

G-Cloud 11 Cloud Software Service definition document: Building Control service

1 Solution Overview

- 1.1 TerraQuest is a key provider for the provision of a one stop shop for services operating across the building sectors; with primary customers being any business or citizen involved in planning, building and related approvals.
- 1.2 TerraQuest applies its broad range of skills to deliver a suite of online forms to collect statutory and Authority required information to support decision making processes. We provide:
 - 1.2.1 Online applications, information and help.
 - 1.2.2 Processed and transmitted using open schema (standard) connector.
 - 1.2.3 Integrated on-line support on guidance to help customers.
- 1.3 The key benefits include:
 - 1.3.1 Centrally managed services: providing centrally managed shared, consistent, services.
 - 1.3.2 Open Standards of information
 - 1.3.3 Single source authoritative content: Authoritative content to providing advice and guidance.
 - 1.3.4 Centralised web service tools that: Support common shared, and consistent, services - centrally managed and hosted but supporting a decentralized and localized management arrangement.
 - 1.3.5 The use of contemporary technology is an enabler for more efficient service delivery in the Building Control service area.
- 1.4 We have established, long term relationships with LPAs and Professional bodies and worked with many local authorities to gain valuable insight into what a National Building Control service should offer and provide standard forms for each of the key submission types of Full Plans, Building Notice and Regularisation certificate.
- 1.5 From an applicants' perspective, we provide them with a user-friendly online service that's fully device compliant – meaning they can work anywhere using their chosen technology from PC, laptop, tablet or phone.
- 1.6 The service will allow the creation of applications with functionality to select and complete forms, attach appropriate supporting documents, calculate and pay fees and finally submit applications.
- 1.7 Direct links to the building control submission service can be provided to link to websites, with supporting content and images; to complement existing content and improve the user journey for customers seeking building control guidance and information, or advice on making an application.

2 Service Engagement

- 2.1 To facilitate service implementation and use we have three levels of engagement:



2.1.1 Level 1: Introductory

Applicants can identify the Local Authority Building Control (LABC) organisation by the postcode and complete a building control application form. The forms are fillable and saveable and can be emailed to the appropriate LABC.

2.1.2 Level 2: Online Application submission

A complete online service with the ability to apply online in a similar way to the current planning submission service. The local authority will have access to an online account to download applications. The account will include additional functions to administer payment options and configure application fee amounts.

2.1.3 Level 3: Integration with LABC back-office system

As Level 2 above, but applications will be automatically retrieved into the LABC back-office system. This will require development by your system provider.

3 Service Support

- 3.1 We are committed to achieving the highest levels of customer service and understand that to achieve and maintain this; the service must be supported and managed to high standards.
- 3.2 We will provide a variety of different levels of service and customer support as required and will welcome the opportunity to discuss specific requirements further. Support will be based upon ITIL v3 best practice processes and functions; all support managers are qualified to a minimum of intermediate level and the service desk staff are either qualified at foundation level or have experience of working in an ITIL environment.
- 3.3 To continually improve the effectiveness and efficiency of our services and practices we will hold regular service reviews with agreed outputs feeding into our continual service improvement process. The frequency, attendees, format and location will be agreed to fit with the customer requirements.
- 3.4 Our existing service/help desk will be extended to meet customer requirements, providing weekday email and telephone support during supported hours.
- 3.5 To contact the service desk, users are directed to our online help centre which is available 24x7 and provides answers to frequently asked questions (FAQs) or details of appropriate contact points.

4 Invoicing

- 4.1 The services will be invoiced on a quarterly basis.