



Development Management Customer Charter

Our Customers

Our customers fall under many categories. These can include those applying for planning permission, those making representations on applications, Town and Parish Councils, South Downs National Park Authority, the business community, Councillors, other Council services, statutory bodies, interest groups and other organisations interested in planning applications and the planning process.

Our commitment to you

We aim to provide a professional, courteous and timely service and strive to maintain high standards. This allows us to make the best possible decisions for our communities. The Development Management Service comprises:

Planning Enquiries

We will aim to ensure that professional advice and information on planning applications and related matters are accessible in a variety of different formats.

We will:

- Publish information on planning applications on our website, via the online planning register, within 5 working days of registration;
- Provide direct contact details of the planning application case officer on our neighbour notification letters;
- Provide a duty planning officer service in our reception for general enquiries* between the hours of 9am and 1pm Monday to Friday. Advance appointments are not required for this service;
- Provide a general enquiries telephone help point within our Support Team;
- Provide a 'by appointment' pre-application advice service with a planning officer for those meetings where a charge is made.
- Answer telephone calls promptly during office hours, normally within 6 rings;
- If you have had to leave a voicemail message we will get back to you within one working day;
- If you need to speak to an officer who is unavailable at the time of your call we will try and help you. If we are unable to do so, we will pass on a message to our colleague who will return your call within 1 working day.
- Where we are unable to help you, we will provide you with the details of someone who can.

For more information please contact:

Planning and Building Control Support Team
Email: planningenquiries@midsussex.gov.uk
Tel: 01444 477019

Pre-Application Advice

We recognise that pre-application advice is an important part of the planning process. We welcome the opportunity to discuss development proposals with applicants by appointment before a planning application is submitted, either on-site or in the office. Advice can also be given by letter.

We will:

- Provide a full or interim reply to a written request for advice within 10 working days. If we are not able to give you a full reply we will confirm a timescale (usually within 20 working days of receipt).
 - Where a site or office meeting is requested, we will arrange to meet within 15 working days and provide a written note confirming the advice given within 10 working days after the meeting.
 - Advice on trees which are subject of Tree Preservation Order or are located within a Conservation Area, is available by appointment within 15 working days of the initial request.
- * Further information on our pre-application advice service, including the charging regime, may be found on our website: www.midsussex.gov.uk/preappadvice

Registration of Planning Applications

We will:

- Acknowledge the receipt of your planning application within 5 working days. If it is invalid or requires further information we will notify you of how the deficiency can be corrected in the most appropriate way.

Publicity and Consultation for Applications

We will:

- Consult neighbours by letter on applications which affect them* giving them 21 days in which to make representations.
- Consult electronically with external bodies, where necessary, within 1 working day of registration.
- Make planning applications available to view on the Council's website, via the Online Planning Register, within 5 working days of registration.
- We will encourage applicants to discuss proposals with their neighbours before submitting a planning application.
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(* Please note that when notifying neighbours, we only have a statutory duty to notify those who border the application site. Where neighbours cannot be determined, a site notice will be displayed.)

Please see the Council's Statement of Community Involvement for further details of our consultation procedure: www.midsussex.gov.uk/sci

Determination of Planning Applications

We will determine planning applications in accordance with the Development Plan unless other material considerations indicate otherwise, with the aims of protecting and enhancing the environmental quality of the District, promoting its economic vitality, ensuring safe and cohesive communities and supporting healthy lifestyles.

We will:

- Determine planning applications in a timely manner and exceed national performance indicators.
- Our current performance targets are set out in the Development Management Service Plan which is available via the link: <https://www.midsussex.gov.uk/media/1888/development-management-service-plan-2018-19.pdf>
- Issue planning decisions on the day that they are made.

Investigation and Enforcement of Planning Control

We will:

- Investigate all allegations of breaches of planning control in accordance with our Enforcement Policy.
- Acknowledge all allegations of a breach of planning control within 3 working days;
- Visit the site of an alleged breach of planning control and provided the complainant with an initial or final response within 10 working days of receipt of the complaint.

The Planning Investigation and Enforcement Team may be contacted by e-mail or telephone: planninginvestigations@midsussex.gov.uk Tel: 01444 477332

Our Enforcement Policy may be viewed on our website using the link below:

<https://www.midsussex.gov.uk/planning-building/enforcement-of-planning-control/>

Compliments and Complaints

The Development Management Team aims to give you the best possible service and welcomes feedback, both positive and critical. If you are not satisfied with the service you have received we will deal fairly with your complaint, in accordance with the Council's complaints procedure. Positive feedback is also gratefully received.

The Council's complaints and compliments procedure is available on our website using the link:

<https://www.midsussex.gov.uk/about-us/your-feedback/>

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