

What we will do;

- Provide pre application advice to potential applications, on small schemes, on request
- Provide pre application advice to potential applicants, on larger schemes involving more than four dwellings, by appointment
- Acknowledge and publish valid applications within 5 working days of receipt
- Notify neighbours and other organisations likely to have an interest in a planning application within 14 days of the receipt of a valid application
- Provide a duty planning officer at the Environment Reception to discuss general planning matters, advise whether planning permission is required for a proposal and guide you through the planning application process
- Enable you to submit applications on line
- Determine 65% of major applications within 13 weeks

- Determine 65% of minor applications within 8 weeks
- Send out decision notices within 2 working days of the decision being made
- Provide decision notices that clearly set out any conditions attached to the grant of any planning permission or reasons for refusal, as appropriate, together with any other advice
- Offer advice as to how you can appeal against a refusal, or against the imposition of a condition on the grant of consent, should you wish to do so
- Make details of all planning applications available on line
- Investigate all complaints in respect of potential breaches of development control in a professional and confidential manner
- Carry out full consultation on planning policy reviews and development briefs

What we would like you to do;

- Provide accurate and clear plans when submitting applications which demonstrate knowledge of the appropriate policies applicable to the development, as set out in the Castle Point adopted Local Plan
- Ensure your applications are complete, including the provision of appropriate Flood Risk assessments and Access and design statements
- Pay the appropriate fees
- Provide clear and accurate information on all applications and all letters seeking a view on development
- Include your post code on all correspondence
- Include the appropriate planning reference in all correspondence, where known
- Be respectful and polite when speaking to us on the phone, in person or when we visit sites

Why not visit our website at ;
www.castlepoint.gov.uk where you
can, amongst other things;

- View the weekly applications list
- Download application forms
- Make an application on line
- View the Local Plan
- Read guidance re unilateral and Section 106 agreements

Note: The authority has an obligation to deal fairly with all applications that are submitted. The planning department does not submit applications



Planning Service

Development Control Service Standards

Main Switchboard: 01268 882200

Email: enquiries@castlepoint.gov.uk

Web: www.castlepoint.gov.uk

Castle Point Borough Council
Kiln Road
Thundersley
Benfleet
SS7 1TF

Last reviewed Aug 06

The Environment Reception area is located at the Kiln Road Offices and is open 8.45 – 4.45 Monday to Thursday and 8.45 – 4.15 on Friday