

REPORT FOR DECISION

Agenda
Item

MEETING: PLANNING CONTROL COMMITTEE

DATE: 14 DECEMBER 2004

SUBJECT: CUSTOMER CHARTER FOR THE PLANNING ENFORCEMENT SERVICE

REPORT FROM: BOROUGH PLANNING & ECONOMIC DEVELOPMENT OFFICER

CONTACT OFFICER: LEE SMITH
SENIOR PLANNING ENFORCEMENT OFFICER

TYPE OF DECISION: COUNCIL

REPORT STATUS: For Publication

PURPOSE/SUMMARY:

To inform the Committee of the results of the consultation exercise on the Draft document "Customer Charter for the Planning Enforcement Service" and to obtain the agreement of the Committee on the publication of this document.

OPTIONS AND RECOMMENDED OPTION:

That the Committee agree to the publication of the Charter.

IMPLICATIONS -

Financial Implications and Risk Considerations Within existing resources
N/A

Corporate Aims/Policy Framework:

Do the proposals accord with the Policy Framework? Yes

Are there any legal implications? No
Considered by Monitoring Officer: Yes Comments

Statement by Director of Finance

and E-Government:

Staffing/ICT/Property: Within existing resources

Wards Affected: All

Scrutiny Interest:

TRACKING/PROCESS

DIRECTOR: Philip Allen

Chief Executive/ Management Board	Executive Member/ Chair	Ward Members	Partners
Scrutiny Panel	Executive	Committee	Council

1.0 BACKGROUND

Members will be aware that the Draft document "Customer Charter for the Planning Enforcement Service" was placed before the Committee on the 12 October 2004.

Approval was granted for a consultation exercise to be undertaken on this document prior to its publication.

In total 204 people were consulted on the document. As well as the Draft Charter, a short questionnaire was included for comments and a Freepost envelope was provided where the consultee was not from within the Council.

The consultees were made up of members of public, developers and agents who had had dealings with the Planning Enforcement Service from January to August 2004. Consultations were also sent to 26 Council employees and the Members of the Council.

The Charter was also placed on the Council's website for comment

The consultation process resulted in 25 replies being received. This represents only a 12% response rate.

Of these replies, 22 were in favour of the document which represents 88% support from the replies. The other 3 replies (12%) raised issues including a lack of progress during a previously reported complaint and a lack of understanding of the document wording.

2.0 PROPOSAL

It is proposed to publish the Customer Charter for the Planning Enforcement Service in an appropriate leaflet format.

3.0 CONCLUSION

Members are asked to approve the publication of the Customer Charter for the Planning Enforcement Service in an appropriate leaflet format.

**BRIAN DANIEL
BOROUGH PLANNING & ECONOMIC DEVELOPMENT OFFICER**

List of Background Papers:-

Customer Charter for the Planning Enforcement Service – Draft Version

Contact Details:-

L Smith
Senior Planning Enforcement Officer
Environment and Development Services
Planning Division
Craig House
5 Bank Street
Bury
Tel: 0161 253 5727
