



PlanningPortal

Planning application **process improvement**



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TerraQuest
DATA SOLUTIONS



Planning application process improvement

We know planning departments are under time and budget pressure.

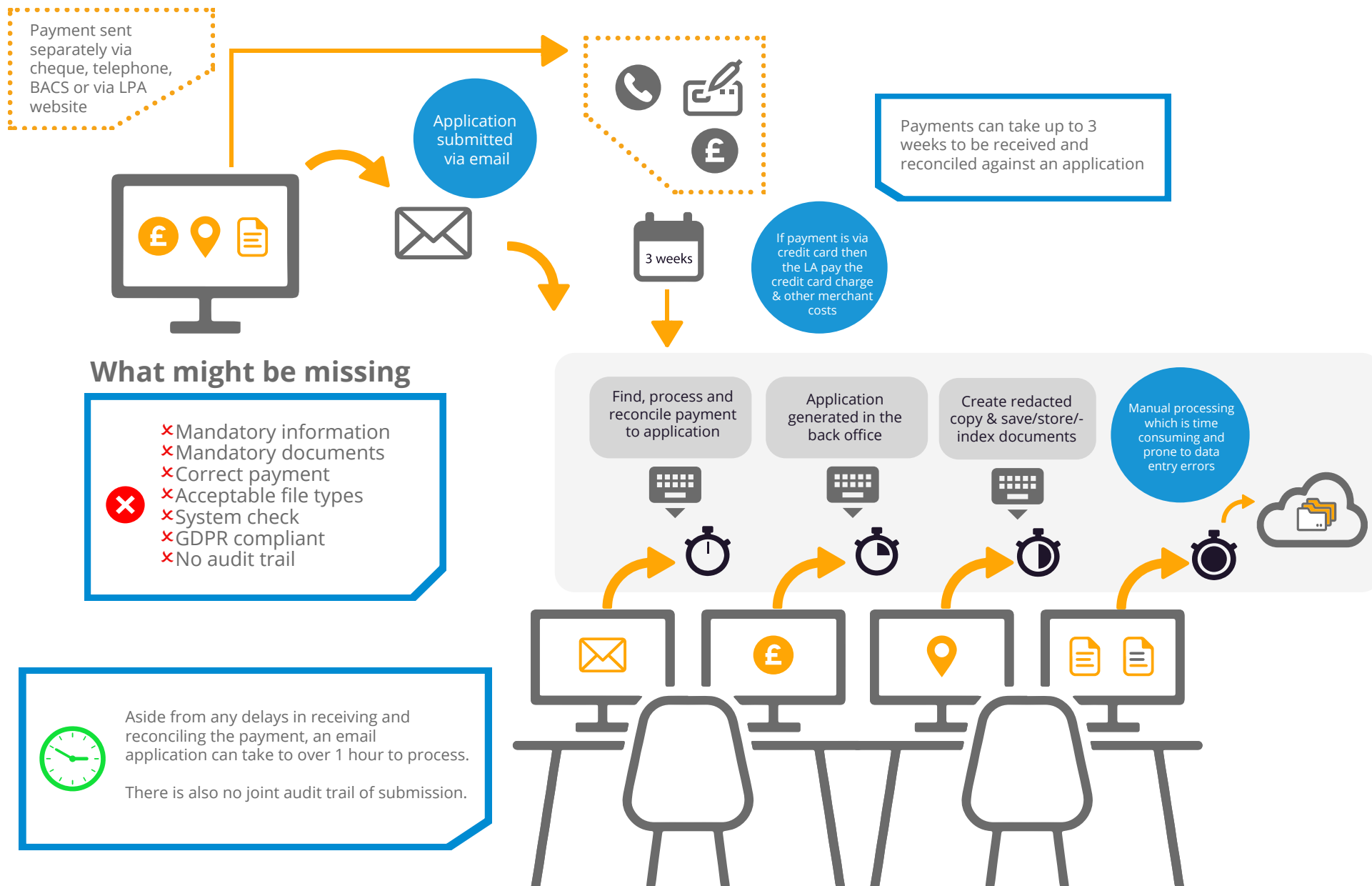
We also know that streamlining the channels customers use to submit planning applications can save time and money. One of the best ways to do this is to reduce the amount of emailed planning applications that your Local Authority receives.

The following table highlights the **efficiency saving** when receiving a Planning Portal application versus an email application.

Average timings

Application type	Email	Portal	Registration time saving
Householder	40 mins	10 mins	30 mins
Minor	3 hrs	2 hrs	1 hr
Major	8 hrs	3 hrs	5 hrs

Email application **process**



Planning Portal application **process**

What we send

- ✓ Mandatory information
- ✓ Mandatory documents
- ✓ Correct payment
- ✓ Acceptable file types
- ✓ System check
- ✓ GDPR compliant
- ✓ Fully auditable



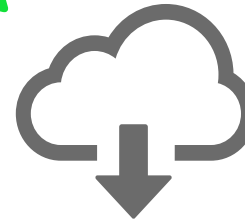
Application details automatically retrieved into the Back Office



What happens/benefits

Application details automatically retrieved into the back office

- ✓ Application
- ✓ Associated documents
- ✓ Fee
- ✓ Redacted copy
- ✓ Documents added to DMS



The application, supporting documents, plans and payment are automatically transferred from the Planning Portal into the back office. The planning team just needs to check documents, plans and fees are correct.

Working together

The Planning Portal has recently worked with many Local Authorities to help reduce receipt of applications via email.

Agent forums

We would like to present at your next agent forum to show you how we can engage with agents and discuss the benefits of using the Planning Portal.



Internal forums

Showing your planning teams how a planning application is submitted on the Planning Portal and demonstrating the benefits to both applicants and you.

Website messaging

By ensuring the correct links and terminology on your website validation lists and mandatory documents are in place, you can guide applicants to the most efficient way to submit their application.



Case studies



Cornwall Council

Since the 1 April, Cornwall Council no longer accepts email planning applications, and requests applications are submitted using the Planning Portal.

[View website](#)



North Somerset Council

North Somerset Council only accepts digital planning applications via the Planning Portal.

[View website](#)



East Devon District Council

East Devon District Council now recommends that the quickest way to make and submit planning applications is via the Planning Portal.

[View website](#)

Contact us

If you're interested in learning more about how the Planning Portal can support you to reduce the number of applications you receive by email, then please get in touch.



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