



# Local Authority Planning Systems

Review by TerraQuest



## Project description

TerraQuest has been working with a leading London planning authority since July 2022, providing a full diagnostic analysis of their land and property business process back-office systems, focussing on:

- Conducting a full review of usage of the existing system across the council
- Assessment of business processes in place for each service area that uses the system
- Conducting a thorough review of the solution and supplier, understanding fitness for purpose
- Gathering of high-level requirements with a review of the market for each of the service areas via soft market testing, with emphasis on innovation to meet future council needs
- Benchmarking against other London Boroughs/Local Authorities, identifying what systems and strategies are being adopted
- Options appraisal with due consideration of value for money strategies and solutions to deliver current and future requirements.





# Service delivered



The first assignment included an initial diagnostic review of current situation and future options.

Through extensive stakeholder interviews, investigation, and engagement with suppliers and Local Authorities, TerraQuest produced an assessment of the current situation at the council and made recommendations on the way forward.

This drew on our wealth of knowledge of planning, building control, land charges, regulatory services and housing, operational experiences of the processes and data, and the supplier market.

The report was very well received by the council and a further engagement was commissioned to deliver detailed requirements, business process review and data quality audits in 2023.

# Benefits



## Modern technology

Modern technology with better API Integrations



## Data management

Improved data management and business processes



## Time

Time-cost efficiencies



## Customer service

Improved customer service



## Contract management

Contract management and governance



## Product enhancement

Continual supplier product enhancement



## Ownership

Transfer ownership of infrastructure and maintenance to the supplier



## About TerraQuest

TerraQuest is the UK's foremost technology and data business, specialising in land and planning services

This has required the development of processes and proprietary systems specifically designed to manage large volumes of property information.

TerraQuest has been providing planning and land referencing services since 1972 and the Planning Portal for England under shared ownership with DLUHC since 2015.

Our services are delivered to exacting standards and against high performing service levels.



# Digital transformation **services**

Using our experience, knowledge of leading practices, and understanding of key organisation requirements we use four fundamental principles which we have applied to the development of the transformational digital management service:



## Safe and secure

To be safe and secure offering service continuity



## Retain and optimise

Retain and optimise current capability



## Transform and innovate

Transform and innovate the service



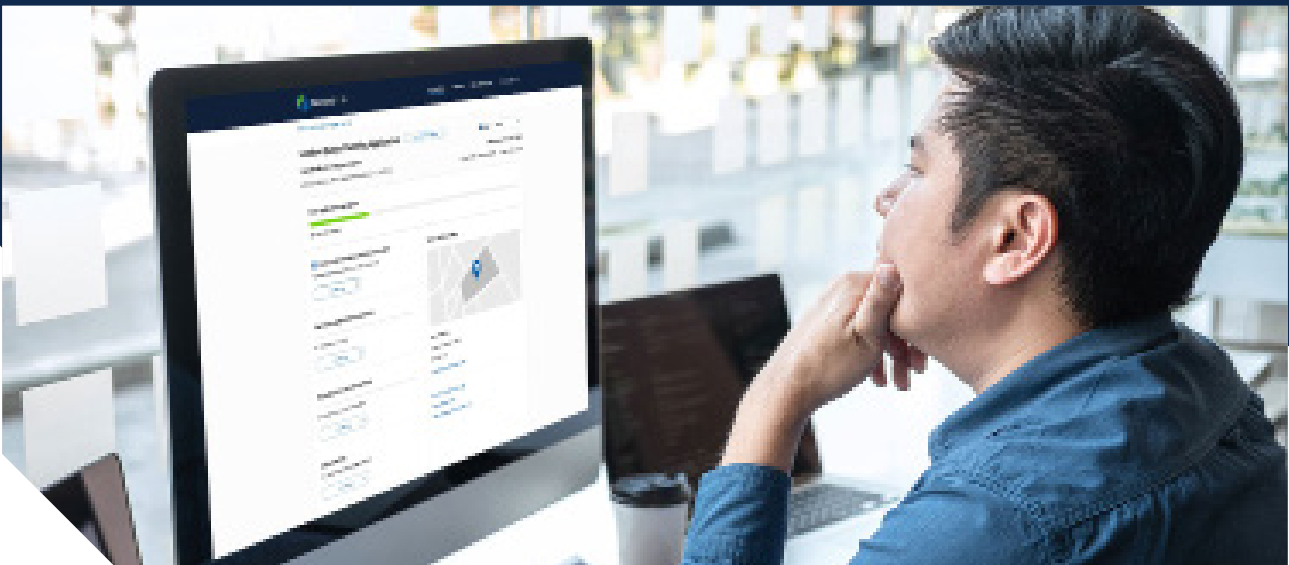
## Partnership

Working in partnership to achieve social value targets



# Experience and expertise

TerraQuest has been working with Local Authorities on transformation and modernisation programmes for over 25 years



These include the national Planning Portal used across all English and Welsh Authorities and have recently launched a common Planning Portal seamlessly integrated into the back-office system across 10 Northern Ireland councils and the Department for Infrastructure. The Northern Ireland Regional Planning System (NIRPS) provides both two-way connection between web front-end and the back-office, and also auto validation. This is a 20-year contract, and the system will constantly evolve alongside technology.

We have a professional team of highly skilled solutions developers that are well versed in planning system developments through all or part of the lifecycle to meet client expectations. Over time we have developed a highly efficient solutions that have streamlined our work in this field and allowed us to firm-up our place as one of the leading providers of planning systems and digital transformation services.

Our Service Delivery Managers, Technical Consultants and Business Analysts have over 50 years of combined experience of managing public and private sector projects and have been providing line management and management reporting for the TerraQuest data projects for many years.



## Contact us today

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For more information about TerraQuest services.



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