

SMART

Spatial Monitoring Analysis and Reporting Technology

SMART Service Definition (2026)



About CDPSoft

CDPSoft is a software supplier based in London, experienced in the design, development and supply of specialist advanced software products in the Public Sector. Since 1994, we have provided solutions that enable you to increase productivity and utilisation, reduce cost and administration and improve overall service quality and outcomes.

Our award-winning cloud solutions are used across a diverse range of sectors and disciplines in the UK.

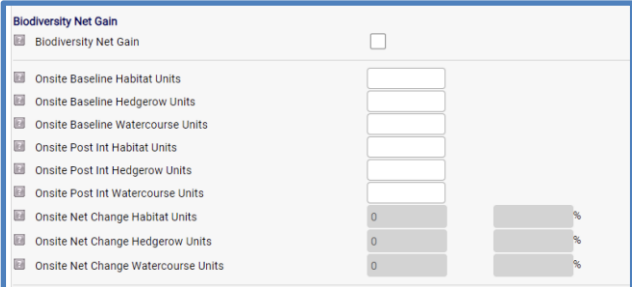
CDPSoft has a long-established, proven solution for Strategic and Forward Planning, including monitoring, analysis and reporting.

Our **smart** solution is the only purpose-built monitoring, analysis and reporting software specifically designed for the needs of Local Authorities.

Based around an extensive housing monitoring module, **smart** extends into many other areas such as Employment, Sustainability and Transport and is fully configurable for any custom monitoring requirement.

smart combines intelligent workflow and simple, intuitive web-based wizards with sophisticated analytics, reporting and GIS to provide the definitive monitoring tool for Local Authorities.

smart features support for the recording of per Permission Biodiversity Net Gain (BNG) summary information (On-site, off-site, pre- and post-intervention data, together with overall net change values for habitat, hedgerow and watercourse.



Biodiversity Net Gain	
☐ Biodiversity Net Gain	
☐ Onsite Baseline Habitat Units	
☐ Onsite Baseline Hedgerow Units	
☐ Onsite Baseline Watercourse Units	
☐ Onsite Post Int Habitat Units	
☐ Onsite Post Int Hedgerow Units	
☐ Onsite Post Int Watercourse Units	
☐ Onsite Net Change Habitat Units	0 %
☐ Onsite Net Change Hedgerow Units	0 %
☐ Onsite Net Change Watercourse Units	0 %

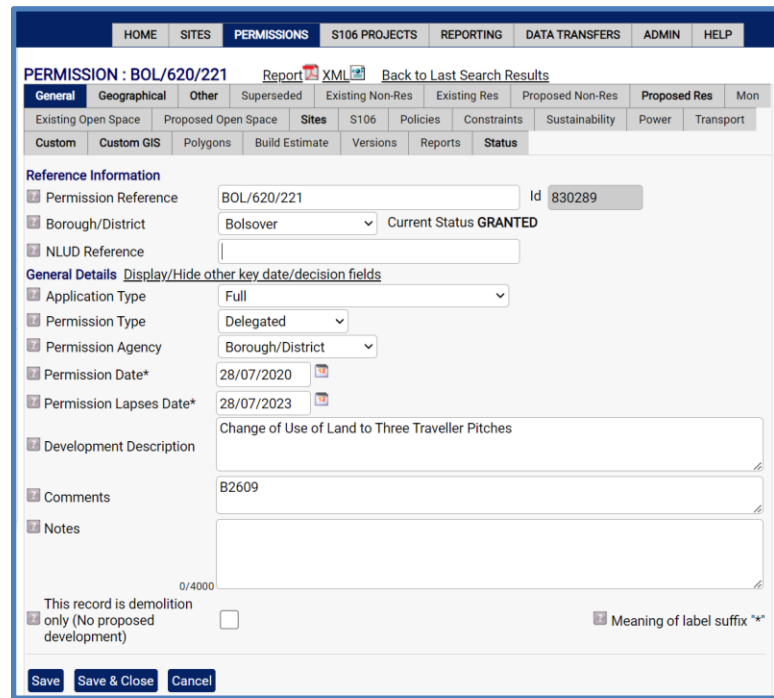
A crucial component of CDPSoft's strategy is to build new products in partnership with our Customers and User Groups. As a result, development is customer-led, and our software solutions are customer-focused.

We combine our software development expertise with the specialist business/sector knowledge of our customers to create sophisticated software that improves and enhances service delivery and outcomes.

Deploying smart planning

smart can be deployed for a single Local Authority, County Groups or Regional/Sub-Regional Consortia, with multiple uses including:

- Planning monitoring
- Annual monitoring reports
- Policy, strategy and objective monitoring
- Housing trajectories
- 'Joined up' monitoring
- Advanced Querying
- Sustainability appraisal



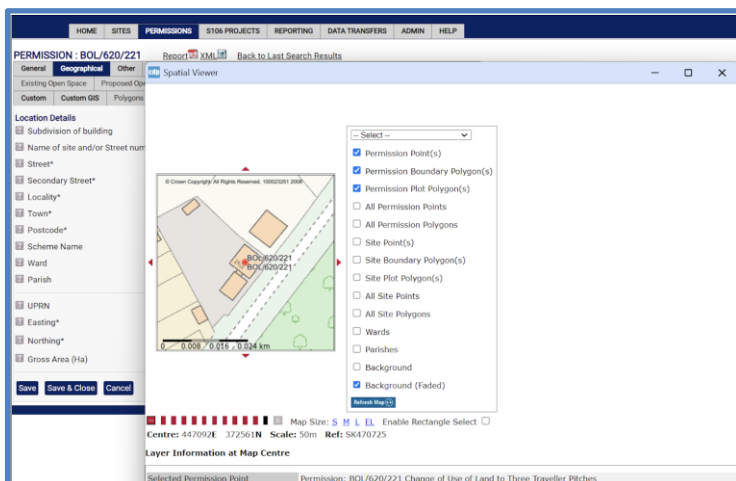
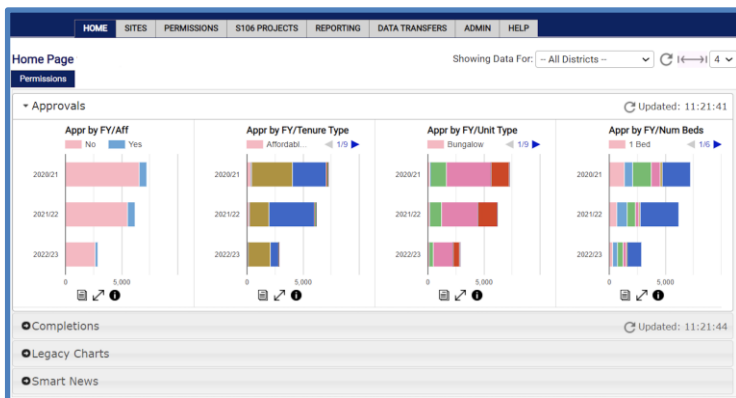
The screenshot shows the 'PERMISSION : BOL/620/221' form in the smart planning system. The form is divided into several sections: 'Reference Information', 'General Details', and 'Comments/Notes'. The 'Reference Information' section includes fields for 'Permission Reference' (BOL/620/221), 'Borough/District' (Bolsover), 'Current Status' (GRANTED), and 'NLUD Reference'. The 'General Details' section includes 'Application Type' (Full), 'Permission Type' (Delegated), 'Permission Agency' (Borough/District), 'Permission Date*' (28/07/2020), 'Permission Lapses Date*' (28/07/2023), and 'Development Description' (Change of Use of Land to Three Traveller Pitches). The 'Comments' field contains 'B2609'. The 'Notes' field is empty. At the bottom, there is a checkbox for 'This record is demolition only (No proposed development)' and a legend for 'Meaning of label suffix **'. The form has 'Save', 'Save & Close', and 'Cancel' buttons.

smart Solution Overview

smart combines intelligent workflow and simple, intuitive web-based wizards with sophisticated analytics, reporting and GIS to provide the definitive monitoring tool for Local Authorities.

Key Features:

- Full permission lifecycle
- Create sites and manage allocations
- Algorithms for quality and accuracy
- Configurable alerting and reporting
- S106 module
- Import historical data
- Automated interfaces
- Configurable for local monitoring needs
- Full use class/land use code support
- Biodiversity Net Gain (BNG) recording



smart features a GIS-enabled reporting tool, including pre-written standard reports, which are expanded in each new release. Custom reporting functionality allows users to create and publish their own reports. Power users can create complex reports, including geospatial queries.

One of the main benefits of **smart** is its capability to support data provision and reporting for the many Government Returns. E.g. Annual Monitoring Reports for Local Development Frameworks and Regional Spatial Strategy as well as other Sustainability Appraisals.

Built-in interfaces enable data exchange with 3rd party applications (e.g. Development Control) and internally developed systems (e.g. Access databases, observatories).

smart supports XML or CSV.

Buyers can use single deployments (Solo) or multi-LA deployments (Hub). Delivered as a cloud solution, **smart** requires little to no local IT resource enabling a rapid start-up time, including optional data migration.

Advantages Include:

- Provides definitive monitoring view
- Extensive analytics and reporting
- Advanced querying including Housing trajectories
- Interfaces with existing systems
- Supports best practice/MHCLG guidance
- Streamlines administration creating synergies and efficiencies
- Facilitates cross-department and cross Authority collaboration and coordination
- Improves monitoring process and querying
- Facilitates joint data collection and cross-department information sharing
- Expands information access and data sharing throughout the organisation

System requirements:

The minimum supported specification for **smart** is the latest releases of Microsoft Edge, Google Chrome, and Safari.

smart will work on any internet-enabled device. In terms of PC specification, since **smart** is browser-based, it does not impose much of a load on the host PC; the minimum requirement is Windows 10 (until end of Microsoft support) or later with at least 2GB of memory.

smart is not media-rich, so data transmission is light and only restricted by the amount of data that will be used.

Hosted Service Summary

The hosted service is provided from an ISO 27001 Information Security and ISO 9001 Quality Management Tier III data centre that is based in the UK. The primary environment is located in a sub-terrain, steel-reinforced concrete shell, with externally monitored alarms. Access control is by access fob and physical key controls. A one-hour UPS protection system is in place and a dual power capability for mains grid electricity supply and cold standby generators. Environment conditioning is currently provided by three 40% utilised refrigerated air conditioning units.

Business Continuity / Disaster Recovery

Plans are operation wide and are therefore not tailorable to a Buyer's own plans. Non-sensitive

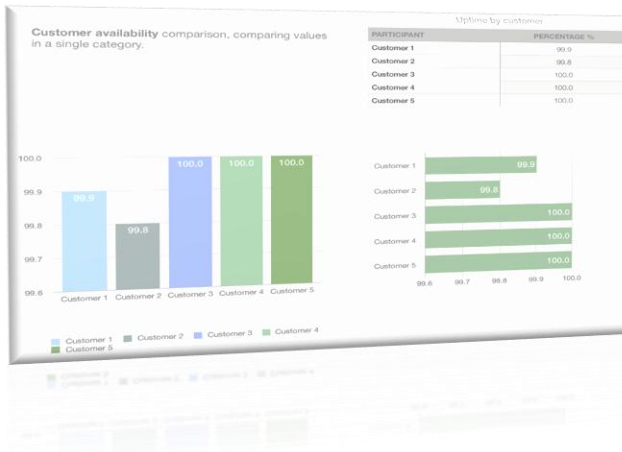
plans are available for the Buyer to review on request, prior to entering a Call-Off.

Summary of arrangements in place:

- ISO 27001.
- ISO 9001.
- Business continuity, dual hosting sites in the event of denial of access to primary location.
- Host Intrusion Prevention application in addition to Perimeter; ISO 27001 (BS7799) and dedicated Firewall installations.
- Host Intrusion Prevention (Host IPS) for servers, monitors and blocks unwanted and suspect activity and threats. Host IPS for servers maintains server uptime and protects assets like applications and databases. It utilises multiple methodologies, including signature and behavioural intrusion prevention, a system firewall and application- blocking controls with automatic vulnerability shields and security content.
- https:// - minimum 256 bit encryption.
- Humidity, smoke and moisture monitoring linked to email/ SMS notification direct to the operator's team.
- Warm standby policy offering four-hour recovery as standard.
- Software patched to current release. Patching and updates will be maintained for the life of the installation.
- Daily images are retained for up to 90 days.
- All backups are held on a secure device, accessible from only the data centre network.

Availability

The Hosting Servers for the Licensed Programs will be available 24/7, excluding scheduled downtime and emergency security patches. The Licensor will use all reasonable endeavours to meet a 99% Service Level against this target.



Support & Service Levels

CDPSoft covers the rapid correction of any errors in the code, crashes, loss of data, performance management, regular security penetration testing, plus ongoing enhancements of the Licensed Programs.

We undertake to provide a number of people who understand the client system and are able to both

provide necessary support for ongoing issues and also deliver any necessary upgrades.

One of the team will be assigned as lead role for the client, and it will be part of this individual's job to maintain effective working relationships with client personnel so that a professional service can be provided. We believe that this is key to a successful ongoing relationship.

Initially, this person will be one of the senior developers of the system. This person may be changed from time to time with a fully trained alternative. Our documentation and knowledge transfer processes ensure that adequate knowledge of the system is retained in the company. Our very low staff turnover, along with long-term stable partnerships, helps to retain expert knowledge over time.

We will use all reasonable endeavours to adhere to the Service Level Agreement detailed in the table below. We have a dedicated help desk and use an online help desk system to receive, track, respond to and monitor all help desk tickets.

Error Category	Response Time (Phone)	Response Time (Onsite)*	Temporary Fix	Permanent Fix
Major Error	4 hrs	Same day if received by 16:00	1 Working Day	5 Working Days
Serious Error	4 hrs	Next Day	1 Working Day	5 Working Days
Other Error	4 hrs	By agreement	5 Working Days	10 Working Days

*Onsite is not standard in the Service Level Agreement.

Please note: a Fix may be achieved in up to 10 Working Days but may be included in a future release/update, which will require an update at a later date at the Licensor's sole discretion.