

## Appendix C – Development Management Intervention

### Development Management

The Development Management intervention began in February 2014 and started by looking at how we deal with planning and related applications. Dealing with planning applications is a major statutory function of the service, with approximately 1,150 applications received each year.

#### The old approach Purpose: To make decisions on planning applications within either 8 or 13 weeks

Prior to the Vanguard Intervention the operation of the service revolved around making decisions on applications within either 8 or 13 weeks. In order to meet these targets some applications would get refused if they were unacceptable and the deadline was approaching. Alternatively applicants were invited to withdraw applications rather than get their application refused. These two approaches meant that the applicant suffered delay, additional costs and frustration whilst a second application was prepared and considered. The Council in turn incurred additional costs either defending planning appeals or processing a second planning application (for which it is not allowed to make a charge).



Old process flow, showing the numerous stages

#### The new approach Purpose: To make good decisions and to give good advice

*"...thanks for your communication throughout the process. Some Councils are very difficult to speak to if there are issues...so it makes a refreshing change to deal with Fareham, who have a much more proactive approach"*

Customer feedback

There is now far greater dialogue between Development Management and applicants and their agents. If planning applications are not acceptable when first submitted we speak to the applicant and their agents to see if problems can be addressed. Ultimately we aim where possible to deal with planning applications once. Applicants and agents are keen to get the 'right' decision rather than any decision within 8 or 13 weeks.

This is not to say that applicants and their agents do not want decisions made quickly. Development Management Officers now focus on making decisions as soon as it is practically possible to do so rather than focusing on 8 or 13 week targets. As a result many planning applications are now decided far quicker than under the 'old' system.

