



Statement of Community Involvement

This statement has been prepared in order to comply with the requirements of the Planning and Compulsory Purchase Act 2004, for the production of Statements of Community Involvement by Local Planning Authorities.

Adopted July 2006

Planning and Building Control
Economy and Environment

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For a summary of the Statement of Community Involvement or any other LDF document in Gujarati, Bengali or Urdu please contact the Strategic Planning Manager, Tameside MBC, Planning and Building Control, Council Offices, Wellington Road, Ashton-u-Lyne, OL6 6DL. Tel: 0161 342 3136
Email: planning.policy@tameside.gov.uk .

” کمیونٹی کی شمولیت کا خلاصہ یا ایل ڈی ایف کی کوئی دوسری دستاویز گجراتی، بنگالی یا اردو میں حاصل کرنے کیلئے سٹریٹجک پلاننگ مینجمنٹ سے
ٹیمسائیڈ ایم بی سی، پلاننگ اینڈ بلڈنگ کنٹرول، کونسل آفس، ویلنگٹن روڈ، آسٹن-اے-لین، اوایل 6 6 ڈی ایل پر رابطہ کریں۔
ٹیلیفون: 0161 342 3136 ای میل: planning.policy@tameside.gov.uk

”সমাজমাং সান্নেলে থাবানাং নিবেদন কে অন্ত্য ভাষণেতা মেলেডীমেঙ্ক (LDF) দস্তাবেজনাং সাহাংগা গুজরাতি, বংগালী কে
ওর্টেমাং মেণাবণাং মাঠে কৃপা কই, স্ট্রেটজিক প্ল্যানিং মেণেজরনো সংপর্ক সাধো: Tameside MBC, Planning and
Building Control, Council Offices, Wellington Road, Ashton-u-Lyne, OL6 6DL,
টেলিফোন নং: 0161 342 3136 ই-মেইল: planning.policy@tameside.gov.uk”

”স্টেটমেন্ট অফ কমিউনিটি ইনভলভমেন্টের (কমিউনিটির সাথে জড়িত থাকার বিবৃতি) একটি সংক্ষিপ্তরূপ
অথবা অন্য কোনো এল ডি এফ দলিল যদি আপনি গুজরাতি, বাংলা অথবা উর্দুতে চান তাহলে দয়া করে
যোগাযোগ করুন স্ট্র্যাটেজিক প্ল্যানিং ম্যানেজারের সাথে, Tameside MBC, Planning and Building
Control, Council Offices, Wellington Road, Ashton-u-Lyne, OL6 6DL এই ঠিকানায়। টেলিফোন
নম্বর 0161 342 3136 , ই-মেইল: planning.policy@tameside.gov.uk”

They can also be provided in large print, Braille or audio formats.

Introduction

1.1 A key objective of the new planning system¹, which came into force in September 2004, is to strengthen community involvement. To ensure that this happens locally the Council has adopted this Statement of Community Involvement (SCI) that describes the consultation that takes place throughout its planning processes. This SCI forms part of the Local Development Framework and sets out Tameside Council's approach to community and stakeholder involvement in relation to:

- the preparation, alteration and review of its Local Development Documents (see section 2 for further details); and
- the consideration of planning applications.

1.2 Tameside Council has demonstrated a strong commitment to public consultation, especially through the development of the Tameside Strategic Partnership and production of the Tameside Community Strategy². In 2003/4 the Council adopted a Consultation Strategy³ and in 2005 it was awarded Beacon Status for its approach to consultation and community involvement. This SCI aims to build on that existing good practice in order to enhance the planning service for the benefit of those living and working in the Borough. To this end the statement will be reviewed periodically, at least every three years, to ensure it is effective and this will be reported in our annual monitoring report.

Role of Councillors and Officers

1.3 Councillors are critical to the process and will continue to play the crucial role in determining planning policy and planning applications. They will, as representatives of the people, be involved from the early stages of policy development and in determining the methods of wider consultation with the community and stakeholders. An enhanced process of stakeholder and community engagement is intended to assist Councillors in the decision-making process.

1.4 Councillors are crucial to the success of this SCI as representatives of their community and a channel of communication between the public and the Council. Councillors will as of right participate in pre-application discussions on planning applications, but are aware that caution will be necessary so as not to prejudice decisions. They are also aware of their obligation to an impartial approach. An objective consideration of material facts will continue to take place at the Speakers Panel (Planning Committee) where Councillors may also make known their views, based on an impartial consideration of the evidence presented at the time. Councillors will also ensure that procedures set out in this SCI are adhered to during the relevant planning processes.

Elected Members who sit on the Speakers Panel are free from political control when making their decision to approve or refuse an application. They will

¹ Planning and Compulsory Purchase Act 2004

² For further details please see www.tameside.gov.uk/tmbc6/tamestrat.htm

³ For further details see www.tameside.gov.uk/corpgen3/cons_strat.htm

make their decision in accordance with the Council approved Development plan and other material considerations.

- 1.5 When producing Local Development Documents, officers are responsible for implementing consultation processes based on the guidance set out in this SCI. Regarding pre-application discussions, confidentiality between applicants and the Council must be maintained with advice given by the Council “without prejudice” to future decisions on planning applications. Officers should work in partnership with applicants in undertaking wider community involvement in accordance with the criteria set out in paragraph 5.8. Officers should adopt a ‘watching brief’ role during any consultation exercise in order to ensure the probity of the Council in the decision making process.

The Principles of Community Involvement

- 1.6 The Council's approach to community involvement is based on the following principles:

- Opportunity to comment on ideas and proposals at an early stage;
- Increased opportunity for making representations on formal proposals;
- Regular feedback and progress reports on proposals;
- Fair, transparent but realistic consultation, appropriate to the scale of proposals;
- Access to clear, understandable and timely information with documents available in various formats where necessary.

The Benefits of Community Involvement

- 1.7 The Council believes that improved consultation and participation can benefit the planning process by:

- Strengthening decision making by being aware of the different perspectives, opinions and insights of the local community;
- Developing a community commitment through consultation on development plans and thus foster ownership of plans;
- The ability to promote regeneration and investment locally;
- The opportunity to work with the community to strengthen the quality of outcomes.

- 1.8 Many elements of the Local Development Framework will require joint consultation between the Council and local communities. Involving communities at an early stage in document preparation will help to resolve issues and speed-up delivery.

- 1.9 In making planning decisions the Council will need to take account of the wider public interest and not just the views of neighbours and interest groups.

Profile of Communities in Tameside

- 1.10 The Metropolitan Borough of Tameside was formed in 1974 around nine towns, the principal one being Ashton-under-Lyne, which is located seven miles east of Manchester city centre. Located on the Pennine foothills it includes a mixture of urban and rural areas, which include pockets of deprivation. It is ranked as the 49th most deprived authority area in England based on the average ranking of its wards.

- 1.11 According to the mid-2003 population estimates there were 213,600 people residing in Tameside, of whom 48.7 per cent were male and 51.4 per cent were female. Children under five accounted for approximately 6 per cent of the resident population of Tameside. This compares with almost 6 per cent for England and Wales overall. In mid-2003, 17.6 per cent of the resident population in Tameside were of retirement age (65 and over for males or 60 and over for females) compared with 18.5 per cent in England and Wales. Of the total population just over 5% are from black and ethnic minority groups, which closely reflects the average for the North West of England. The largest minority ethnic groups are Indian, Pakistani and Bangladeshi⁴. In the population as a whole unemployment is at 3.3%, which is below the national average although wage rates for those in work are relatively poor.

The New Planning System

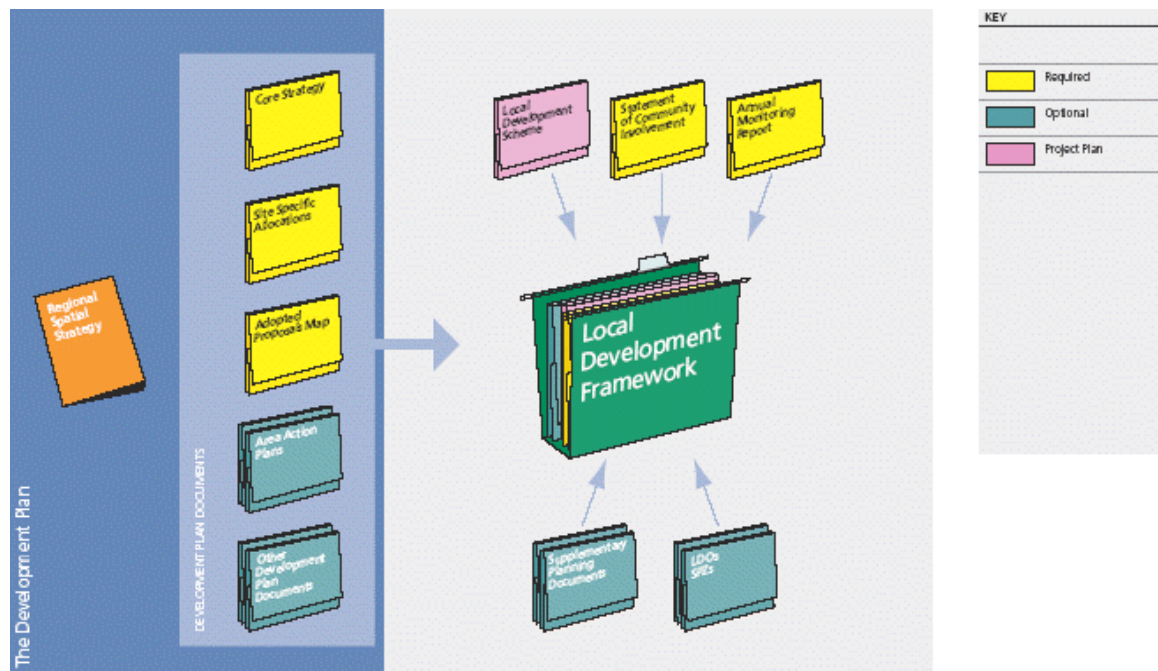
- 1.12 The Planning and Compulsory Purchase Act 2004 has brought about a substantially different development planning system. The changes apply to national, regional and local planning. At the national level, the Government's planning policy framework is being set out in a series of Planning Policy Statements (PPS's), which in time will replace all Planning Policy Guidance notes (PPG's). At the regional level, Regional Planning Guidance (RPG) for the North West has become the Regional Spatial Strategy (RSS) and is now part of the statutory development plan for the borough. By 2007 it will be replaced by a new RSS prepared in line with the requirements of the 2004 Act.
- 1.13 At the local level, a new Local Development Framework (LDF) will replace the council's Unitary Development Plan (UDP). The new system is based on an approach called 'spatial planning', which is about an integrated strategy for the future of the borough rooted in a clear vision, with commitment by all relevant agencies. A key feature of the new system is "frontloading" of involvement, which means that communities will be engaged at the earliest possible opportunity, enabling participation at a time when ideas can influence decisions.

Local Development Framework

- 1.14 Unlike the UDP, which is one big plan covering the whole of the borough, the LDF will be a collection of separate plans or documents as shown below. Together with the Regional Spatial Strategy for the North West, the LDF will eventually replace the UDP to provide a complete planning strategy for the whole of the borough.

⁴ Office for National Statistics

The Local Development Framework



Source: Planning Policy Statement: Local Development Frameworks

2. The Scope of this Statement of Community Involvement

This statement relates to the following planning processes:

The Local Development Framework

2.1 The Local Development Framework comprises of:

- **Development Plan Documents**, which include a core strategy, any site-specific allocations and a proposals map. They are subject to independent examination when an Inspector will consider representations in relation to their soundness and have the weight of development plan status.
- **Supplementary Planning Documents**, support development plan policies and proposals, but are not subject to independent examination and do not have development plan status. They do however undergo a regulatory preparation process.
- **Joint Local Development Documents** – two or more Councils may prepare a joint local development document, which must be identified in the Local Development Scheme (LDS). The statutory procedures for preparing such documents are the same as those for other Local Development Documents.

2.2 The Development Plan Documents form the statutory development plan⁵, together with the Regional Spatial Strategy (Regional Planning Guidance for

⁵ For further information see “Planning Policy Statement 12: Local Development Frameworks” ODPM 2004 - www.odpm.gov.uk

the North West⁶). The Local Development Scheme⁷, published by the Council, sets out the details of each of the local development documents to be produced including the time scales and arrangements for their production.

The Statement of Community Involvement

- 2.3 This document itself is subject to two stages of formal public consultation. Furthermore the final version will be tested for soundness by an Inspector as part of an independent examination, including a public hearing if necessary.

Sustainability Appraisal Reports

- 2.4 To achieve sustainable development in line with the UK Strategy for Sustainable Development⁸, all local development documents will be subject to a sustainability appraisal, apart from this SCI. This is integral to document preparation as a means of assessing their potential social, environmental and economic effects. During document production a sustainability appraisal report will also be made available for comment.

Planning Applications

- 2.5 The Council is responsible for determining planning applications. These vary from small house extensions to proposals for major development e.g. a business park like Ashton Moss. Applications are subject to various forms of public consultation depending on the nature of the proposal, its location and scale.

3. Methods of Consultation and Community Involvement

- 3.1 When arranging a stakeholder or public consultation exercise in relation to the preparation of a Local Development Document, the Council will need to determine the most appropriate consultation methods to employ. Whilst it will be essential to fulfill the statutory requirements as set out in the relevant Regulations⁹, it is intended that, where appropriate, a more extensive process will be adopted. In the case of significant planning applications the applicant will be encouraged to take the lead in arranging the consultation exercise, in consultation with the Council (see paragraph 5.8 for more details).
- 3.2 Appendix B identifies a range of approaches to consultation and participation that are available and considers the benefits and/or issues relating to each method as well as the likely level and type of resources needed for its implementation. The table in Appendix B begins with methods requiring basic levels of involvement followed by more intensive methods. In the light of experience other techniques may be identified, so the list in Appendix B is not

⁶ For further information see - www.go-nw.gov.uk/planning/rpgdocs.html

⁷ The Local Development Scheme can be viewed at - www.tameside.gov.uk/planning/ldf.htm

⁸ For further information see www.sustainable-development.gov.uk

⁹ For Local Development Documents - "Town and Country Planning (Local Development) (England) Regulations 2004" <http://www.legislation.hmso.gov.uk/si/si2004/20042204.htm>
For Planning Applications - Article 8 of the Town and Country Planning (General Development Procedure) Order (as amended)
http://www.legislation.hmso.gov.uk/si/si1995/Uksi_19950419_en_1.htm

meant to be definitive. If new consultation techniques are used, the SCI will be formally revised so that they can be included.

- 3.3 The Council will consider innovative methods of consulting on strategic and significant planning proposals from a Borough-wide perspective. This will involve the creation of a Panel of targeted stakeholders that will assess the advantages and disadvantages of such proposals taking account of the interests of the Borough as a whole.

Linking Consultation Processes

- 3.4 As mentioned in paragraph 1.2 the Council has a strong focus on community involvement as set out in its Consultation Strategy. Consultation processes across the Council are co-ordinated through a Consultation Link Officers group and, where practical, planning issues will be linked via this mechanism. In this way it may be possible to consult on planning documents at the same time as reviews of the Community Strategy or the strategies of other Local Strategic Partnership groups. Equally consideration will be given to the timing of consultation on DPDs in order to link them together where possible. By working closely with the Tameside Strategic Partnership and any other groups flowing from the Community Strategy the Council will ensure that the Local Development Framework is closely integrated with the Community Strategy.

4. Consultation on Local Development Documents

- 4.1 This section describes the procedures that will be followed by the Council when considering the methods of community involvement and consultation to be adopted during the production of Local Development Documents. The precise methods chosen and who to consult will depend on factors such as the type of document, its subject matter and the geographical area covered. In terms of the broad approach to each process it will be necessary to:
- Establish the extent of the local community and stakeholders against the nature of the development;
 - Identify the key stages of the local development document preparation process (see Table 1);
 - Identify the resources available to manage the community involvement (see section 7);
 - Discuss with the relevant communities the possible nature and scale of their involvement;
 - Consider which methods of community involvement to deploy and when (see Appendices B, C and D);
 - Consider the process of reporting back to the relevant communities.
- 4.2 The rest of this section goes on to address these steps in more detail in relation to Development Plan Documents, Supplementary Planning Documents and Sustainability Appraisal Reports.

Development Plan Documents

- 4.3 Table 1 identifies the key stages during which community involvement is undertaken during the preparation of a Development Plan Document and should be read in conjunction with Appendix C. It also identifies the relevant Regulations that apply at certain stages in the process.

Table 1: Key Stages in Development Plan Document Preparation		
Stage	Purpose of consultation/participation	Relevant Regulation¹⁰
A: Pre-production	To assist the development of the evidence base. Consultation is likely to be targeted through specific research projects.	N/A
B: Preparation of issues and alternative options	To engage with individuals/organisations that have an interest in the area's or site's future development so that their views/site specific interests are known early in the process.	Reg. 25
C: Production - preparation of preferred option	Formal six-week statutory consultation stage in plan preparation process with specific requirements set out in the Regulations. Engagement at this stage should assist refinement of preferred options and translation into the submitted document. It should also assist identification of issues to be explored at the independent examination.	Regs. 26/27
D: Submission of Development Plan Document to the Secretary of State	Formal six-week statutory consultation, independent examination (if necessary) and adoption procedures – detailed arrangements are prescribed by the Regulations.	Regs. 28/29/31-36

- 4.4 In Appendix C those types of consultation that are a requirement of the Regulations are shown in italics and will be carried out in accordance with the instructions in the relevant section. It should be noted that the Regulations do not apply to Stage A. Taking account of the nature of the document being prepared consideration should be given to what additional forms of consultation may be appropriate. It should be noted that following stage D it may be necessary to handle representations on site allocation representations, in which case the procedures set down in Regulations 32 and 33 of the Town and Country Planning (Local Development) (England) Regulations 2004 will apply.
- 4.5 The types of consultation that may be adopted at the various stages in the preparation of a Development Plan Document are set out in Appendix C. Without being prescriptive it suggests which methods are most likely to be appropriate in relation to each type of document. Generally it indicates the need for greater levels of activity at the start of the process to reflect the need for early community involvement. For further details of the 'consultation methods' listed in Appendix C you should refer to Appendix B.

¹⁰ Town and Country Planning (Local Development) (England) Regulations 2004.

Supplementary Planning Documents

- 4.6 Broadly, the approach to community involvement set out for Development Plan Documents (see paragraph 4.1) will also be followed for Supplementary Planning Documents. As with Development Plan Documents it will be necessary to fulfill the regulatory requirements¹¹ (shown in italics on the table in Appendix D) when implementing consultation on a Supplementary Planning Document. Appendix D identifies the types of consultation that may be adopted at the different stages in the preparation of a Supplementary Planning Document. Without being prescriptive it suggests which methods are most likely to be appropriate in relation to each type of document and its stage of production. Further details of the ‘consultation methods’ listed in Appendix D are provided in Appendix B.

Sustainability Appraisal

- 4.7 Sustainability appraisal is integral to the production of Development Plan Documents and Supplementary Planning Documents and, where practical, should involve Councillors and/or stakeholders in the appraisal process. Tables 2a and 2b indicate the stages at which sustainability appraisal reports will be the subject of consultation with those stakeholders and bodies as prescribed by the relevant Regulations. It should be noted that it is likely that late proposals for new sites, or conceivably policies, will require those putting them forward to assess their sustainability.

Table 2a: Consultation on Sustainability Appraisals			
Development Plan Document Stages	Relevant Regulation¹²	Sustainability Appraisal Stages	Stages of consultation/participation
A: Pre-production	N/A	Sustainability appraisal scoping report	Following ODPM sustainability appraisal guidance the statutory consultees will be consulted.
B: Preparation of issues and alternative options	Reg. 25	Initial Sustainability Appraisal	The initial sustainability appraisal will test each of the options against sustainability objectives and be circulated with the DPD ‘issues and options’ paper during the public consultation stage.
C: Production - preparation of preferred option	Reg. 26	Sustainability Appraisal Report	Publication of the preferred option/proposal and the Sustainability Appraisal Report.
D: Submission of Development Plan Document to the Secretary of State	Reg. 28	Sustainability Appraisal Report	When submitting the DPD and Sustainability Appraisal Report to the Secretary of State there will be a second period of public consultation.

¹¹ Regulations 17 and 18 of the Town and Country Planning (Local Development) (England) Regulations 2004.

¹² Town and Country Planning (Local Development) (England) Regulations 2004.

Table 2b: Consultation on Sustainability Appraisals			
Supplementary Planning Document Stages	Relevant Regulation¹³	Sustainability Appraisal Stages	Stages of consultation/participation
Preparation	N/A	Initial Sustainability Appraisal	Following ODPM sustainability appraisal guidance the statutory consultees and other appropriate groups will be consulted.
Formal Public Consultation	Reg. 17	Sustainability Appraisal Report	The Sustainability Appraisal Report will be circulated with the draft SPD at the time of public consultation.

Statement of Compliance

4.8 All Local Development Documents will be accompanied by a 'statement of compliance', which describes how the consultation undertaken conforms to this SCI. For Supplementary Planning Documents this will be in the form of a 'consultation statement', which must be available at the time of formal public consultation. For Development Plan Documents it will be in the form of a 'pre-submission consultation statement', which must accompany the draft document when it is submitted to the Secretary of State (stage D in Table 1). This Regulation also applies to this SCI.

4.9 According to the Regulations this statement must set out:

- which bodies have been consulted,
- how these bodies and any other persons were consulted,
- what issues were raised, and
- how those main issues have been addressed in the final version of the document.

Procedures for Responding to Consultation Comments

4.10 All of those that submit representations at any stage during the preparation of a local development document will receive an acknowledgment from the Council. Their details will be added to a database and they will be kept informed of progress at all subsequent stages of the plan's preparation.

4.11 Any comments received during the consultation periods will be considered by the Council during the preparation of Development Plan Documents and Supplementary Planning Documents. These representations will be incorporated into the 'pre-submission consultation statement' or 'consultation statement' as well as being published on the Council's website and at the locations given in Appendix A of this document. The names and addresses of respondents and their consultation responses will be made freely available to the public. Anonymous responses will not be considered. Responses received after the closing date will not normally be considered. During this process it may be appropriate to arrange informal meetings with those making representations in order to discuss their issues or objections.

¹³ Town and Country Planning (Local Development) (England) Regulations 2004.

Taking Account of Earlier Consultations

- 4.12 The preparation of some Local Development Documents (LDD) will have commenced before the introduction of the new planning system. In such cases it will be permissible for the results of community involvement or consultation exercises that have taken place prior to the Local Development Scheme being brought into effect, to be taken into account. When doing so the Council will follow the procedural requirements as set out in paragraphs 5.25/26 in Planning Policy Statement 12¹⁴.
- 4.13 It also may be appropriate when preparing LDD's to take into account the outcomes of earlier community involvement or consultation exercises even if these were not specifically commissioned for LDD preparation. In all circumstances if earlier consultations fail to meet the full requirements introduced by the 2004 Act, then further consultation will be necessary.

5. Consultation on Planning Applications

Statutory Requirements

- 5.1 The Council is responsible for determining the following types of applications:
- Applications for planning permission;
 - Listed building consent¹⁵;
 - Conservation Area consent¹⁶;
 - Advertisement consent, and
 - Prior Notification Applications (e.g. telecommunications masts)

The statutory requirements for publicity for applications for planning permission are laid out in Article 8 of the Town and Country Planning (General Development Procedure) Order (as amended) [the GDPO]. The GDPO requires the Council to publicise planning applications either by a site notice or by notification to neighbours. It is also important that Councillors representing the ward or wards where the development is proposed are kept fully informed in accordance with the protocol in Appendix E.

- 5.2 When considering public consultation in relation to planning applications it is important to recognise the wide range of types and scale of development to which they relate. For applications in respect of house extensions, as a minimum, all properties within four meters of a proposed development are sent a neighbour notification letter inviting their comments. More properties may be notified depending on the circumstances and whether the development is considered to impact on the amenity of others in the vicinity of the proposed development. Applicants are also advised to consult their neighbours before submitting an application. The results of any such

¹⁴ PPS12 can be viewed at: <http://www.odpm.gov.uk/>

¹⁵ The statutory publicity requirements for applications for listed building and conservation area consent are laid out in Regulation 5 of the Planning (Listed Buildings and Conservation Areas) Regulations 1990 (as amended).

¹⁶ The publicity requirements for applications for planning permission affecting the setting of a listed building or conservation area are currently laid out in Section 67 and 73 of the Planning (Listed Buildings and Conservation Areas) Act 1990, but these will be amended as the 2004 Act introduces a provision to allow the publicity requirements to be put into secondary legislation.

consultation will be reported to and taken into account in decisions made by, and on behalf of, the Council.

- 5.3 In the case of larger, more controversial proposals the Council exercises its discretion to consult more widely. This may involve site notices and press advertisements. The Council's website (www.tameside.gov.uk/planning) contains information about planning applications that have been received and how the public can make comments on them. The information about how to make comments is also provided on neighbour notification letters.

Speakers Panel

- 5.4 In the case of 'non-householder' applications members of the public are entitled to request the opportunity to address the Speakers Panel (the Council committee responsible for determining planning applications) before a decision is made. Requests to speak should be made in writing to the Head of Planning, within twenty-one days of receiving a neighbour notification letter. The applicant will also be given the opportunity to speak. Only one person from either side is allowed to speak, each for a maximum of five minutes. It is also possible for a member of the public to ask a local Councillor to speak on their behalf. Householder applications will only be determined by the Speakers Panel where a written request is made by a Ward Councillor.

Strategic and Major Planning Applications

- 5.5 The Council publicises strategic and major planning applications by the following means:

- displaying a site notice in at least one place on or near the land to which the application relates for not less than 21 days;
- individual letters of notification to adjoining occupiers;
- an advertisement in a local newspaper.

- 5.6 Subject to the type of development being proposed, the Council must also consult the appropriate statutory bodies listed in Appendix F.

- 5.7 The definitions of Strategic and Major development is set out in Appendix H - 'Development Control Code of Practice and Public Consultation'. It also sets out more detailed information on the procedures relating to the processing of planning applications.

Pre-application Discussions on Significant Planning Applications

- 5.8 Proponents of a planning proposal, which is likely to be controversial, is on a sensitive site or of a significant scale will, when necessary, be encouraged to undertake wider community consultation. The Council is keen to encourage those submitting planning applications for significant developments to contact local Councillors and officers at an early stage in order to consider whether pre-submission consultation is necessary, and if so to what extent. The type of factors that may be taken into consideration will include: the sensitivity of surrounding land users, the political environment, media interest, and the need for the development. When necessary the applicant will be encouraged to lead such consultation exercises, which should be undertaken at the earliest stage possible prior to submission, with Councillors and officers providing advice on how it should be carried out. The approach adopted to consultation by an applicant should conform with the principles set out in this SCI (see paragraph 1.6). An applicant's pre-application consultation methods will be assessed against a number of factors, including the:

- Extent of the pre-application discussions with the Council (including appropriate Ward Councillors) statutory consultees (e.g. the Environment Agency), stakeholders, service providers (e.g. GMPTE) and the wider community;
- Extent to which the developer has undertaken consultation in accordance with an agreed approach with the Council;
- Transparency and inclusiveness of the process;
- Extent to which the process and outcomes of the consultation can be validated by the Council;
- Extent of joint partnership working between the Council and the applicant in the consultation process;
- Submission of a 'consultation statement'¹⁷ with the application; and
- Degree to which potential problems and possible public objections identified at the pre-application stage have been addressed.

Further guidance on the methods of consultation which may be appropriate for proposed developments of varying significance is available in PPS12 (see table 7.4)

- 5.9 The Council cannot refuse to accept a valid application because it disagrees with the way in which an applicant has consulted the community. However, failure by the applicant to consult could lead to objections being made which could be material to the determination of the application.
- 5.10 Since January 2005 it has been a requirement for those applying for planning permission for a major development to submit a Sustainability Statement. In this the applicant is asked to supply information about the public consultation that has taken place in relation to the proposal. As a minimum this should conform to the approach set out in paragraph 4.9 above. These consultation requirements are in addition to any required on the applicant under the Environmental Impact Assessment regime and the statutory notices required under section 65(2) of the 1990 Act.

Cost and Methods of Consultation

- 5.11 There may be significant costs associated with undertaking pre-application community involvement on planning applications, which the applicant will normally be expected to bear. When choosing which methods of consultation to utilise it is important that they are 'fit for purpose' and recognise the scale and type of the proposal. Whilst not being prescriptive Appendix B sets out a range of consultation methods, many of which go beyond the statutory minimum, that may be adopted by an applicant.

6. Communities and Stakeholder Groups to be Consulted

- 6.1 The Council is committed to involving as wide a range of individuals and organisations as possible in its planning processes. This section identifies the bodies that must be consulted at the various stages of Local Development Document production and in relation to significant planning applications. In

¹⁷ See paragraph 4.9 for advice on the content of a Consultation Statement.

addition it identifies a number of types of local communities and stakeholder groups that the Council may wish to consult, dependent on the subject of the planning issue or policy being considered.

Statutory Requirements

- 6.2 The Government has issued a set of Regulations¹⁸ relating to the preparation of Local Development Documents. These Regulations require the Council to undertake periods of formal public consultation on the planning documents included in the Local Development Scheme. With reference to the list of 'specific' and 'general' bodies, as detailed in Appendix G, it is for the Council to determine which organisations are the appropriate ones to be consulted on any particular document.
- 6.3 The statutory procedures relating to public consultation on those planning applications being determined by the Council are described in section 5 of this SCI.

Wider Consultation

- 6.4 In order to reach a wider cross section of the community and stakeholders than might normally be expected during formal public consultation, the Council will target a range of local groups. Particular emphasis will be given to those who traditionally have not participated in planning processes, often referred to as 'hard-to-reach' groups. These may include: people with a disability; people from black and minority ethnic groups; women with pre-school children; young people; the homeless; working age men and elderly people. This will be partly achieved through the local network of voluntary and community groups - the Tameside 3rd Sector Coalition. In addition the Council will:
- advertise in relevant publications e.g. the Citizen, ethnic minority press;
 - identify other groups and organisations and engage with them directly;
 - make contact with schools and colleges;
 - make documents and information available at a wide variety of locations and in alternative formats such as large print and Braille.
 - produce simplified forms and summaries, where appropriate, in eye catching designs.
- 6.5 Furthermore the Council will, where appropriate, be contacting those contained on a database, who have previously expressed an interest in planning policy matters. This database will be maintained continually and updated as and when new contacts are made. Appendix G lists the types of groups, including 'hard-to-reach' groups that will be contacted, where appropriate, by the Council when consulting on planning matters.
- 6.6 When deciding whom to consult the Council will consider what each type of document is intended to achieve, and how the involvement of the community and stakeholders will assist in this respect. The Council will identify areas of work where community or stakeholder inputs will be important. For example, policies in relation to some topic areas (e.g. housing, health, transport and retailing) should be considered by those groups involved in their delivery or affected by their implementation. The Council will identify the type of groups whose involvement will be crucial to each topic, but will make clear that contributions from other groups and the wider public are also welcome.

¹⁸ Town and Country Planning (Local Development) (England) Regulations 2004

Equal Opportunities

- 6.7 In preparing local development plan documents the Council will comply with the general duty in the Race Relations (Amendment) Act 2000 to promote race equality. It will have due regard to the need to eliminate unlawful racial discrimination and promote equality of opportunity and good relations between persons of different racial groups. Community involvement in planning will address the involvement of all racial groups. The Council will also comply with the Disability Discrimination Act 1995, which places a duty on all those responsible for providing a service to the public not to discriminate against disabled people by providing a lower standard of service. It will make reasonable adjustments to the way it delivers its services so that disabled people can use them.
- 6.8 Equality Impact Assessments will be carried out on emerging new planning policies in accordance with the requirements of the Local Government Equality Standard.

7. Resource Implications

- 7.1 A realistic approach to community involvement must reflect the resources available, otherwise the quality of community involvement will suffer. Managing participation can be a time-consuming task and will need to be tailored to the available resources. Resources will need to be balanced with other production and management tasks. The Council will need to make the most effective use of resources by employing external facilitators, if appropriate, and combining capacity-building participation exercises with other initiatives like the community strategy. It may be possible to utilise funding from the Planning Delivery Grant to support some of these initiatives, such as the cost of employing consultants.
- 7.2 It will be necessary for the Council to build in some flexibility to allow additional community involvement work to be undertaken as issues emerge or develop.

8. Monitoring and Review

- 8.1 The Council will publish an Annual Monitoring Report (AMR) during December each year that will chart delivery of the Local Development Framework. It will include a review of actual progress in terms of Local Development Document preparation and compare this against the targets and milestones in the Local Development Scheme.

The AMR will provide information on the monitoring and review of Development Plan Documents (including Joint Development Plan Documents), Supplementary Planning Documents and the SCI. This process will assist the Council in assessing the relative impact of its planning policies and identify matters that may affect the future planning and development of the Borough.

APPENDIX A

List of Customer Services Centres and Libraries

Planning documents will be available for inspection at the following locations, dependent on their subject, e.g. a site or area specific document may only be lodged in a relevant local Customer Service Centre and library.

- Tameside Council Offices, Planning and Building Control, Council Offices, Wellington Road, Ashton-u-Lyne, Tameside, OL6 6DL.
Opening times: Monday to Wednesday - 9.00 a.m. to 5.00 p.m. Thursday - 9.00 a.m. to 4.30 p.m. Friday - 9.00 a.m. to 4.00 p.m.
- On the Council's website – www.tameside.gov.uk/planning/index.html
(Where they can be downloaded)
- **Tameside Customer Service Centres – see details below.**

<i>Customer Services Centres</i>	<i>Opening Times</i>
Ashton Customer Services Council Offices Wellington Road, OL6 6DL Tel: 0161 342 8355	Monday-Wednesday, 8.30am - 5.00pm Thursday, 8.30am - 4.30pm Friday, 8.30am - 4.00pm Saturday, 10.00am - 1.00pm
Denton Customer Services District Centre (Town Hall) Market Street, M34 2AP Tel: 0161 342 8355	Monday-Wednesday, 8.30am - 5.00pm, Thursday 8.30am - 4.30pm, Friday 8.30am - 4.00pm.
Dukinfield Customer Services Dukinfield Library Concord Way, SK16 4DB Tel: 0161 342 8355	Monday -Tuesday, 10.00am - 3.00pm Wednesday closed, Thursday - Friday, 10.00am - 3.00pm
Droylsden Customer Services Droylsden Library Manchester Road Droylsden M43 6EP Tel: 0161 342 8355	Monday – Tuesday 9.00am - 5.00pm, Wednesday closed, Thursday, 9.00am - 4.30pm, Friday 9.00am - 4.00pm.
Hattersley Customer Services Jet Centre, Fields Farm Rd Hyde, SK14 3NP Tel: 0161 367 1780	Monday, 2.00pm - 4.00pm Thursday, 9.00am - 12.00 noon
Hyde Customer Services Town Hall Market Street Hyde SK14 1AL Tel: 0161 342 8355	Monday-Wednesday, 8.30am - 5.00pm Thursday, 8.30am - 4.30pm Friday, 8.30am - 4.00pm
Stalybridge Customer Services Stalybridge Library Trinity Street Stalybridge SK15 2BN Tel: 0161 342 8355	Monday-Wednesday 9.00am - 5.00pm, Thursday closed, Friday, 9.00am - 4.00pm
Longendale Customer Services Mottram Library Broadbottom Road Mottram, SK14 6JA Tel: 0161 342 8355	Thursday 2.00pm – 4.30pm
Mossley Customer Services Mossley Library Wyre Street, OL5 0EU Tel: 0161 342 8355	Monday, 10.00am - 3.00pm Wednesday, Thursday, Friday, 10.30am - 3.00pm

All Customer Service Centres can be emailed at: customer.services@tameside.gov.uk

• **Tameside Libraries – see details below.**

<i>Library</i>	<i>Opening Times</i>
<p>Tameside Libraries Information Service, Tameside Central Library, Old St, Ashton-under-Lyne, OL6 7SG tel 0161 342 2031/2040 Fax 0161 330 4762, Minicom 0161 342 2044 email information.direct@tameside.gov.uk</p>	<p>Monday, Tuesday: 9.00am – 8.00pm Wednesday: 9.00am – 5.00pm, Thursday: 9.00am – 8.00pm Friday: 9.00am - 5.00pm Saturday: 9.00am - 4.00pm</p>
<p>Denton Library Peel Street, Denton M34 3JY Telephone: 0161 336 8234 or 0161 320 3202 Fax: 0161 337 8931 Email: denton.library@tameside.gov.uk</p>	<p>Monday, Tuesday: 9.00am - 8.00pm Wednesday: Closed Thursday: 9.00am – 8.00pm, Friday: 9.00am - 5.00pm Saturday: 9.00am - 4.00pm</p>
<p>Droylsden Library Manchester Road, Droylsden M43 6EP Telephone: 0161 370 1282 Fax: 0161 371 1886 Email: droylsden.library@tameside.gov.uk</p>	<p>Monday, Tuesday: 9.00am - 8.00pm Wednesday: closed Thursday: 9.00am – 8.00pm Friday: 9.00am - 5.00pm Saturday: 9.00am - 4.00pm</p>
<p>Dukinfield Library Concord Way, Dukinfield SK16 4DB Telephone: 0161 330 3257 Fax: 0161 330 3426 Email: dukinfield.library@tameside.gov.uk</p>	<p>Monday, Tuesday: 9.00am - 7.30pm Wednesday: closed Thursday: 9.00am - 7.30pm Friday: 9.00am - 5.00pm Saturday: 9.00am - 1.00pm</p>
<p>Hattersley Library Hattersley Road East, Hattersley SK14 3EQ Telephone: 0161 368 8515 Email: hattersley.library@tameside.gov.uk</p>	<p>Monday, Tuesday: 9.00am - 5.00pm Wednesday: closed Thursday: 1.00pm – 5.00pm, Friday: closed Saturday: 9.00am - 1.00pm</p>
<p>Haughton Green Library Mancunian Road, Denton M34 1NP Telephone: 0161 336 7193 Fax: 0161 320 0902 Email: haughtongreen.library@tameside.gov.uk</p>	<p>Monday: 9.00am – 5.00pm Tuesday: Closed Wednesday: 9.00am - 7.30pm Thursday, Friday: 9.00am - 5.00pm Saturday: 9.00am - 1.00pm</p>
<p>Hurst Library Hurst Cross, Ashton OL6 8EW Telephone: 0161 330 3750 Fax: 0161 343 6298 Email: hurst.library@tameside.gov.uk</p>	<p>Monday, Tuesday, Wednesday: 9.00am - 7.30pm Thursday: Closed Friday: 9.00am - 5.00pm Saturday: 9.00am - 1.00pm</p>
<p>Hyde Library Union Street, Hyde SK14 1NF Telephone: 0161 368 2447/0161 368 0909 Fax: 0161 368 0205 Email: hyde.library@tameside.gov.uk</p>	<p>Monday: 9.00am – 8.00pm Tuesday: 9.00am – 5.00pm Wednesday: 9.00am - 8.00pm Thursday: 9.00am – 5.00pm Friday: 9.00am - 8.00pm Saturday: 9.00am - 4.00pm</p>
<p>Mossley Library Wyre Street, Mossley OL5 0EU Telephone: 01457 832467 Fax: 01457 838 671 Email: mossley.library@tameside.gov.uk NB: Due to move to George Lawton Hall, Stamford Street, Mossley during 2006.</p>	<p>Monday: 9.00am - 7.30pm Tuesday: Closed Wednesday: 9.00am – 7.30pm, Thursday: 9.00am - 7.30pm Friday: 9.00am - 5.00pm Saturday: 9.00am - 1.00pm</p>

<p>Mottram Library Broadbottom Road, Mottram SK14 6JA Telephone: 01457 764144 Email: mottram.library@tameside.gov.uk</p>	<p>Monday: 2.00pm - 5.00pm Tuesday: 2.00pm - 5.00pm, Wednesday: Closed Thursday: 10.00am - 1.00pm, 2.00pm – 5.00pm, 5.30 - 7.00pm Friday: 2.00pm - 5.00pm Saturday: 10.00am - 1.00pm</p>
<p>Newton Library Talbot Road, Hyde SK14 4HH Telephone: 0161 366 0290 Email: newton.library@tameside.gov.uk</p>	<p>Monday: 2.00pm - 5.00pm Tuesday: 2.00pm - 7.00pm Wednesday: closed Thursday: 2.00pm - 7.00pm Friday: 2.00pm - 5.00pm Saturday: 10.00am - 1.00pm</p>
<p>Stalybridge Library Trinity Street, Stalybridge, SK15 2BN Telephone: 0161 338 2708 or 0161 338 3831 Fax: 0161 303 8289 Email: stalybridge.library@tameside.gov.uk</p>	<p>Monday: 9.00am – 8.00pm, Tuesday: 9.00am – 8.00pm, Wednesday: 9.00am – 8.00pm Thursday: closed Friday: 9.00am - 5.00pm Saturday: 9.00am - 4.00pm</p>
<p>West End Library Windsor Road, Denton. M34 2HB Telephone: 0161 336 2995 Email: westend.library@tameside.gov.uk</p>	<p>Monday: 9.00am - 5.00pm Tuesday: Closed Wednesday: 9.00am – 7.30pm Thursday: 9.00am - 5.00pm Friday: 9.00am - 5.00pm Saturday: 9.00am - 1.00pm</p>

These opening times were correct at the time of publication, but you may wish to check them either by viewing the Council website or by telephoning the library/Customer Service Centre.

Summaries of LDF documents and any related literature are available in a variety of formats e.g. Braille, large print, audio cassette, languages other than English. If you require documents in another format please contact the Strategic Planning Manager, Tameside MBC, Planning and Building Control, Council Offices, Wellington Road, Ashton-u-Lyne, OL6 6DL. Tel: 0161 342 3136 Email: planning.policy@tameside.gov.uk

APPENDIX B

Potential Methods of Community Involvement		
Methods	Benefits/Issues	Resources
(a) Documents available for inspection at local planning authority offices, libraries and Customer Service Centres ¹⁹ during set consultation period.	Fulfills part of the minimum statutory requirement – it should be clear how and when people should respond. Offices and documents should be accessible to those with disabilities.	Low - staff time.
(b) Letters to statutory bodies and other key stakeholders (listed in Regulations ²⁰ and Appendix G)	Fulfills part of the minimum statutory requirement – authorities should identify such bodies as it considers necessary and consult them in writing.	Low/medium - staff time.
(c) Internet (Council website, e-mailshot, Members' Portal, Citizens' Portal, Planning Portal, Bulletin Board)	Fulfills part of the minimum statutory requirement - increasingly the first port of call for the public and professionals seeking detailed information. It should be user-friendly and include all relevant documents in pdf format. A useful means of providing feedback to consultation exercises.	Low - staff time.
(d) Advert in local press	Where required by the Regulations an advertisement must be published in a local newspaper circulating in the whole of the Council's area.	Low - staff time.
(e) Media (local press, radio, TV etc.)	In addition to statutory requirements for advertising planning applications and Local Development Documents, local newspapers/radio station can be used to carry articles and stories about proposals. This can also raise the profile of the Local Development Framework, particularly when combined with 'hotlines' (see below).	Low - staff time.
(f) Co-ordinate consultation with other strategies	This will help reduce consultation overload and demonstrate the connections with the Local Development	Medium – staff time

¹⁹ See Appendix A for their addresses and opening times.

²⁰ For Local Development Documents - "Town and Country Planning (Local Development) (England) Regulations 2004". For planning applications - Article 8 of the Town and Country Planning (General Development Procedure) Order (as amended).

e.g. Tameside Community Strategy, or by linking consultation on DPDs.	Framework.	
(g) Articles in local publications e.g. The Tameside Citizen, T3SC Newsletter, Tameside Disability Bulletin.	A valuable method of communicating with the public, community organisations and 'hard to reach' groups around Tameside. Needs careful planning to meet publication deadlines.	Low - staff time.
(h) Leaflets/brochures	This can publicise an outline of the proposed document or application, and inform the public about further opportunities to get involved.	Medium - staff time/design and printing costs.
(i) Public exhibitions/displays /stalls/roadshows	A good medium for disseminating information, allowing communities to air their views, although attendees are self-selecting. Should be held in accessible locations that are relevant to the subject under discussion. May need to be held over a number of days and varying times to ensure all sections of the community have an opportunity to attend. Material should be presented in a format that is easy to understand.	High level of resources -staff time/ design and printing costs.
(j) Citizen's Panel - formal written consultation/comm unity surveys	Good introduction to main issues. Responses can help identify key interests and groups. Benefit in focusing consultation around a number of key questions.	Medium - staff time.
(k) Hotline (toll-free telephone number)	A good way of providing information for people without internet access. For optimum benefit, it should be a staffed service rather than a recorded or automated system.	High level of resources in terms of staff time/cost of calls.
(l) One-to-one meetings with selected stakeholders	A useful means of identifying key issues, getting key people involved and achieving alignment with other strategies and initiatives. Requires senior staff involvement together with expectation that commitments will be made and fulfilled.	High level of resources requiring senior staff involvement.
(m) Public meetings	An open and inclusive way for people to engage in robust debate on the issues although attendees are self-selecting. Meetings must be carefully prepared and effectively chaired to keep the meeting focused on the subject matter up for discussion.	High level of resources requiring senior staff involvement.

(n) Focus groups (selected groups of participants with particular characteristics) or citizen panels (randomly selected participants)	Useful for area-based discussions and presentation of options. Can help the Council to gain more understanding of public concerns. Provides opportunity to explore issues in depth but may need to be complemented by other methods.	Medium - staff time.
(o) Tameside Development Forum	Established in early 2005 this Forum comprises of 'regular applicants' plus other interested bodies. It provides an opportunity to disseminate information and canvass professional opinion on proposed planning documents and processes.	Low/medium - staff time.
(p) Workshops (interactive): e.g. 'enquiry by design' and 'planning for real' exercises	Commonly used as a means of engaging local communities on planning applications and developing 'ownership' of proposals. Need to involve appropriate people and require significant preparation to allow a structured approach and report back. Useful for identifying and focusing discussion around difficult issues and key themes.	High level of resources required in terms of staff time and cost of consultants/facilitators.
(q) Planning Aid	Planning aid is a valuable source of planning advice and help. It is aiming to develop a greater role in targeting communities which traditionally do not get involved in the planning system as well as increasing their capacity to participate. For further information on Planning Aid (see http://www.rtpi.org.uk/planning-advice/). The Community Technical Aid Centre can also provide similar support – (see http://www.ctac.co.uk/)	Low/medium -staff time
(r) Steering/advisory group	Mechanism for getting key organisations involved in overseeing or acting as a sounding board for the production of local development documents. Particularly appropriate for area action plans or topic-based policies. Role of the group (steering or advising) needs to be clear and there should be a transparent approach to selecting members.	Medium/high level of resources required in staff time.
(s) Partnership Group	Comprising of all interested parties to a major planning proposal this can help identify an optimum solution and minimise objections. It may need professional facilitation or mediation service.	High level of resources required in terms of staff time and cost of facilitator/mediation service.

Further information about methods of community involvement can be accessed from the Rowntree Trust report "Beyond the Ballot: Democratic Innovations from Around the World (see www.powerinquiry.org).

APPENDIX C

Methods of Consultation on Development Plan Documents												
	Core Strategy				Site Specific Allocations/Area Action Plans				Other Development Plan Documents			
	Stages*				Stages*				Stages*			
Consultation Methods	A	B	C	D	A	B	C	D	A	B	C	D
a) Documents available for inspection			•	•			•	•			•	•
b) Letters to statutory bodies	•	•	•	•	•	•	•	•	•	•	•	•
c) Advert in local press			•	•			•	•			•	•
d) Internet (website)	•	•	•	•	•	•	•	•	•	•	•	•
e) Media	•	•	•	•	•	•	•	•	•	•	•	•
f) Co-ordination with TSP	•	•	•	•	•	•	•	•	•	•	•	•
g) Articles in local publications	•	•	•	•	•	•	•	•	•	•	•	•
h) Leaflets/ Brochures		•				•				•		
i) Public exhibitions		•	•			•	•			•	•	
j) Citizen's Panel	•	•			•	•			•	•	•	
k) Hotline		•	•	•		•	•	•		•	•	•
l) One-to-one meetings	•	•	•		•	•	•		•	•	•	
m) Public meetings		•	•			•	•			•	•	
n) Focus groups		•	•		•	•				•	•	
o) Development Forum	•	•	•	•	•	•	•	•	•	•	•	•
p) Workshops		•	•				•	•		•	•	
q) Planning Aid						•	•					
r) Steering/advisory group	•	•	•	•	•	•	•	•	•	•	•	•
s) Partnership Group					•	•	•	•				

[* See Table 1]

APPENDIX D

Methods of Consultation on Supplementary Planning Documents				
Consultation Methods	Thematic/topic based		Site specific	
	Stages		Stages	
	Preparation	Formal Public Consultation (4 – 6 weeks)	Preparation	Formal Public Consultation (4 – 6 weeks)
a) Documents available for inspection		•		•
b) Letters to statutory bodies	•	•	•	•
c) Advert in local press		•		•
d) Internet (website)	•	•	•	•
e) Media	•	•	•	•
f) Co-ordination with TSP	•	•	•	•
g) Articles in local publications	•	•	•	•
h) Leaflets/brochures	•		•	
i) Public exhibitions	•		•	
j) Citizen's Panel	•			
k) Hotline			•	•
l) One-to-one meetings	•	•	•	•
m) Public meetings			•	•
n) Focus groups	•	•	•	•
o) Development Forum	•	•	•	•
p) Workshops	•		•	
q) Planning Aid			•	•
r) Steering/advisory group	•	•	•	•
s) Partnership Group	•	•	•	•

APPENDIX E

Member Consultation on Planning Applications

Guidance to Planning Officers

1.	Consultation in all cases	<ul style="list-style-type: none"> • “Major” applications i.e. 10 or more houses, 1000m² of building, etc. • “Departure” applications. Conflict with UDP (Local Development Framework). • “Right of Way” applications affecting highways. • “Greenfield” applications. New buildings on open land, including e.g. houses in gardens. • Telecommunication mast, dishes. • Controversial sites. Where there is a history of controversy and member involvement.
2.	Consultation in most cases (judgement to be exercised taking account of location and impact on residents, traffic, trees, etc.)	<ul style="list-style-type: none"> • New houses. • New industrial buildings. • Significant extensions (over 100m²). • Changes of Use (especially to A3 Food and Drink). • Advert hoardings • Application to listed buildings and in Conservation Areas. • Applications affecting trees and hedgerows. • Notification re: phone boxes, farm buildings and house demolitions.
3.	No consultation required	<ul style="list-style-type: none"> • House extensions. • Minor elevational alteration to commercial buildings. • Shop fronts and signs.

APPENDIX F

Statutory Consultees on Planning Applications

Table based on Article 10 of The Town and Country Planning (General Development Procedure) Order 1995 [Statutory Instrument 1995 No. 419]

<i>Para</i>	<i>Description of Development</i>	<i>Consultee</i>
(a)	Development likely to affect land in Greater London or in a metropolitan county	The local planning authority concerned
(b)	Development likely to affect land in a non-metropolitan county, other than land in a National Park	The district planning authority concerned
(c)	Development likely to affect land in a National Park	The county planning authority concerned
(d)	<p>Development within an area which has been notified to the local planning authority by the Health and Safety Executive for the purpose of this provision because of the presence within the vicinity of toxic, highly reactive, explosive or inflammable substances and which involves the provision of -</p> <p style="padding-left: 40px;">(i) residential accommodation; (ii) more than 250 square metres of retail floor space; (iii) more than 500 square metres of office floor space; or (iv) more than 750 square metres of floor space to be used for an industrial process,</p> <p style="padding-left: 40px;">or which is otherwise likely to result in a material increase in the number of persons working within or visiting the notified area</p>	The Health and Safety Executive
(e)	Development likely to result in a material increase in the volume or a material change in the character of traffic -	
	(i) entering or leaving a trunk road; or	The Highways Agency on behalf of the Secretary of State for Transport
	(ii) using a level crossing over a railway	The operator of the network which includes or consists of the railway in question, and Secretary of State for Transport
(f)	Development likely to result in a material increase in the volume or a material change in the character of traffic entering or leaving a classified road or proposed highway	The local highway authority concerned
(g)	Development likely to prejudice the improvement or construction	The local highway

	of a classified road or proposed highway	authority concerned
(h)	Development involving -	
	(i) the formation, laying out or alteration of any means of access to a highway (other than a trunk road); or	The local highway authority concerned
	(ii) the construction of a highway or private means of access to premises affording access to a road in relation to which a toll order is in force	The local highway authority concerned, and in the case of a road subject to a concession, the concessionaire
(i)	Development which consists of or includes the laying out or construction of a new street	The local highway authority
(j)	Development which involves the provision of a building or pipeline in an area of coal working notified by the Coal Authority to the local planning authority	The Coal Authority
(k)	Development involving or including mining operations	The Environment Agency Greater Manchester Geological Unit
(l)	Development likely to affect the site of a scheduled monument	In England, the Historic Buildings and Monuments Commission for England.
(m)	Development likely to affect any garden or park of special historic interest which is registered in accordance with section 8C of the Historic Buildings and Ancient Monuments Act 1953[12] (register of gardens) and which is classified as Grade I or Grade II*.	The Historic Buildings and Monuments Commission for England
(n)	Development involving the carrying out of works or operations in the bed of or on the banks of a river or stream	The Environment Agency
(o)	Development for the purpose of refining or storing mineral oils and their derivatives	The Environment Agency
(p)	Development involving the use of land for the deposit of refuse or waste	The Environment Agency Greater Manchester Geological Unit
(q)	Development relating to the retention, treatment or disposal of sewage, trade-waste, slurry or sludge (other than the laying of sewers, the construction of pumphouses in a line of sewers, the construction of septic tanks and cesspools serving single dwellinghouses or single caravans or single buildings in which not more than ten people will normally reside, work or congregate, and works ancillary thereto)	The Environment Agency
(r)	Development relating to the use of land as a cemetery	The Environment Agency

(s)	<p>Development -</p> <p>(i) in or likely to affect a site of special scientific interest of which notification has been given, or has effect as if given, to the local planning authority by the English Nature²¹ or the Countryside Council for Wales, in accordance with section 28 of the Wildlife and Countryside Act 1981[13] (areas of special scientific interest); or</p> <p>(ii) within an area which has been notified to the local planning authority by the English Nature²² or the Countryside Council for Wales, and which is within two kilometres of a site of special scientific interest of which notification has been given or has effect as if given as aforesaid</p>	<p>The Council which gave, or is to be regarded as having given, the notice</p>
(t)	<p>Development involving any land on which there is a theatre</p>	<p>The Theatres Trust</p>
(u)	<p>Development which is not for agricultural purposes and is not in accordance with the provisions of a development plan and involves -</p> <p>(i) the loss of not less than 20 hectares of grades 1, 2 or 3a agricultural land which is for the time being used (or was last used) for agricultural purposes; or</p> <p>(ii) the loss of less than 20 hectares of grades 1, 2 or 3a agricultural land which is for the time being used (or was last used) for agricultural purposes, in circumstances in which the development is likely to lead to a further loss of agricultural land amounting cumulatively to 20 hectares or more</p>	<p>In England, the Minister of Agriculture, Fisheries and Food.</p>
(v)	<p>Development within 250 metres of land which -</p> <p>(i) is or has, at any time in the 30 years before the relevant application, been used for the deposit of refuse or waste; and</p> <p>(ii) has been notified to the local planning authority by the waste regulation authority for the purposes of this provision</p>	<p>The waste regulation authority concerned</p>
(w)	<p>Development for the purposes of fish farming</p>	<p>The Environment Agency</p>
(x)	<p>Development which:</p> <p>(i) is likely to prejudice the use, or lead to the loss of use, of land being used as a playing field; or</p> <p>(ii) is on land which has been:</p> <p>(aa) used as a playing field at any time in the 5 years before the making of the relevant application and which remains undeveloped; or</p> <p>(bb) allocated for use as a playing field in a development plan or in proposals for such a plan or its alteration or replacement; or</p>	<p>In England, the Sports Council for England; in Wales, the Sports Council for Wales</p>

²¹ English Nature will be replaced by Natural England during 2006.

²² English Nature will be replaced by Natural England during 2006.

	(iii) involves the replacement of the grass surface of a playing pitch on a playing field with an artificial, man-made or composite surface.	
(y)	Development likely to affect (i) any inland waterway (whether natural or artificial) or reservoir owned or managed by the British Waterways Board; or (ii) any canal feeder channel, watercourse, let off or culvert, which is within an area which has been notified for the purposes of this provision to the local planning authority by the British Waterways Board.	The British Waterways Board
(z)	Development – (i) involving the siting of new establishments; or (ii) consisting of modifications to existing establishments which could have significant repercussions on, major accident-hazards; or (iii) including transport links, locations frequented by the public, and residential areas in the vicinity of existing establishments, where the siting or development is such as to increase the risk consequences of a major accident.	The Health and Safety Executive and the Environment Agency and, where it appears to the local planning authority that an area of particular natural sensitivity or interest may be affected, in England, the English Nature ²³ .
(za)	Development which – (iv) involves or is likely to affect the provision of an existing or proposed strategic infrastructure project of which notification has been given to the local planning authority and which is likely to have a significant impact upon a policy in the Regional Development Agency's Strategy; or (v) is within an area of which notification has been given to the local planning authority for the purpose of this provision and is likely to affect the implementation of a strategic regional investment or employment policy in the Regional Development Agency's Strategy.	The Regional Development Agency which gave the notice
(zb)	Development that falls within the criteria indicated on the Manchester Airport Safeguarding Map and is within the Safeguarding Zone	Manchester Airport

²³ English Nature will be replaced by Natural England during 2006.

Town and Country Planning (General Development Procedure) Order 1995

Special provisions as to permission for development affecting certain existing and proposed highways

15. - (1) Where an application is made to a local planning authority for planning permission for development which consists of or includes -
- (a) the formation, laying out or alteration of any access to or from any part of a trunk road which is either a special road or, if not a special road, a road subject to a speed limit exceeding 40 miles per hour; or
 - (b) any development of land within 67 metres (or such other distance as may be specified in a direction given by the Secretary of State under this article) from the middle of -
 - (i) any highway (other than a trunk road) which the Secretary of State has provided, or is authorised to provide, in pursuance of an order under Part II of the Highways Act 1980^[29] (trunk roads, classified roads, metropolitan roads, special roads) and which has not for the time being been transferred to any other highway authority;
 - (ii) any highway which he proposes to improve under Part V of that Act (improvement of highways) and in respect of which notice has been given to the local planning authority;
 - (iii) any highway to which he proposes to carry out improvements in pursuance of an order under Part II of that Act; or
 - (iv) any highway which he proposes to construct, the route of which is shown on the development plan or in respect of which he has given notice in writing to the relevant local planning authority together with maps or plans sufficient to identify the route of the highway,

the local planning authority shall notify the Secretary of State by sending him a copy of the application and any accompanying plans and drawings.

- (2) An application referred to in paragraph (1) above shall not be determined unless –
- (a) the local planning authority receive a direction given under article 14 of this Order (and in accordance with the terms of that direction);
 - (b) they receive notification by or on behalf of the Secretary of State that he does not propose to give any such direction in respect of the development to which the application relates; or
 - (c) a period of 28 days (or such longer period as may be agreed in writing between the local planning authority and the Secretary of State) from the date when notification was given to the Secretary of State has elapsed without receipt of such a direction.
- (3) The Secretary of State may, in respect of any case or any class or description of cases, give a direction specifying a different distance for the purposes of paragraph 1(b) above.

Town and Country Planning (Control of Advertisements) Regulations 1992

Duty to consult

12. (1) Before granting an express consent, a local planning authority shall consult—
- (a) any neighbouring local planning authority, any part of whose area appears likely to be affected;
 - (b) where the application relates to land in a National Park which is land that is not in a metropolitan county, the district planning authority for the area in which the land is situated;
 - (c) where they consider that a grant of consent may affect the safety of persons using any trunk road (as defined in section 329 of the Highways Act 1980^[6]) in England, the Secretary of State for Transport;
 - (d) where they consider that a grant of consent may affect the safety of persons using any railway, waterway, dock, harbour or aerodrome (civil or military), the person responsible for the operation thereof, and, in the case of coastal waters, the Corporation of Trinity House.
- (2) The local planning authority shall give anyone whom they are required to consult at least 14 days' notice that the relevant application is to be considered and shall take into account any representations made by any such person.

APPENDIX G

List of Statutory and Other Consultees

The following lists of consultation bodies are based on those contained in Annex E of Planning Policy Statement 12: Local Development Frameworks

Specific consultation bodies

The following bodies are specific consultation bodies and must be consulted in accordance with the Act and Regulations:

- The Regional Planning Body - North West Regional Assembly
- A relevant authority any part of whose area is in or adjoins the area of the local planning authority - Derbyshire County Council, Stockport Metropolitan Borough Council, Oldham Metropolitan Borough Council, Peak District National Park Authority, High Peak Borough Council, Manchester City Council, Mossley Town Council, Saddleworth Parish Council, Tintwistle Parish Council, Charlesworth Parish Council, Chisworth Parish Council.
- The Countryside Agency
- The Environment Agency
- The Highways Agency
- The Historic Buildings and Monuments Commission for England (English Heritage)²⁴
- English Nature
- Network Rail
- A Regional Development Agency whose area is in or adjoins the area of the local planning authority - North West Development Agency, East Midlands Development Agency
- Any person to whom the electronic communications code applies by virtue of a direction given under Section 106 (3)(a) of the Communications Act 2003 - British Telecommunications
- Any person who owns or controls electronic communications apparatus situated in any part of the area of the local planning authority - Mobile Operators Association, Vodafone Ltd, One2One Personal Communications Ltd, O2 (UK) Ltd, Orange Personal Communications Services Ltd
- Any of the bodies from the following list who are exercising functions in any part of the area of the local planning authority:
 - I. Strategic Health Authority
 - II. Person to whom a licence has been granted under sec 7(2) of the Gas Act 1986
 - III. Sewage undertaker
 - IV. Water undertaker
 - United Utilities Properties Limited, United Utilities - Service Delivery
 - Transco North West, Greater Manchester Strategic Health Authority
- Government Departments –
Department for Constitutional Affairs, Department for Culture, Media and Sport, The Environment Agency, Government Office for the North West (GONW), Defence Estate Organisation (Ministry of Defence), Department for Work and Pensions, Department of Health, Department for Environment, Food and Rural

²⁴ When consulting English Heritage on significant planning applications refer to 'Planning and Development in the Historic Environment – A Charter for English Heritage Advisory Services (second edition, April 2005)

Affairs, The Home Office, Office of Government Commerce, Department for Education and Skills (through GONW), Department for Transport (through GONW), Department for Health (through regional public health group), Department for Trade and Industry (through GONW), The Countryside Agency.

General consultation bodies

- Voluntary bodies some or all of whose activities benefit any part of the authority's area;
- Bodies which represent the interests of different racial, ethnic or national groups in the authority's area;
- Bodies which represent the interests of different religious groups in the authority's area;
- Bodies which represent the interests of disabled persons in the authority's area; and
- Bodies which represent the interests of persons carrying on business in the authority's area.

Other consultees

Local planning authorities should also consider the need to consult, where appropriate the following agencies and organisations in the preparation of local development documents.

- (a) Age Concern;
- (b) Airport operators; Manchester Airport
- (c) British Chemical Distributors and Traders Association;
- (d) British Geological Survey;
- (e) British Waterways, canal owners and navigation authorities;
- (f) Centre for Ecology and Hydrology;
- (g) Chambers of Commerce, Local CBI and local branches of Institute of Directors;
- (h) Church Commissioners;
- (i) Civil Aviation Authority;
- (j) Coal Authority;
- (k) Commission for Architecture and the Built Environment;
- (l) Commission for New Towns and English Partnerships;
- (m) Commission for Racial Equality;
- (n) Crown Estate Office;
- (o) Diocesan Board of Finance;
- (p) Disability Rights Commission;
- (q) Disabled Persons Transport Advisory Committee;
- (r) Electricity, Gas, and Telecommunications Undertakers, and the National Grid Company;
- (s) Environmental groups at national, regional and local level, including:
 - i. Council for the Protection of Rural England;
 - ii. Friends of the Earth;
 - iii. Royal Society for the Protection of Birds; and
 - iv. Wildlife Trusts;
- (t) Equal Opportunities Commission;
- (u) Fire and Rescue Services;

- (v) Forestry Commission;
- (w) Freight Transport Association;
- (x) Gypsy Council;
- (y) Health and Safety Executive;
- (z) Help the Aged; (aa) Housing Corporation; (bb) Learning and Skills Councils;
- (cc) Local Agenda 21 including:
 - i. Civic Societies;
 - ii. Community Groups;
 - iii. Local Transport Authorities;
 - iv. Local Transport Operators; and
 - v. Local Race Equality Councils and other local equality groups;
- (dd) National Playing Fields Association;
- (ee) Network Rail;
- (ff) Passenger Transport Authorities; Greater Manchester Passenger Transport Executive
- (gg) Passenger Transport Executives;
- (hh) Police Architectural Liaison Officers/Crime Prevention Design Advisors;
- (ii) Port Operators;
- (jj) Post Office Property Holdings;
- (kk) Rail Companies and the Rail Freight Group;
- (ll) Regional Development Agencies;
- (mm) Regional Housing Boards;
- (nn) Regional Sports Boards;
- (oo) Road Haulage Association
- (pp) Sport England;
- (qq) The House Builders Federation;
- (rr) Transport for London;
- (ss) Traveller Law Reform Coalition;
- (tt) Water Companies; and
- (uu) Women's National Commission.
- (vv) Council for British Archaeology;
- (ww) Greater Manchester Archaeological Unit

APPENDIX H

DEVELOPMENT CONTROL CODE OF PRACTICE AND PUBLIC CONSULTATION

INTRODUCTION

Our Statement of Community Involvement supports public involvement in Development Control procedures. This Code of Practice sets out how this will be done by publicising planning proposals and seeking views to help with decisions.

Service and Quality

Development Control regulates development. It involves the determination of planning applications, the monitoring of development and enforcement action. It is a service to applicants and local communities. Objectives ensure that developments are right for their purpose and location.

Planning applications are viewed against government guidance, our Local Development Framework and the adopted Unitary Development Plan. The aim is to make the best decision taking into account impact on the environment and the interests of the community. Often this involves balancing the needs of the applicant against effects on neighbours and people nearby.

Applicants, neighbours and the public generally will be treated courteously and equally. This Code sets out how these standards are met. All letters and documents from the Council relating to development control issues will be written in plain language.

SUBMITTING AN APPLICATION

Pre-application information and advice

Pre-application discussions are encouraged so applications can be dealt without delay. Officers are available during office hours to provide general advice on the need for permission, making an application, fees, planning policy, and supporting statements.

Advice can also be given on how decisions are made, people's rights of access to information and addressing Speakers Panel on a particular case.

Advice on specific proposals or advice on design or servicing standards will necessitate an appointment with the planning officer for the area but please understand that advice given by officers cannot prejudice the outcome of an application.

Pre-application consultation with the Local Community

Applicants for major or significant applications will be encouraged to undertake public consultation prior to submission to identify and deal with objections prior to submission. The approach adopted should conform with the principles set out in this Code of Practice but the value will depend on the following:

- the transparency and inclusiveness of the process;
- the extent to which consultation can be validated by the Council;
- the submission of a 'consultation statement' with the application; and
- how problems and objections have been addressed.

The Council cannot refuse to accept a valid application because of failure to consult but this may result in avoidable objections and ultimately refusal.

The Submission Process

The applicant is ultimately responsible for the submission of an application but assistance can be given on filling in application forms and the provision of Ordnance Survey site plans (subject to an appropriate fee).

Applicants will be notified of invalid or incomplete applications and advised on how to correct but please note that the clock will not start on the application until we are satisfied that the application is valid. Submissions will be returned and fees refunded for proposals which are found to be permitted development or for which planning permission is not otherwise required.

Please note that for major applications (see above) we now ask for a **SUSTAINABILITY STATEMENT** to be submitted with the application.

Valid applications will be registered and receipt acknowledged. A specific target date for a decision will be given. Contact over applications will take place directly with the advisers or agents where applicants indicate such assistance on their forms.

How We Deal with an Application

Applications will be dealt with in the following way:

- The case officers will be identified with applicants and consultees informed.
- Case officers will visit the site early in the process but will only make an accompanied site visit if absolutely necessary.
- Where information is missing or extra is required, the applicant will be notified in writing with reasons. A time limit for reply will be given and the implications of non-receipt will be explained.
- If the proposal is unacceptable as submitted but amendments could be made to overcome deficiencies, suggestions will be made to the applicant. If more time is needed to consider a revised application the applicant will be told but more time will only be sought if there is good reason.
- Applicants will be informed, on request, about the progress of applications.

GENERAL PUBLICITY FOR PLANNING APPLICATIONS

The Council wishes to ensure that all those directly affected by applications, together with residents' groups, community/amenity groups, the local press, etc., are given up-to-date information on applications. To achieve this, the Council will maintain the planning application register on-line and undertake consultation and publicity as set out below.

The Planning Register

All applications for planning permission, listed building or conservation consent and advertisement consent will, as we are legally bound, be entered on to the planning register as soon as validated. The full register is available for inspection during our office hours and comprises of copies of completed forms, submitted drawings and planning decisions. However, this is also available in partial form on the Council's web site, which displays recent applications.

Advertising

The Planning Acts (as amended), require publicity either by site notice or individual neighbour notification, as well as a press notice for the major applications below:

- Erection of 10 or more dwellings, or site area of 0.5 hectares or more.
- Erection of 1,000 square metres of floorspace, or site area of 1 hectare or more.
- Mineral workings or deposits.
- Waste – disposing, treating, storing, or processing.
- Development affecting Listed buildings or the character of a Conservation Area.
- Departures from the Unitary Development Plan.

The following applications may also be advertised in the press or notices posted on site:

- Development affecting property by noise, smell, vibration, dust or other nuisance.
- Development attracting crowds, traffic and noise into a generally quiet area.
- Development causing activity and noise during unsocial hours.
- Development introducing significant change e.g. tall buildings.
- Development resulting in reduction of light or privacy beyond adjacent properties.
- Development affecting the setting of an ancient monument or archaeological site.
- Development affecting trees subject to Tree Preservation Orders.

Note: Applications which require an Environmental Assessment require both the application and statement to be publicised. Applications affecting Listed Buildings and development in Conservation Areas will be referred to Amenity Societies and English Heritage.

Consultation Letters

When we consult on planning applications we will abide by the criteria below.

Strategic Developments: Development of over 5,000 square metres of new floorspace, residential sites over 2 hectares and buildings over 30 metres high.

Minimum consultation:

- Letters to Ward Councillors and notice in local press.
- Site Notices on all publicly accessible boundaries of the site.
- Letters to properties in surrounding streets, including those affected by access.
- Letters to residents associations, community/amenity groups and public services.
- Local Planning Authorities where near to a boundary.
- Subject to the type of development being proposed, the Council will also consult the appropriate statutory bodies listed in Appendix F.

Major Developments : Defined earlier

Minimum consultation:

- Letters to Ward Members and residents' association, community/amenity groups.
- Letters to properties near the boundary of the application site and the access.
- Site notices on all publicly accessible boundaries to the site.
- Subject to the type of development being proposed, the Council will also consult the appropriate statutory bodies listed in Appendix F.

Backland Development: One or more separate dwellings or buildings, or a change of use of a piece of open backland or garden.

Minimum Consultation: All properties backing on to the site or within 4 metres of the boundary, and those affected by access.

Extensions to Buildings: (including house extensions)

Minimum Consultation: Properties either side of the site with boundaries abutting or within 4 metres of the boundary (but only if property is within 90 metres of any part of the physical development). However, if an extension is not visible or has no impact on a neighbour, an individual consultation will not be undertaken. In the case of rear extensions, those to the rear of the site will be consulted, and for front extensions those opposite will be consulted. Side only extensions will require that property on the side affected to be consulted. Wider consultations will be undertaken where the proposed extension is prominent.

Conversion of Houses: (changes of use to offices or conversion to flats)

Minimum Consultation: Immediately adjoining properties and existing tenants of the property itself where the conversion involves no material external alterations. Where extensions are proposed, additional consultations will be undertaken as above.

Changes of Use of Land or Buildings:

Minimum Consultation: as above.

New Shopfronts

Minimum Consultation: Properties either side and above where appropriate. Amenity/ heritage groups may be consulted.

Listed Building and Conservation Area Consent Applications

Minimum Consultation: Site notice, newspaper advertisement and neighbour consultation. Demolition or alteration requiring Listed Building Consent or Conservation Area Consent, consultation with adjoining properties.

Advertisements:

Minimum Consultation: Site notice display. Sites in Conservation Areas referred to Heritage Groups.

Lawful Development Certificates/Certificates of Lawfulness:

Applications that establish the legality of the development. No consultation unless local evidence is required for example on historical details.

Having your say

Those people notified about a specific planning application will be advised how they can make comments, which must be submitted within 21 days from the date on which they receive the notification. Bodies such as English Nature will be allowed such longer period of time to comment on applications as may be prescribed by legislation or regulations. If material amendments are made to the application, neighbours will be re-notified and allowed 14 days for further comments. Neighbours wishing to discuss an application with the case officer must make an appointment.

Written letters/e-mails of objection will not be acknowledged but comments will be considered by the case officer. This may result in the application being revised and consultation repeated. Comments are summarised where appropriate in the Speakers Panel report. All letters will be made available for public inspection and copies can be made at a charge. A summary of any public meeting which may have taken place will also be included.

Making the Decision

All comments received will be considered before a decision on an application is reached. Comments on an application will be reported where appropriate to the Speakers Panel.

When an application goes to the Speakers Panel, an objector or an applicant can ask to put their case in person to the Panel. Any request should be to the Chairman and should be made in writing at least five working days before the Panel. One speaker from each side will be allowed to speak and should aim to speak for no more than five minutes.

All those making individual representations and organisers of petitions will be informed of the decision on the application.

The Council will publicise its own performance targets in the Best Value Performance Plan and set out the timetable within which it will make decisions. The Council aims to decide 80% of all applications within eight weeks.

Once a final decision has been made the decision notice will be issued to the applicant within two working days. Any conditions attached to a permission, reasons for refusal, and/or any additional information or advice will be set out clearly and the reasons for them explained.

Planning Appeals

When appeals are lodged and validated by the Planning Inspectorate, those neighbours, elected members and other people consulted when the application was originally submitted, will be informed that an appeal has been lodged and that they need to relay any objections direct to the Planning Inspectorate. Provided they do, the Planning Inspectorate will inform people of the outcome of the appeal direct. With enforcement appeals, we will notify residents of the appeal as if the appeal were a normal planning application and consult accordingly.

If a planning application is referred to the Secretary of State for his decision, we will notify residents of this fact and ask people to forward representations direct to Government Office for the North West. We then also write again to tell them the date of the appeal when we are informed.

The Delegation Scheme

The Head of Planning and Building Control usually deals with planning applications under the delegation scheme operated by the Council unless:

- the application is recommended to be approved but is contrary to Council policies or guidelines;
- the application has been made by a Member or Officer of the Council,
- where a Member of the Council has requested that the application be considered by Speakers Panel.

House extensions, garages, fences and satellite dishes, adverts (not hoardings), shop fronts, minor elevational changes and extensions not exceeding 500 square metres to non-residential property, use of land for garden extensions, and amendments to approved housing layouts involving not more than 10 dwellings would normally be delegated.

Some decisions may not be made until the applicant and other relevant parties have entered into a Section 106 agreement with certain planning obligations. If an obligation is believed to be required, an applicant will be told at the earliest

opportunity so that negotiations over the form and content of the obligation agreement can be conducted concurrently with the processing of the application.

Where a decision has been made to refuse an application, changes or alternatives may be suggested, on request, where it is felt these would lead to a favourable decision on a revised application. The applicant's right for appeal against the decision can be explained.

Monitoring development

Once full planning permission has been given the applicant may need to submit for approval by the Council any details of the development which have not been agreed beforehand. These details will be described in conditions attached to the permission, and approval must be sought before development can take place.

In the case of straight forward matters, such as materials to be used, a decision will be issued, or a request for further information will be made, within 10 working days of receipt. In the case of more complex matters, such as landscaping schemes, a decision will be issued within twenty working days.

Development must be carried out in accordance with the approved plans. It is important that the Council's requirements are met and the permission is correctly implemented. The Council will monitor development as it takes place. It is the applicant's responsibility to let the Council know if amendments to the approved development are necessary. The approval of any amendments will be dealt with promptly on the receipt of an amendment to an planning application and correct fee.

Enforcing Planning Law and Regulations

When an alleged breach of planning control is reported or suspected, the site or premises will be inspected and other information sought to establish the facts. Where a breach of planning control is established the person responsible for the breach will be informed of what is wrong and what action should be taken to correct it. A time limit will be given and the consequences of not taking the appropriate action will be explained.

Complaints about alleged breaches of planning control will be treated confidentially within the Council so far as is practicable. The complainant will be notified in writing within 15 working days of receipt of the complaint of how the Council intends to pursue the matter. The complainant will be further notified in writing of the decision to take enforcement action within 10 working days of that decision being made. If the Council decides not to take action the reason will be explained.

Complaints and performance

All complaints about the way in which development control matters have been handled will be acknowledged within five working days. All complaints will be fully and promptly investigated and the complainant will be given a written response recording the outcome of the investigation and any action the Council proposes to take. If no action is proposed the reasons will be explained.

If the complainant remains dissatisfied with the way in which the Council has handled the matter, the procedures for making a complaint to the Commission for Local Administration (the Local Ombudsman) will be explained.