

# Walsall Council Customer Charter

## Development Management Planning Applications and Chargeable Services



### Our Customer Promise we want to be GREAT



**G**et things done in a timely manner

**R**espect our customers and the communities we serve

**E**xcellent customer service, first time, every time

**A**lign the way we work with customers, partners and internal services

**T**ell people about our services and be clear about what we don't do.

Due to the complex nature of certain applications and services which often rely on the input of other internal and external colleagues and organisations there may be instances where the targets specified in the charter cannot be met. Every effort will be made to meet our targets and standards of performance and we will communicate any change to specified timeframes in advance.

### We Are Walsall 2040 Ambitions

We are:

thriving and happy

healthy and well

prosperous and innovative

proud of our borough



Walsall Council

### Pre-application advice

#### We will:

- Acknowledge your request within 5 working days.
- Provide our consultees with 21 days to provide their feedback.
- Offer a meeting date (if our 'plus' service is selected) no later than 15 working days from the date the application and fee were received.
- Provide a written response to you no later than 30 working days from the date the application and fee were received. We will aim to issue a comprehensive response within this timeframe. In the event we have not received all feedback at that time we will issue you with a holding response containing the feedback available at that time and will provide any subsequent feedback to you separately.
- Provide feedback on any revised or additional plans within 15 working days of receipt of the follow-up pre-application submission and payment of the necessary additional fee(s).
- Call you back no later than 1 working day if your query relates to a live pre-application.

### Development Team

#### We will:

- Acknowledge your request within 5 working days.
- Provide our consultees with 21 days to provide their feedback.
- Offer a meeting date no later than 10 working days from the date the application form, supporting information and fee were received.
- Provide a written response to you no later than 10 working days from the date of the meeting. We will aim to issue a comprehensive response within this timeframe. In the event we have not received all feedback at that time we will issue you with a holding response containing the feedback available at that time and will provide any subsequent feedback to you separately.
- Arrange additional meeting(s) and provide feedback on any revised or additional plans within 15 working days of receipt of the follow-up submission and payment of the necessary additional fee(s).
- Call you back no later than 1 working day where your query relates to a paid-for development team service.

### Other chargeable services

#### We will:

- Acknowledge your request within 5 working days.
- Provide a written response to you no later than 20 working days from the date the request and fee were received.
- Call you back no later than 1 working day where your query relates to a live paid-for service.

### Householder and minor planning applications

#### We will:

- Confirm receipt within 5 working days of receipt.
- Validate and register within 10 working days of receipt of required documents and fee.
- Determine the application within the statutory period of 8 weeks, or longer where agreed by an extension of time.
- Use our discretion to accept a minor change that does not materially alter the proposal, does not exceed the statutory timeframe and does not require re-consultation.
- Call you back no later than 1 working day where your query relates to a live application.

#### We can't:

- Enter into negotiations which should be carried out at an early pre-application stage.
- Accept any material amendments or revisions to the original application submission which would trigger re-consultation.
- Allow an application to exceed the statutory determination period, or any other date agreed within an extension of time.

### Major planning applications

#### We will:

- Confirm receipt within 5 working days of receipt.
- Validate and register within 10 working days of receipt of required documents and fee.
- Publish consultation comments online and provide an opportunity to address any minor issues arising.
- Determine the application within the statutory period of 13 weeks (16 weeks if subject to EIA), or longer where agreed by an extension of time.
- Call you back no later than 1 working day where your query relates to a live application.

#### We can't:

- Enter into lengthy negotiations. Key issues should be considered and addressed at an early pre-application / development team and design stage prior to submitting a planning application.
- Allow an application to exceed the statutory determination period, or any other date agreed within an extension of time.