



LANDARNA SERVICE DEFINITION DOCUMENT

(G-Cloud 15)

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3 ADAPT

1 INTRODUCTION

This Service Definition describes LANDARNA, a cloud-hosted software service provided under the G-Cloud framework.

It is intended to help UK public sector organisations understand what the service does, how it is delivered, and the scope and limits of what is included within the subscription.

This document should be read alongside:

- The Digital Marketplace service description
- The published Pricing Document
- The Service Level commitments
- The Order Form and Call-off Contract agreed at the point of purchase

Where there is any conflict, the Order Form and Call-off Contract take precedence.

2 SERVICE OVERVIEW

LANDARNA is a software-as-a-service (SaaS) platform designed to support organisations in managing, appraising and comparing land and site portfolios using consistent, transparent and repeatable criteria. It is designed to enable teams to collaborate on land and site opportunities across multiple devices using a shared, web-based platform.

The service provides tools to:

- Organise sites and land holdings into portfolios
- Apply appraisal frameworks and scoring logic
- Explore alternative scenarios and assumptions
- Generate reports and exports to support internal decision-making

LANDARNA is a decision-support tool. It enables users to apply their own criteria and judgement to available data but does not replace professional, statutory or legal decision-making.

3 SERVICE SCOPE

LANDARNA is provided as a standardised cloud software service, accessed via a web browser.

Within the scope of the service, users can:

- Visualise and explore land and sites using integrated geospatial datasets
- Configure appraisal frameworks to assess suitability, availability and achievability
- Support consistent site assessment processes, including HELAA-style exercises
- Build and compare scenarios across individual sites or portfolios
- Model land-use change and development options over time
- Generate reports and structured outputs to support internal decision-making

The platform supports exploration of a wide range of land uses and interventions, including:

- Residential development (for example varying density, standards and sustainability benchmarks)
- Employment and community uses across different planning use classes
- Renewable energy options assessed at site or portfolio scale
- Natural capital and nature-based interventions, such as woodland creation or biodiversity-focused projects

LANDARNA enables users to estimate and compare indicative impacts, costs and potential income streams using configurable parameters and benchmark data. Outputs are intended to support comparison and discussion rather than provide definitive determinations.

LANDARNA is designed to be usable by a wide range of users and is developed with accessibility in mind. The service is developed with reference to the principles of the Web Content Accessibility Guidelines (WCAG) 2.2 at AA level, which is the standard expected for UK public sector digital services. Accessibility considerations are incorporated into the ongoing development and operation of the service. Further detail is provided in the supplier's published Accessibility Statement and G-Cloud responses.

4 SUBSCRIPTION TIERS

LANDARNA is offered under two subscription tiers to reflect different organisational needs, levels of functionality and scale of use.

Both subscription tiers are provided as cloud-hosted Software as a Service (SaaS) and include secure hosting, routine maintenance and standard support. The selected subscription tier and applicable pricing (see Pricing Document) are confirmed at call-off and recorded in the Order Form.

4.1 LANDARNA CORE

LANDARNA Core is suitable for smaller teams or organisations requiring consistent site appraisal and decision-support using geospatial data.

Core is typically used for:

- Site-level analysis
- Pilot studies and early-stage option assessment
- Smaller portfolios where collaboration is primarily internal

The Core subscription provides tools to apply consistent appraisal criteria, automate scoring using repeatable workflows, and explore options at site or small-portfolio scale. It is designed to support structured decision-support without the need for portfolio-wide aggregation or external collaboration.

The Core subscription includes:

- Access to the LANDARNA platform within defined limits
- Site-level appraisal and automated scoring
- Geospatial mapping and dashboards
- Audit-ready, repeatable assessment workflows
- Integration of national geospatial datasets
- Configuration of appraisal criteria, weightings and scoring logic
- Standard reporting and data export functionality
- Licensed user access, onboarding and support as defined in the Pricing Document

4.2 LANDARNA ADVANCED

LANDARNA Advanced is suitable for larger teams or organisations requiring portfolio-scale analysis, scenario testing and enhanced collaboration.

Advanced supports strategic and cross-boundary use cases, including:

- Local Plan and Spatial Development Strategy (SDS) support
- Estate-wide land and asset strategies
- Programme-level and phased planning across portfolios

The Advanced subscription enables users to assess environmental, social and economic impacts across multiple land-use options and to share selected sites and portfolios externally with partners and stakeholders using appropriate permission controls.

In addition to Core functionality, the Advanced subscription includes:

- Higher site, land area and data limits
- Integration of organisational and licensed local datasets
- Site creation and land-use / development definition workflows (for example call-for-sites processes)
- Portfolio-wide and regional scenario testing
- Aggregated portfolio-level analytics and reporting
- Multi-team and cross-departmental use
- Guest user access to support external collaboration
- Additional onboarding and support time, as defined in the Pricing Document

The Advanced subscription remains a standardised SaaS offering and does not include bespoke software development or advisory services unless separately agreed.

4.3 INDICATIVE COMPARISON OF SUBSCRIPTION TIERS

The table below provides a high-level, explanatory comparison of the two subscription tiers. Detailed functionality, limits and exclusions are defined in this Service Definition and the Pricing Document, which take precedence.

Table 4.1 Indicative Comparison of Subscription Tiers

Capability area	LANDARNA Core	LANDARNA Advanced
Typical use	Site-level appraisal, pilots, smaller internal teams	Strategic, portfolio-scale and cross-boundary use
Site appraisal and automated scoring	Included	Included
Geospatial mapping and dashboards	Included	Included
Assessment workflows	Standard, repeatable workflows	Extended, portfolio-wide workflows
Use of national geospatial datasets	Included	Included
Use of organisational / licensed datasets	No	Included
Scenario testing	Site	Portfolio-wide and phased
Impact assessment	Site-level	Multi-site, regional or portfolio-level
Portfolio analytics and reporting	Limited	Included
Collaboration	Primarily internal	Multi-team and external (guest users)
Onboarding and support	Standard	Extended

5 USERS, ACCESS AND PERMISSIONS

5.1 LICENSED USERS

Access to the service is provided on a per-user basis through named user accounts.

Licensed users can:

- Create, view and manage sites and portfolios
- Configure appraisal criteria and parameters
- Run assessments, scenarios and reports
- Export data and outputs

The number of licensed users included is defined in the Pricing Document and confirmed in the Order Form.

5.2 GUEST USERS (ADVANCED ONLY)

LANDARNA Advanced includes guest user access to support collaboration with external stakeholders.

Guest users:

- Are external to the host organisation
- Have restricted, permission-based access to selected sites or portfolios
- Are intended for read-only or limited interaction
- Cannot perform configuration or administrative functions

The number of guest users included is equal to the number of licensed users under the Advanced subscription. Guest accounts may be reassigned once per contract year.

5.3 ROLES AND PERMISSIONS

LANDARNA uses role-based access controls to manage access to data, configuration and administrative functions. Permissions are typically configured during onboarding and may be updated by customer-designated administrative users..

5.4 AUTHENTICATION AND ACCESS CONTROL

Access is restricted to authorised users through secure authentication mechanisms. User activity is logged. Further detail is provided within the G-Cloud security responses.

6 CONFIGURATION AND USE OF THE SERVICES

6.1 INCLUDED CONFIGURATION

Users can configure:

- Site metadata fields and classifications
- Site filters
- Assessment templates and workflows
- Scenario templates including parameters, including development standards and phasing

Configuration enables consistent assessment and scenario comparison using existing platform functionality.

6.2 ONBOARDING CONFIGURATION SUPPORT

Standard onboarding includes support to:

- Set up users and permissions
- Set up Appraisal criteria, indicators, weightings, scoring logic and thresholds
- Configure initial appraisal frameworks and workflows
- Upload and structure initial datasets (subject to agreed formats)
- Provide training on configuration and use

Onboarding allowances vary by subscription tier.

6.3 BOUNDARIES OF CONFIGURATION

Configuration does **not** include:

- New analytical models or scoring engines
- Changes to core system logic
- Bespoke modules or features
- Alteration of core data architecture

Additional requirements may be delivered as chargeable additional services by agreement.

6.4 BENCHMARKS AND ASSUMPTIONS

Users may apply benchmarks and assumptions to support indicative analysis. Outputs are comparative and indicative and do not replace formal financial, professional or statutory assessments.

7 DATA AND INTEGRATIONS

7.1 DATA USED WITHIN THE SERVICE

LANDARNA uses customer-provided data and integrated national and public geospatial datasets to support appraisal and scenario analysis.

Indicative data sources include:

- Ordnance Survey
- Office for National Statistics
- Natural England
- Environment Agency
- Historic England
- Forestry Commission
- HM Land Registry
- Other UK government and public bodies

HM Land Registry data is used for analytical and comparative purposes only and does not replace legal due diligence or statutory land registration processes. Dataset availability and update frequency may vary and should not be treated as definitive for statutory use.

7.2 CUSTOMER-PROVIDED DATA

Customer data is typically uploaded and managed by authorised administrative users, usually during onboarding. Data may require preparation or structuring to meet agreed formats.

7.3 DATA FORMATS AND EXPORT

Users can export:

- Reports (PDF)
- Tabular data (CSV)
- Geospatial data in common GIS formats (subject to agreed scope)

End-of-contract data extraction is included and is provided in standard, commonly used formats. Bespoke data transformation or re-engineering is not included unless separately agreed.

7.4 INTEGRATIONS AND APIS

APIs are provided to support integration by suitably skilled users. Bespoke integrations or custom connectors are not included within the subscription.

7.5 DATA OWNERSHIP AND USE

All customer data remains the property of the customer and is processed solely for service delivery.

8 SERVICE LIMITS AND CONSTRAINTS

LANDARNA is provided as a subscription service with defined limits and reasonable use assumptions. These limits are designed to ensure consistent performance and fair use across customers.

8.1 PORTFOLIO AND LAND AREA LIMITS

The service supports different scales of use depending on the selected subscription tier, as set out in the Pricing Document. Limits include:

- Maximum number of sites
- Maximum total land area
- Portfolio-level aggregation limits

These limits are confirmed at call-off and recorded in the Order Form.

8.2 USER LIMITS

The number of licensed users included within the subscription is defined in the Pricing Document.

Guest user access is included only within the LANDARNA Advanced subscription and is subject to:

- Permission-based access controls
- Restrictions on configuration and administrative actions
- Reassignment of guest user accounts no more than once per contract year

8.3 DATA VOLUME

The service supports the integration and use of customer and third-party datasets within reasonable use limits.

Unless otherwise agreed:

- Total integrated data volumes should not exceed 100 GB
- Data volumes are intended to support analysis rather than long-term archival storage

Where data volumes exceed standard limits, additional storage or configuration support may be provided by agreement.

8.4 SUPPORT ALLOWANCE

Standard support is included within the subscription and is subject to a defined monthly allowance, as set out in the Pricing Document.

Support within this allowance covers:

- Operational queries
- Guidance on use of existing functionality
- Minor configuration assistance

Support requests that exceed the standard allowance, or that relate to additional configuration or integration work, may be provided as an additional service by agreement.

8.5 INTENDED USE

LANDARNA is intended to support comparative analysis, scenario exploration and decision-support by enabling users to apply their own criteria and assumptions to available data.

The service is designed to help users understand and compare options, explore the implications of different land-use and development scenarios, and support transparent internal decision-making.

LANDARNA does not:

- Provide planning, legal, valuation or other professional advice
- Determine policy compliance or planning outcomes
- Provide definitive assessments for statutory submission
- Make statutory decisions or approvals on behalf of users
- Guarantee outcomes, compliance or delivery of specific results
- Replace professional judgement, formal governance or approval processes

Outputs generated by the service are indicative and comparative in nature. Users remain responsible for how outputs are interpreted and applied, including any decisions, submissions or actions taken on the basis of those outputs.

The subscription is provided as a standardised SaaS offering and does not include:

- Bespoke software development
- Creation of new analytical engines or changes to core system logic
- Statutory modelling or professional certification
- Consultancy or advisory services, unless separately agreed

9 ONBOARDING, TRAINING AND OFFBOARDING

9.1 ONBOARDING

Standard onboarding is included within the subscription and is designed to enable customers to begin using the service effectively.

Onboarding typically includes:

- Initial account setup and user access
- Configuration of appraisal frameworks, workflows and permissions
- Upload and structuring of initial datasets, subject to agreed formats
- Introduction to key functionality and use cases

The number of onboarding days included depends on the selected subscription tier and is set out in the Pricing Document. The scope and delivery approach for onboarding are agreed at contract start and confirmed in the Order Form.

Where additional onboarding or setup support is required beyond the included allowance, this may be provided as an additional service by agreement.

9.2 TRAINING

Training is provided to support effective use of the service and may include:

- Structured training sessions delivered remotely
- Access to user guidance and documentation
- Practical walkthroughs of configuration and assessment workflows

Training focuses on enabling users to configure and operate the service independently within the scope of the platform's existing functionality.

Additional or tailored training beyond the standard onboarding allowance may be provided as an additional service by agreement.

9.3 OFFBOARDING AND EXIT SUPPORT

At the end of the contract, customers may request export of their data in standard formats, in line with the Data and Integrations section of this Service Definition.

Standard end-of-contract data extraction is included within the subscription. Where additional assistance is required to prepare data for transition to another system, this may be provided as an additional service by agreement.

Following contract termination and completion of agreed data export, customer data is securely deleted in accordance with contractual and data protection requirements, subject to any legal retention obligations.

10 SUPPORT AND SERVICE LEVELS

10.1 STANDARD SUPPORT

Standard support is included within the subscription and is provided via email and/or an online ticketing system during UK business hours (Monday to Friday, excluding public holidays).

Support covers:

- Operational queries relating to use of the service
- Guidance on existing features and functionality
- Minor configuration assistance within the scope of the platform

Support is subject to a defined monthly allowance, as set out in the Pricing Document. Requests are prioritised based on impact and urgency.

10.2 AVAILABILITY AND RESILIENCE

The service is designed to provide a reliable and consistently available platform suitable for use by UK public sector organisations.

Service availability is targeted at 99.5% per calendar month, excluding planned maintenance. Availability is measured at the application level.

Planned maintenance is carried out in line with good practice and, where possible, scheduled outside core UK business hours. Customers are notified of planned maintenance in advance.

Further details on resilience, monitoring and incident management are provided within the Service Level commitments and associated G-Cloud responses.

10.3 OUT-OF-SCOPE SUPPORT

The following are not included within standard support:

- Bespoke configuration or development work
- Custom integrations or data transformation beyond agreed formats
- Detailed analytical or advisory services

Such activities may be provided as additional services by agreement.

11 ADDITIONAL SERVICES

In addition to the standard SaaS subscription, the supplier may provide optional additional services by agreement under the G-Cloud framework, where these services are incidental to and dependent on the use of the LANDARNA software.

Additional services may include:

- Additional configuration beyond standard onboarding
- Integration of additional datasets or systems
- Minor enhancements or extensions to existing functionality that are configuration-led and non-bespoke
- Additional training or enablement activities

Additional services are delivered on a time-and-materials basis, are scoped in advance, and are agreed via the Order Form. Day rates and any applicable discounts are set out in the Pricing Document.

Additional services are optional and are not required to use the core LANDARNA service.

12 SECURITY, HOSTING AND RESILIENCE

LANDARNA is delivered as a cloud-hosted software service and is designed to support secure, reliable and resilient operation for UK public sector customers.

The service is operated in line with recognised good practice for information security, availability and operational resilience, including alignment with UK government-backed cyber security schemes and guidance. LANDARNA is certified under the Cyber Essentials scheme, providing assurance that appropriate technical controls are in place to protect systems and data.

The design, development and operation of the service follow an information security management approach aligned with the principles of ISO/IEC 27001, including defined policies, access controls, incident management processes and ongoing risk management.

Security controls, hosting arrangements, monitoring, backup and incident management processes are described in detail within the supplier's G-Cloud security responses and associated assurance documentation.

This Service Definition provides a summary only. Where required, further detail is available through the published G-Cloud assurance responses and supporting documentation.

13 SERVICE EVOLUTION

LANDARNA is subject to ongoing maintenance and improvement as part of normal service operation. Updates may include:

- Bug fixes and performance improvements
- Enhancements to usability and reporting
- Updates to supported datasets and configurations

Updates are managed by the supplier and are designed to maintain or improve service functionality. Changes will not materially reduce the functionality included within a customer's contracted subscription tier.

The supplier retains control of the product roadmap. While customer feedback may inform future development, the delivery of new features is not guaranteed unless expressly agreed.

14 SUPPLIER OVERVIEW

LANDARNA is developed and operated by 3ADAPT Ltd, a UK-based small and medium-sized enterprise (SME) specialising in land-use, sustainability and data-driven decision-support software.

3ADAPT is a certified B Corporation, reflecting its commitment to high standards of social and environmental responsibility, transparency and accountability. This certification recognises how the organisation balances purpose with commercial delivery and aligns with the values of many public sector organisations. As a certified B Corporation, 3ADAPT operates with a focus on long-term social and environmental responsibility alongside commercial delivery.

LANDARNA is delivered as a secure, cloud-based software service and is certified under the UK Government-backed Cyber Essentials scheme, providing assurance that appropriate technical controls are in place to protect data and manage cyber security risks.

The service is designed, developed and supported by an experienced multidisciplinary team combining software development, geospatial analysis and land-use expertise. LANDARNA is provided as a standardised software service, as described in this Service Definition.

Further detail on information security, data protection, privacy and operational controls is provided within the supplier's G-Cloud assurance responses and published policies.



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