



# Planning Advice Note 3

## The Planning Charter

### Introduction

The Council decides planning, listed building, advertisement and other related applications. It also defends planning appeals.

The service also has an enforcement team who investigate breaches of planning law and monitor development sites for compliance with planning permissions.

All decisions must be made in the light of the Councils Local Development Plan (LDP) as well as all other relevant planning considerations.

The LDP is prepared by the Council and contains policies for the future development in the County Borough.

The Council also prepares supplementary planning guidance documents to assist applicants, neighbours and other interested parties.

For a list of guidance notes, please see the Councils web site.

### Opening Hours

Due to agile working, we cannot provide a walk in presence for the public.

A duty officer is available via telephone/email Monday to Friday (excluding Back Holidays) between 08.30-17.00

We will accept correspondence via letter or email. Both will be afforded the same status.

### The Role of Officers

Officers are employed to assist all service users including applicants, consultees, supporters or objectors and elected Councillors.

They will carry out their duties in a responsive, fair and consistent manner.

### The Role of Councillors

Members play a key role in advising their constituents how to become engaged in the planning process.

However, members of the Planning Committee must not come to a view on any planning proposal until they have all necessary information before them.

If they pre-determine any application by stating their view prior to a Planning Committee meeting, they may be barred from the debate or the vote.

### Pre-application Advice

We offer a chargeable advice service before you submit your application. A separate PAN is available

on this subject, which sets out fees and timescales for receiving a written response.

### Receiving Planning Applications

If your planning application has been incorrectly made you (or your agent) will receive an Invalid Notice with 5 working days.

This will give you clear guidance what changes you need to make.

Valid applications will be registered and acknowledged within 5 working days.

Your acknowledgment letter will confirm the target 8 week decision period and tell you who the case officer is.

### Making A Decision

The case officer will make a site visit, usually with 3 weeks of registration.

If the need for further information arises, the applicant will be notified as soon as possible and the reasons why it is required. A deadline will be given for submission of more details or plans.

If the proposal is unacceptable but amendments could be made to overcome any objections, the applicant will be notified as soon as possible with a time limit for matters to be addressed.

With some proposals, more time may be

required to consider the application. The Council will seek to agree an extension of time with all applications that over run the 8 week target.

The Council is mindful of its responsibility to determine applications within 8 weeks. Where there are significant objections in terms of planning policy that cannot be overcome, applications will be refused without further reference to the applicant.

Applicants will only be informed upon request about the progress of their application.

The decision notice will be issued within three working days of the decision having been made unless a legal obligation is required prior to issuing a decision notice.

### **Becoming involved in the process**

Publicity for applications will at a minimum meet the statutory minimum requirements. In many cases, the Council policy is to exceed the minimum requirements.

A separate PAN is available on this subject.

All planning application files (with the exception of enforcement files) are available for public inspection.

Where an application is reported to Planning Committee, members of

the public and applicants may address the meeting.

A separate PAN is available on this subject.

Objectors/supporters to applications will need to contact the Planning Department to be informed of the decision made.

Applications are determined in line with the Council's scheme of delegation.

A separate PAN is available on this subject.

### **Appeals**

Officers will defend appeals. However, on occasion Councillors will present the case if the original decision was contrary to officer advice and the Service Manager directs that an officer could not present evidence without prejudicing their own professional code of conduct.

### **Monitoring Performance**

The planning service will publish periodic performance reports to Planning Committee.

Other performance indicators will be monitored via the teams Business Plan.

### **Making a complaint**

All complaints about service provision will be thoroughly investigated under the terms of the corporate complaints policy.

In the first instance, address any complaint to the officer who dealt with your case.

If you are dissatisfied with the response, you should contact Service Manager via the general enquiries number below.

### **Welsh Language**

The Welsh and English languages are treated equally.

If you wish your enquiry or planning application to be dealt with through the medium of Welsh please inform your case officer.

### **Contacts**

#### **General Enquiries**

01495 – 355555  
[planning@blaenau-gwent.gov.uk](mailto:planning@blaenau-gwent.gov.uk)

#### **Enforcement Enquiries**

01495 - 355513 /355814  
[planning@blaenau-gwent.gov.uk](mailto:planning@blaenau-gwent.gov.uk)

