

Decision Maker: **Development Control Committee**

Date: **17th November 2011**

Decision Type: Non-Urgent Non-Executive Non-Key

TITLE: UPDATE: PLANNING LEAFLETS AND INFORMATION FOR THE PUBLIC

Contact Officer: Tim Horsman, Assistant Development Control Manager
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Chief Officer: Bob McQuillan

Ward: N/A

1. Reason for report

Update on Planning Leaflets following report from DCC September 2011

2. **RECOMMENDATION(S)**

Members are asked to note progress

Corporate Policy

Existing policy:

Financial

1. Estimated cost Included within existing staff workload
 2. Non-recurring cost
 3. Budget head Planning
 4. Total budget for this head £3.3m
-

Staff

1. Number of staff (current and additional) - 2
 2. If from existing staff resources, number of staff hours - 100
-

Legal

1. Non-statutory - Government guidance:
 2. Call-in is not applicable:
-

Customer Impact

Estimated number of users/beneficiaries (current and projected) - All users of planning process

3. COMMENTARY

- 3.1 Following the most recent report to committee in September this report updates the situation with regard to progress on the planning information project.
- 3.2 In accordance with Council objectives, the planning pages of our website is considered to be the primary point of access for customers for all information regarding all local aspects of planning. The planning pages of bromley.gov are understood to account for around 6% of all traffic to the Council's site. National information regarding planning is provided on the government's Planning Portal site (www.planningportal.gov.uk). In light of this the Council's planning webpages are an essential part of the delivery of local information to customers and integral to the delivery of information proposed for the updated planning leaflets, and to improve the Council's aim of avoiding unnecessary contact.
- 3.3 Meetings have taken place between representatives of the Planning Division and the website team and a new draft structure for the planning webpages has been put forward. A mock up of these pages created by the web team is due to be presented to the Planning representatives in the week commencing 7th November. This redesign will take a more customer focused approach centred around topics of enquiry rather than reflecting the internal structure of the department – the new website is designed to provide an improved customer experience in this way cross referencing teams and departments to provide the information needed rather than presenting it in rigid sections.
- 3.5 The information by topic in the leaflets as set out in the attached table will be integrated within the new planning pages in a central information section as well as being accessed via topic areas and through question based links such as "How do we publicise planning applications?"
- 3.6 The table below shows the leaflets which have been updated and copies of these are available in the Members Room, or electronically by request from tim.horsman@bromley.gov.uk. Other leaflets will be made available once prepared and agreed. Some are currently awaiting final approval and may be available before the committee meeting.

Ref	Topic	Brief Description	Status
1-1	Do I Need Planning Permission and Permitted Development (Householder)	Details of information on whether permission may be required	Forthcoming
1-2	Planning Applications for Businesses	Details of whether permission may be required, how to get further advice and support for businesses through planning	Forthcoming
1-3	Pre application enquiries and meetings	Information on arrangements, charges, expected information etc	Forthcoming
1-4	Planning Committee Meetings	Explanation of process and arrangements including layout of meeting and public speaking	Updated

1-5	Your Planning Application	Summary of application process for applicants	Forthcoming
1-6	Planning Reception: Duty Planner Service	LEAFLET DELETED DUE TO OPERATIONAL CHANGES	LEAFLET DELETED DUE TO OPERATIONAL CHANGES
1-7	Planning Service Charges	Charges for maps, copying, etc (not planning application fees)	Forthcoming
1-8	Viewing and Commenting on Planning Applications	Ways to view applications and comment and what are valid topics for objections	Forthcoming
1-9	Site Notices and Publicity	Statutory and non-statutory publicity given to applications by the Council	Forthcoming
1-10	Design and Access Statements	When required and expected content	Forthcoming
1-11	Appealing the Councils Decision	Guide to when you are entitled to appeal and outline of process	Forthcoming
2-1	Advertisements	Guide to advert consent including what is likely to require consent	Forthcoming
2-2	Food and Drink Proposals	Information required for applications, potential issues etc	Forthcoming
2-3	Trees	Taking account of trees in development, contacts and information expected for applications	Updated
2-4	Statutorily Listed Buildings	Taking account of LBs in development, difference with LLBs, contacts and information expected for applications	Updated
2-5	Locally Listed Buildings	Taking account of LBs in development, difference with LLBs, contacts and information expected for applications	Updated

2-6	Conservation Areas	Designation, requirements for applications and contacts	Updated
2-7	Design of Residential Extensions	Guidance for generally acceptable designs reflecting Council policy	Forthcoming
2-8	Shopfronts and Security Shutters	Guidance for acceptable design and styles	Updated
2-9	Crime Prevention	What to take into account for an application, contacts	Updated
2-10	Childcare / Preschool Proposals	Requirements and preferred locations including planning considerations	Updated
2-11	Areas of Special Residential Character	Information about the designation and advice for planning proposals within these areas	Updated
3-1	Telecommunications	Council's powers, further information links including health concerns	Updated
3-2	Countryside Management	Information on what it does and projects	CM Team to provide input
3-3	Boundaries	Relationship to planning application process and disputes	Updated
3-4	Parking of Commercial Vehicles	When this may require permission	Updated
3-5	Personal Searches / Land Charges	How to arrange and what to expect	Land charges to provide input
3-6	Ordnance Survey Extracts	Purchasing, copying and using	Forthcoming
3-7	Accessibility and the Disability Discrimination Act	Information on how this needs to be taken into account for proposals	Forthcoming
3-8	Street Naming and Numbering	When to contact and when required	Updated

3-9	Working From Home	When planning permission may or may not be required	Updated
3-10	Building or Renewing Hardstanding	When pp is required or not	Forthcoming

Non-Applicable Sections:	POLICY, FINANCIAL, LEGAL, and PERSONNEL
Background Documents: (Access via Contact Officer)	None