

Planning - our service commitment

The Planning Section carries out many of Spelthorne Borough Council's duties as a Local Planning Authority. Its Policy team prepares planning policy documents and the Development Control team processes planning and other applications.

What you can expect from us:

- ensure everyone is treated equally and fairly regardless of race, family/marital status, gender, religious belief, age, disability, or sexuality.

The Planning Policy team will:

- prepare a Local Development Framework to meet the Borough's needs over the next 10-15 years;
- respond to national and regional/sub-regional planning policy issues in a way which safeguards the well-being of the Borough;
- respond to major development proposals at Heathrow and to major transport schemes in a way which safeguards the interests of the Borough

Development Control team will:

- give informal advice before you submit a planning application;
- tell you what the correct fee for a planning application is and any charges for copying documents and plans or for researching planning histories;
- reply to written requests for information as soon as possible;
- offer specialist conservation and listed buildings advice upon request;
- let you to submit your application electronically via our 'Planning Portal' link;
- ensure an experienced planning officer considers your application;
- notify immediately adjoining neighbours of applications and give them 21 days to comment and publish notices in local newspapers where legislation requires us to;
- make details of planning applications (including copies of plans) available on the internet via our system called "Public Access"
- inspect the site of the proposed development before reaching a decision;
- always carry identification when visiting sites;

- take all letters commenting on planning applications into account when making a decision;
- normally seek only one set of amendments to submitted planning applications in order to meet government deadlines for quick decisions;
- determine your planning application in line with the policies in our Development Plan and any other relevant issues;
- advise applicants of their rights of appeal if they are unhappy with the decision;
- prepare appeal statements to support the Council's decision;

We aim to determine:

- 60% of major planning applications within 13 weeks;
- 75% of minor planning applications within eight weeks;
- 85% of all other planning applications within eight weeks;
- 85% of applications for work to preserved trees within eight weeks, and 85% of notices for work on trees in conservation areas within six weeks

How you can help us

To help us give you the best possible service please;

- ensure you give us the correct information, plans and fees with your application;
- quote any reference number we have given you so we can deal with your query as quickly as possible;
- respond to any revisions or additional information we ask for as quickly as you can;
- let us know of any changes you wish to make to your proposal;
- treat our staff with courtesy - they are trying to help you.