idox Software Modules together meet **18** criteria

1.2 Legend

DMS:	Document Management Module
PBW:	People-based Workflow Module
WAM:	Web Access Module
e-Forms:	Online XML Forms Module
UKP:	UKPlanning

Ref	Criteria	Explanation	Met	Idox Products	Comment
1	Planning page accessible from council home page	A council website that has a direct link from the homepage to the planning page(s) or enables the user to directly locate the planning page through a simple A-Z search.	✓	N/A	Entirely dependent on council's own site. Our implementation does not prevent this.
2	Online Planning Register	An online list of planning applications lodged with the council, current and past. At a minimum these can be static records that list site address, application number and description of the proposed development	✓	WAM, DMS UKP	The products also allow for search by Date and Ward.
3	View application drawings and attachments	Enable user to view online any drawings, photographs and documents accompanying an applications.	✓	WAM, DMS UKP	All files can be viewed in PDF – this is especially important for scanned images, e.g.drawings with copyright.
4	Can you view appeals?	A record of planning appeals against the Council's decisions lodged with the Planning Inspectorate. At a minimum the list must give the site address, reference number and description of the proposal for which the appeal was lodged.	✓	WAM, DMS UKP	
5	Facility to comment on applications	Enables the user to track the progress of an application from registration to determination by providing active updated information for each application.	✓	WAM, DMS, PBW UKP	Not only is the comment taken online, but it is directly inserted into Workflow in the back-office to ensure immediate allocation to the Planning Officer.

Ref	Criteria	Explanation	Met	Idox Products	Comment
6	Facility to monitor applications online	Enables the user to track the progress of an application from registration to determination by providing active updated information for each application.	✓	WAM, DMS UKP	The 'My Case File Shortcuts' component ensures users can indicate an interest in an application, and every time new documents are added e.g. revised drawings, the user is notified
7	Online decision registers	A record of planning applications determined by the council providing at a minimum the site address, application reference number, description of the development and whether permission was granted or refused	✓	WAM, DMS UKP	
8	Period of time covered by decision register	Refers to how far back in time the decision notice records go. The period of time is categorised as <ul style="list-style-type: none"> • 1 week • 1 month • Under 1 year • 1-10 years • +10 years. 	✓	WAM, DMS UKP	We have full date searching facilities. Text can be added to the site to indicate how far back records go online.
9	Can the decision notice be viewed?	The statutory decision notice issued by the council is available to view online.	✓	WAM, DMS UKP	

Ref	Criteria	Explanation	Met	Idox Products	Comment
10	Are the conditions/reasons for refusal listed?	The register lists any conditions on a planning permission or reasons for refusal for each application.	✓	WAM, DMS UKP	
11	View Officer Reports	Planning Reports written by a planning case officer for individual applications on the committee agenda, summarising the relevant planning issues and making a recommendation about the decision.	✓	WAM, DMS UKP	The council can decide whether to display certain reports by Document Type.
12	View Committee Meeting Schedules	An online agenda for forthcoming planning committee meeting.	✓	WAM, DMS Committee Minutes Module	It can be added as an additional document type and added to the case file. Or our Committee Minutes Module can be purchased.
13	View records of Committee Meetings	Online minutes from previous meetings, at a minimum the most recent.	✓	WAM, DMS Committee Minutes Module	It can be added as an additional document type and added to the case file. Or our Committee Minutes Module can be purchased.
14	Is there online planning help text?	<p>Web-based textual planning guidance to answer basic planning enquiries. Councils must answer at least two questions:-</p> <ul style="list-style-type: none"> • Do I need to make an application? • How do I make an application? • How do I view and comment on a planning application? • What is the appeal process? 	✓	UKP	Available as part of UKP, additional localised pages can be added to the WAM for an additional fee.

Ref	Criteria	Explanation	Met	Idox Products	Comment
15	Online application submission	The process of filling out a planning application form online and submitting it electronically either directly to the council and/or via the supporting external site (eg. Planning Portal, UKPlanning)	✓	WAM, e-Forms, XML Services, DMS, PBW, Back-office system Connector UKP	
16	Pay for the Application Fee online	The statutory fee to accompany an electronically submitted application can also be paid online.	✓	WAM, e-Forms, XML Services, Payment Connector UKP	Idox can undertake integration with the Council's own payment server for a fixed fee.
17	Attach associated drawings, photographs and documents to an electronic application	Applicants can attach documents and visual files to accompany the application forms submitted online to the council.	✓	WAM UKP	We also have a CAD conversion built in to the system.
18	Downloadable forms	Electronic copies of standard planning forms that can be downloaded and printed from the Council's website. The form can be filled out once printed or online but the application cannot be submitted electronically to the council or any external support site. Application forms are submitted to the Council via post.	✓	e-Forms UKP	Can be a part of the council's own website or an online form can be printed off at any time – whether blank or partially submitted.

Ref	Criteria	Explanation	Met	Idox Products	Comment
19	Is the development plan text available?	Includes either the adopted or draft deposit development plan but only when provided in full text format. Councils providing a synopsis of their plan, design briefs, master plans, Inspector's Reports or summary of the development plan review process were not awarded a score for this criterion.	✓	UKP	
20	Is the proposal map available?	The proposal map accompanying the development plan is available online. Can be presented as a single map or in sections but must cover the whole area.	✓	UKP	
21	Is the proposals map linked to policy?	Only if the user can access a list of relevant policies and designations for an individual site by clicking on that area on the proposal map or by locating it via address or postcode search. It is an interactive process.	✓	UKP	For a fee we will integrate with the client's own GIS system.