



Spatial Planning Services

Transform your planning process to proactively manage development opportunities.

- Exceed government targets for determining planning applications
- Save 20% through improved processes and enhance quality
- Increase the efficiency and effectiveness of the planning service
- Improve planning policy and customer focus
- Facilitate shared services or collaborative working with adjacent local planning authorities
- Harness the power of local and regional plans to release more land and meet housing and economic development requirements of the community.

Through our comprehensive services you can analyse, review and redesign existing business processes and manage change.

Supporta TerraQuest can help you to achieve transformation in performance and efficiency of planning services.

Planning in the 21st Century requires a new approach, not just to policy-making, but also to the way development is implemented.

Resources need to be more effectively used than ever before to deliver the community a planning service that meets its needs.

Supporta TerraQuest can help you:

- Make a business case for investment in change;
- Generate a Performance Improvement Plan or a Change Management Programme;
- Identify and implement new business procedures;
- Register and validate planning applications;
- Improve service performance;
- Produce Service Performance Monitoring Reports;
- Train and provide guidance and support to staff;
- Support partnership working with neighbouring local authorities.

You can deliver a planning environment that meets the needs and aspirations of your community.

In order to correctly align our services to meet your needs we can meet with you to understand:

- Issues that need to be resolved;
- New practices that need to be adopted;
- Areas of existing practice that need to be handled differently.



Case study - Epping Forest

The Planning Department at Epping Forest District Council deals with about 2,700 applications a year. The Council has been working with Supporta Since 2003 to implement an upgraded IT software platform and improved business processes in order to improve their planning and land related services to meet customer service expectations and Government targets.

As a result of this work there has been significant improvement in the effectiveness and efficiency of the planning service in an environment of greater development activity and increasingly complex planning proposals.

- Major applications determined in time rose from 48% to 73%.
- Minor applications determined in time increased from 57% to 80%.
- Other applications determined in time increased from 79% to 89%.
- The numbers of applications being received on-line also grew from zero in 2004-05 to 10%.

“Without the appointment of Supporta TerraQuest, the Council would not have succeeded in its objectives. The Consultants’ subject knowledge, data processing capabilities, and project management skills were effectively brought to bear on our problems in a very short time period, enabling the Council to make huge progress...”

John Preston, Head of Planning & Economic Development Epping Forest



Contact us

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