

CUSTOMER CHARTER 2011

Planning Services
Department for Development and Regeneration



We want all our customers to receive an excellent customer experience. We have therefore created 23 standards of service that customers can expect from us when they need our help.

General Correspondence

When you email or write to us you can expect:

- An acknowledgment within three working days.
- A fully reply within 10 working days if your query is straightforward and, if it is not, we will tell you how long it will take us to reply.

To deliver the most cost effective and responsive service to you, our preferred method of response will be by email.

How we will measure this:

Through our mail log, where we record electronically all letters received and replies sent.

General telephone calls

When you call us you can expect us:

- To answer the telephone within four rings.
- To greet you courteously, the member of staff to give you their name and help you with your enquiry; and if your enquiry needs more time to investigate to explain why.

If you leave a message we will call you back within 48 hours.

How we will measure this:

Through our telephony system, which lets us know the time taken to answer the telephone, and through occasional 'mystery shopping' surveys.



Submitting planning applications

If you submit a planning application you can expect:

- Your planning application to be registered within five working days.
- To be told who the case officer is and their contact details, within five working days.
- If your application is invalid, to be told why within five working days.

How we will measure this:

Through monitoring planning application validation and registration timescales.

Comments on planning applications

If you wish to comment on a planning application you can expect us:

- To display a site notice within 10 working days or write to nearby properties within five working days after we register an application or in some cases both.
- To give you at least two 1 days to make your comments (from the date on your neighbour notification letter or the date on the site notice).
- To publish a weekly list of applications on our web site.
- To make all letters of representation available on our website within three working days of receipt.

We regret we cannot enter into individual correspondence due to the volume of letters we receive on planning applications.

How we will measure this:

Through our monitoring of the date when site notices and letters are sent out and the time taken to upload letters of representation onto the web site.

Planning Committee meetings

If a planning application you have made or you have commented is referred to the Planning Committee you can expect us:

- To write to you five working days before the Planning Committee meeting advising you of the date, time, venue and arrangements for speaking.

How we will measure this:

Through our monitoring of the date when letters are sent out.

Decisions on Planning Applications

If you make an application you can expect:

- To receive the Decision Notice, normally by email, within two working days after the decision is made.

How we will measure this:

Through our monitoring of the date when decision letters are sent out.



Comments on the Local Development Framework

If you make comments by email during the appropriate consultation period, you can expect:

- To receive an acknowledgement within 25 working days of the end of the consultation period.
- To see published on the City Council's website a summary of all the consultation responses received within two weeks of the end of the consultation period.

How we will measure this:

Through our monitoring of the date acknowledgements are sent and when the consultation response report is uploaded to the web site.

Enquiries about possible unauthorised development

When you are concerned about a possible breach of planning legislation you can expect us:

- To ask you to confirm your concerns online or in writing and once received to acknowledge this within five working days.
- To undertake a site visit within 25 working days, or in the case of serious cases, within 24 hours.
- To send an email or call you setting out progress with the investigation within 25 working days.
- To decide on what action (if any) to take within 10 weeks.

How we will measure this:

Through our monitoring of the date acknowledgements are sent, when site visits are undertaken, and when we have notified you of progress and decided what action to take.

Building Regulation Site Inspections

If you ring us before 10.00 to request an inspection you can expect us:

- To carry out that inspection the same day you call.

How we will measure this:

Through monitoring the date of inspection requests and when visits are undertaken.

Building Regulation Applications

If you deposit a building regulation application you can expect us:

- To check the application, register it or advise if there are any omissions within two working days.

How we will measure this:

Through monitoring the date of registration, checking and notification of omissions.

Dangerous Structures

If you call us about a possible dangerous structure you can expect us:

- To carry out an initial response within one hour.

How we will measure this:

Through the monitoring of our response times.

We will also monitor our overall performance through:

- An Annual Planning Services Customer Survey.
- Occasional Focus Groups with our customers.
- Analysis of comments, suggestions, compliments, complaints and learning through experience.

