

November 2009

Planning Services Newsletter helping to keep our customers informed of any news, our performance and changes that we have implemented, based on feedback from our customers.

FEEDBACK WITH OUR RESPONSES

Can you provide an updated team list with email and direct line contact numbers for planners and admin/service support?

We have added a [contact list](#) to our website, however we prefer that all emails are sent to development.control@charnwood.gov.uk and marked for the attention of the case officer to ensure that all messages are recorded and a copy placed on the file.



Can you reduce the response time to 20 working days for Pre Application Advice?



Our target time to arrange a meeting with the applicant or agent is within 10 working days of receipt of the pre-application request, and to respond within 30 working days. In some circumstances the 30 working days are necessary to carry out consultations, investigate the site etc. however, we have advised planners that they should respond as soon as they have the required information and it is possible to reply.

Can you use an updated version of application requirements as each local authority interprets the 'National Standard' differently?

These are national forms and they will always be open to interpretation.

Can you make the letter to applicants and the invalid letter more customer friendly?

We have revised the content of our invalid letters to be more customer friendly and we will not notify applicants until we send agents a reminder letter.



PERFORMANCE

July 2009 to the end September 2009

Planning Applications Received = 326

Planning Applications Decided = 282

% of Major Applications decided in 13 weeks = 89

% of Minor Applications decided in 8 weeks = 84

% of Other Applications decided in 8 weeks = 94

% of applications decided under delegated powers 94

We are now registering 85% of valid applications within 3 working days of receipt.

We received 50% of our applications electronically via the Planning Portal.



NEWS

Planning Guidance for Parish Councillors



We are holding sessions on the 12th & 17th November & 3rd December.

- *What is the PC's role in the planning process?
- *How can the PC influence decisions?
 - *Do we listen to PC's?
- *Finding more information.
- *Why are decisions made by officers?

New on the Portal

Planning Portal mini guides to [loft conversions](#) and [porches](#)

[Information](#) on extensions to extant permissions and non material amendments.

Agents Forum

Many thanks to all of the agents who attended. We found it very useful and it made us aware of how our customers perceive our actions and service.

From the feedback received we are pleased that you also found it a worthwhile exercise and we will arrange these Forums on a regular basis.

Please follow [this link](#) to our presentation and meeting notes



We hope that you found this newsletter useful, we welcome any feedback to help us improve our service.

Please advise us if you wish us to send our newsletters to another address or be removed from our mailing list.

Is there anything you would like us to include in a newsletter or put on our website?

Contact Maureen Jackson development.control@charnwood.gov.uk