

Standards of Service

Advice given will accurately reflect the planning policies and standards of the Council.

Any advice given in relation to the planning history of the site, planning constraints or statutory designations does not constitute a formal response of the Council under the provisions of the Land Charges Act 1975.

Any views or opinions expressed are given in good faith without prejudice to the formal consideration of any planning application, or any application to carry out works to protected trees either, by the Area Team Leaders, Development Control Manager or the Area Planning Committee.

Responses to written enquiries will normally be provided within 10 working days of receipt of an enquiry. If we are not able to give you a full reply we will confirm a timescale (usually within 20 working days of receipt).

Appointments for meetings will be made with appropriately qualified and experienced planning officers and will normally be arranged within 15 working days of request and provide a written note confirming the advice given within 10 working days after the meeting.

If we have to postpone a meeting e.g. absence of relevant staff through illness, it will normally be re-arranged within 5 working days.

If arrangements are subsequently cancelled by the person(s) seeking the advice half the paid fee will be refunded.

Scope of Advice and Discussions

The advice service provided will include:

- Where it is appropriate to meet with planning officers written confirmation of your appointment with a planning officer. Meetings may be held at the Council's offices or on site if appropriate. You will be asked to confirm your agreement to pay the Council's charges prior to any meeting.
- For pre-planning application our investigation of the planning history, an indication of planning constraints including Tree Preservation Orders, extent of Conservation areas, public rights of way, flood protection areas, other statutory designations, and the relevant development plan policies - on condition you have supplied a plan identifying the site, and an outline of your proposals (sketch or indicative plans) not less than 7 days prior to any meeting.
- Provision of information about current and relevant development plan policies and relevant planning site history.
- Provision of information about the Council's technical standards for development proposals e.g. access, car parking, open space, tree protection.
- Advice on the most appropriate work for the management and maintenance of trees.
- Provision of information about the Council's requirements for, or contribution to, infrastructure provision e.g. affordable housing, highway network improvement.
- Provision of advice about the Council's development control process including the consultation processes, likely timetable of consideration, and estimation of decision date, on any submitted application.
- Informal and without prejudice comments and guidance on the content, construction and presentation of an application likely to satisfy the Council's planning policies.

- Provision of appropriate contacts necessary for any further pre-application consultation and scheme preparation e.g. highways, nature conservation.
- Provision of copies of any relevant documents including copies of Tree Preservation Orders, and OS maps under the Map Scheme, subject to the Council's standard copying charges.
- On request, a written summary of any views expressed by the planning officer.
- Pre-registration check of proposed planning application including assessment of any prescribed statutory fee or charges.