

Planning Service Charter

The customer service standards that you can expect



1. OUR COMMITMENT

Our Planning Service plays an important role in delivering sustainable economic growth. Our aim is to deliver an excellent service and be one of Scotland's top planning authorities.

Our service will be:

- **Honest:** We will act with honesty and integrity. We will treat all users of our service fairly, objectively and with respect. All decisions will be made on the basis of their planning merits and in the public interest.
- **Accessible:** We will make planning information clear and easy to access. We will make it easy to contact us and to comment on applications and policies. We will listen to all contributions and take feedback into account.
- **Transparent:** We will make information about planning applications and decisions available on our website and at our offices. We will make the reasons for planning decisions available.
- **Responsive:** We will provide timely advice and planning decisions. We will continue to look at ways to improve the speed and quality of our service. We will work proactively with communities, agencies and developers to get the right development in the right place.
- **Effective:** We will provide accurate and useful planning advice. We will write policies and make planning decisions that ensure a high quality of development that delivers the four aims of the National Park.

2. OUR PLANNING SERVICE

Our planning service is made up of:

- Development Management, and
- Development Planning.

This charter sets out the service standards that you can expect from both of these teams. Our aim is to always meet the timescales set out in these standards but there will be times when this will not be possible.

3. DEVELOPMENT MANAGEMENT

Development management is a key part of our planning service and covers:

- Determining planning applications and providing pre-application advice
- The Planning and Access Committee
- Local Reviews and
- Monitoring and enforcement.

ADVICE AND PLANNING APPLICATIONS

Advice and information on all of aspects of our service can be found here: www.lochlomond-trossachs.org/planning/planning-advice-leaflets

You can contact our planning officers by emailing: planning@lochlomond-trossachs.org

Our Planning Service is located at our headquarters:

**Loch Lomond & The Trossachs National Park Authority,
Carrochan, 20 Carrochan Road, Balloch, G83 8EG**

Our office is open from 8.30am to 4.30pm, Monday to Friday. Information can also be made available at our Callander office on request.

Our Service Standards	
1	We will acknowledge all applications within 3 working days of receipt.
2	We will check all applications for sufficient information within 5 working days of receipt and either: <ul style="list-style-type: none">• Request further information to validate the application, or• Write to confirm the application is valid.
3	We will do a site visit within 20 working days of receiving a valid planning application.
4	We will decide 90% of householder applications within 2 months and 80% of all local applications within 2 months.
5	We will issue delegated decisions within 10 working days of the case officer making their recommendation (status changes to pending decision).
6	We will respond to pre application enquiries within 20 working days.

PLANNING AND ACCESS COMMITTEE

Our Planning and Access Committee usually meets once a month in public to consider certain planning applications, enforcement actions, policy papers and access matters. See here for further details about the Committee and how it operates: www.lochlomond-trossachs.org/looking-after/planning-access-committee

Our Service Standards	
7	The Planning Committee will at all times operate under the terms of its Standing Orders and observe the Code of Conduct For Members.
8	We will publish an annual diary of Committee meeting dates on our website in January of each year
9	We will write to anyone who has made a written representation about an application 7 working days before the meeting.
10	We will make Committee papers available on our website and at our headquarters at least 7 working days before the date of each meeting
11	We will publish draft minutes on our website within 10 working days of each meeting.

LOCAL REVIEW BODY

Our Local Review Body determines Notices of Review. For details about the Local Review Body and how it operates, see: www.lochlomond-trossachs.org/images/stories/Planning/PDF/Advice%20notes/Local%20Review%20Body%20Guidance%20Note%20revised%20Nov%202010.pdf

Our Service Standards	
12	We will validate a Notice of Review within 7 working days of receipt.
13	We will make the Notice of Review available on our website and at our headquarters, and notify all interested parties, within 7 working days of the date of receipt of a valid review.
14	The Local Review Body will at all times operate under the terms of its Standing Orders.
15	The Local Review Body will aim to decide 80% of all Reviews within 2 months.

MONITORING

Our monitoring officer ensures that planning permissions are being complied with. Applicants are now required to notify us when they intend to start building and when works are complete. For more information on our monitoring work, see here: www.lochlomond-trossachs.org/planning/planning-enforcement-and-development-monitoring

Our Service Standards	
16	We will acknowledge Notices of Initiation of Development within 3 working days of receipt.
17	We will respond to information submitted to meet conditions on a planning permission within 20 working days.
18	We will determine a written request for a Non-Material Variation to a planning permission within 20 working days.

ENFORCEMENT

Our enforcement officer investigates possible breaches of planning control and seeks remedial action where necessary. For further details, please see our full [Enforcement Charter](#).

Our Service Standards	
19	We will acknowledge receipt of written enquiries or complaints within 5 working days
20	We will respect the confidentiality of anyone raising a concern about a possible breach of planning control as far as is reasonably and legally possible.
21	We will write to complainants within 20 working days of receipt of a written enquiry, to advise whether further action will be taken.
22	We will do an initial inspection of sites within the following timescales: High Priority enquiries - 5 working days Medium Priority enquiries - 15 working days Low Priority enquiries - 20 working days

4. DEVELOPMENT PLANNING

Our Forward Planning team is responsible for preparing local planning policy and guidance. They will progress the Finalised Draft Local Plan to adoption and prepare a new Local Development Plan for consultation. They will also continually monitor the adopted Local Plan to review its effectiveness. Further details on the work of the Forward Planning team can be found here: www.lochlomond-trossachs.org/planning/local-plan.

The Development Plan Scheme explains how we will prepare our Development Plan for the National Park in an inclusive and open manner, and can be found here: www.lochlomond-trossachs.org/images/stories/Planning/PDF/LocalPlan/Development%20Plan%20Scheme%20Update%200710%20FINAL.pdf

Our Service Standards	
23	We will write all policy and guidance in clear English.
24	We will continue to produce supplementary planning guidance to support the implementation of our Local Plan.
25	We will always publish draft guidance on our website and consult the public, Community Councils and other stakeholders for a minimum of 6 weeks.
26	We will acknowledge receipt of written consultation responses and update responders at key stages of the process.
27	We will monitor the adopted Local Plan to review its effectiveness and publish the results on our website annually.

5. MONITORING OUR PERFORMANCE

We will carry out regular monitoring to check whether we are achieving our service standards.

We will report on our performance and progress in meeting these standards on an annual basis.

We will review these service standards annually to ensure they are still relevant.

6. WE WANT TO HEAR FROM YOU

How to give feedback

Customer's views and opinions are important to help us improve our service. You can contact us in the following ways:

Email: planning@lochlomond-trossachs.org

Post: Loch Lomond & The Trossachs National Park Authority,
Carrochan, 20 Carrochan Road, Balloch, G83 8EG

Complaints

We aim to provide a high standard of service at all times. However, sometimes problems do arise.

Please direct your initial complaint to our Planning Information Manager: 01389 722024, planning@lochlomond-trossachs.org

If your complaint remains unresolved, please refer to our formal [Complaints Procedure](#). Details of the procedure are here: www.lochlomond-trossachs.org/looking-after or a copy can be forwarded to you on request.

Our Planning Forum

The Planning Forum meets at least once a year and is an opportunity for users of our service to share views and discuss ideas for its improvement. For further information or details on how to get involved, see our website:

www.lochlomond-trossachs.org/looking-after/planning-forum