

Planning Customer Charter

1. Introduction

At Nottingham City Council, we are committed to delivering high-quality planning services that support sustainable development and improve the quality of lives for our residents, businesses, and communities.

Our Planning Services include:

- Development Management
- Planning Enforcement
- Planning Policy

These services play a vital role in shaping the future of our city and ensuring that growth is managed responsibly and inclusively.

2. Our Customers

We serve a wide and diverse range of customers, including:

- Local residents
- Elected councillors
- Neighbourhood and community groups
- Developers and landowners
- Planning agents and consultants
- Local businesses
- Infrastructure and utility providers
- Government bodies and statutory consultees

Our customers engage with us in different ways:

- To apply for planning permission or seeking advice
- To comment on or influence planning decisions
- To know more information and have guidance, or support
- To work with us in partnership to shape local policy

3. Our Commitments to You

We are committed to providing a service that is:

- **Responsive** – all communication will be clear and delivered in a timely manner.
- **Effective** – we commit to provide high-quality outcomes that align with Nottingham's strategic goals.
- **Transparent** – all relevant planning information, decisions, and policies will be published.
- **Fair** – all our actions will be delivered with integrity, fairness, and respect
- **Inclusive** – our services and information will be designed to be straightforward, user-friendly, and accessible to everyone.

4. What We Ask of You

To help us deliver the best service possible, we ask that you:

- Understand the legal and procedural framework we operate within
- Submit accurate and complete applications
- Share feedback—both positive and constructive
- Allow us time to respond within our timescales

5. Service Standards

We aim to respond to general planning queries within 5 working days.

6. Development Management

For planning applications, we will:

- Aim to Validate applications within 5 working days.
- Publish applications and updates on our online planning register.
- Notify relevant parties in line with legislation and our Statement of Community Involvement
- Consider all comments and other material consideration received before making decisions

- Determine applications within statutory timeframes or extension of time wherever possible

7. Planning Enforcement

We will:

- Investigate reported breaches in accordance with our Enforcement Policy
- Maintain confidentiality.
- Notify complainants if a retrospective application is submitted

8. Planning Appeals

We will:

- Notify interested parties when an appeal is lodged