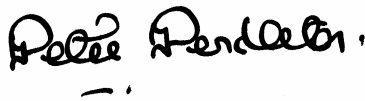


PPA PLANNING SURVEY - USE OF TECHNOLOGY SURVEY - December 2006

FOREWORD

Peter Pendleton & Associates (PPA) carried out this survey in October 2006 after discussion with staff and other agents/architects. There was anecdotal evidence that the effective use of new technology to deliver an open efficient service was some way away. The aim of this survey was to provide data to assist in identification of issues to improve the delivery of excellent planning services through the appropriate mix of people, processes and technology. The survey results should be used to inform local planning authorities and stakeholders on key barriers to technology led changes. The survey provides the evidence base for setting the policies for further improvements in provision of planning services.

PPA is greatly encouraged by the positive response from Local Authorities and the effort that has gone into improving the availability of online planning services. We hope that local authorities will now use the technology investment to push forward a performance driven culture in delivering services valued by all stakeholders.



Peter Pendleton

Executive Director

CONTENTS

1.0	METHODOLOGY	5
	Scope of the Survey	6
	The Pendleton 21 Questions	6
	Data Collection	7
	Accuracy and Fairness	7
	Project Output	8
2.0	Key Findings	9
	Overview	10
	Key Findings	
	Question 1	11
	Question 2	12
	Question 3	13
	Question 4	20
	Question 5	20
	Question 6	21
	Question 7	21
	Question 8	22
	Question 9	23
	Question 10	24
	Question 11	25
	Question 12	26
	Question 13	27
	Question 14	28
	Question 15	29
	Question 16	30
	Question 17	31
	Question 18	32
	Question 19	44

Question 20	56
Question 21	64

APPENDIX

APPENDIX 1: Questionnaire

1.0 METHODOLOGY

1.1 Scope of the Survey

- 1.1.1 This survey follows on from the Pendleton Surveys, which established the baseline for outcomes from the high level of investment made to modernise planning services. This survey provides a snapshot of how far local planning authorities in England and Wales have come in terms of maximising the benefits of this investment internally - that is, if working practices have changed in response to stakeholder expectations of a modern vibrant service. The survey identifies key barriers to change within local planning authorities. Respondees were also asked to suggest ways to improve take up as Local Planning Authorities plan to push more resources to front line services.
- 1.1.2 The survey was carried out by the use of e-mail and electronic form. All 354 English 'district' level authorities (District and Unitary Authorities and the Metropolitan and London Boroughs), 34 English County Councils, Welsh Authorities and 11 English and Welsh National Park Authorities were sent the survey form and asked to respond within 2 weeks. A reminder was also sent to those not responding.
- 1.1.3 Results of the survey are presented in this report.

1.2 The Pendleton 21 Questions

- 1.2.1 PPA consultants prepared a list of 21 questions based on their experience of dealing with local planning authorities using the electronic medium.
- 1.2.2 The questions were framed following discussion amongst all PPA consultants and after conversations with other agents/architects.
- 1.2.3 Each question is designed to establish the use of the electronic medium and where appropriate why this medium is not used as a primary tool. Some information was collected to provide a comparison with paper-based processes.
- 1.2.4 The local planning authorities have been surveyed against the 21 questions.

1.3 Data Collection

- 1.3.1 The data collection exercise was carried out by e-mailing all planning authorities in the PPA database. This database was updated in December 2006. With a reminder sent two weeks later for those who had not responded.
- 1.3.2 40% of those contacted completed the questionnaire and responded within the time frame. Another 6% responded outside of the time frame for the survey. All of the data collected within the survey period is included in this report. Late responses were considered if relevant new information or comments were made.
- 1.3.3 The data collection exercise was carried out on a self-selection basis - i.e. only data from those who responded was considered for analysis. Non-respondents were not asked for their reasons for not completing the questionnaire. However, the response rate is considered high for this type of survey and provides a high level of confidence in the findings.
- 1.3.4 The findings were published on the PPA website on the 23 March 2007.

1.4 Accuracy and Fairness

- 1.4.1 PPA has taken all steps possible to ensure that the data collected at the time of the survey accurately and fairly reflects the information provided by each respondent. To ensure the accuracy and fairness of the survey, PPA had the following mechanisms in place:
 - a) During the survey period PPA carried out a minimum of two checks per response received. Different researchers carried out these checks and interpretations. This enables PPA to minimise human error in the interpretation of the responses.

- b) Where there was disagreement between the researchers, the matter was referred to the Director responsible for this survey - who decided on the interpretation or whether further discussion was required with the local planning authority concerned.

- c) This mechanism places the onus on the local authority to provide the information in a structured way. PPA accepted the responses as given and no attempt has been made to validate the information.

1.5 Project Output

- 1.5.1 This report provides the overview and analysis of the survey findings from October 2006. All the LPAs are included in the final report as the issues are broadly similar for all local planning authorities.

- 1.5.4 The survey data has been presented in graphical form with comment from PPA consultants against each response where appropriate.

2.0 Key Findings

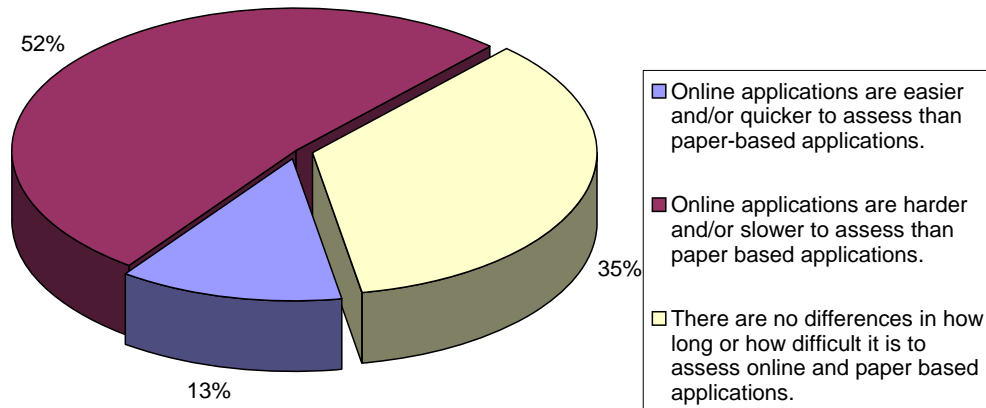
2.1 Overview

- 2.1.1 All LPAs who responded have clearly made efforts to use technology to improve services for citizens on-line.
- 2.1.2 Some LPAs have started to make changes in procedures to facilitate greater use of technology internally. This is reflected mainly in the use of electronic files and better performance monitoring.
- 2.1.3 It is clear from the responses that almost all of the technology is used to enable the delivery of on-line planning services to citizen, agents, architects, Consultees, other departments etc. This may be because the Planning Delivery Grant is more focused on citizen services.
- 2.1.4 The survey shows that there are still significant issues in technology, people and processes to overcome before all the benefits identified in the e-Planning Blueprint can be realised.
- 2.1.5 One of the main issues remains the use of electronic medium in assessing planning applications. Most LPAs identified that the lack of a good and accurate standard viewer for use by planning departments was the main reason why paper copies were requested or printed.
- 2.1.6 Some LPAs confirmed the lack of IT skills amongst professional staff was a barrier to making the most of the technology.
- 2.1.7 There are still significant change management issues relating to the adoption of new technology within planning departments. This may make it difficult for some authorities to divert resources to frontline services.
- 2.1.8 These three issues represent a significant barrier to making the necessary changes to the procedures and processes to ensure maximum return on investment already made.

2.2 Key Findings

Question 1

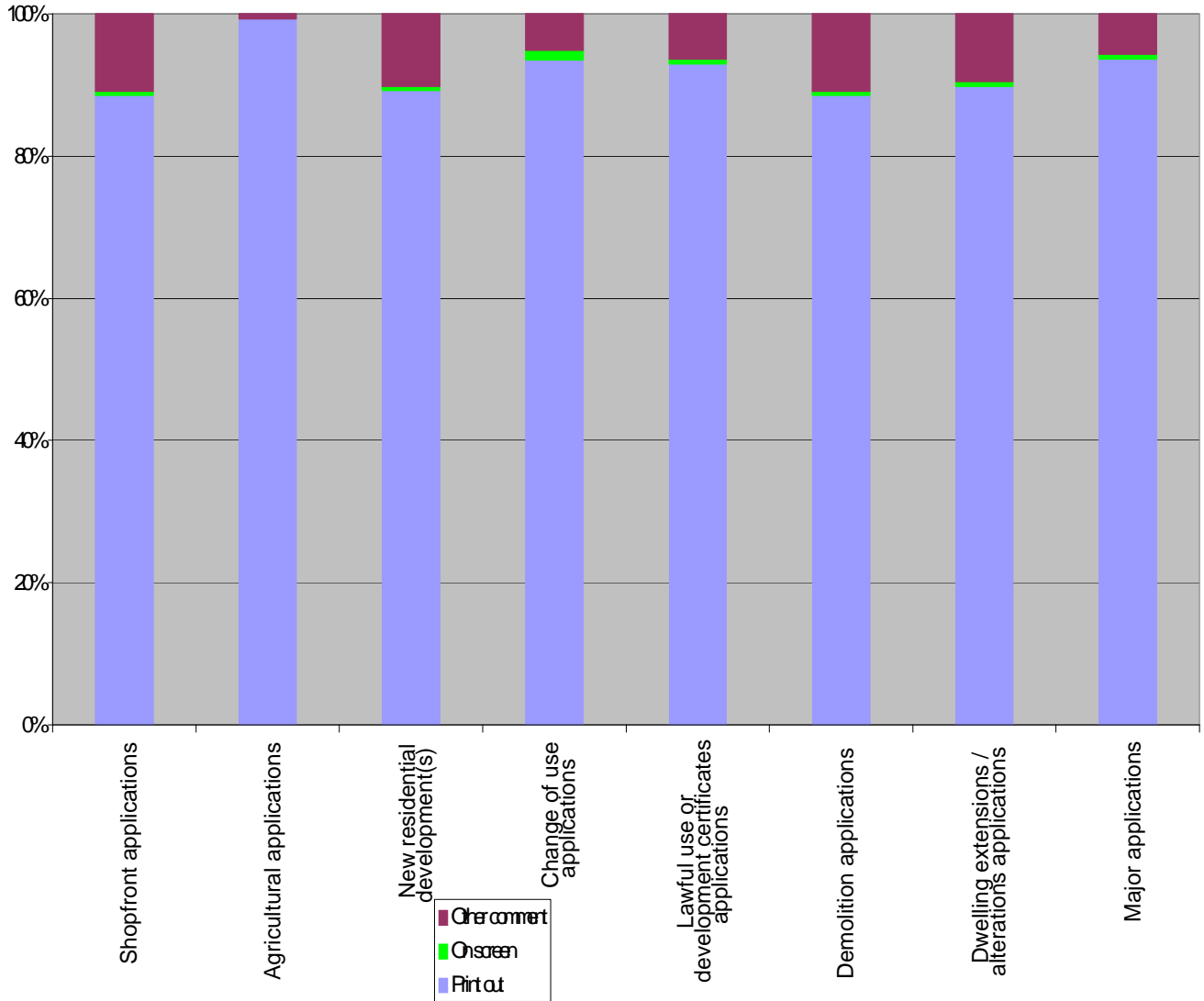
2.2.1 Overall how do you feel about e-applications made to your authority compared with paper-based applications?



Responses to this question indicate that there is significant change management issue to be resolved to make on-line applications easier to assess. It is clear that 13% of LPAs have processes in place to take advantage of the on-line systems. Further study of lessons learnt at these authorities could be cascaded to other LPAs.

Question 2

2.2.2 Generally do you or your colleagues assess online applications on screen, or do you print out drawings, site plans and statements etc. and carry out a desktop assessment on paper?



Over 90% of applications are still dealt with on paper and where electronic files are available, the chosen method of assessment remains paper-based. This has significant cost implications

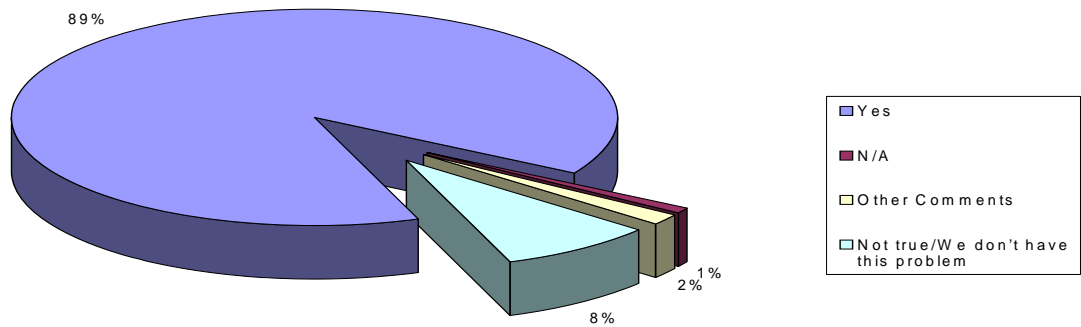
for LPAs as they move forward. The responses show that simpler applications are capable of being assessed online e.g. Certificate of Lawful uses, Change of uses, shop fronts etc. However the numbers remain very low.

Those LPAs who wish to encourage more on-line consultations also need to demonstrate that they have adopted the technology fully - Stakeholders who are required to use the new channel expect the planning authorities also to use this channel as a primary method of operation.

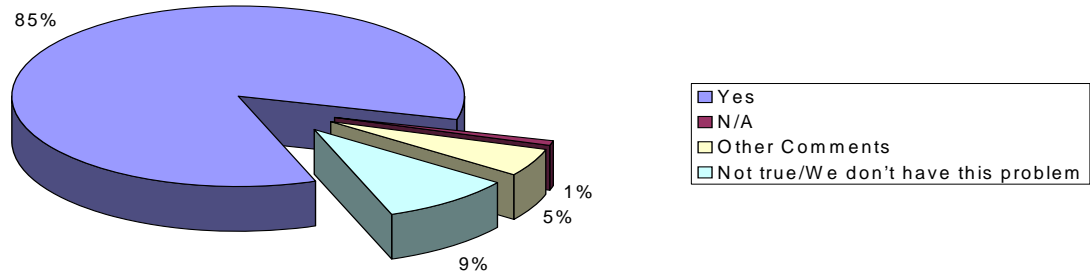
QUESTION 3

Do any of the following statements concerning online applications apply to your LPA?

- a) Our LPA prints at least 1 copy of all drawings and statements that have been submitted online

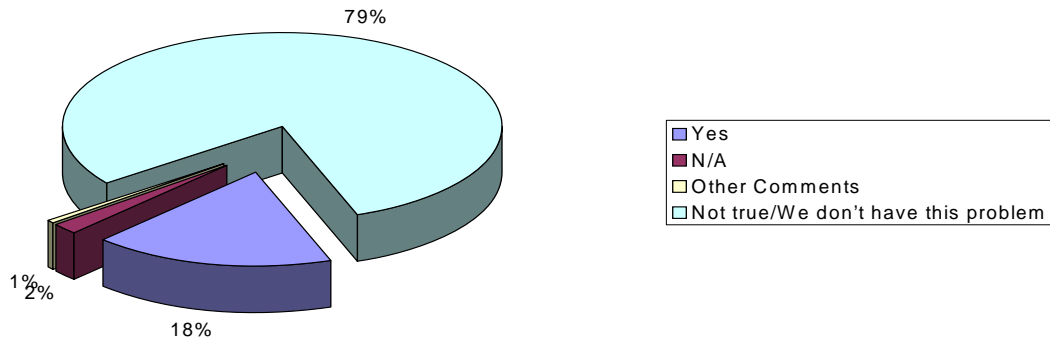


- b) Applications received online are printed out by admin staff and then entered into the validation process in the same way as an application received by post would be.



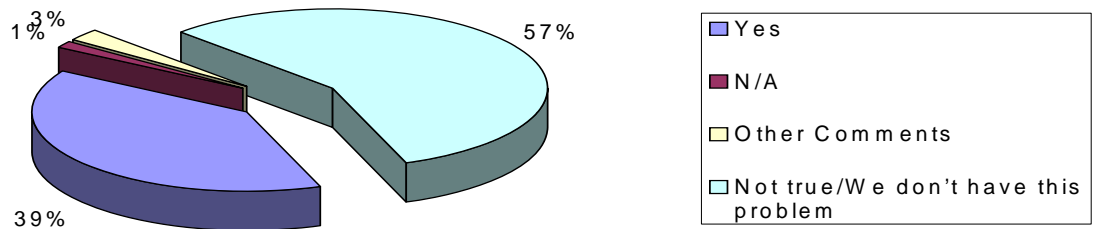
It is clear from the results of Questions 3a and 3b that over 85% of LPA's who responded to this questionnaire print off documents submitted electronically and that this is built in to LPA's business process. This will have significant time and cost implications for LPA's as online application submission increases. It also demonstrates that most local authorities are not making the best of the technology investment made over the last 5 years as part of the modernising government agenda. The print of documents as a matter of course (rather on need and demand) is not a sustainable use of resources. LPA's should consider making the electronic file the primary case file record and officers should work with file as far as is possible. The increased use of the electronic record as apposed to the use of the paper based records will deliver the anticipated Gershon savings for planning departments.

- c) Digital versions of site plans, with boundaries marked in red, have on occasion been missed because a black and white print-out of the site plan was being used for validation or for the officer's assessment of the application



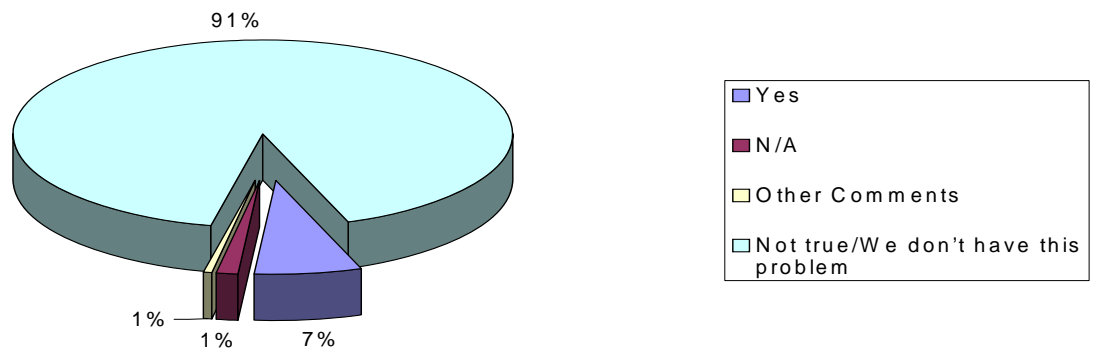
Nearly a fifth of the LPA's surveyed confirmed that they have incorrectly assessed red line boundaries on site plans submitted electronically. The implication of this is clear, applications are needlessly delayed and it may be more appropriate to provide a better electronic tool to enable to identify the sites more clearly.

- d) Our LPA has had to request that paper copies of drawings which were submitted online to be sent via post



Nearly 40% of the LPA's surveyed request paper copies to be posted to the council to support the electronic application. The savings anticipated to the authority and applicants are lost as a result of continuing reliance on paper.

e) Our LPA does not have a Plotter which can print larger format drawings e.g. AO or

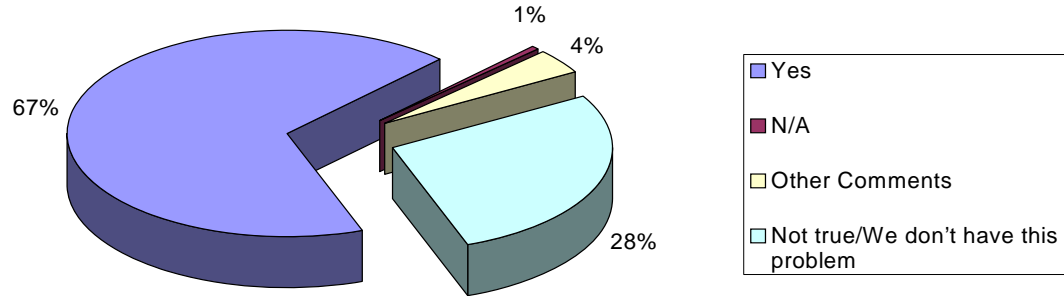


A1 size

Of the LPA's who responded to the survey over 90% have the capability of printing large format drawings. This is at odds with the previous responses above and suggests that LPA's are putting the onus on the applicants to continue provide paper documentation and drawings rather than requesting them on the need and merit of individual applications. Firstly, requesting paper copies of electronic applications is counter to the ethos of e-planning. Secondly, as it is clear that the majority authorities have the capability of printing, including large format drawings, requiring paper copies from an applicant, who has submitted their application electronically, is counter to the ethos of e-planning. Thirdly, this has an unnecessary time and cost implication to the applicant and it could be argued that LPA's are misleading applicants by claiming that electronic applications are accepted when in many cases this is not true.

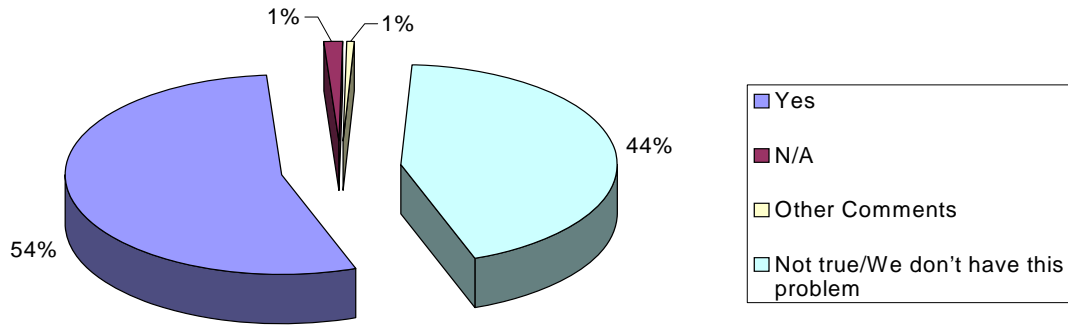
The over all impact of this is the improved efficiency envisaged in the e-planning blue print will be difficult to achieve in the foreseeable future.

- f) Our LPA has experienced problems associated with scaling 'Pdfs' or 'Cad' drawings submitted online

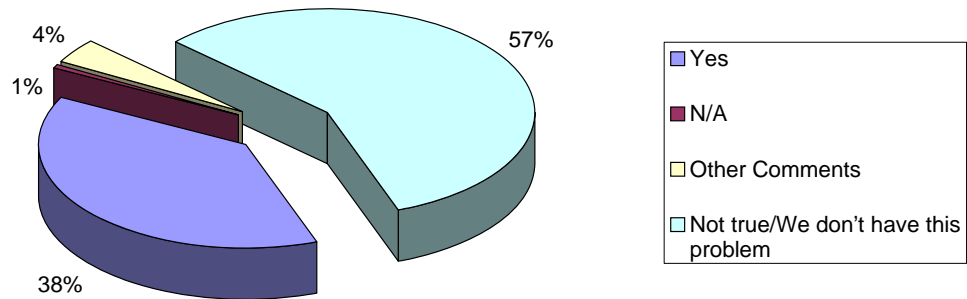


The issue of scaling and measuring from drawings is a key barrier

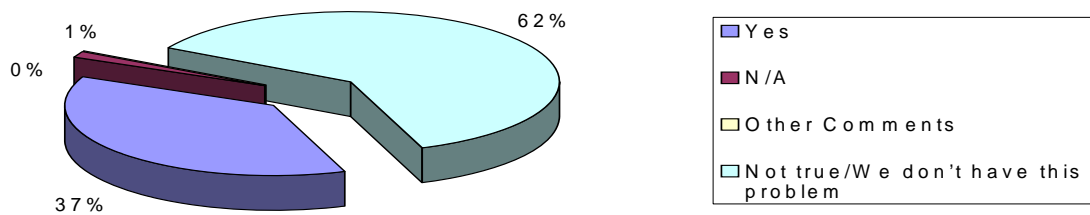
- g) Our LPA has received scanned drawings submitted electronically by an applicant/agent which are distorted or marginally out of scale



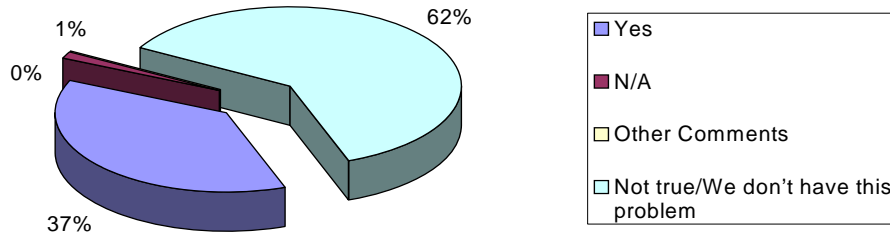
h) Sometimes, File sizes of documents submitted online are too large and that makes it very difficult store or assess them



- i) When applicants/agents are corresponding or re-submitting drawings by e-mail, some files or e-mails 'bounce back' because of our LPA's restrictions on file sizes or fire wall policies



- j) Well-established processes or procedures for the assessment of paper-based applications are not compatible with electronic-based applications and the work load has increased as a result



Responses to this question demonstrate that there are still significant technology issues to overcome. Most planning authorities work off paper despite the investment in technology. The responses also suggest that the technology is still not good enough to be widely adopted.

The main barrier is the scaling capability of the tools available to make on-line assessment a relative.

QUESTION 4

How many paper based applications do you estimate that your authority has received since 1st January 2006?

Average number of application received	1344 (1792)
Range of responses	26-7600

Councils in England and Wales report that the total number of applications for the full 12 months is estimated to be about 750,000.

QUESTION 5

How many online applications do you estimate that your authority has received since 1st January 2006?

Average number of application received	68 (90)
Range of responses	0-281

This number is around 5% (36,900) of all applications received are online. Councils should carry out a review of issues which prevent further take-up and implement solutions to improve the use of the new technology.

QUESTION 6

Approximately, how many applications made online to your authority were considered invalid on receipt since 1st January 2006?

Average number of application invalid	24
Range of responses	0-1811

From a small sample, 37% of applications were treated as invalid on receipt. What is disappointing is that a number of councils treat all applications received on-line as invalid as part of their business process.

QUESTION 7

Approximately, how many paper-based applications made to your authority do you estimate were considered invalid on receipt since 1st January 2006?

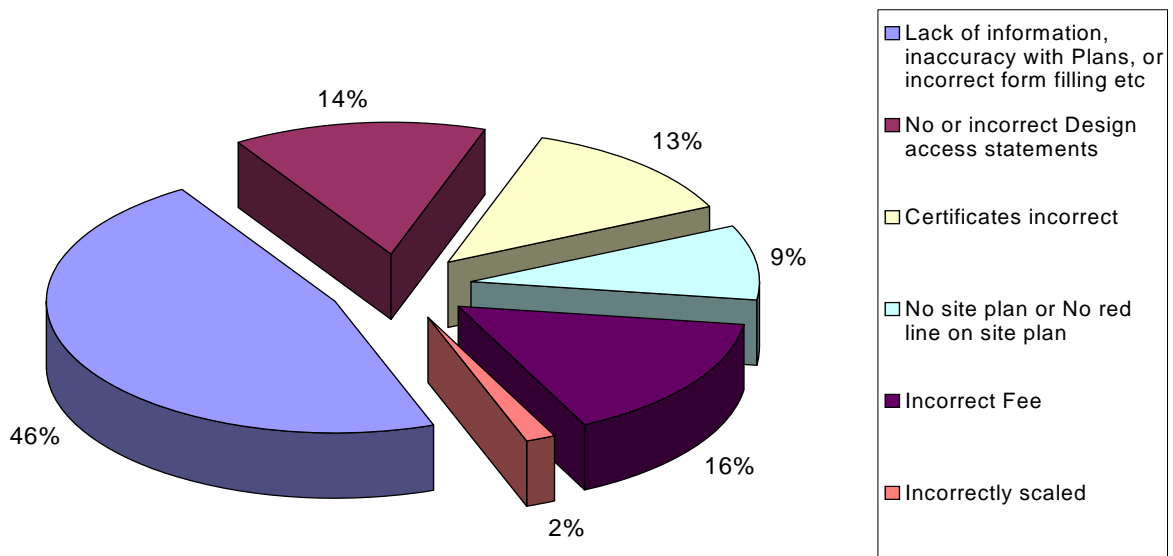
Average number of application invalid	315
Range of responses	0-1811

% of online application which were considered invalid	37%
% of paper application which were considered invalid	22%

The survey highlights the different approaches for validating application. A significant minority treat all applications as invalid as a matter of which exist within local authorities. Invalidity rates vary from as little as 6% to 66%. This area of work may need further investigation to explain discrepancy. Some LPA have claimed that invalidity would be even lower if the requirement for design and access statement was removed. Over half the LPA's who responded have an invalidity rate of 10% of less.

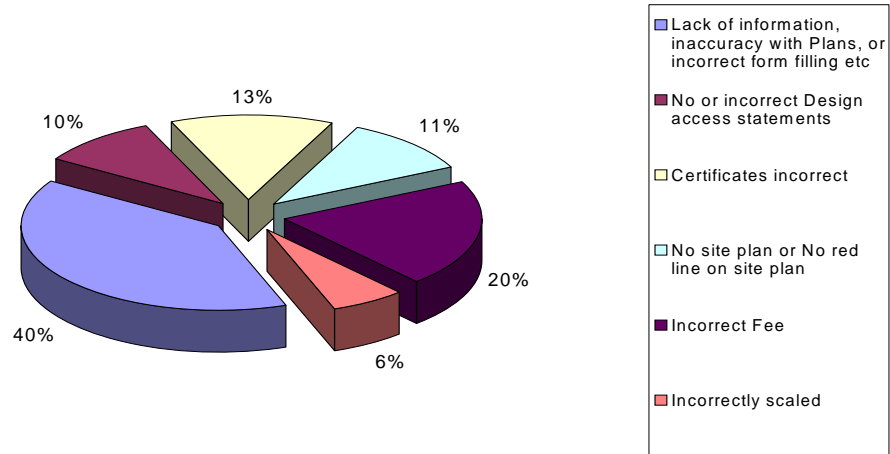
QUESTION 8

What are the main reasons paper-based applications were made invalid on receipt?



QUESTION 9

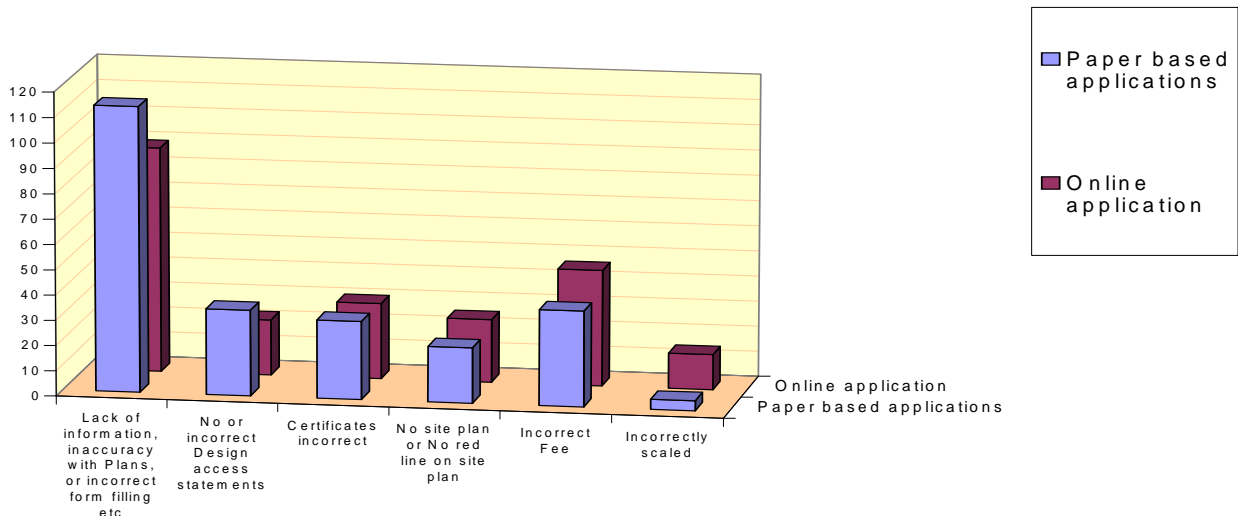
What are the main reasons online applications were invalid on receipt?



The average invalidity rate was 22.5%. The highest rates were around 66% and lowest was 6%. Some authorities gave two figures to indicate that their invalidity rate was low, if the recently introduced requirement for Design and Access Statement was removed.

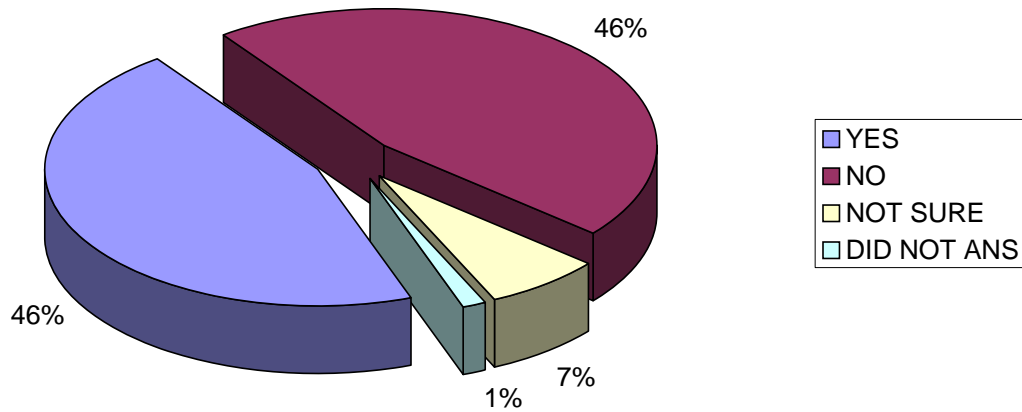
Excluding design and Access Statement, an average invalidity rate was 13%.

Most LPAs, considered applications as invalid if the correct fee had not been paid. This accounted for 20% of those applications considered invalid. Excluding incorrect fees, the average invalidity rate was 10.4%.



QUESTION 10

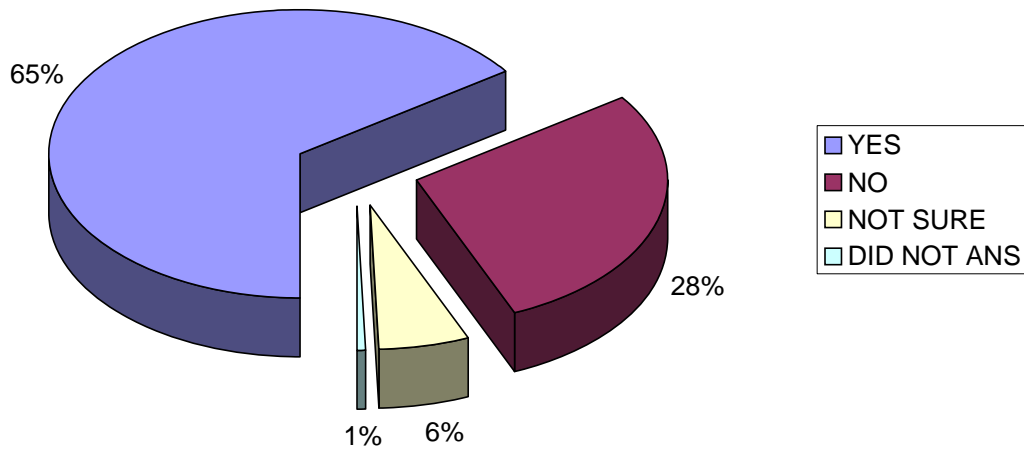
Do you feel that your authority's current IT technology and computers are capable of delivering a full e-Planning Service?



After nearly 6 years of e-Planning initiatives, it was surprising that 46% thought that the technology base which underpins the modernization agenda was not in place.

QUESTION 11

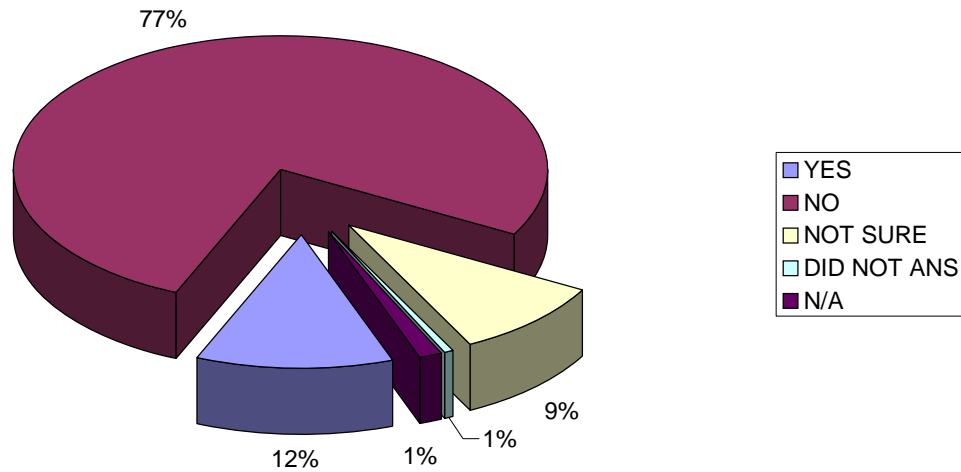
Do you feel that the level of IT skills within your authority's planning section is adequate to support an increase in online applications?



It is clear that most staff have the skills necessary to make the best use of the technology. However, LPAs need to get closure to 100% to ensure that parallel paper based systems do not persist over the medium term.

QUESTION 12

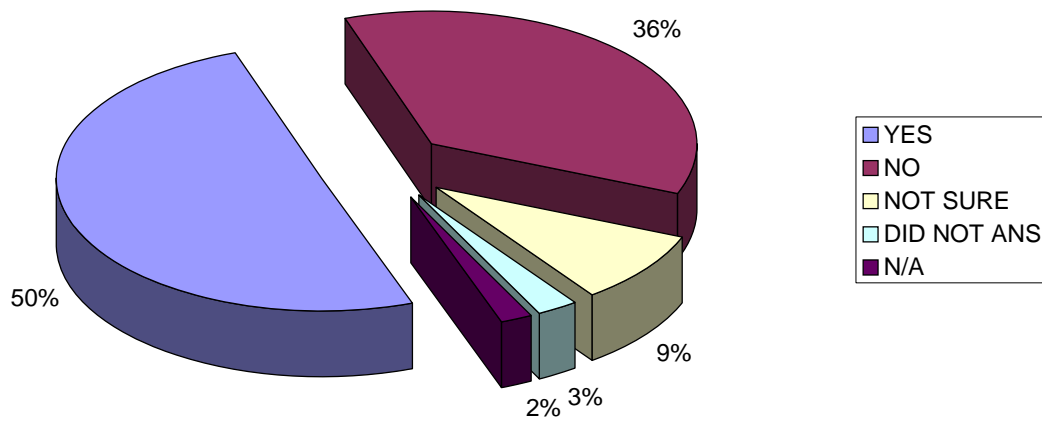
Since online applications have become more common, do you feel that there has been a reduction in the volume of enquiries and calls to the duty planner / planning department?



LPA's can do more to promote the availability of on-line information to reduce the pressure on professional staff. Where authorities have a comprehensive web site, the numbers of calls to planning officers have been reduced.

QUESTION 13

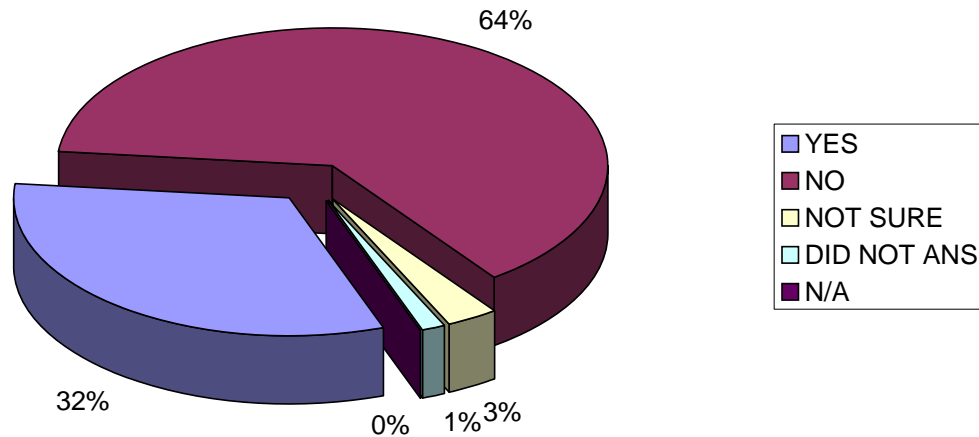
Are there any issues which result in some officers/stakeholders not being prepared to deal with applications that are made online?



The survey results demonstrate that there are still some change management issues to resolve. It may be prudent to carry out further research to identify and resolve the key barrier to adoption of the on-line systems.

QUESTION 14

Do you feel that your authority has adequate means to assess, scale and measure drawings on screen?

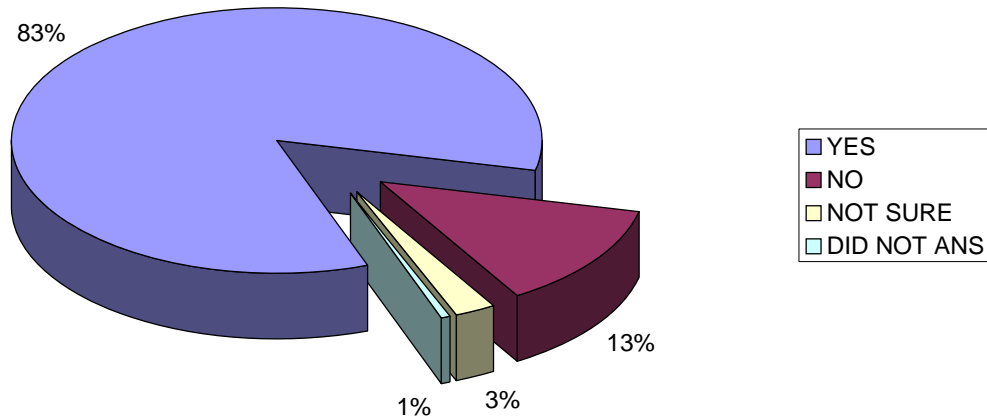


LPA have put in the technology to manage paper better and provide on-line access. However, the key tools required to do what officers can do on paper better on screen are either not available or not adequate. This is a significant barrier to further adoption of the technology, particularly in improving the internal processes. Again a study of the 31% of local authorities who have the tools may be necessary.

The Government or the Portal should consider commissioning the necessary tools to enable assessment of planning applications using the technology to reduce reliance on paper.

QUESTION 15

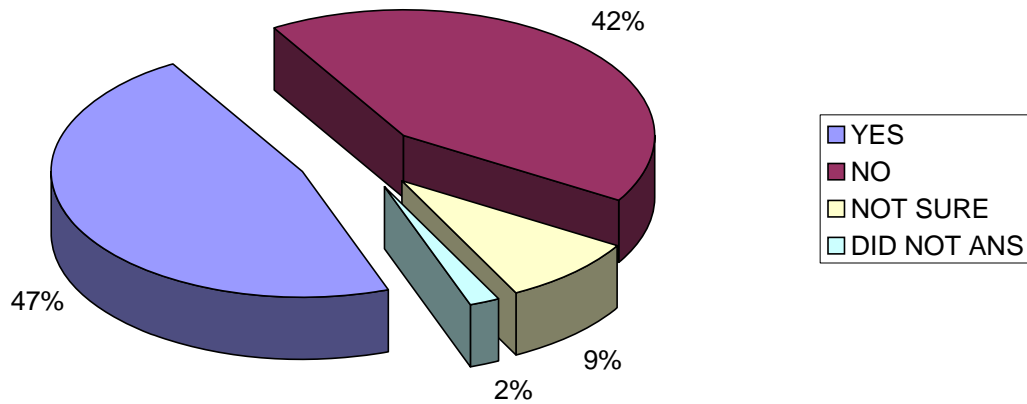
Do you think that the use of email has made it quicker and easier to respond to enquiries?



The adoption of desktop technology has improved the communication between planning officers and other stake holders. This alone should result in efficiency quantifiable savings for most local planning authorities.

QUESTION 16

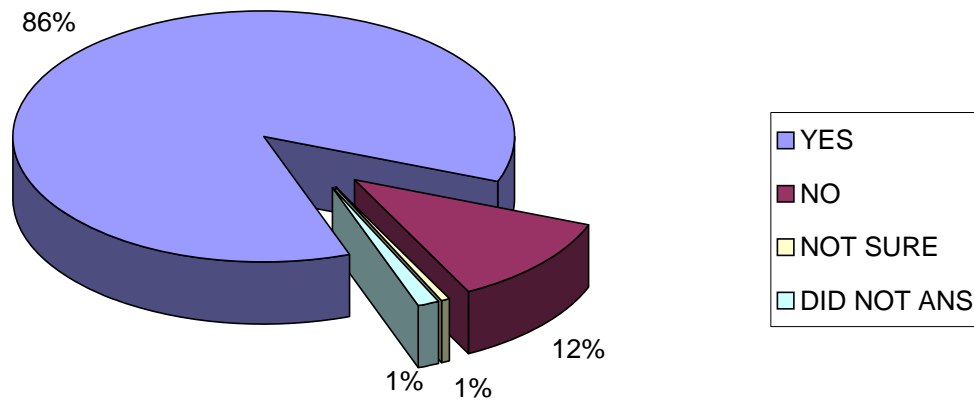
Do you feel that there is a higher volume of representation for applications since people have been able to email them in to you?



Again the responses from the survey indicate that the planning system is becoming more open and transparent. Further work would be required to demonstrate that the quality of responses is focused on planning matters. This higher volume may be due to ease of use of the on-line systems or consultation on a new policy or a controversial planning application.

QUESTION 17

Do you advertise on applications and consultation letters that people can email representations to the council?



LPAs are now promoting on-line communications actively - this in time should result in the overall benefits envisaged in the e-planning blueprint as more people engage with the planning department using on-line system.

Question 18

If you can, please state 3 key barriers that you feel exist that prevent the increased use of electronic planning systems within your council.

- | | | | |
|---|--|--|--|
| 1 | Some officers not very computer literate | Officers prefer paper copy | |
| 2 | Inertia - resistance to reliance on electronic versions of applications | Inability to 'port' applications to other locations - on site particularly | Image size on current TFT screen spec |
| 3 | We don't have infrastructure to do electronic consultations yet and as a result have to print everything. | We don't have access to plotters for printing docs. | Customers have little understanding of the quality and format of attachments. |
| 4 | Lack of training at current. One Admin member downloads planning portal applications | Document management system required to fully utilise benefits of e-planning | |
| 5 | Lack of DIP system (shortly to be addressed) | No integration between apps received by Planning Portal into back office systems (shortly to be addressed) | |
| 6 | Lack of funding | Lack of training | Lack of formal procedure\system |
| 7 | NOT BEING ABLE TO KEEP PLANNING PORTAL APPS COMPLETELY COMPUTERISED, PRINTING OUT PLANS DEFEATS THE OBJECT AND RESULTS IN DUPLICATION OF PROCESSES, EG STILL HAVE HARD COPIES AT THE PUBLIC COUNTER, DUE TO TIME DELAYS OF SCANNING NEW APPLICATIONS AND ELECTRONIC SCALING. Difficulty for officers working from electronic plans, site visits etc. | APP FORMS HAVE TOO MANY PAGES THERE SHOULD BE MORE INFORMATION ABOUT APPLICANT, AGENT AND SITE ON FIRST PAGE TO AID REGISTRATION PROCESS | PARTS OF PLANS ARE MISSING DUE TO BLACK AND WHITE PRINTERS ETC |
| 8 | Resistance of many Planning Officers to viewing/measuring drawings on screen. | Slowness on the part of top corporate management to press on to full electronic working. | Senior Planners find it difficult to devote enough time to organising more electronic working. |
| 9 | In house IT not compatible with new software - delaying further development. | Possible costs. | |

10	RELUCTANCE TO WORK WITHOUT PAPER	FINANCIAL RESOURCES	IT SKILL LEVELS
11	Lack of an up-to-date Development Control System		
12	Not all Consultees capable of handling electronic consultation therefore still need paper copies	Officers not equipped to take electronic versions of plans etc on site visits	Need to rationalise cost of purchasing and maintaining the various systems and connectors
13	EDMS is the main barrier, which we are due to go live with at the end of November 2006.	Integration with other databases within the Council e.g. Building Control, Environmental Health	Change in Business Processes, culture within the planning office
14	Statutory consultees impose extremely restrictive rules for accepting online consultations or refuse to deal electronically altogether	Electronic storage capability on servers	
15	Few planners unhappy about not having paper plans on site	Engineers unhappy with scaling module	
16	Lack of EDRMS	Lack of measuring & scaling capability	Increased cost of printing plans due to Q18a & Q18b
17	Online form is difficult to complete	The Planning Portal site is not user-friendly	The Planning Portal site is not a reliable site
18	Lack of equipment for LPA and consultees	Lack of training and understanding of the Portal	People want to see a paper copy
19	Cost of software	Lack of IT expertise with existing staff	
20	Need to still retain paper copies of applications for consultees.	Difficulty in viewing and assessing schemes online coupled with lack of ability to readily scale plans on line.	Lack of incentive to use IT i.e. reduces fees.
21	Outdated electronic planning system.	Unique planning department status.	Unsuitable processing equipment.
22	Corporately we are implementing a multi million pound I.T. investment project, which includes Planning. Planning therefore cannot move forward independently from that umbrella project.	Current systems are not linked	There is a general lack of I.T. Skills
23	The need to take info onsite.	Not in the culture yet!	Paper based drawings are still regarded as vital to the system.

24	Lack of progress on corporate GIS	Resources shortage	Skills within service
25	Hardware, esp. data storage capacity	Measurement tool	Equipping 'public areas' to allow applications to be inspected on-line
26	Funding		
27	Resources. Scanning in particular for major applications is an extremely time consuming activity even though the council has all necessary equipment.		
28	Lack of mobile technology But getting there with PDG	Resistance with staff	Requirements of central government setting targets and not been able to develop into other areas, to provide a service to customers
29	Reluctance by agents/applicants to use electronic applications.	Lack of facility to take electronic drawings out on site	Greater difficulty in assessing an application because of the problems of viewing the drawings on a screen.
30	Resistance to relinquish paper copies	Lack of software to scale/measure online plans	The need to take plans onsite/to meetings
31	RELUCTANCE OF SOME APPLICANTS	SIZE OF M&W APPLICATIONS	INABILITY OF SOME CONSULTEES TO DEAL WITH ELECTRONIC APPLICATIONS
32	Lack of ownership by planning staff	Lack of marketing to customers	Lack of funding to purchase system
33	The number and size of drawings and documents associated with major applications make the submissions of those applications online impractical	No facility to submit revised drawings via the Planning Portal	
34	Lack of funding for Training and development.	If the system is not always 100% reliable.	Some staff still prefer to work with paper copies.
35	Response from consultees / public to e-government service e.g. lack of paper plans at help desks	Lack of integration between DIP and Application processing and CRM	Finance / those that can demonstrate the services get more and more money
36	Preference for hard copy, especially plans	Lack of understanding of benefits	Lack of mobile technology, e.g., laptops to use on site

37	Lack of ability with public/agents	Lack of will. They don't want to.	Lack of broadband provision in rural areas
38	Lack of IT understanding from both DC staff and IT support	Inability to measure online	Resource and cost implications
39	Nature of applications dealt with by County Authorities - Mineral and waste	Limits on technology especially for large files for EIA applications and ability to read large plans on screen	Cost
40	Reluctance of agents to submit online due to perception that it is too complex.	Majority of applicants are non-professionals	
41	Lack of a standard electronic form suitable for all County Council applications	Problem regarding the number of large attachments required in support of an application	Reluctance of applicants to pay fee by credit card, resulting in high proportion of invalid applications received online
42	Don't have a DMS	Lack of corporate/elected member support	Lack of IT skills of officers
43	IT development / ERDMS IMPLEMENTATION	Officers used to paper-based applications and do not want to view online	
44	As a large rural area broadband is very poor in large areas	Reluctance of older agents to use computers. We have 1 agent who is 80 who submits 40 - 50 applications pa.	Change of culture
45	Limited portability of e-data when assessing proposals on site	Time and expense involved in printing e-applications	Problems with scaling-off e-plans
46	Resources	Not a management priority	No proven business need
47	Lack of IT resource to focus on integration solutions		
48	PAPER CULTURE	NO SCALING TOOLS	LACK OF IT SKILLS/CONFIDENCE
49	Printer Availability particularly large size	Planning Portal interface with back end system (Ocella)	Planning Portal location Maps (Red Line)
50	Difficulties in scaling plans from portal	Need to print applications for consultees therefore printing costs.	
51	CULTURE OF PAPER USE	LACK OF MOBILE IT DEVICES	APATHY

52	Capacity issues - staff resources -to develop an electronic process so on line applications are handled the same way as applications received in hard copy	Unfamiliarity	Technology
53	Too easy to use paper	Cost of CAD drawings	Public need educating
54	Reluctance of agents to send electronic applications	Officers reluctant as they can't see the whole plan on screen	Can't view plan on site
55	Lack of finance available for investment in systems		
56	Assessing drawings on screen - comparing and scaling	Logistics especially on large applications	Paper-based culture
57	IT resources - printers, plotters, IT support	Willingness - training and attitude	Accessibility - there needs to be an alternative to electronic systems for access reasons
58	LACK OF ADEQUATE I.T.	ATTITUDE CHANGE REQUIRED FOR PROFESSIONAL OFFICERS / REQUIREMENTS OF PROFESSIONAL STANDARDS	LOCAL POPULATIONS ACCESS TO I.T. FACILITIES
59	Clear education and guidance to agents to fill online applications correctly		
60	Difficulties in taking electronic information out on site in all weathers	Corporate ICT issues relating to size of files, etc.	Conventional resistance to "change"
61	Systems not advanced enough for e-government standards	Our own system design failures	Incompatibility of our system with other external systems
62	Not having an automatic link for our Document Management system to pick up online attachments	Cost of implementing key barrier 1	Not having large screens for all officers to view plans online.
63	Lack of resources	Cost of software (connectors)	Time to print plans
64	The fact that officers do not have the ability to view plans online in the same way they can AO paper plans, and also equipment /software for doing so electronically on site is not available.	Customers, both architects and agents & members of the public commenting on applications not wishing to use electronic means.	Resource to keep a dual, paper / e-service going which in turn means that promoting e-services further would cripple the support services side of things.

65	Cumbersome forms	Drawing formats, fee arrangements and document sizes	Limited benefit for agents & transfer of paper run-off costs to lpa
66	Systems require more resources to ensure they are operationally efficient and maintained up-to-date.	Compliance with data protection act also requires more staff resource with regard to publication of data.	In practice local planning authorities are maintaining a manual system as well as developing use of an electronic system.
67	Reluctance of agents to submit applications on line	Lack of appropriate technology	Need for paper copies on site etc
68	Requirement to provide hard copy of plans		
69	Lack of a DIPS system makes for a labour intensive (un-SMART) process	Non population/integration with back office system (un-SMART)	Viewing and scaling on screen is seen as a poor substitute for paper
70	Up-to-date application handling system (being addressed through PDG resources)	DIP system and workflow (as above)	Acceptance of e-applications as a working document as opposed to paper
71	Inadequate IT infrastructure	Internal consultees reluctance to accept electronic drawings	Cost
72	County	Back office	Registration
73	Lack of understanding	A preference for submitting applications in paper form	
74	Online forms need to be user-friendly and dynamic	Lack of officer time to use and familiarise themselves with new systems whilst completing their day-to-day work	Large documents need to be split before they can be uploaded onto the web (although we do split this takes valuable time)
75	No formal document management/workflow system in place	Reluctance of planning officers to scale drawings and assess applications on screen	Additional hardware/software costs to carry out efficiently electronic processing.
76	Culture	Finance	Software
77	Difficulties assessing large electronic plans on screen	Cost of colour printing on-line submissions for internal use and consultees	Cost of maintaining and developing IT systems
78	Resources required to make paper copy of AO and A1 plans for consultation.		

79	Existing strong culture of paper based applications and records	Genuine difficulty in dealing with/reading electronic documents onscreen	Difficulties with existing workloads and not having time or inclination to use new technology
80	Resource and money to implement changes required i.e. conversion of microfiche to electronic image	Statutory consultees not able to use the online facility which means LA needs to produce hard copies for them.	
81	Lack of time to experiment with using the system.	'Old School' mentality of not wanting to change working practices.	Time to print out and fold plans.
82	Large plans and small screen makes overall impression of plans hard to see online	Increased Printing costs and time costs dealing with online apps	Planning portal - generic system to deal with local specific IT problems.
83	Changes to working procedures at a time when staff resources are stretched	Recruitment and retention difficulties experienced	Requirement for large screens to enable plans to viewed with ease
84	No EDRMS yet (Live Jan 07)	Lack of skilled resources	Budget
85	Electronic applications take at least half an hour longer to register.	If too many applications are received electronically, it will lead to extra staffing implications	The electronic forms are cumbersome, not logically laid out and are too long.
86	Changing planning officers perception to use electronic plans	Staff training	Still require a paper file which officers will use if available
87	Staff (managing change)	Lack of uptake incentive - internal/external	IT infrastructure
88	Many Agents do not have computers/access to computers	Public Awareness and confidence in online applications	Apathy
89	We do not yet have an Electronic Document Management system (due to be rolled out to Planning in Spring/Summer 2007).	Consultees not currently able to participate in on-line consultations.	Lack of scaling/measuring tools to assess electronic plans and relevant experience.
90	NOT ABLE TO DO AUTO UPLOADS AT PRESENT	NOT ABLE TO SCALE OFF PLANS ON SCREEN	
91	Small district with primarily small poorly equipped agents		

92	Failure of Consultees to accept information online.	Lack of submission of electronic applications	Lack of dedicated I.T. personnel to develop/improve and expand I.T. system
93	Lack of support for County Council's - especially minerals/waste forms	Scaling drawings	Printing Drawings
94	IT to automatically transfer details into back office system.	Lack of a dedicated plans plotter to print out drawings and staff time to do it.	
95	Consultations cannot be done online	Large numbers of residents don't have access to computers	Site Visits
96	No large scanner	Lack of resources (additional admin time for scanning in documents etc)	No IT system for storing scanned documentation
97	Local small-scale agents with no computers.	Individual applicants cannot create digital drawings.	Linking Portal to database (level 3)
98	Back office system upgrade to M3 from 20/20	Lack of incentive to use online Planning Portal facilities for applications	Automatic email links from 20/20
99	Officer resistance	Not pushing service sufficient	Scaling of plans
100	Equipment, that is, right tools for the job.	Workflow system (although we are commencing process of implementation)	Barriers, restraints and prioritisation within the Council
101	Planners love paper	Planners love paper	Planners love paper
102	Scaling and printing from PDF.	Access to broad band by stakeholders	Access to ICT hardware and software by agents and applicants.
103	None whatsoever...the sooner all applications are electronic the better. The one minor niggle really relates to the limitations on screen technology - reviewing a planning application onsite using a tablet PC is not yet as convenient as carrying a plan, particularly when it is raining...		
104	Investment in IT Systems	Having time to spend with Agents / Applicants & promote use	Large amount of single / one-off applicants

105	Funding	Staff resources	
106	Corporate IT policies not fully compatible with planning service requirements	Awaiting implementation of document management system	
107	IT training/knowledge	Change management	N/A
108	Lack of software connectivity	Impracticality e.g. of comparing plans	Staff reticence
109	GREAT INCREASE IN TIME TO PROCESS	HUGE INCREASE IN LPA'S PAPER/PRINT COSTS	RELUCTANCE OF STATUTORY CONSULTEES TO ACCEPT E-APPLICATIONS
110	AGENTS/APPLICANTS NOT HAVING TECHNOLOGY TO SUBMIT ONLINE	AGENTS NEED TO BE ENCOURAGED TO SUBMIT ONLINE	
111	Poor quality of plans received	Scaling and measuring	Incompatible systems - GIS
112	Planning Officers that do not see the vision	Lack of EDRM system in Council	Agents not always IT literate
113	The cost to agents of obtaining the necessary equipment	Planning Portal still needs to improve its flexibility of use - agents get frustrated when they try to use it.	Agents' reluctance to change
114	Failure to submit applications online	Need for paper plan for assessment	Low IT competency/ out of comfort zone
115	Slow PC's	Printer problems. Have to view, save and print each document separately, which is extremely time-consuming.	
116	Mineral & Waste applications are complex and require detailed information	Large plans/drawings cannot be received in pdf format	The size of EIA's
117	NO SCANNING FACILITY	NO DOCUMENT MANAGEMENT SYSTEM	INADEQUATE HARDWARE
118	Electronic file management	Presenting plans to the public	Not all consultees can deal with electronic plans
119	Increase in resource costs to reproduce the applications in a format that customers can use (printing costs and staff time)	Agents and architects not having the facilities to submit online	

120	INADEQUATE IT EQUIPMENT	CHANGE IN PROCESS	CANNOT SUPPLY DRAWINGS ELECTRONICALLY
121	Information seems more complicated and confusing	PA incurs printing costs/takes up staff time	Fear of change
122	Agents reluctant	Not enough time to implement necessary changes whilst still doing the day job of meeting targets	Resources
123	No document management and workflow system - yet!		
124	Reluctance to change	Knowledge & information on benefits	Promotion & advice
125	Quality of planning software	Resources	Culture of planning staff
126	Parishes refuse to accept e-consultation	Cost of printing falls on LPA as e-consultation is not compulsory	Reluctance of community to read plans on screen
127	Lack of training for staff associated with small number of applications received. If you don't practice a learnt skill you lose it.	Preference by case officers to work from paper copies	Electronic systems are seen as "duplication" in the sense that you are running paper and electronic systems all the time for each application.
128	Basically having the staff resources to implement the new systems and work through transformation	Funding- ICT monies in competition with other services	High investment; longer term benefits
129	Technology	Expertise	Un e-enabled agents
130	Ability or willingness of applicants and agents to submit electronically	Unwillingness of professional officers to deal with drawings electronically (can't lose their case file!)	Many people still do not have home pcs
131	Unwillingness to change	Pressure on IT systems/arrangements	No handheld device to view plans on site.
132	Back Office Systems not fully integrated meaning additional work is necessary.	Need Larger Screens	Commitment from Management to drive cultural change.
133	Difficulty using eplans on site	EDMS not online	Skeptical staff

134	Document imaging system not being able to 1. Offer an affordable mobile working solution for accesses plans out of the office 2. Not being able to provide a link to the planning system - both these have been requested and are being worked on though may take sometime	Not having easy access to a plotter to print larger plans	Planning system not currently having facility to email direct from the system - this upgrade is expected soon though the document imaging system does not have a link into the planning system to be able to attach plans easily
135	Back Office Automation to carry application documentation through Workflow	Resources in which to carry out re-engineering analysis and programming	Directorate/Service willingness to tackle change process in case it effects service BVPI's.
136	Some reluctance within some service areas to submit on line which is being addressed through training and new procedures		
137	IT infrastructure	Staff reluctance to use new systems	
138	Time/resistance	Software	Standard of on-line applications
139	Problems with viewing large A1/AO plans on a pc screen and comparing these plans with other plans		
140	IT infrastructure - ability to assess planning applications on site		
141	Current lack of IT resource		
142	Agents not having pc and drawing packages	Document Management packages	Number/complexity of documents required for planning applications even for simple applications
143	IT TRAINING / TECHNOLOGY	FEAR OF CHANGE	LIMITED PERCEIVED BENEFITS TO LPA
144	See Q1 - we have not yet got the IT back office systems in place	Also related to Q1 and Q18a - we do not have adequate hardware, e.g. large screens to enable easy reading of large plans (the majority of plans submitted with minerals and waste applications are at A2, A1 or A0)	Also related to Q18b - the majority of plans submitted with minerals and waste applications are at A2, A1 or A0 and these need to be on paper when going out on site

145	Officers resistant to on-screen assessment	Inability to reproduce plans at scale	
146	Currently replacing planning system to enable better integration with e planning		
147	Technical Document Management System [Purchased, but not yet installed]	Lack of Officer willingness to use new technology	Training on new technology - Current workloads do not afford necessary time.
148	Reluctance of principal/Senior officers to lead	Insufficient numbers to change procedures - architects/agents not on board	Scanning and document management systems promoted to digitise paper applications
149	Large schemes involving a lot of plans are difficult to read together (comparing elevations and floor plans on different drawings, etc)	You cannot read long documents on screen (Traffic Impact Assessments, etc),	You cannot scale accurately from "reproduced" plans.
150	Not enough active promotion of Portal by Authority.	Consultations still being sent on paper, so cost of printing out plans incurred.	Some staff not keen to accept change.

Question 19

Please state 3 key barriers that you feel exist that prevent the increased use of electronic planning systems to other stake holders (Parish councils, amenity groups, statutory consultees etc).

- | | | | |
|---|---|--|--|
| 1 | Lack of facilities | Not set up to receive electronic documents | Prefer paper copies |
| 2 | Non - availability of required hardware - Parish Councils in particular | Inertia - resistance to reliance on electronic versions of applications | Time available to develop electronic links to consultees |
| 3 | Formal guidance on format of electronic consultations hasn't been finalised so can't put this in place yet. | Parish Councils do not have the capability to deal with electronic consultations or the knowledge. | Everyone is playing catch-up and no one has everything in place to cope with the electronic applications. |
| 4 | Different developments of IT within different companies can limit electronic consultation and submission of applications i.e. hand drawn technical drawings are submitted via the post. | On a recent survey to our agents, payment and fraud were two main concerns. | Possibly a lack of advertisement to regular agents to let them know of the service |
| 5 | Parish Councils do not have software to deal with apps and like to see paper copies of apps and plans | Not all consultees have software to deal with electronic file sizes | |
| 6 | Relatively low access levels to the Internet amongst potential consultees | Lack of a formal procedure\system and no standardization of file types | Lack of promotion of existing systems |
| 7 | Delay in enabling viewing new applications online, due to increased workloads and conflicting priorities. | Lack of technology / skills of other stakeholders | Users may prefer traditional, tried and tested ways of doing things |
| 8 | Refusal of some consultees (principally Parish Councils) to consultation on planning applications in paper format. | Need for statutory consultees to forego have measuring viewers. | A considerable amount of time is required to organise with statutory consultees revised consultation arrangements. |
| 9 | Cannot develop our IT to meet their e-Gov needs | Finance | |

10	RELUCTANCE TO WORK WITHOUT PAPER	FINANCIAL RESOURCES (PARISH COUNCILS ETC)	IT SKILL LEVELS
11	Cost of IT equipment required to access information		
12	No capacity to print large plans and download large documents such as Environmental Statements		
13	Not all Consultees capable of handling electronic consultation therefore still need paper copies	Not all residents in borough are conversant in use of computers	Cost (for them) of purchasing and maintaining the various systems and connectors
14	Ability and capacity to cope with the file sizes related to drawings etc	Ability to print off scaled drawings	Ability to read accurately drawings on the screen
15	Statutory consultees impose extremely restrictive rules for accepting online consultations or refuse to deal electronically altogether		
16	Civic Trust don't like non-paper plans. Many of their members don't have computers		
17	Lack of measuring & scaling capability		
18	Educating stake holders in terms of the new technology	The stake holders having out-of-date technology e.g. not broadband	
19	Lack of equipment to receive and store electronically	Broadband is not available everywhere in our district	We feel most of stakeholders would prefer a paper copy
20	Consultees are not computer literate & still request paper copies	Software costs	Lack of IT expertise
21	Lack of facilities by other stakeholders to assess and interpret plans on line.	Lack of expertise/knowledge	
22	Unique planning department status.	Outdated electronic planning system.	

23	Systems compatibility	Stakeholders I.T. Skills	Staff I.T. Skills
24	Some consultees e.g. Parish Councils do not have the technology.	Time required to persuade others to change to consulting methods.	Paper based drawings are still regarded as vital to the system.
25	Lack of progress on corporate GIS	Regular agents lack required technology and skills	Their access to technology
26	Lack of compatible, or any, electronic systems (Fire Service have no electronic database local amenity groups have to 'print off' plans to discuss)	Increased demands of statutory consultees and differing standards for consultation	Getting message to hard to reach groups, elderly, young etc
27	Unwilling to be consulted electronically		
28	Lack of Parish Council/amenity group resources to obtain technology	Lack of Parish Council/amenity group ICT skills	
29	Parish councils not e-enabled, but getting there with PDG	Lack of funding to e-enable for stakeholders etc	No incentive for others to embrace e-planning etc by force by LPA
30	Unable or unwilling to switch to electronic based consultations (particularly Parish Councils).	Inadequate equipment for viewing drawings.	Cannot see the advantages.
31	Resistance to relinquish paper copies	Lack of facilities to view online	Lack of suitable screen to view large drawings
32	INABILITY OF SOME CONSULTTEES TO DEAL WITH ELECTRONIC APPLICATIONS		
33	Do not all have e-facilities	Fear of the unknown	Want to be able to hold paper plans
34	Often consultees (amenity groups etc) do not have an email address	Some consultees not want to receive electronic communications (amenity groups etc) because of the time and cost in printing out documents	Some consultees will only accept paper documentation
35	Lack of technical expertise and/or training.	Incompatibility of systems e.g. web browsers.	Unwillingness to work with Information Technology.

36	Response from consultees / public to e-government service e.g. lack of paper plans at help desks	Lack of IT equipment	Inadequate meeting places
37	Many organisations not e enabled	Plans sometimes difficult to view online	Incompatibility between our systems and those of statutory consultees, i.e., they require certain information that may be difficult to provide
38	Lack of ability with public/agents	Lack of will. They don't want to.	Lack of broadband provision in rural areas
39	IT ability	Lack of relevant IT hardware, software and knowledge.	Inability to measure and print to scale
40	Many parishes do not have the equipment/ skills	Concerns over size of maps. Plans etc for major applications	
41	Lack of access to broadband technology	Inability to access and print information for dissemination	
42	Problem regarding the number of large attachments required in support of an application	Paper copies will normally be more convenient for most of the stakeholders referred to	Paper copies provide a more secure audit trail for consultations for smaller organisations
43	Resistance to IT	Lack of IT resources to deal with electronic consultations	Don't have a DMS
44	Access to IT.	Costs transfer from the authority to the stakeholder (consultees)	
45	Lack of Broadband to view applications	Lack of IT experience and facilities within some PC's and amenity groups.	Something new and different
46	Limited availability of technology at Parish Councils	Unwillingness of some statutory consultees to review e-data rather than printed data	Large file sizes of some plans/documents make them difficult to download
47	Lack of resource and IT understanding	Culture change in consultation process	
48	LACK OF IT SKILLS/CONFIDENCE	LACK OF IT TRAINING	LACK OF IT PROCESSES
49	Ability to easily view online plans	Training and education	Resistance to change

50	Lack of technology and knowledge within rural area		
51	Preference for hard copies through inability to trust e-communication	Don't like impersonal nature of e-communication	Perceive that costs of printing etc transferred to stakeholders
52	TECHNOLOGY INTEGRATION	STAFF/ RESOURCE CONSTRAINT	WILLINGNESS TO CHANGE
53	Technology	Unfamiliarity	Resources
54	Confidence of recipients in IT	Lack of printing facilities	Used to the old ways of doing things
55	Resistance to change/Lack of Interest	Lack of electronic systems and awareness of these systems	Few perceived benefits of electronic systems
56	A number of Parish Councils are not geared up electronically	Lack of large scale plotter by Highway Authority	
57	Often older generation not electronically minded or equipped	Paper based cultural	IT systems not in place
58	Lack of consistency in planning systems across LPAs - needs a coordinated approach.	Willingness - training and attitude	Accessibility - there needs to be an alternative to electronic systems for access reasons
59	LACK OF ADDEQUATE I.T / ACCES TO ATTITUDAL CHANGE I.T.		SYSTEM CANNOT SUPPORT REQUIRED PROFESSIONAL STANDARDS
60	Parishes consider it an inefficient use of resources to set up a broadband account in the village hall where their public meetings are held along with appropriate technology.	Ability to scale pdf files published on website - other formats are too large for email purposes	Difficulties in taking electronic information out on site in all weathers
61	Incompatibility with stakeholder systems	Reluctance to engage with e-government	Inability to download large documents
62	Lack of access to technology	E planning can be divisive	
63	Technology - existing system not being able to cope	Cost of implementing key barrier 1	Culture change - training and understanding
64	Lack of knowledge/ability	Lack of hardware	Time, money & resources

65	Lack of resource on their part, i.e. ICT skills, equipment	Inability of systems to talk to one another directly which could enable direct download of information	Reluctance of stakeholders to use information on the web rather than sent directly to them.
66	Their IT	Scaling difficulties	Lack of interest and perceived benefit on their part
67	Lack of appropriate technology owned by Parish Councils	Lack of training/understanding	Suspicion of new technology
68	Requirement to provide hard copy of plans	Not having the technology	Insufficient resources to implement new technology
69	Unable to scale plans that are displayed	Some groups still do not have email/web facilities	We don't send it electronically in the first place therefore no incentive to respond electronically
70	Availability of suitable hardware/software to deal with on line business	Knowledge/expertise to deal with e-consultation and communications.	Acceptance of e-applications as a working document as opposed to paper
71	Consultees reluctance to accept electronic drawings	Many stakeholders prefer to work with paper and are unwilling to take on the cost of printing electronic drawings.	Inadequate IT infrastructure
72	IT equipment	Size of plans	
73	Not all of them have online access	At present no facility to view applications online	A preference for paper based applications/ plans
74	Parish Councils in particular have no facility for printing off large documents and could not have a meeting where participants have to huddle around a small computer screen to view application and associated plans.	They do not have a PC or if they do they do not use the internet	Don't want to.
75	Their inability to accept applications electronically	The cost of e enabling themselves to be able to deal with this.	
76	Traditional working methods	Finance	It equipment

77	Lack of IT equipment at parish level and reluctance to view plans on line, since they would then print them for use e-consultation is only moving printing costs from applicant to authority to parish	Inconsistent approach and lack of engagement from consultees to e-consultation, leads to increased cost to maintain different channels and different consultation approaches to different stakeholders	
78	Parish councils not having access to our website and electronic plans	Public/neighbours not have access to website and electronic plans	
79	Establishing revised and consistent methods of electronic consultation		
80	Resource and money to implement changes	Computer equipment inadequate to download plans and documents	Cost factor - printing out hard copies. The Planning Inspectorate has told me they require a hard copy from the LA because they do not have the budget to print out the documents we email!!!
81	Unsure of how system works.	Old School' mentality of not wanting to change working practices.	May not have facilities to submit electronically.
82	Funding of IT systems	Printing costs. Large plans big screens.	Email unreliable when large attachments used
83	Some do not wish to be consulted electronically	Some say their customers wish to see hard copy documents	Some consultees do not have the necessary IT expertise
84	Lack of equipment		
85	Some stakeholders do not have or want to use computers to engage in the planning process	Investment required buying computer and printer is difficult for smaller groups.	Fear of use of computer
86	Awareness	Willingness to pay online	
87	No computer/internet access	Lack of ability/expertise (reluctance to change)	Lack of uptake incentive e.g. agents, parish councils etc
88	Availability of full application documentation on the web	Access to internet	Awareness
89	Lack of I.T. technology	Lack of resources	Resistance to change

- 90 THEY DON'T HAVE THE TECHNOLOGY DON'T LIKE VIEWING ONLINE TO VIEW PLANS ONLINE
- 91 Parish Councils have little or no facilities
- 92 Lack of ability to accept information online Adverse to change online Can still accept paper copies
- 93 Dislike of electronic copies. Lack of printing facilities Size of documents
- 94 With Statutory consultees: A common standard/service agreement for accepting the material they need.
- 95 Not all on line themselves Often group of people get together to comment harder on computer
- 96 Lack of enthusiasm by consultees to be notified of applications online Lack of IT / equipment
- 97 Inconsistent approach by consultees. Awaiting .pdf to consult on large plans. Funding IT support for Parish Councils.
- 98 Automatic email links from 20/20 Different standards for different Standard Consultees
- 99 Their ability to use e planning
- 100 Equipment, that is, right tools for the job. Lack of knowledge of systems and how to use them. People resistance
- 101 IT infrastructure IT equipment IT training
- 102 Ability of many consultees to handle electronic documents.
- 103 Lack of ICT expertise and confidence Lack of standards in the way consultations are undertaken Restrictions on internet access for them.

104 Many agents are 'one man band' operations and they do not use CAD systems to prepare drawings. Since the LPA scans all documents as a matter of course there is little incentive for these people to change their arrangements.	Parish Councils have wired and wonderful ways of assessing planning applications and the smaller Parish Councils cannot afford computers to look at applications online...	Our system for viewing plans online does not include a measuring tool that can be used by third parties.
105 IT Equipment	Joined up working	Standard Practices
106 Broadband capacity within the district	Hardware specifications - large screens etc	
107 Stakeholders not financially able to implement electronic systems		
108 No or lack of IT facilities/internet access	Unable to scale from electronic plans	Unable to discuss as groups
109 NEED TO TAKE SCALE PLANS ONSITE	LACK OF I.T. (PARISH COUNCILS)	MOBILE TECHNOLOGY TOO EXPENSIVE
110 DO NOT HAVE TECHNOLOGY TO RECEIVE ELECTRONIC CONSULTATIONS	MOST PARISH COUNCILS DON'T HAVE COMPUTERS AVAILABLE FOR THEMSELVES AND THE PUBLIC TO VIEW	
111 Parish Councils find it easier to compare plans in hard copy	Size of screen is too small to see large developments as a whole in detail	Reluctance of some planning agents to use system
112 Current system does not support but upgrade planned shortly	Not all Parish Councils have pc facilities	Lack of vision with some Planning officers
113 Some like Parish Councils have not got the necessary equipment, especially to deal with large plans	Reluctance to change	Preference to read paper copies
114 Low IT competency	Lack of equipment	Need for paper plan for assessment
115 A lot of parish councils to not have a computer.	Lack of scanning facilities to get plans attached.	Their requirements re speed of access etc are too high
116 Parish Council's unable to print plans etc	They require paper copies of applications and drawings	Lack of ICT equipment
117 Insufficient time to learn new ways of working	Access to sufficient up to date equipment which can deal with large files	Difficulty in understanding paper plans, electronic plans can be even worse.

118 Lack of technological ability of the stakeholder to receive online applications		
119 DO NOT HAVE E MAIL FACILITIES	PREFER TO PUT THINGS IN WRITING	GENERAL LACK OF IT SKILLS
120 I.T. systems not compatible	Preference for paper copies	E-planning too cumbersome
121 Resources	Systems not yet in place	
122 Lack of will		
123 Lack of skills in new technology	Unwillingness to use the new technology	Cannot scale from drawings
124 Reluctance to change	Access to internet	Knowledge & information on benefits
125 Poor planning software		
126 Inertia	Lack of ICT and Broadband in rural areas	Need to talk to a human
127 Many don't have compatible IT systems and prefer to receive hard copies which can be easily taken on site etc.	For a County Council we have to work with 7 Districts which makes consultation difficult because of differing systems etc	Resistance to change
128 ICT culture	Access to hardware and broadband	Suppliers not able to keep up with pace of change
129 Technology	Expertise	Un e-enabled stake holders
130 Lack of IT capability	Unwillingness to deal with drawings electronically (can't understand them properly on a screen)	
131 Parishes reluctant to use technology	Reluctance to change	Comfort of having paper copy
132 Lack of Flexibility	No Printers	Not being driven by the goals of the local authorities.
133 Lack of IT equipment/knowledge	Inability to scale/measure plans online	Time to search for application online. Embedded url needed in consultation email

134	Them not having the technology to view on line	Unwillingness by some to use technology	
135	Technology: Broadband, PC's, etc.	Stakeholder willingness to embrace electronic channel of information/communication	Understanding of Stakeholder requirements and barriers to utilising electronic planning services.
136	Lack of IT knowledge/training	Change	Scaling/Printing plans
137	Lack of IT knowledge		
138	Resistance	Knowledge	Access
139	Do not have adequate hardware or no IT links to the Internet	The need to pass hard copy plans around to Committee Members	Comparison of plans is not easy as can only view one plan at a time on the screen
140	General culture of the general public and consultees	IT infrastructure	
141	Lack of willingness to embrace new ways of working	Lack of IT Skills or resource	
142	Stake holders not having pcs	Details required to submit simple applications	
143	EASE OF USE OF HARD COPY		
144	A large number of Parish Councils do not have any electronic capability. Even where a parish clerk does have a computer, many parish councilors want to look at the application in detail before their meetings, which is difficult with a large application on a computer (especially where the only computer is the parish clerk's)	Also related to Q19a - a large number of amenity groups, particularly the CPRE, do not have electronic capability	We have a large number of retired planning agents, who still act for their waste operator clients - these do not have any electronic capability, tending to submit hand-drawn plans and handwritten or typed forms
145	Currently replacing planning system to enable better integration with e planning		
146	ICT in Parish Councils/local groups.	Consultee constraints/Reponses not digital (HSE system - v.good reduced response time from 21 days to 21 min)	Persuade others to purchase systems to respond to planning

147 Large schemes involving a lot of plans are difficult to read together (comparing elevations and floor plans on different drawings, etc)

You cannot read long documents on screen (Traffic Impact Assessments, etc),

You cannot scale accurately from "reproduced" plans.

148 Lack of IT equipment

Lack of specialist programs to produce acceptable plans.

Not enough knowledge of the existence of an on-line service.

Question 20

What is the one thing you think will increase the use of e-planning systems?

- 1 The increased knowledge of its existence
- 2 Central investment in Town/Parish Council hardware
- 3 Time will get all the electronic software and equipment in place.
- 4 Possibly a fee discount to users who use e-planning
- 5 Increase in file sizes
- 6 Greater awareness
- 7 AGENTS AND APPLICANTS WILL SAVE TIME AND MONEY AS THEY WILL NOT HAVE TO USE INK OR PAPER TO PRINT PLANS AND WILL NOT HAVE TO WASTE TIME FOLDING PLANS PARTICULARLY LARGE APPS
- 8 Top corporate management needs to appreciate the importance of moving to fully electronic working. Unfortunately, as the politicians aren't interested, as there are no votes in the issue, they are not interested.
- 9 Speedier processing of planning applications, identifying problems sooner and dealing with them quickly and efficiently
- 10 MORE AGENTS PREPARED TO WORK ONLINE
- 11 Non availability of paper copies
- 12 Structured/planned introduction of both key agents in using on-line submission and facilities to view and assess electronic plans by both officers and third parties
- 13 Practice and confidence in the system
- 14 Combined DC and BC on line application therefore reducing input of application details to once only.
- 15 Amend Fees Regs to increase fees for non electronic applications
- 16 Ability to scale & measure

- 17 A cost differential between online & paper applications. A financial incentive to applying online e.g. raising the fees of paper applications
- 18 Money
- 19 Staff training
- 20 Education and time
- 21 Our new proposed e-planning system in house by Jan 2007.
- 22 Systems compatibility
- 23 More PDG as an incentive
- 24 For us resources, for customers publicity and training
- 25 Stop calling it 'e-planning'.
- 26 Education
- 27 Ensure council's provide information on-line only and charge to print any documents. But raises equality to access information issues.
- 28 Significant grant money allocated wholly and solely for improvement of IT viewing facilities in LPA's.
- 29 Planning agents embracing the facility/technology
- 30 Incentives
- 31 If the Planning Portal looked and worked as well as the best online commercial sites.
- 32 Improved system reliability and keeping costs down to users.
- 33 Differential fee
- 34 Financial incentives
- 35 Incentives (perhaps discounts)
- 36 Time, to enable a change of culture to be accepted.
- 37 Additional funding

- 38 Mandatory e-planning submissions
- 39 The adoption of a standard electronic form suitable for all types of County Council planning applications
- 40 A Document Management System
- 41 Better Broadband coverage
- 42 Easier ways of reducing file sizes
- 43 Reduced determination period.
- 44 Identifying IT resource
- 45 DEVELOPMENT OF IT PROCESS AND TRAINING
- 46 Incentives for e-planning, make it cheaper or faster
- 47 Confidence in a) own ability to use e-systems and b) efficacy of e-systems (Time and familiarity will contribute)
- 48 Development of a system for handling electronic submissions that does not mimic receipt in hard copy
- 49 Get rid of paper
- 50 Offer inducements to agents who submit electronic applications.
- 51 Making them more attractive to applicants
- 52 It's expensive to buy equipment, software, train people and have adequate support staff - therefore need more incentives to investment e.g. Grant funding
- 53 Efficient systems that deliver.
- 54 MORE AGENTS USING ON-LINE METHODS
- 55 Supplier's connectivity to plug into online apps quickly.
- 56 Time - as it passes people will change to accommodate it.
- 57 Having overall confidence that systems will actually work

- 58 Time
- 59 Time and encouragement to prove that e-planning will benefit the service if implemented correctly. Not just implementing the requirements but going further behind to make sure the requirements are helping to streamline and improve the service.
- 60 Easier/simple access software
- 61 Time, and that isn't a flippant remark, the speed of acceptance and use will increase when all concerned are satisfied that the process actually works to their advantage, and that there are real benefits to the process. So far the expectations of central government have exceeded the capacity of LA's to deliver.
- 62 Tangible benefits to all users in terms of cost and ease of use
- 63 A consistent approach by all Authorities.
- 64 Reduce fees for on-line applications.
- 65 Making consultees accept electronic consultations
- 66 Management commitment to drive it forward
- 67 Continued direction of additional resources to enable LPA's to invest in new systems.
- 68 Continuing financial incentive for Local Authorities to develop more comprehensive, easier to use and reliable web based IT systems.
- 69 Time knowledge
- 70 Make clearer and easier
- 71 A clear, simple, easy to use, dynamic form that is compulsory to use.
- 72 Fully integrated document management/workflow
- 73 Incentive
- 74 Consistent approach to e-consultation from all parties
- 75 Availability of website access to Parish Councils and neighbours- change consultation requirements accordingly.

- 76 Agent/applicant awareness of benefits to them.
- 77 Better awareness
- 78 Technology costs need to reduce.
- 79 Fully integrated back office systems, which take time to install
- 80 A reduced planning fee for e applications although it costs the Local Planning Authority more in time and money to process such applications.
- 81 Awareness\Speed of applying
- 82 Better incentives
- 83 Removal of the obligation for local authorities to provide a 'hard copy' alternative.
- 84 Greater public advertising, offer incentives to make online applications cheaper
- 85 Agents will realise it is cheaper and quicker to submit applications on line because they don't have to provide multiple copies of plans/documents and either post or deliver the application to the authority.
- 86 TIME - AS PEOPLE GET USED TO IT, THEY WILL "CONVERT"
- 87 Time & reduction of costs for stakeholders
- 88 Universal access to technology
- 89 Standard electronic forms for all authorities - including County Councils
- 90 Better informed agents.
- 91 Publicity
- 92 Funding IT support for small-scale agents to enable e planning.
- 93 Incentive for applicants / agents either financial % reduction in fees or lower determination times.
- 94 Informing people of its existence.
- 95 Providing people with the necessary equipment and tools.

- 96 Money
- 97 Time
- 98 A financial reward to applicants and agents for lodging online that is NOT funded from the LPA fees income.
- 99 Nothing in my authority - we are fully geared-up...
- 100 Reduction in Fees for applications submitted on line.
- 101 Internet being available on TV
- 102 More funding to enable consultees and parishes to participate electronically.
- 103 E systems that have survived where customers want it- trying to "force" it doesn't work
- 104 GOVERNMENT GRANTS FOR MOBILE TECHNOLOGY AND RECOGNITION OF THE NEED FOR INCREASED PLANNING SUPPORT RESOURCES TO DEAL WITH PLANNING ONLINE.
- 105 WE ARE HAVING AN AGENTS PRESENTATION WITH THE PORTAL ON SUBMITTING APPLICATIONS ONLINE
- 106 National Planning Application form will help
- 107 Education on benefits for users and Planning Officers
- 108 Increase ease of use by officers.
- 109 Insisting 1App is submitted as an electronic form will increase take up
- 110 Money saved by Agents, etc in not having to submit multiple copies.
- 111 The introduction of 1App may have an effect
- 112 IMPROVED HARDWARE
- 113 Money and time for LA's to invest in it to develop their procedures and up grade their IT systems.
- 114 Access for agents to online systems, discounts for online submissions.
- 115 PUBLICITY

- 116 To encourage use of online planning applications, a cheaper fee could be charged
- 117 Public Access
- 118 Document management is key
- 119 Reduced fee
- 120 Better LPA web promotion
- 121 Reduced fee for on-line applications
- 122 Compulsory requirement for consultees to use E-consultation- at least other public bodies like parishes and amenity socs
- 123 Probably compulsion! If all applications had to be electronic then systems and staff would have only one way to handle applications but this is unlikely to happen for some time and is probably never going to be possible.
- 124 Compulsory use of a simple to use Planning Portal associated with e-enabled public and statutory consultees together with PINs etc catching up with e-government
- 125 e-enabled agents
- 126 Increased IT capability
- 127 Legislation.
- 128 Turning off the paper system, making legislation mean that online applications is the only way.
- 129 Easier/cheaper for agents. PDG £ for improved eGov
- 130 Telephone help line to portal to assist applicants when part way through submitting an application and get struck
- 131 Speed of validation and therefore determination
- 132 Information
- 133 When it becomes a target to increase the no. of online applications to get more PDG
- 134 Compulsory legislation for Council's and stakeholders.

- 135 Benefits in speediness of Decisions and application process
- 136 A simplified planning system
- 137 INCENTIVES TO BOTH SIDES
- 138 From my point of view, there is no point trying to encourage applicants/agents, or other stakeholders (consultees, members of the public), to use e-planning systems when our authority does not have any e-planning capability. When this is achieved in March 2007, hopefully we will be able to encourage many Wiltshire stakeholders to engage in and fully embrace e-planning (I currently wear rose-tinted glasses!)
- 139 Promoting greater awareness of the provision particularly to Agents and regular applicants
- 140 Replacing current planning system (software) to enable better integration with e planning
- 141 Time and publicity - Agents will realise the cost benefit to them for online submissions.
- 142 Cheaper fees for on-line applications - agents/architects. More workshops for admin/officers - all levels
- 143 Improved technology and software that allow simpler manipulation of digital documents (it needs to be as easy and versatile as having a paper copy).
- 144 Familiarity with the systems and establishing processes to accommodate the change to existing processing.
- 145 Introduction of Electronic Consultations.

Question 21

Any other comments or issues that you wish to raise?

- 1 On line IT enthusiasts are submitting applications. There is no incentive for others to do so. The professional large architects would do so more, if all of the issues about document size, scaling, printing costs etc were resolved. You could consider making it a legal requirement that certain applications be made on line, in addition to hard copies, and then in due course the hard copies could be dropped. You could develop a model IT fully enabled DC system on a trial site that could be specified and everyone could visit and see - planners and IT specialists alike.
- 2 (1) It is early days- give everyone a year to consolidate and develop (2) government should not assume that for PDG grant purposes that more and more savings can be made as payback is longer term and cutting back funding (especially national projects) is counter productive
- 3 1) Low rate of 3-applications to Counties - applicants, even those applying on regular basis, seem reluctant to move away from hand-drawn plans/hand-written applications. Need to explore reasons why this is so.
- 4 1) It's felt that there is no co-operation/communication between I.T suppliers e.g. Planning Portal, CAPS, IDOX etc 2) It is felt that we are given unreasonable timescales to implement initiatives.
- 5 1. Fees should not be reduced for applications submitted online. 2. In order to have a comprehensive ICT 'back office' system to allow viewing, tracking, and consultations etc considerable further investment is needed. 3. Any future PDG intended for IEG type projects (t-gov) should be ring fenced.
- 6 1. Lack of guidance from the government regarding data protection and lack of unity between local authorities.
2. Not cost effective if the LPA has to print out documents for consultation work.
- 7 A better quality of portal application submitted, together with improved technology would make the process less labour intensive and easier to use than has been up to now.
- 8 A main issue seems to be printing to the correct scale, as those who submit usually do not inform me of the paper size. Could this be included in an update as mandatory, to let applicants know?
- 9 Additional time and cost to the Authority as we need to print plans out.
Quality of plans submitted where no agent used.
Where XML changes have been made and system suppliers not advised.
Incorrect naming of pdf documents prevents importation into back office system.

- 10 Although the above point (Question 20) would encourage greater usage of e-Planning systems. It is questionable whether this 'hard line' approach is providing a better service to the consumer.
- 11 Although the County Council has several Plotters capable of printing larger format drawings, we do not have one in the Planning Section
- 12 As a County Planning Authority, there is very little on the market specifically for our needs - most planning software is written for district/borough needs, which then requires a fair deal of manipulation to meet our needs. The Planning Portal does not even yet support County Councils. In addition, it has been difficult as a County to ensure that our requirement for back office systems/hardware to enable e-planning is seen as being high on the agenda - our authority has massive budget deficits in adult social care, which with education is seen as being more important to the community (and council members) than planning.
- 13 As previously stated Minerals and Waste planning applications are mostly large and complex. EIA's can run into many pages and have to be supplied in hard copies; otherwise the cost of printing would be extreme.
- 14 At the moment, it must be costing the Council more money in having to print off the applications and provide all copies for consultation purposes. Also it is far too time consuming.
- 15 Borough of Poole currently held back by Northgate and slow migration / upgrade to 20/20
- 16 Clarity needed as to where the agenda is going. With no dedicated funding after 2007/8 with the loss of PDG, will authorities continue to be willing to invest in 'more' expensive computer equipment and software systems?
- 17 Clear instruction from Government should be given re. how much of the application file should be available on-line. And what should be covered-up on application forms, letters etc received and scanned in and made available on-line, if anything, e.g. signatures, personal details such as mobile phone numbers, e-mail addresses etc. as this takes a huge amount of staff resources. Government should instruct all agencies, particularly their own, that they must embrace e-planning and give them a clear date by when this should happen. Where IT (Planning packages) allow all representations should be made on-line rather than by e-mail and these then automatically uploaded into back-office systems for speed, efficiency etc. You should be able to make attachments (e.g. photos) to on-line representations.
- 18 Comments from customers indicate that the fee calculator and the Certificate of Ownership not clear.
- 19 County Councils need more support and recognition that their needs are different from District Authorities.
- 20 Currently costly as we are bearing the cost of labour and paper to print out applications submitted online. Running dual system to fit in with current software.
- 21 Currently implementing a linked EDMS to planning back office system. Revised scanning procedures to capture colour location plans for red edge. Installed large format scanner/printer. Process still at early stage of implementation and online benefits not yet realised.

- 22 DCLG DECREE THAT FROM A FUTURE DATE NO PAPER WILL BE ACCEPTED!
- 23 Difficult to decide an application based on looking at screen. Need copies. Extra staff time/costs involved
- 24 Due to the nature of the Broads Planning Department, we are unable to process any applications within our area. We have 6 surrounding districts that process our applications for us. We then decide on the applications accordingly. Hence a lot of the above questions do not apply to the Broads Authority.
- 25 Electronic applications should be an opportunity not a requirement. Applicants should be allowed to choose the application method most convenient to them; very few currently consider that electronic applications are their preferred option.
- 26 e-planning has improved customer service but also increased our costs
- 27 Feel this questionnaire is too simplified to reflect the complexity of the issues faced by the LPA. Answers are not simple yes/no as authorities are in the process of implementing systems.
- 28 From an External Source, I would like E-planning to again, be forcefully brought to the attention of the LPA Chief Officers.
- 29 Getting used to it, and realise that it is the way forward so might as well embrace e-planning as much as possible.
- 30 Hampshire County Council has a very high percentage of online applications because all County Council developments are submitted to the LPA online. The quality of these applications has declined since introducing an online system in summer 2005.
- 31 I am not sure that the majority of applicants for development handled by the County Council actually want to submit applications on line. We find the benefits of eGovt are more to do with remote access to information that has been scanned in (or imported electronically) so that members of the public can see applications at their own convenience. (This of course mainly benefits the better off and IT literate members of the public).
- 32 If it was not necessary to print plans submitted online, for a paper file for the public. This would save resource and money, and help planning officers move to electronic working
- 33 Increased electronic handling of planning applications may disadvantage those stakeholders who do not have access to or are unfamiliar with technology as it is not economic to have two separate handling processes.
- 34 Internal restrictions on IT are creating barriers for further improvements i.e. unable to email consultations to Local Consultees.
- 35 It will take time for Planners & Enforcement officers not to use paper plans
- 36 Make dealing with e-planning an RTPI requirement to get established planning officers on board if they want to meet membership requirements
- 37 Measure service to customers and not uptake or areas developed, since one area would benefit from just information whilst another from systems such as expert planning. There is a balance between service cost and customer expectations.
- 38 Mole Valley District Council

- 39 Most Council's rushed into introducing systems in order to meet the deadline for achieving a maximum Pendleton score. Time now needs to be given/taken to consolidate the efficiency and effectiveness of those systems
- 40 National advertising might help although recognize difficult given LPA's different approaches and systems
- 41 Note re Q. 3(d) this is only because they are missing not because of quality. Note re Q3 (e) We use one in the building but it is two floors way. Planning Agents are unwilling to pay online - hence most online submissions are held awaiting the fee. The ability for the general public to be able to view plans on line is a great improvement in customer service and the use of email and on line comment facilities to receive comments and objections prevents delays and items being lost in the post.
- 42 Of the "applications" submitted on line most are just the forms and the plans come on paper and cheque comes later which is disruptive
- 43 Online apps are hard work.
- 44 On-line Planning Application does not display type and proposal location on the front page of form. Early identification would encourage the progression of validation process on line.
- 45 ONLINE PLANNING APPLICATIONS BENEFIT THE APPLICANT/AGENT GREATLY BUT RESULT IN MORE WORK FOR THE LOCAL PLANNING AUTHORITY.
- 46 OUR AUTHORITY REQUIRES THAT WE PRINT OUT 4 COPIES OF EACH PLAN AND APP FORM. IF AN APP HAS MORE THAN 6 DRAWINGS AND A 13 PAGE APPLICATION FORM THIS MEANS WE HAVE TO PRINT, AND FOLD 76 SHEETS OF PAPER COSTING TIME AND MONEY BEFORE WE CAN START DEALING WITH THE APPLICATION AS IF IT CAME IN THE POST. UNTIL WE HAVE A FULLY COMPUTERISED SYSTEM WE SHOULD BE ABLE TO LIMIT THE NUMBER OF DRAWINGS THAT ARE ALLOWED TO BE SUBMITTED ONLINE WITHOUT FURTHER CHARGE. ALSO PROBLEMS OF MOVING FORWARDS IN THE BEST WAY IN E-PLANNING, IS RELATED DIFFERENT PRIORITIES OF CORPORATE ICT, LACK OF RESOURCES AND CORPORATE PRIORITIES BEING TOO SLOW FOR PLANNING'S NEEDS.
- 47 Our authority was unsure if this questionnaire was to be answered from a planning officers perspective or our customers perspective
- 48 PDG for e-government ought to be ring-fenced for further investment.
- 49 Planning Portal applications - it should be compulsory for plans and fees to be submitted online at the same time. There should not be the option send separately by post.
- 50 Questionnaire completed as best we can at this time. County authorities are in a different position to districts/unitaries. We deal with a smaller number of applications but a large proportion of major development such as EIA proposals, which does not seem to be recognised fully in targets for e-planning. We have found great reluctance for developers to consider online submission but will often submit CDs with application.
- 51 RBC Planning are trying to move forward but have come up against obstacles. Obtaining correct tools, software and equipment for the job are paramount to success.
- 52 REDUCED FEE FOR ELECTRONIC APPLICATIONS WOULD MAKE IT MORE POPULAR

- 53 Restormel Borough Council.
- 54 Scrap the unrealistic targets for online applications/ comments. The introduction of this new process needs to be more gradual as not everyone has the same level of IT skills e.g. a London Borough in comparison to a more rural District
- 55 Something should be made to so that all plans received are indicated at what size paper they are scaled to help with the printing process.
- 56 Still little consideration for counties and often large duplication with the districts.
- 57 Thanks to planning delivery grant, the Council has made great strides in increasing the amount of planning work it does electronically. Providing funding is continued for this work, the problems identified above (apart from Parish Councils) will be overcome, but more slowly than could or should be the case.
- 58 The e-planning application option is only really available to planning agents and not general members of the public who, may have the necessary skill to draw a floor plan and elevational drawings but do not have access to high cost software to produce electronic drawings. Legislation itself is starting to stop members of the public making their own applications; the introduction of Access and Design statements prevents the average person making an application.
- 59 The general public does not have a clue on how to go about submitting or following up a planning application. A concerted effort needs to be made on a national scale on the availability of these services and how simple and effective they are to use.
- 60 The online form when printed off is harder to read than the council's own form
- 61 The online submission of planning applications will only take off when it is easier than printing off 4 copies and sending them by post/courier
- 62 The primary gain that we have made from e-planning is raising the expertise of staff in the area of ICT which has led to that service becoming the spearhead of T-Government that replicates the way GIS began in LPA's and is now established in middleware corporately. The staff are now a major resource in the T-Gov area, but also being tempted to leave and work in those areas!
- 63 The quality of the submissions needs to be increased in order to 'bring on board' more individuals and authorities to the benefits.
- 64 The running of dual systems (i.e. paper and electronic) has been financed by PDG but as grant is reduced LA's will be left with the legacy of the ongoing costs. They cannot progress fast enough to do away with paper and cannot afford to continue long term to finance both systems.
- 65 The use of targets/standards is useful but has to be backed with resources to enable aspirations to be achieved. This applies across the board, and should include stakeholders in addition to LPA's. The rate of on line applications is still very low and more needs to be done to encourage agents to adopt this approach so that e-enabled systems can make the most of PP submissions.
- 66 There are some statutory processes which are costly to carry out which could be done adequately in electronic manner (e.g. statutory public notices in the local press)
- 67 There are specific issues which arise associated with Minerals and Waste Development Applications

- 68 There continues to be issues relating to size of files of plans submitted electronically. Our Authority often has to re-scan to enable the public/consultees to be able to view electronically within an acceptable time. Plans can often take several minutes to display from a Broadband connection.
- 69 There is still reluctance from agents and applicants to submit electronically. Planners and consultees prefer to have paper plans to take out on site in order to assess applications.
- 70 There must be clear benefits to all users
- 71 This Authority couldn't realistically deal with a substantial increase in electronic applications due to the un-SMART internal processes (lack of DIPS and back office integration)
- 72 Time taken for suppliers/IS dept to implement software and fix (SX3 12 months, Resolution over 18 months. Most application forms are downloaded from our website. Job evaluation (nationally) has had negative effect on morale.
- 73 Too many authorities are raising minor problems instead of pushing software suppliers, the Planning Portal, etc. into more rapid development of their systems...
- 74 Unless customers have access to Broadband then the ability to view large files is almost impossible. Full electronic e-planning will be difficult to fully implement unless there is equal access to all within their own homes / organisations.
- 75 Until Consultees are made to accept information electronically there is no necessity to change
- 76 We are investing in systems that will improve our on-line service and are training councillors and agents in the benefits it offers but not everybody can afford the investment to use it
- 77 We are pushing the electronic service as much as we can but take up is still low.
- 78 We as a planning authority are fully supportive of the e-planning agenda, however, we do feel that more resource should be available to encourage the uptake of these services especially targeting service users e.g. consultees, agents, parish councils etc.
- 79 We feel further investment is required in Norfolk and education plus incentives to encourage more use of on line facilities. There is a resistance from small firms (agents) due to the cost of equipment. We are finding that some firms are e mailing direct rather than using the Portal due to problems they have experienced. We have 113 parish/town councils who would all need equipment/broadband. If all of this was in place our lives would be easier, having two systems is causing extra work.
- 80 We have experienced benefits from offering training and awareness sessions to both internal and external users of the service. This has involved visits to events by Planning Portal representatives.
If it was not for Planning Delivery Grant funding then it would have been difficult to have financed the necessary IT spend to develop the E-planning agenda.
- 81 We have received very few completed applications via the Planning Portal
- 82 We have recently introduced the Northgate and Comino systems and our ICT development is still evolving. Hence the above comments do not reflect a final or full development position by any means
- 83 We have to keep paper and E solutions running as consultees resist e-consultation. Make E targets mandatory on other public agencies and local government (Parishes)

- 84 We have worked hard with our agents with forums and getting the Planning Portal to present the benefits. We have sent a member of staff out to agents to set them up and show them how to use the system. We are so limited by poor broadband coverage it is impossible to submit online from large areas of the district. We also have some agents who submit 30 - 50 applications each who will not use computers.
- 85 We hope to be able to offer up to date planning applications documentation on the web very soon
- 86 WE NEED BETTER I.T. SUPPORT IN ORDER TO MAKE IT WORK
- 87 When consultation is carried out on new initiatives as well as involving the Council it must be a requirement to include the software companies. Encouragement is required to help keep the costs down.
- 88 Whilst the benefits of e-planning are fine in theory, this Authority has not been able to realise any significant benefits to justify the significant expenditure incurred in meeting the Pendleton criteria. The business case cannot be justified.
- 89 Word of mouth recommendations from users who have successfully used e-planning services, users who clearly support the use of the service and are aware of the benefits. Agents need to sell it to fellow agents, citizens to citizen (post positive comments on the web pages, in libraries, etc.)
- 90 Would like to raise the difficulties to trying to provide a truly joined up solutions when software vendors are not partners. Makes the whole situation very difficult to show any sort of efficiency.

APPENDIX 1

The Questionnaire

LPA e-Planning Questionnaire

Please fill in the form following the instructions and save the finished form with name of your authority. Please return the form to planningsurvey@pendleton-assoc.com

Q1	Overall how do you feel about e-applications made to your authority compared with paper-based applications?	(Please add a Y next to the most appropriate response from the selection below and leave the other boxes blank)
Q1 a)	<i>Online applications are easier and/or quicker to assess than paper-based applications.</i>	
Q1 b)	<i>Online applications are harder and/or slower to assess than paper based applications.</i>	
Q1 c)	<i>There are no differences in how long or how difficult it is to assess online and paper based applications.</i>	
Q2	Generally do you or your colleagues assess the applications made online, on screen or print out drawings, site plans and statements etc. and carry out a desktop assessment on paper?	(Please add an O if you assess the following on-screen or a P for if you assess on print outs)
Q2 a)	<i>Shopfront applications</i>	
Q2 b)	<i>Agricultural applications</i>	
Q2 c)	<i>New residential development(s)</i>	
Q2 d)	<i>Change of use applications</i>	
Q2 e)	<i>Lawful use or development certificates applications</i>	
Q2 f)	<i>Demolition applications</i>	

Q2 g)	<i>Dwelling extensions / alterations applications</i>	
Q2 h)	<i>Major applications</i>	
Q3	If any of the following statements concerning online applications apply to your LPA please mark in the corresponding box	(Please add a Y next to the most appropriate response from the selection below, mark all that apply)
Q3 a)	<i>Our LPA prints at least 1 copy of all drawings and statements which have been submitted online</i>	
Q3 b)	<i>Applications received online are printed out by admin staff and then entered into the validation process in the same way as an application received by post would be</i>	
Q3 c)	<i>Digital versions of site plans, with boundaries marked in red, have on occasion been missed because a black and white print-out of the site plan was being used for validation or for the officer's assessment of the application</i>	
Q3 d)	<i>Our LPA has had to request that paper copies of drawings which were submitted online to be sent via post</i>	
Q3 e)	<i>Our LPA does not have a Plotter which can print larger format drawings e.g. A0 or A1 size</i>	
Q3 f)	<i>Our LPA has experienced problems associated with scaling 'Pdfs' or 'Cad' drawings submitted online</i>	
Q3 g)	<i>Our LPA has received scanned drawings submitted electronically by an applicant/agent which are distorted or marginally out of scale</i>	
Q3 h)	<i>Sometimes, File sizes of documents submitted online are too large and that makes it very difficult store or assess them</i>	
Q3 i)	<i>When applicants/agents are corresponding or re-submitting drawings by e-mail, some files or e-mails 'bounce back' because of our LPA's restrictions on file sizes or fire wall policies</i>	
Q3 j)	<i>Well established processes or procedures for the assessment of paper based applications are not compatible with electronic based applications and the work load has increased as a result</i>	
		(Please add your estimates below)
Q4	How many paper based applications do you estimate that your authority has received since 1st January 2006?	
Q5	How many online applications do you estimate that your authority has received since 1st January 2006?	
Q6	Approximately, how many applications made online to your authority were considered invalid on receipt since 1st January 2006?	
Q7	Approximately, How many paper based applications made to your authority do you estimate were considered invalid on receipt since 1st January 2006?	

		(Please add what you feel is the main reason)
Q8	What are the main reasons paper based applications were made invalid on receipt?	
Q9	What are the main reasons online applications were invalid on receipt?	
		(Please add Y for Yes, N for No and NS for Not Sure)
Q10	Do you feel that your authority's current IT technology and computers are capable of delivering a full e-Planning Service?	
Q11	Do you feel that the level of IT skills within your authorities planning section is adequate to support an increase in on-line applications made to your authority?	
Q12	Since online applications have become more common, do you feel that there has been a reduction in the volume of enquiries and calls to the duty planner / planning department?	
Q13	Are there any issues which result in some officers/stakeholders are not being prepared to deal with applications which are made online?	
Q14	Do you feel that your authority has adequate means to assess, scale and measure drawings on screen?	
Q15	Do you think that the use of e-mail has made it quicker and easier to respond to enquiries?	
Q16	Do you feel that there is a higher volume of representations for applications since people have been able to email them in to you?	
Q17	Do you advertise on applications and consultation letters that people can email representations to the council?	
Q18	If you can, please state 3 key barriers that you feel exist that prevent the increased use of electronic planning systems within your council.	(Please try and keep to 1 sentence responses)
Q18 a)	Key barrier 1	
Q18 b)	Key barrier 2	
Q18 c)	Key barrier 3	
Q19	Please state 3 key barriers that you feel exist that prevent the increased use of electronic planning systems to other stake holders(Parish councils, amenity groups, statutory consultees etc).	(Please try and keep to 1 sentence responses)
Q19 a)	Key barrier 1	

Q19 b)	Key barrier 2	
Q19 c)	Key barrier 3	
Q20	What is the one thing you think will increase the use of e-planning systems?	
Q21	Any other comments or issues that you wish to raise?	