

Planning Services Charter 2024





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Foreword



Daren Veidman
Cabinet Member Housing
and Highways

I wish to commend to you the Service Charter for Planning Services. This is a key Council service. It has a challenging role to steer between ensuring quality development to meet the aspirations of the Council and those who live and work here and protecting the valuable environment and heritage of our borough.

Like much of the Council they have had to adapt to mainly working from home during and following Covid. They have found new ways of working and keeping in touch and have managed to maintain a high level of performance throughout this difficult time.

This Charter describes the work of Planning Services. It sets out the values they aspire to, the performance standards they are committed to and how the Service is held accountable.

The planning team consistently provides a quality service and deservedly won the Royal Town Planning Institute's accolade of 'North West Planning Authority of the Year' in 2023.

I am proud to be Cabinet Member Housing and Highways and I am confident that Planning Services will continue to meet the high standards which you as residents and businesses in Sefton are entitled to expect.

Daren Veidman

Cabinet Member Housing and Highways

May 2024

Our Core Values

Most modern fit for purpose planning services are defined by a set of key principles or core values, which they use to shape and maintain the service they want to provide. These will vary from Council to Council depending on the priorities of their organisation and the particular challenges they may be facing. The core values that are used by Sefton's Local Planning Authority are what we believe to be the essential ingredients of a successful and vibrant planning service.

Our core values are listed below:

Joint working – working with internal and external partners to provide a high quality and efficient service

Customer focused – putting our customers at the heart of everything we do to help shape our service to meet customer expectations and needs

Efficiency driven – constantly challenging ourselves to offer a cost effective service ensuring value for money

Quality decisions – making high quality decisions that robustly defend challenge or scrutiny and securing the best outcomes for the Borough

Performance oriented – having a strong focus on performance that holds the service to account by setting challenging and ambitious targets

Valued staff – recognising the vital role that staff play in providing an effective service and enabling and empowering them to meet their full potential.



New ways of working



Staff away day - summer 2022

As for many organisations, COVID has resulted in new ways of working for the Planning Services team. Staff had been working entirely from home during COVID, but now are in the office at least one day in ten. This brings its challenges in working as a close team given there has been a 30% turnover in staff from the start of COVID through to end of 2023. It has been a challenging time but we believe that we have been able to maintain a high level of service throughout this time.

Two staff surveys were carried out to understand how they were coping with the new way of working during COVID and to identify ways in which they could be better supported. Directly as a result of the first survey, a detailed action plan was introduced to ensure staff felt better supported and equipped to do their jobs from home. And we have held regular 'away days' to bring together staff together in person and to help maintain our sense of being a team.

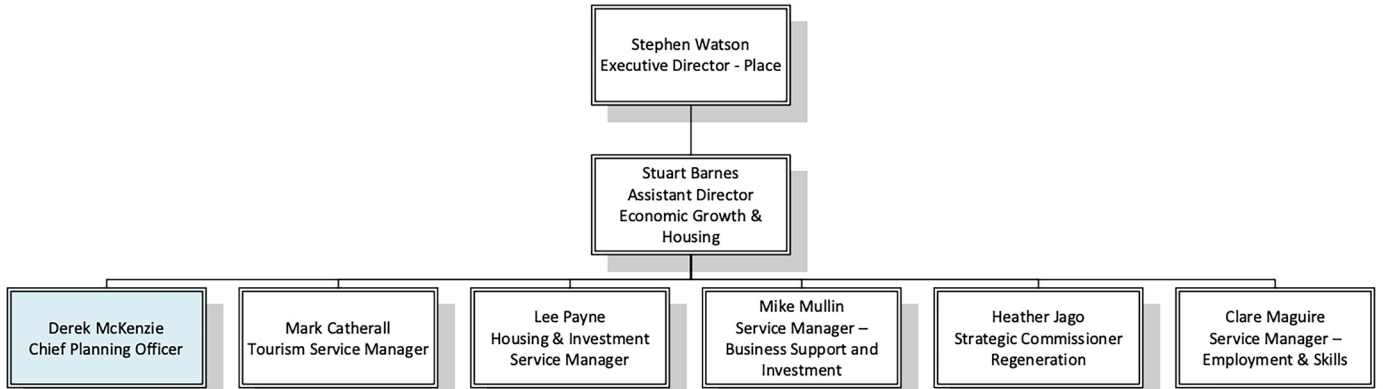
We also try to keep in regular touch with the agents who are our most regular 'customers', submitting applications for planning permission and building regulation approval. After a gap during COVID, we are reintroducing regular forums to share information and to hear the views from our agents. These help to shape our service.

It is important to hear from everyone who uses our service. We are commissioning a customer survey in March 2024. We will reflect on the results, and they too will help shape our service.

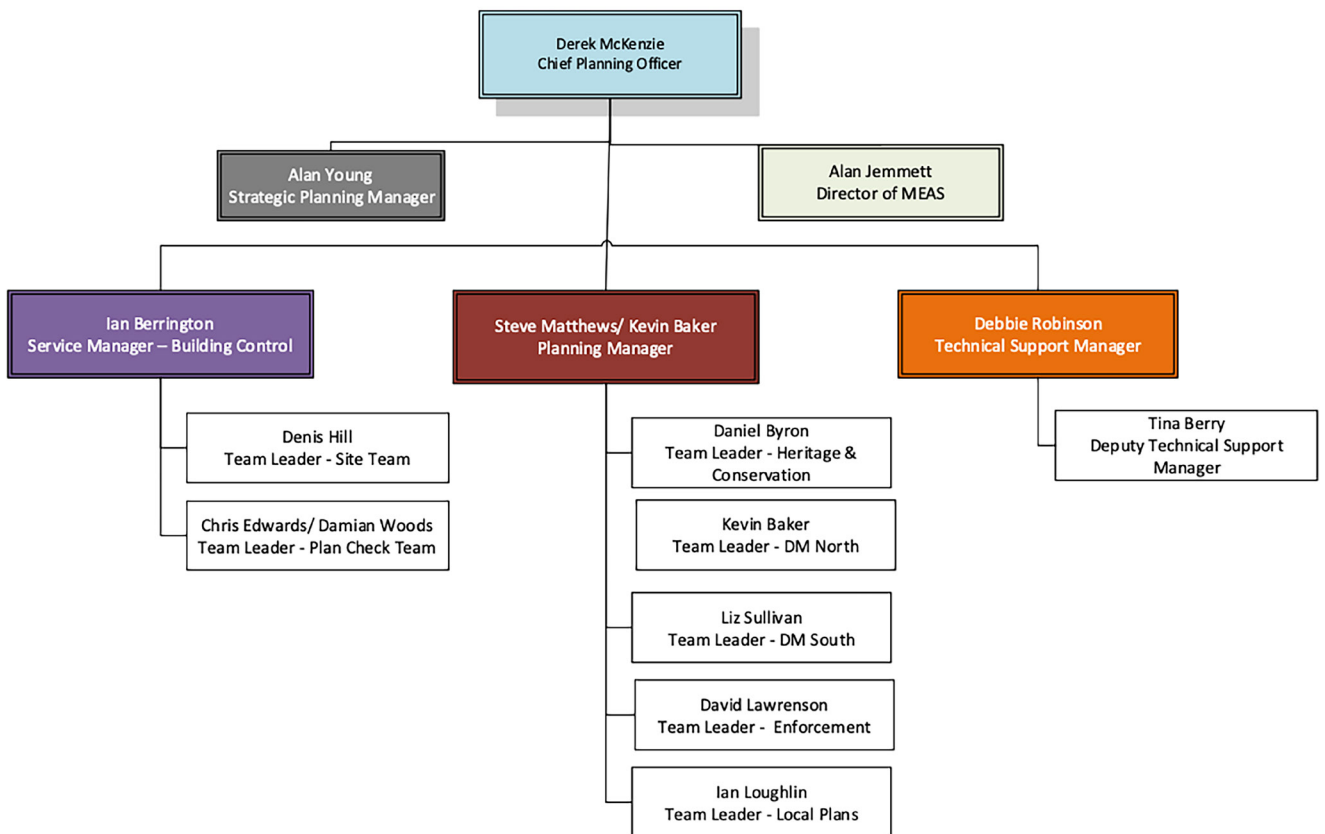


Agents' Forum - February 2023

Directorate Structure



Planning Services Management Team



Planning

Development Management

Development Management is a positive and proactive approach to shaping, determining and implementing development proposals. It is led by the Local Planning Authority, working closely with those proposing developments and others who have a close interest in the development.

Our Development Management service aims to be responsive to those making applications but also to those who may have concerns about the impact of new development. It involves making sure that development is approved in line with the Council's development plan and national planning policy, to enable us to achieve key priorities for the Borough.

We work positively and proactively with applicants and are committed to determining applications within statutory timescales in order to provide an efficient service. Therefore, if any application has not had the benefit of pre-application advice and clearly fails to meet our policy in significant ways, we are likely to suggest that the application be withdrawn or we will determine it as it stands. This is likely to mean it will be refused.

However, if the application is capable of being amended or further information can be provided quickly to meet our policy without having to change the description of the development, we will generally allow one opportunity to revise the scheme and/or provide additional information to get the scheme right. If the application still does not meet policy, or it comes to light that the revisions/additional information cannot be provided quickly (for example, if additional ecological surveys cannot be carried out until a certain time of year), again we will invite the

applicant to withdraw their application or we will determine it as it stands.

The reason for this approach is so we can make the best use of our limited resources and determine applications in a timely manner. The Government is increasing its focus on performance and is proposing to greatly restrict the use of 'extensions of time'. This would allow us less opportunity to agree revisions. When any changes are introduced we will update the advice in this

Charter accordingly. This explains why we strongly encourage prospective applicants to use our pre-application service.

The role of Planning Committee

Around 3-4% of all planning application decisions are determined by Planning Committee. The remaining decisions (over 95%) are delegated to the Chief Planning Officer. The Council's constitution sets out which applications are determined by Planning Committee. This is a small proportion of all applications and includes those which are major or contentious, those which have been 'called in' to Committee by a ward councillor or are the subject of a petition from local residents.

More about the Planning Committee

Planning Committee is made up of 15 councillors. In 2023-24, this comprises 12 Labour members, two Liberal Democrat and one Conservative.



The Planning committee tends to meet every four weeks but does not meet in August.

The Committee receives mandatory training each May at the start of the new municipal year. Further training is provided before most Planning Committee meetings on a variety of topics. Members are expected to attend at least two of

these sessions each year.

Before Planning Committee, members generally visit the sites of the applications they will be considering. If they would not be likely to benefit from visiting the site, they will not do so.

The proposed Marine Lake Exhibition Centre (top) - an example of a major scheme considered by the Planning Committee (June 2023)

Making a successful application

We approve over 90% of all applications.

We offer an excellent pre-application advice service. This will help you to make a successful application first time. Details can be found on our website at www.sefton.gov.uk/preapp We recommend you use this service.

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However, if the application is capable of being amended to meet our policy without having to change the description of the development, we will generally allow one set of revisions to get the scheme right. If the application still does not meet policy, again we will invite the applicant to withdraw their application or we will determine it as it stands. This is why we strongly encourage prospective applicants to use our pre-application service.

We also offer a Planning Performance Agreement for larger and more complex schemes. This sets out standards and timescales for assessing these proposals.

Publicising applications

We notify close neighbours of application sites. Our approach to this is set out in the Council's [Statement of Community Involvement](#). You may search, view and track planning applications [here](#).

Anyone is welcome to comment on an application and all comments are made public on the Council's website. Although names and addresses of those who make comments are publicised, other personal information such as signature, email address and telephone number are not made public.

Any resident may ask a local councillor to 'call in' an application. There are strict time periods within which this must be done, and these are set out in the letter neighbours receive when we notify them of an application. If someone gathers a petition of at least 25 signatories of Sefton residents (endorsed by ward member) to oppose an application, they will be able to address Planning Committee when it considers the application.

How we assess applications

- We assess planning applications by referring to a number of published documents:
 - the development plan for Sefton – this includes the Local Plan and Neighbourhood Plans which cover some parts of the borough
 - government policy (the National Planning Policy Framework)
 - local guidance in the form of a series of Supplementary Planning Documents. This guidance adds detail to the policies in the Local Plan e.g. how we assess house extensions or proposals for new homes.
- We take account of comments made by those we consult e.g. on matters relating to highways, drainage, environmental health, and ecology. We take account of comments we receive which directly relate to the impact of proposed development.
- Case officers visit the application site and neighbouring sites if this is essential to understand the proposal, but they are not

obliged to do so. Sometimes they will ask the applicant - or neighbours - to provide photographs to show how a scheme might impact on the application or adjoining sites.

Ensuring a quality and consistent approach

- The team which assesses applications meets regularly to discuss difficult and complex applications. The case officer will also discuss applications with a senior officer who will sign off the application.
- Case officers use the documents referred to above in coming to their recommendation on an application. In addition, we are developing a series of Procedure Notes to ensure staff adopt a consistent approach.
- We offer training in relevant areas and encourage staff to highlight and share best practice. We have access to all decisions made nationally where an application has been refused and decided by an independent Inspector at appeal. We can therefore compare how similar proposals have been assessed.

Speed and quality of planning decisions

- The Government sets targets for determining applications within a specific timeframe. We report on our progress each quarter. If we fail to meet these targets the Local Planning Authority can be placed in 'special measures'. This removes the Council's ability to make planning decisions which are then made by the independent Planning Inspectorate.
- We are also given targets relating to quality. These measure the percentage of those applications we refuse which are then allowed at appeal. If we exceed a certain threshold the Authority can again be placed in special measures.

- We review all decisions which we have refused and have been granted at appeal and identify lessons we can learn.

If you are dissatisfied ...

You can appeal to the Planning Inspectorate if we refuse your application. They will provide an independent assessment of your application.

If you think we have not followed the Council's or national procedures in determining an application, you can complain formally through the [Council's corporate complaints' procedure](#). This has two stages.

If you are still not satisfied at the end of this process, you may refer your complaint to the Local Government Ombudsman.



Trees and High Hedges

As part of our Development Management service, we assess applications for works which may

affect trees covered by a Tree Preservation Order and trees in Conservation Areas. This includes proposals to fell and prune such trees. We also assess applications under the High Hedges complaints' system which enables us to assess concerns about fast growing trees or hedges which affect the living conditions of neighbouring residents.

Planning Enforcement

The integrity of the Planning process as a whole depends on the Council's readiness to take enforcement action when it is appropriate. Fair and effective planning enforcement is important to protect the quality of life for the people who live and work in Sefton, and the quality of the Borough's built and natural environment.

We regularly receive complaints that development is taking place which does not have the benefit of planning permission, or that people are not complying with the conditions attached to their permission.

We have a small enforcement team which follows up these queries. Sometimes we find that planning permission has already been granted or that it isn't necessary. Sometimes

the person carrying out the development did not know planning permission was necessary in which case we may ask them to apply for it retrospectively.

We believe we have a successful approach as most of our enforcement is carried out by discussion and negotiation. Occasionally we may have to serve a formal notice to stop development e.g. to ensure buildings are removed or a use ceases. Such formal action is only necessary in a small proportion of cases, typically 3-4% of all the complaints we receive.

Our [enforcement protocol](#) sets out our approach to responding to complaints and the priority we give to dealing with different types of complaint.



Planning Policy

Local planning authorities are responsible for the preparation of a Local Plan, which allocates land for development and sets out a range of planning policies to guide development over a period of around 15 years.



Sefton's Local Plan was adopted in April 2017. The latest version is available on Sefton's website at www.sefton.gov.uk/localplan.

The government is revising the approach to making plans,

and this suggests that Sefton will need to start a new Local Plan by 2025/26. The Planning policy team will lead on this and will undertake this in line with updated guidance which will include extensive involvement with the public and stakeholders.

The Planning Policy Team will review, carry out and commission a number of studies to make sure the next Local Plan is based on sound and up-to-date evidence. This includes studies on the number and type of new homes we need, employment, retail, environmental issues, and recreation. Further information on our current planning evidence can be found at www.sefton.gov.uk/planningstudies.

The Planning Policy Team are currently working on a Bootle Area Action Plan. This will form part of the development plan for the area. The Bootle Area Action Plan will identify the locations in the town where regeneration and investment is needed and also aims to help to secure the homes that people need and want, good quality open spaces and facilities, job opportunities

and approaches to tackle climate change and environmental issues. It will also help support the Council's ambitious plans for Bootle Town Centre. Information on the progress of the draft Area Action Plan can be found at www.sefton.gov.uk/BootleAAP.

The Planning Policy Team also prepare, consult on, and adopt [supplementary guidance](#) to provide detailed guidance for policies in the Local Plan. These cover a range of issues, including:

- Affordable housing
- House Extensions
- Conversions to Flats and Houses in Multiple Occupation
- New Homes
- Sustainable Transport
- Open Space
- Nature
- Social Value – Employment and Skills

The Planning Policy Team are part of a network of policy planners in the Liverpool City Region that collaborate on sub-regional issues. This includes working with the Liverpool Combined Authority on their emerging Spatial Development Strategy, approaches to waste management, ecology, and mitigating recreational pressure on the coast.

The Planning Policy Team work closely with colleagues across the Council and other organisations (such as Homes England) to promote development and funding opportunities in the borough.

The Planning Policy Team also make significant contributions on planning applications and provide detailed advice on pre-application inquiries. They also represent the Council at planning appeals and public inquiries where necessary.

Heritage & Conservation



St Helen's church, Sefton Village –
Grade 1 Listed Building

Sefton has a distinctive historic environment with over 840 Listed Buildings, 25 Conservation Areas, 13 Scheduled Monuments and 5 Registered Parks and Gardens of Special Historic Interest. We have identified further local heritage structures as Non-designated Heritage Assets (NDHA) whose heritage significance merits consideration in planning decisions.

The historic environment must be responsive to a changing society. It is our responsibility to manage changes to buildings so they do not result in any harm to the significance of Sefton's valued historic environment.

To achieve this, the Heritage team

- develops planning policies, including Conservation Area Appraisals & Management Plans
- provides advice to the Development Management and enforcement team on planning applications, Listed Building Consent and enforcement matters
- develops and manages heritage-led regeneration funding projects
- provides advice to the public on proper maintenance and repair of historic buildings, and
- carries out regular surveys of Listed Buildings and Conservation Areas to identify 'Heritage at Risk'.

Heritage at Risk

‘Heritage at Risk’ varies in scale from a built structure to a substantial area. Every year Historic England updates the national Heritage at Risk Register. We currently have 6 Conservation Areas at Risk, 3 Listed Buildings (Grade I and II*) at Risk and 1 Scheduled Monument at Risk on the national register. We also have the local Council’s Buildings at Risk Register which contains grade II Listed Buildings. Every building on the list is carefully monitored and surveyed.

We are working towards the removal of the 6 Conservation Areas from the National Heritage at Risk Register. This includes regeneration funding bids (e.g. the Southport Townscape Heritage Project and The Upper Floors Project), working with the local community, Conservation Area Appraisals and Management Plans, taking enforcement and other legal action in relation to a number of derelict sites and listed buildings in these areas.



Schemes to remove buildings from the ‘At Risk’ register – September 2023

Left: Underway at St John’s church Right: Almost complete at 1-3 Crosby Road South (both Waterloo)

Our Heritage at Risk Officer is in regular contact with owners and tenants explaining their responsibility and giving advice on proper repair and maintenance. Progress has been made in finding new uses for these buildings so that they can be saved from further deterioration.

In order to reduce the need for major repairs to historic homes and to assist in the cost of living crisis, the Heritage team have published [guidance](#) for homeowners on the maintenance of their property and [further guidance](#) to help them improve energy efficiency in their historic homes and save money.

Southport Townscape Heritage Project

The Conservation team leads on projects to enhance the built environment and historic buildings across Sefton. Between 2019 and 2024, the National Lottery Heritage Fund is investing up to £1.6 million in grants for heritage buildings within Southport's Lord Street and Promenade Conservation Areas through the Southport Townscape Heritage Project – you can find out all about it here - [Southport Townscape | Restoring a Victorian seaside resort's heritage for the future](#). Discussions are taking place with owners of targeted buildings in 4 selected side streets (Coronation Walk, Nevill Street, Scarisbrick Avenue and Bold Street). A long term vacant grade II Listed Building at 509-515 Lord Street has been restored and repaired, and has been removed from the Council's Buildings at Risk Register. Several other projects have commenced.



509-515 Lord Street, Southport: 2 vacant retail units able to be brought into use and vacant upper floors converted into 9 apartments.

The Project raises awareness of Southport's built heritage. A talk about the project and Southport's heritage has been presented to community groups and schools. The Heritage team works closely with Sefton CVS, schools and community organisations.

Regeneration

In December 2022, the Team was successful in attracting £30k funding for an initiative to help unlock the potential in vacant upper floors in historic buildings and gap sites which are having a negative impact on the Lord Street and Promenade. Through funding from the Historic England Conservation Area Regeneration Project (CARP) a website will be designed for owners and stakeholders to register interest in developing upper floor units and will provide information on the potential benefits.

Engaging with the public

The Southport Townscape Heritage Project involves members of the public through social media with Twitter and Facebook. The website has a blog section and everyone is invited to contribute to this. The programme also invites volunteers to work together with the officers through historic research and planned activities.

The Government requires us to review the boundaries of our Conservation Areas and publish proposals to preserve and enhance them by drawing up Character Area Appraisals and Management Plans for each conservation area. We consult on these at local events and welcome the views of the public before finalising the documents.

The Team provides free advice regarding repairs and maintenance of historic buildings across the Borough.

Building Control



The Building Regulations are approved by Parliament and lay down standards for building work. They also set out what building work comes under the scope of Building Control.

The standards set out in the Regulations are intended to ensure that buildings are accessible to all people and are safe, healthy places. Increasingly, standards are being improved to promote the energy efficiency of buildings and this is being facilitated through the Building Regulations.

In Sefton, as well as ensuring building work complies with the technical requirements of the Building Regulations, we

- inspect and respond to reports of Dangerous Buildings/Vacant and Insecure Premises - this includes an out of hours service.
- monitor demolition sites.

- inspect spectator facilities at Sports Grounds and advise the Council's Licensing & Regulatory Committee on the issuing of Safety Certificates for regulated grandstands.
- approve and inspect Temporary Structures
- monitor activities undertaken by Approved Inspectors

Building Regulations

The Team assesses building plans for compliance with the technical requirements of the Building Regulations. If they are found to be adequate, we will issue either a full or conditional passing of building plans notice. If plans do not contain sufficient information, the Team will write to the applicant requesting additional information and make suggestions on how they can comply. As a last resort, plans with insufficient information will be rejected, but the Team will work with

applicants to let them know what information is required in order for their plans to be approved.

We also inspect building work on site at certain key stages during the building process in order to ensure the work complies with the Building Regulations and to advise householders, developers and contractors accordingly.

Enforcement

The Building Control Team takes a positive approach to enforcement and prefers to work informally with applicants and general members of the public to ensure they comply with the minimum standards within the Building Regulations. Formal enforcement through the courts is a last resort.

Dangerous structures and vacant & insecure properties

The Building Control team deal with reports of both dangerous structures and vacant & insecure properties, in order to ensure that members of the public are kept safe. Building Control will work with property owners to ensure that any necessary securing works are undertaken and, as a last resort, we will arrange for such works to be undertaken in default by the Council's appointed contractors.

Safety at sports grounds

Building Control advises the Council's Licensing & Regulatory Committee on the issuing of General Safety Certificates for sports grounds that contain regulated grandstands. We carry out annual inspections of those grandstands and inspect temporary grandstands / hospitality units erected for specific sporting events.

These include the annual Grand National race meeting and the Open Golf Championship when it is held at Royal Birkdale.

Demolition

The Building Control team monitors demolition work, to ensure compliance with standard conditions as set out in associated legislation and to ensure that members of the public are not put at risk.



Aintree Racecourse



Royal Birkdale

Technical Support



The support team provides technical and administrative support across the Service. The team provides:

- the Council's Local Land Charge Service.
- Registration and validation of planning applications
- Support the Building Control application process
- Support to the local plan process with data analysis and mapping
- Maintenance of departmental IT systems and ensure our website is up to date
- Technical support across all teams
- First point of contact for the Planning Service

Local Land Charges

The support team deal with local land charge requests. Part of the Service has moved to HM Land Registry but the larger 'CON29' part of

the search is completed by Sefton. The search reveals any 'charges' on the land. Charges can be financial (i.e. money that is owed to the Council) or property specific e.g. notices served on the property, planning applications made, where the road is adopted or there are any proposed road schemes. Searches are an integral part of the conveyancing process.

Validation of Planning Applications

The support team ensure that all the legislative requirements are met when planning applications are submitted. This includes ensuring that scale bars or measurements are on each plan, that appropriate reports have been submitted, e.g. design and access statements, heritage statements, travel plans. The validation process includes the identifying which neighbours and statutory consultees should be notified on each application.

Registration of Building Control Applications

The team ensure that all applications are processed when we receive them and that the statutory register is updated. Applications that are dealt with by Approved Inspectors (that is, not the Council's Building Control Service) are also updated to ensure that the Building Regulations Register is current and complete.

Departmental Support

The team maintain databases to help monitor policies in the Local Plan. This includes monitoring industrial and retail information, and housing monitoring which involves the analysis of house types and bedspaces to ensure statutory targets are met.

The team carries out the following tasks:

- administers incoming and outgoing mail.
- ensures that mapping of 'constraints' is kept up to date and that the corporate web mapping service provides useful and timely information.
- monitors Section 106 legal agreements attached to planning permissions to ensure payments are made when due and that all requirements are met at each milestone.
- maintains the Planning Services webpages, ensure all planning applications and any documents submitted are uploaded for public view. This includes representations made on planning applications.
- administers the procurement of services and supplies.
- acts as the first point of contact for face-to-face enquiries and manage the relationship with the Contact Centre
- creates and distributes the weekly list of planning applications, appeals and decisions.
- runs the Service Improvement Group and Planning Agent Accreditation Scheme
- manages the administration of planning appeals.
- provides responses to Freedom of Information and Environmental Information Regulations requests, and
- completes statutory government returns.

Our Service Standards



How we deal with customers

You can expect that our employees will always:

- provide a fair, open, proportionate, and accessible service
- listen and understand
- treat everyone who contacts us with respect, empathy, and dignity.

We expect people accessing our services to:

- be courteous
- engage with us in a way that does not hamper our ability to carry out our work effectively and efficiently for the benefit of all.

We will endeavour to:

Correspondence

- Respond to email correspondence within 10 days

- Respond to call back requests within 2 days
- Respond to complaints about our service within 21 days

Building Control

- Acknowledge receipt of your application for building regulations within 3 days
- Approve 95% of building regulations applications
- Inspect sites within 48 hours of request
- Respond to reports of dangerous structures within 1 hour

Planning Applications

- Respond to pre-application advice enquiries within 28 days
- Validate planning applications within 5 days of receipt

- Decide 60% major planning applications within 13 weeks
- Decide 65% minor planning applications within 8 weeks
- Decide 80% other planning applications within 8 weeks

Local Land Charge Searches

We complete with 80% of local land charge search requests in 7 days.

If we do not meet our standards

In an earlier part of this Charter we set out how to complain if you are not satisfied by how we

have dealt with planning applications. The same process applies if you have concerns about any aspect of our service.

We encourage you to raise the issue first with a manager using the email address below. If you still have concerns, you can make a complaint following this [guidance](#).

If you are still not satisfied at the end of this process, you may refer your complaint to the Local Government Ombudsman.

Contact Us



Most queries can be answered with information on our website at www.sefton.gov.uk/planning. We have lists of frequently asked questions in each service area.



If you need to contact us the quickest way to do this is to email us at: Planning.department@sefton.gov.uk



Enquiries can be made at **0345 140 0845 option 8**. These are dealt with at source wherever possible but if technical advice is needed calls will be referred to the Planning teams for call back. Calls are responded to by a duty planning officer. We aim to return all calls within 2 working days.



Requests for Building Control site inspections can be made via the LABC Building Inspection Request app. Click below to download the LABC Inspection Request app:

[For Apple](#) or [For Android](#)

Governance

Cabinet Member Meetings

Earlier in the document we noted that some planning applications were determined by the Planning Committee or delegated to the Chief Planning Officer. Other aspects of the Council’s Planning Service are reported to the Cabinet Member for Planning and Building Control. These Cabinet Member meetings are held every four weeks apart from in August. These meetings mainly comprise informal briefings but any formal decisions which are taken are recorded and published online.

Overview & Scrutiny Committee

To ensure probity and transparency the Planning Service reports quarterly to the Overview & Scrutiny Committee on a series of performance targets across the service. These performance targets comprise national targets set by Government, and which are reported quarterly to the Department of Levelling Up Housing and Communities.

Planning Services contributes to a directorate wide plan for the Economic Growth and Housing department, and also a corporate plan for the whole Council. The plan demonstrates the links to Sefton’s 2030 vision and to departmental work themes. We report our progress through a review of this plan. We also have more demanding local targets to help us keep a close check on how we are doing.

Monitoring our performance – Directorate Plan

Performance indicator	Measure	Target
P1	Major applications to be determined within 13 weeks	National target 60%
P2	Minor applications to be determined within 8 weeks	National target 65%
P3	Other applications determined within 8 weeks	National target 80%
P4	Pre-application decisions made within 28 days	Local Target 80%
P5	Local land charge searches completed within 7 days	Local Target 80%
P6	Council’s decision making on major applications by appeal over a 2 year period + 9 months	National Target - maximum tolerance 10%
P7	Council’s decision making on minor applications by appeal over a 2 year period + 9 months	National Target - maximum tolerance 10%
P8	All planning applications approved	Local target 90%
P9	Building regulation applications approved	Local target 95%

Monitoring our performance – Department targets

Planning

Performance indicator	Measure	Target
T1	Major applications to be determined within 13 weeks	Local target 63%
T2	Minor applications to be determined within 8 weeks	Local target 68%
T3	Other applications determined within 8 weeks	Local target 83%
T4	Determination of Tree Preservation Order applications within statutory time frame	Local target 83%
T5	Number of appeals dismissed	Local target 72%
T6	Enforcement complaints resolved without formal action	Local target 75%
T7	Pre-application decisions made within 28 days	Local target 80%

Building Control

Performance indicator	Measure	Target
T1	Market share of all Building Reg apps	Local target 70%
T2	Full plans apps given a decision within 3 weeks	Local target 62%
T3	Full plans apps given a decision within 5 weeks	Local target 72%
T4	Full plans apps conditionally or fully approved	Local target 95%
T5	Site inspections carried out on day booked for	Local target 95%
T6	Customer satisfaction	Local target 80%
T7	Sickness absence / attendance	Council target 96%

Technical Support

Performance indicator	Measure	Target
T1	Major Applications Validated within 8 days	80%
T2	Other Applications Validated within 5 days	80%
T3	Register BC within 3 days	96%
T4	Pre-apps Validated within 3 days	93%
T5	Land Charges completed (in 7 days)	80%
T6	Land Charges completed (in 10 days)	100%

Celebrating success!



In summer 2023 we were delighted to win the Royal Town Planning Institute's award for the best local planning authority in the North West region. This reflects well on our highly committed team in Planning Services and on the support of our Cabinet Member for Planning and Building Control. This accolade encourages us to maintain a high standard of performance and to look for ways to improve in the future.



