Planning Applications – 10 Operating Principles
Helping our customers get a timely planning decision that benefits our city.

1

We make sure we have the right information to support an application at the start of the process.
- We tell our customers what information we need with their application before they submit it. Our **Application Checklist** will set out what information is required and when.
- We check if the required information has been submitted and ask for it if it is missing.
- If the information we need and ask for is not provided we may refuse permission.

2

We make sure we consult the right people.
- We consult the right people at the beginning of the process and follow the correct consultation procedures.
- We will use a **Consultation Checklist** to help us do this.

3

We get on site as soon as possible
- We can only properly assess a proposal once we have been on site. We get on site no later than 21 days after an application is valid.
- We record site visits on the back-office system so that we can measure our ability to get on site quickly.

4

We make sure that we understand our customers' requirements
- We need to understand why our customers have submitted their proposal and the timescales required for their project. This will enable us to help our customers achieve their objectives (if this is possible) within the planning rules.

5

We decide the 'path' of an application as soon as possible (whether it will be approved, refused or if changes are needed).
- This means that any problems with an application are dealt with at the outset, where possible, and that our customers know at an early stage about how we will deal with their application.

6

We inform the applicant or agent as soon as we know that there is a problem with an application and try to find a solution.
- Our customers need to know our views on their application. We give them an opportunity to address problems as soon as possible, where there is a likely solution.

7

We provide a Pre-Application Discussion (PAD) service so that issues can be identified at the beginning of the process, before the application is made.
- This leads to better quality planning applications which should be determined in a more timely manner.
- If applications do not accord with officer advice pre-application, we may refuse permission. This is because it can undermine the PAD process and our ability to process applications quickly and efficiently.

8

If there's a fundamental problem with an application which can't be resolved following discussion with the applicant, we will immediately refuse the application.
- Unacceptable applications should be determined as quickly as possible in the interests of the efficiency of the overall service.

9

We take advice from technical consultees into consideration but always ask, "Must we follow this advice in this particular situation?"
- While we're obliged to consult and take account of advice from the relevant technical consultees, we take a proportionate approach to the handling of each planning application.
- If we do not receive a response from technical consultees in time, we may need to ask ourselves whether we can go ahead and make the decision without it.

10

We keep the work moving at all times!
- Any blockages in the process cause delays. We make sure that the blockage is never at our end. We constantly manage our work to make sure that the 'ball is always in the applicant's court, not ours'. We keep the work constantly moving!