

## **Planning Committee**

**28 August 2024**

### **Performance Report 1 April to 30 June 2024**

Portfolio Holder: Councillor Simon Curry, Portfolio Holder for Climate Change and Strategic Regeneration

Report from: Mark Breathwick, Assistant Director, Culture & Community - Regeneration Culture Environment and Transformation

Author: Dave Harris, Chief Planning Officer

#### **Summary**

This report is presented to the Planning Committee informing Members on current planning performance and the Local Plan. The report covers the period from 1 April to 30 June 2024.

#### **1. Recommendation**

1.1 The Planning Committee is asked to consider and note the report which is submitted to assist the committee in monitoring planning activity.

#### **2. Budget and policy framework**

2.1 There are no budget and policy framework decisions arising directly from this report. This is an information item for the Planning Committee.

#### **3. Background**

3.1 Performance relating to the processing of planning applications is collected as National Indication 157. The NI157 targets are:

- Major developments: to determine 60% of applications within 13 weeks.
- Minor Developments: to determine 70% of applications within 8 weeks.
- Other Developments: to determine 70% of applications within 8 weeks.

3.2 The National Planning Policy Framework (NPPF) was revised on 19 December 2023 as part of the Levelling-up and Regeneration Bill and sets out the Government's planning policies and how these are expected to be applied. The new Government is intending to revise the NPPF and has consulted on revisions and will be providing more detail on planning reforms. These will be reported to Planning Committee in due course.

## 4. Performance

- 4.1 See attached charts in Appendices A to I for performance concerning the processing of planning applications, benchmarking, appeals, enforcement activity, applications for Prior Approvals for Permitted Development, number of units under construction and number completed, Tree Preservation Order applications, a breakdown of complaints and compliments received and Lead Local Flood Authority Consultee Compliance.
- 4.2 During the period 1 April to 30 June 2024 the Authority received 263 planning applications; this is compared to 265 for the same period in 2023. For the year 2023/24 the Authority received 1,102, this compares to 1,230 in 2022/23 and 1,586 in 2021/22.
- 4.3 Performance for applications is split between those subject to an extension of time and those not. An extension of time can be in the form of a Planning Performance Agreement (PPA) or a Planning Extension Agreement (PEA).
- 4.4 During the period 1 April to 30 June 2024 87.50% of major applications were determined within 13 weeks or within the agreed timeframe. This is against a target of 60%.
- 4.5 Performance for minor applications determined within 8 weeks or within the agreed timeframe during the period is 98%. This is against a target of 70%.
- 4.6 Performance for other applications determined within 8 weeks or within the agreed timeframe during the period is 96.55%. This is against a target of 70%.
- 4.7 Appendix A, figure 2, 3 and 4 shows performance against target (including those not subject and those subject to an extension of time) for majors, minor and other applications for the year.
- 4.8 Comparing performance against the latest data available nationally for the period January to March 2024, where applications have been determined within the statutory timeframe, Medway has exceeded the national target and the national average for all types of applications. Where applications have been determined with an extension of time (PEA), Medway has exceeded the national average for minor and other types of applications (see Appendix B).
- 4.9 During the period 1 April to 30 June 2024, 35 applications with Planning Extension Agreements were decided with 97% being determined within the agreed extended timeframe.
- 4.10 During the period, 6 Planning Performance Agreement (PPAs) have been completed and a number have been agreed in principle.
- 4.11 Pressure on officer resources has been carefully managed in order to meet national performance targets. This pressure continues and with the added pressure of annual leave and vacancies, the workload will need to be carefully managed if performance is to continue to be maintained.

- 4.12 A number of appointments have been made to vacant posts but the service still carries some vacancies, which will take time to fill due to the time taken to advertise, shortlist, recruit and notice period.
- 4.13 The service continues to use a variety of consultants during the interim period, covering consideration of TPO applications, conservation matters and planning applications. Where possible the cost of the use of consultants for planning applications is covered through PPAs.
- 4.14 As part of the reform of the planning system, the Government are focusing on planning committee decisions, with the Planning Inspectorate being asked to start reporting to Government about cases where a successful appeal is made against a planning committee decision contrary to the Officer recommendation. The overturning of a recommendation made by a professional officer should be rare and infrequent. The Government have reminded the Inspectorate that where it cannot find reasonable grounds for the committee having overturned the officer's recommendation, it should consider awarding costs to the appellant.
- 4.15 The quality of decisions is reviewed by Government and the threshold for designation on applications for both major and non-major development is 10% of an authority's total number of decisions being allowed on appeal. The most up-to-date Government data, which is for the 24 months to the end of June 2023, shows the number of decisions overturned at appeal for major applications is 2.9% and 0.9% for non-major applications.
- 4.16 Government have demonstrated the importance of this target by designating five local planning authorities in relation to their performance. These are Uttlesford district Council, Chorley Council and Lewes District Council in relation to quality of decision-making for major applications; and St Albans City and District Council and Bristol City Council in relation to speed of decision-making for non-major applications.
- 4.17 The percentage of appeals allowed during the period 1 April to 30 June 2024 is 42.85%. A total of seven appeal decisions were received. Three of these appeals were allowed, one of which was awarded full costs against the Council. There was one appeal in relation to enforcement which was part allowed. Four appeals were dismissed, two of which related to enforcement. One appeal was turned away and one was withdrawn. (See Appendix C).
- 4.18 Government stats for applications for prior approvals for permitted developments by local planning authorities are reported in Appendix D.
- 4.19 The validation of tree preservation order applications is undertaken by the Planning Service, but the administration of tree enquiries and the making of new TPO's is undertaken by the Administration Hub. The number of TPO applications received and performance against target time is reported in Appendix G.
- 4.20 Medway Council in its remit as Lead Local Flood Authority was made a statutory consultee in respect of surface water for major development on 15 April 2015. Statutory consultees have a duty to respond to statutory consultations within 21 days in accordance with Article 22 of the Development

Management Order. The 21 day period does not begin until the statutory consultee in question has such information to enable a substantive response.

- 4.21 The Lead Local Flood Authority also receive consultations where relevant for some minor developments, change of use applications, Environmental Impact Assessment (EIA) Scoping and Screening, pre-application consultations, and variation of condition applications. An internal target of 80% responses within the timeframes has been set for all consultations. There are no nationally set applicable external targets. Statutory Consultee compliance results are reported in Appendix H.
- 4.22 Following the external ISO assessment in May 2024 the service has successfully retained its ISO 9001:2015 accreditation. The Assessor found that the management system demonstrated a well established system in line with the scope for ISO 9001:2015. No non-conformities or opportunities to improve were identified during the assessment. The next assessment is scheduled to take place in November 2024.
- 4.23 The Government has produced a draft Planning Performance Dashboard that brings together performance data for individual local planning authorities for speed of decision-making. The table provides data on the percentage of applications determined within statutory timeframes and the use of Extension of Time agreements. The data is for major, non-major and householder applications and will be updated every quarter. The first formal dashboard has been published for the year ending March 2024. Medway is performing well when compared against other Kent planning authorities (see Appendix B, figure 4).
- 4.24 The Planning Service continues to work on the Open Digital Planning project. Configuration and testing continues on the 'Application' and 'Assessment' tools. These tools will allow residents to apply and pay for a lawful development certificate for householder development online via Medway Council's website, making the service more accessible. The 'Assessment' tool will make it easier for planning officers to see their workflow, status of applications, plans and constraints. Medway is one of only 8 authorities in the country to be live with Plan X Guidance and one of only 4 who are live with Plan X report a breach. Plan X was recently described by Euan Mills (urban designer and digital specialist) guest presenter of the podcast "50 Shades of Planning" as "the most exciting thing to be coming out of the digital planning world"
- 4.25 Back Office Planning System (BOPS) is creating a 21st century system for Councils to process planning applications. This is designed by and for officers, to enable more efficient decision making and to open-up planning data. The aim is to develop a back-office system that is easy for planners to use, resulting in less time spent searching for information and having more time to use their planning expertise on higher value work. BOPS is currently under development and over the next three months the focus will be testing the feasibility and exploring the benefits of using BOPS compared to Uniform.
- 4.26 Work has continued on the 'Report a Breach' tool. This allows customers to report a planning enforcement breach online, helping to reduce the number of complaints processed by the service that are not breaches of planning

permission. This service was launched on 1 July 2024 and in 1 month the number of reports received classed as invalid reduced by 23%. We will continue to work with the other 4 Councils who have introduced this to further refine the tool.

4.27 Following a successful soft launch of Medway's guidance tool ("find out if you need planning permission") the Planning service continues to see an increase in the number of people using the tool and a decrease in telephone contact. We have also been able to identify a 96% success rate with customers being able to use the tool which demonstrates how intuitive the tool is and the 'help' resources incorporated in the tool are proving successful. To date over 110,000 people have used the tool since the launch in May 2024.

4.28 Chatham Centre Design Code has now been adopted and forms part of the decision making process to support consideration of applications within and adjacent to the centre. Next steps include Training for Officers and Developers on how to use the code when preparing planning applications and in the design making process.

## 5. Advice and analysis

5.1 This report is submitted for information and enables Members to monitor performance.

## 6. Risk management

6.1 The risk register for the service rates the risk against service vulnerability, triggers, consequence or risk and mitigation.

6.2 Performance is regularly monitored to ensure that the Council's Development Management function meets its monthly, quarterly and annual targets. In addition, comparisons are undertaken with all other authorities to assess performance against the national average.

6.3 Monitoring of all appeal decisions is undertaken to ensure that the Council's decisions are being defended thoroughly and that appropriate and defensible decisions are being made by Committee and under delegated powers. The lack of any monitoring could lead to more decisions going contrary to the Council decisions resulting in poorer quality development and also costs being awarded against the Council.

6.4 Within the Enforcement team measures and procedures are in place to ensure that appropriate enforcement action will be taken where necessary and that decisions taken are defensible to challenge.

6.5 The service has achieved accreditation to ISO 9001:2015 for its processes, which ensures a quality and consistency of decision making that enables the majority of challenges/complaints against decisions not to be upheld. Where complaints are justified then the reasons for that are reviewed and appropriate action/changes are made.

6.6 In negotiating Planning Performance Agreements, the Chief Planning Officer and Principal Planners will try to negotiate backfilling payments with developers, which enable the developer to get an enhanced service and also enable Medway Council to use the payments to bring in additional staff/consultants to deal with the greater workload demands or cases of a specialist nature.

## 7. Consultation

7.1 The Regulation 18 document has been drafted for presenting to Cabinet in July, seeking authority to consult from 15 July to 8 September.

7.2 The Council held a referendum for the Arches Chatham NP on 2 May 2024. Following support at referendum, the Neighbourhood Plan was formally adopted by Full Council on 15 May 2024 as part of the Development Plan for Medway. The Council submitted the draft Hoo St Werburgh and Chattenden NP for examination and the examiner has submitted his report with proposed modifications with the recommendation that, subject to the modifications, the Neighbourhood Plan can go to referendum. If the majority of voters accept the Neighbourhood Plan then it will form part of the Development Plan and carry significant weight in the processing and assessment of planning applications. The Council is liaising with High Halstow NP group following the withdrawal of its plan from examination and has provided comments on amendments to the draft plan. The Council has published details of the request from Stoke PC to designate the parish as a Neighbourhood Planning Area, as the first step in preparing a NP.

7.3 Liaison with major house builders within Medway and the Planning Service continues to assist them to meet commitments. This has resulted in the negotiation of payment plans to assist developers to meet their S106 developer contributions. During the period 1 April to 30 June 2024 £626,608.59 has been received via S106 contributions and £43,845.76 has been received for Habitat Regulations Agreements. This makes a total of £670,454.35. The Infrastructure Funding Statement (IFS) was published in December 2023, which covers the financial year 2021 to 2022. The IFS includes details of all Section 106 contributions received, expenditure of contributions and proposals for future infrastructure provision to be funded by Section 106 contributions.

7.4 Medway Council continues to meet with developers to work with them to ensure developments with planning permission start on site and developments continue. This includes considering appropriate amendments to developments and viability assessments.

7.5 The annual forum with Major Developers took place on 18 July 2024 and covered issues such as the consultation on the Local Plan, BNG update, and Chatham Design Code.

7.6 Cabinet approved an updated Housing Delivery Test Action Plan in June 2024 and this was reported to Planning Committee on 11 July 2024. This sets out the Council's work in promoting housebuilding in Medway. The 2023 Test results are anticipated shortly.

7.7 The NPPF requires all authorities with a delivery of less than 95% to produce an action plan, those with less than 85% delivery to apply a buffer of 20% on the 5 year local housing need figure and those with a delivery of less than 75% have to apply the presumption in favour of sustainable development. As Medway was under 85%, based on last year's HDT, Medway has to apply a buffer of 20% and produce an action plan. The Government has recently released the 2021/22 (5<sup>th</sup>) Housing Delivery Test figures which actually show that delivery in Medway has improved yet again and that we are now at 79%, taking us out of the presumption in favour of sustainable development as it relates to the Housing Delivery Test. Members need to note that the presumption still applies due to the fact that we cannot demonstrate a 5 year housing land supply – to a large degree due to the 20% buffer.

7.8 The Authority Monitoring Report (AMR) was published in December 2023.

- In 2022/23, Medway Council granted 86 permissions for new sites, providing a total of 643 dwellings (page 69 of Vol 2 of the AMR).
- The pipeline shows that there are 7,911 permitted dwellings, with 2,061 under construction as at 31/3/2023. 7,583 dwellings are expected to be delivered within the next 15 years, and of these, 6,063 are expected to be delivered within the next 5 years (page 146 of Vol 2 of the AMR). The remaining 328 dwellings are not expected to be delivered within the next 15 years.
- For years 4-15 Medway have also allowed for 250 dwellings per year to come forward via windfalls.
- These pipeline numbers are summarised in a table on page 65 of Volume 2 of the AMR.
- 172 affordable dwellings (gross) were delivered during 2022/23, with 17 of these being the very first 'First Homes' delivered by the Homes England project to kickstart delivery. 18% of all gross completions were affordable. (This data is shown on page 37 of Vol 1 of the AMR).

Details of housing completions are detailed in Appendix E.

7.9 Recognising the important role that Small/Medium Enterprises (SME's) can play in helping Medway meet its housing needs, Medway facilitated the setting up of a North Kent SME Forum, which is chaired by an SME (at present Paul Henry of Esquire Developments). This should help to build stronger partnership working and support SME's to compliment the delivery of homes from the volume house builders. The Chief Planning Officers of Medway and other North Kent LPA's are invited to attend every other meeting.

## 8. Climate change implications

8.1 Planning Officers are members of a technical group supported by the Planning Advisory Service considering best practice in planning for climate change.

8.2 Representatives of the Planning team attend the Climate Change Board meetings and are on the Officer Climate Change Steering group to bring forward an action plan to deal with climate change.

- 8.3 Planning officers are supporting the commissioning of a heat network study.
- 8.4 Considerations of climate change are being reflected in the draft local plan policies and development allocations.
- 8.5 All planning applications for new development must have a section on Climate Change and Energy efficiency. Validation requirements have been changed so that all applications for new development are required to include information on climate change and energy efficiency.
- 8.6 In February 2024, the International Organisation for Standardisation (ISO) announced amendments to Clauses 4.1 and 4.2 of the management system for ISO 9001:2015. The organisation now has to determine whether climate change is a relevant issue and whether relevant interested parties can have requirements related to climate change. The service satisfied this clause during its inspection in May 2024.

## 9. Financial implications

- 9.1 Development Management procedures are constantly being reviewed to reflect new ways of working.
- 9.2 Planning income during the period April to June 2024 is £226,332. Total income for the year 2023/24 is £1,027,254.50. This compares to a total income for the year 2022/23 of £1,075,818 and 2021/22 of £1,555,439. See Appendix A, Figure 5.
- 9.3 Fees and charges increased on 1 April 2024. This included the fees for PPA's, pre-application advice; administration charges and monitoring officer costs.
- 9.4 If the Local Planning Authority is designated as non-performing then applicants would have the choice of submitting applications to the Planning Inspectorate, which would include the fee. This would not only take control away from the LPA but would reduce income.
- 9.5 Changing legislative context, and signals of further reforms and flexibilities, may impact on ability to manage development and place additional demands on Planning Service resources. All changes and their implications are reviewed by the service with appropriate action taken.

## 10. Legal implications

- 10.1 There are no legal implications arising directly from this report.

### Lead officer contact

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## Appendices

- A) Applications
- B) Benchmarking
- C) Appeals
- D) Applications for Prior Approvals for Permitted Development
- E) Number of Units Under Construction
- F) Enforcement
- G) Tree Preservation Order Applications
- H) Lead Local Flood Authority Consultation Compliance
- I) Complaints and Compliments

## Background papers

General Development Control Return PS1

General Development Control Return PS2

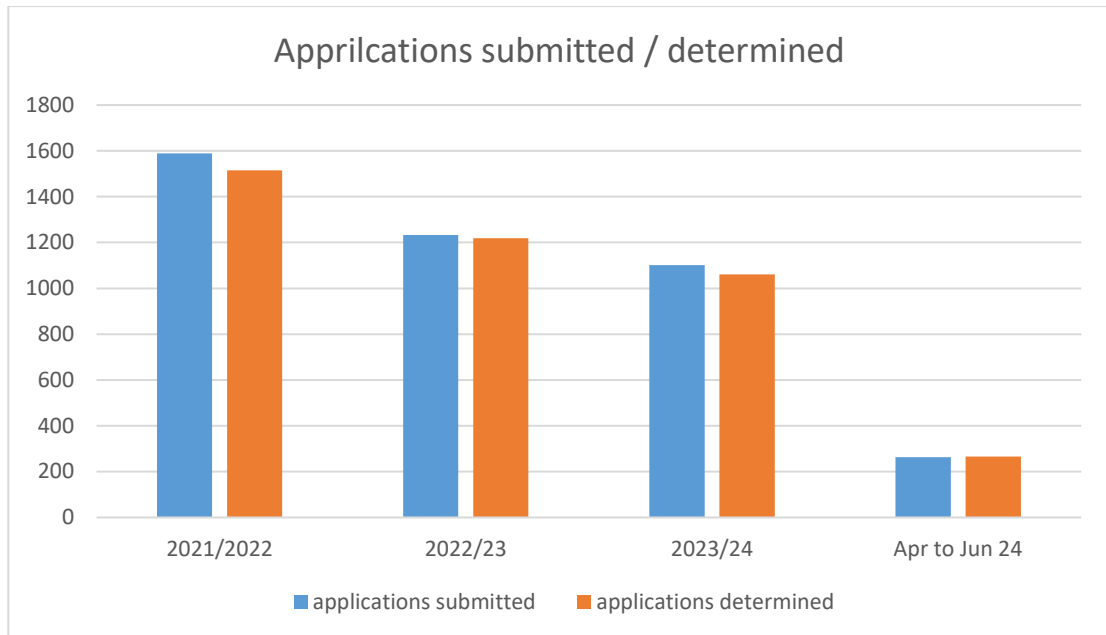
DLUHC Live tables on planning applications statistics

<https://www.gov.uk/government/statistical-data-sets/live-tables-on-planning-application-statistics>

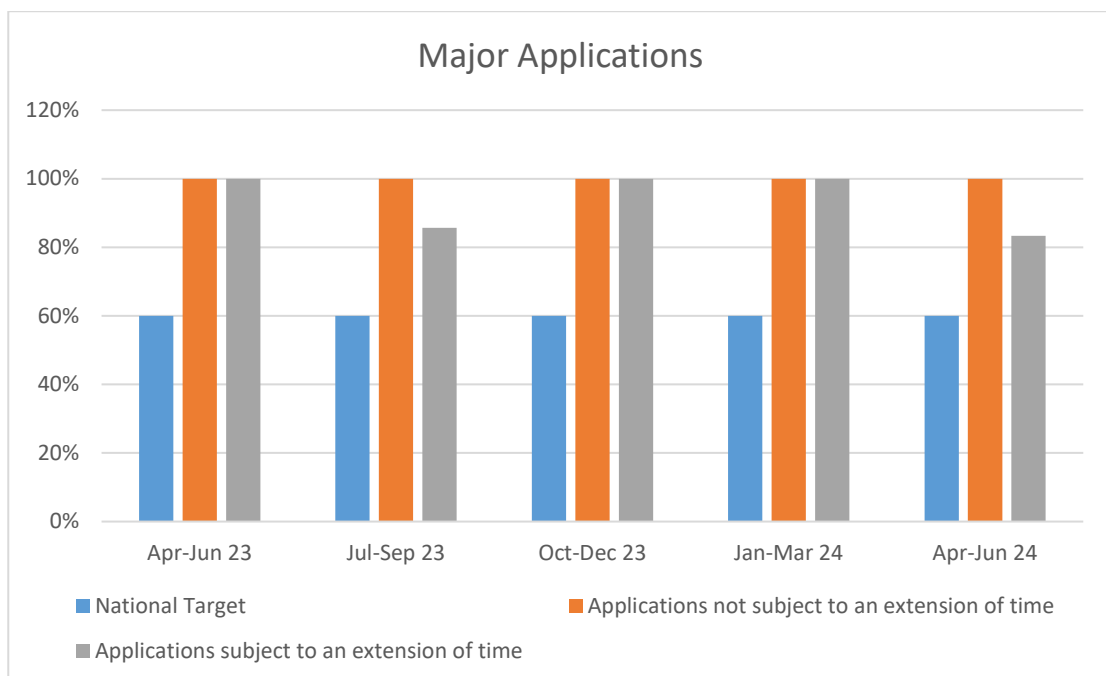
<https://www.gov.uk/government/statistical-data-sets/live-tables-on-dwelling-stock-including-vacants>

## **Appendix A : Applications**

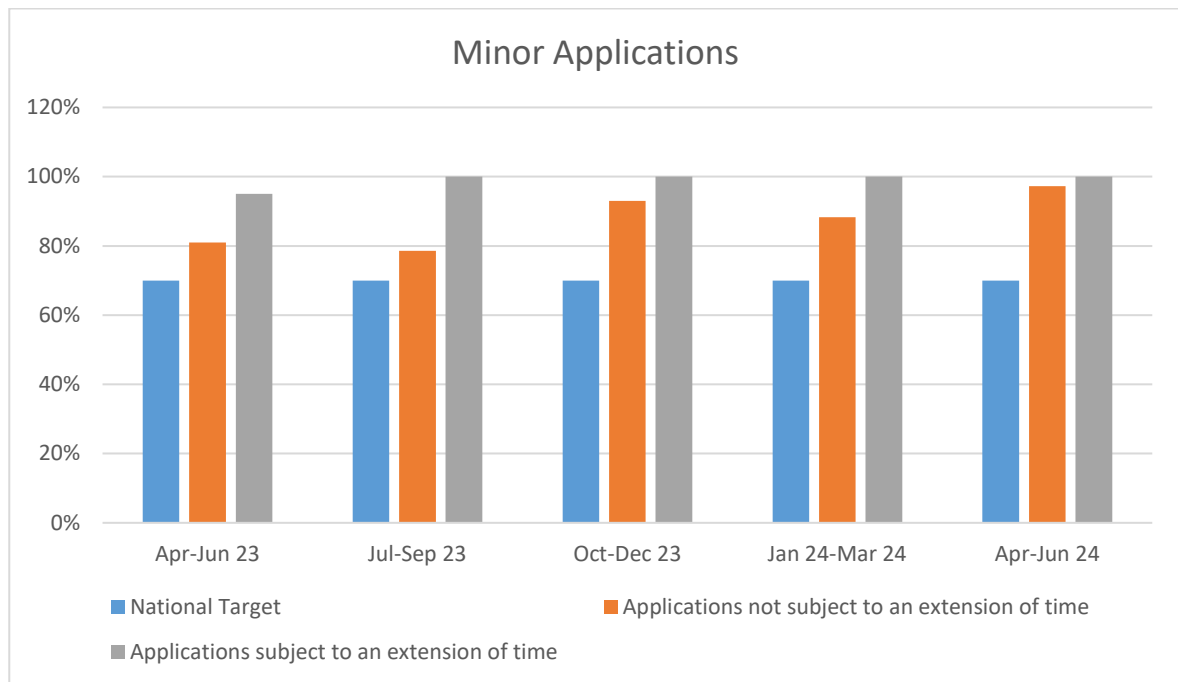
**Figure 1** *Number of applications received and determined 2021/22 to June 2024*



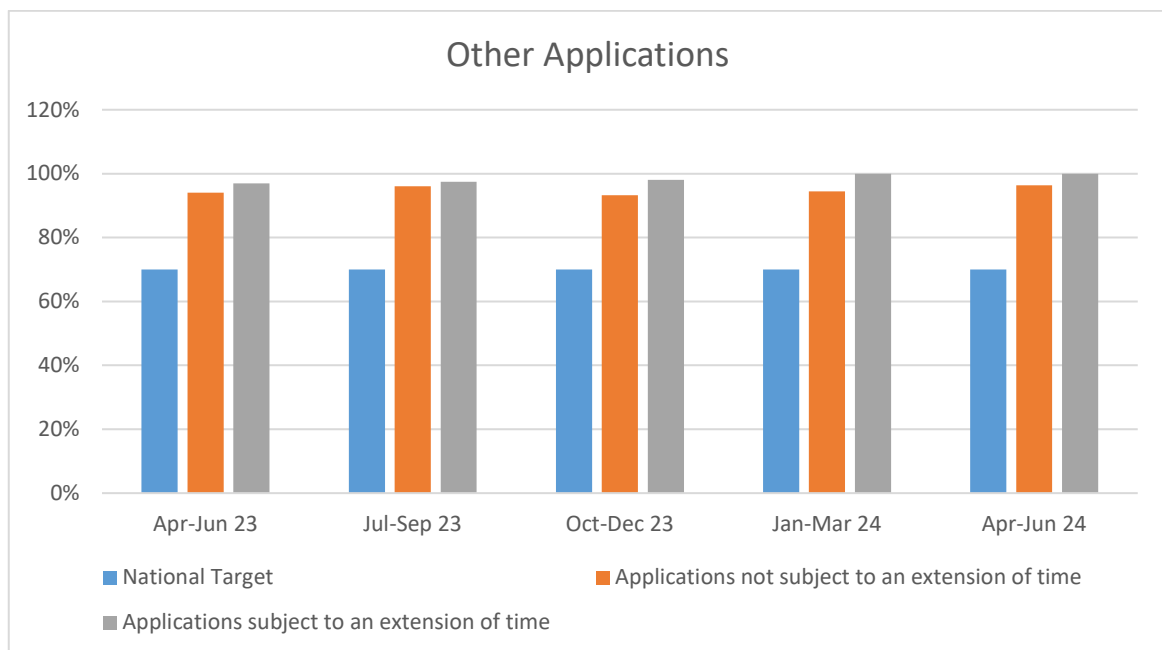
**Figure 2** **Percentage of "Major" applications determined against performance target April 2023 to June 2024**



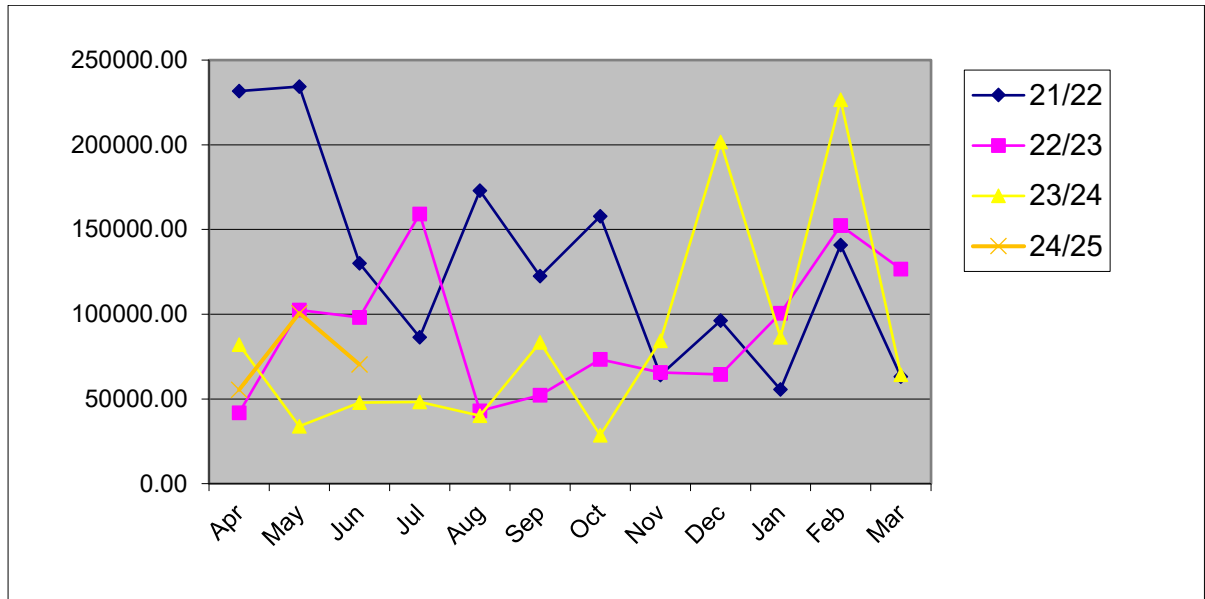
**Figure 3 Percentage of “Minor” applications determined against performance target April 2023 to June 2024**



**Figure 4 Percentage of “Other” applications determined against performance target April 2023 to June 2024**



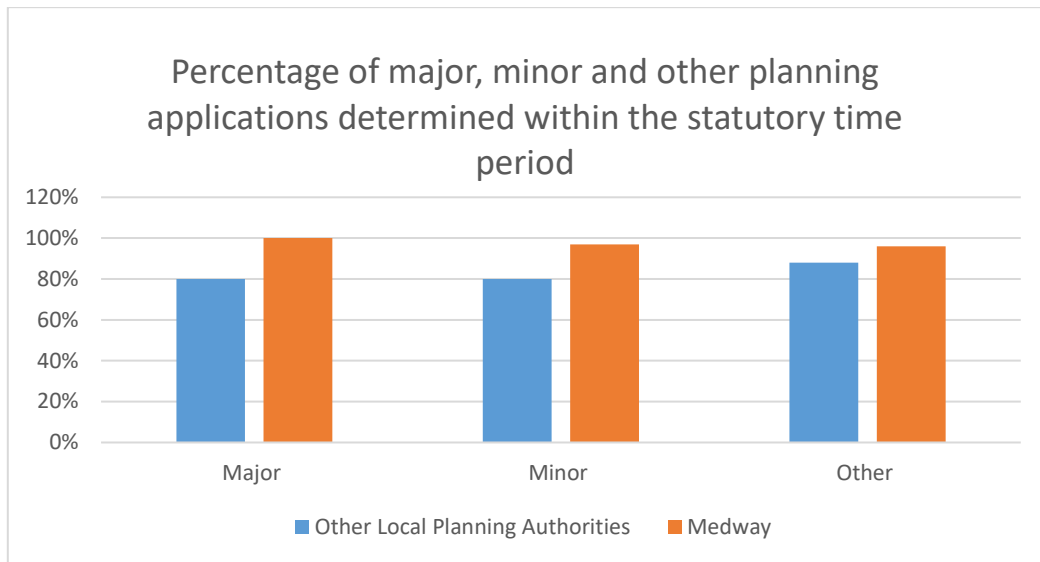
**Figure 5** Planning application fees received for the year to date 2024/25 and the year 2023/24, 2022/23 and 2021/22



## **Appendix B : Benchmarking**

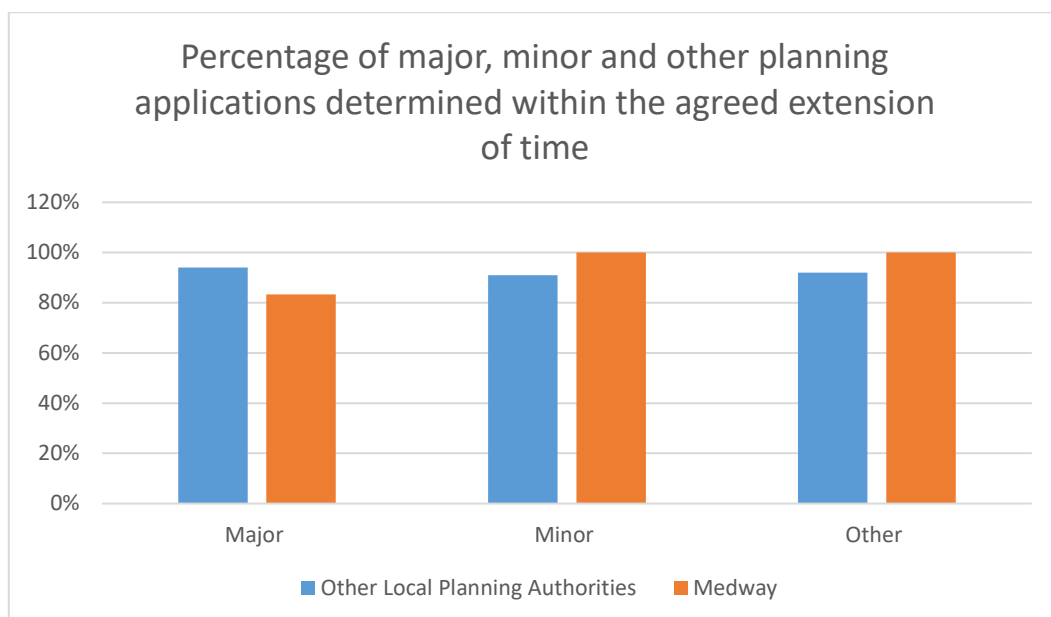
**Figure 1 Planning applications determined within the statutory timeframe**

Government produced statistics and league tables compares performance to the national average. The chart below compares Medway's performance with the latest data available for other local planning authorities for the period 1 January to 31 March 2024.



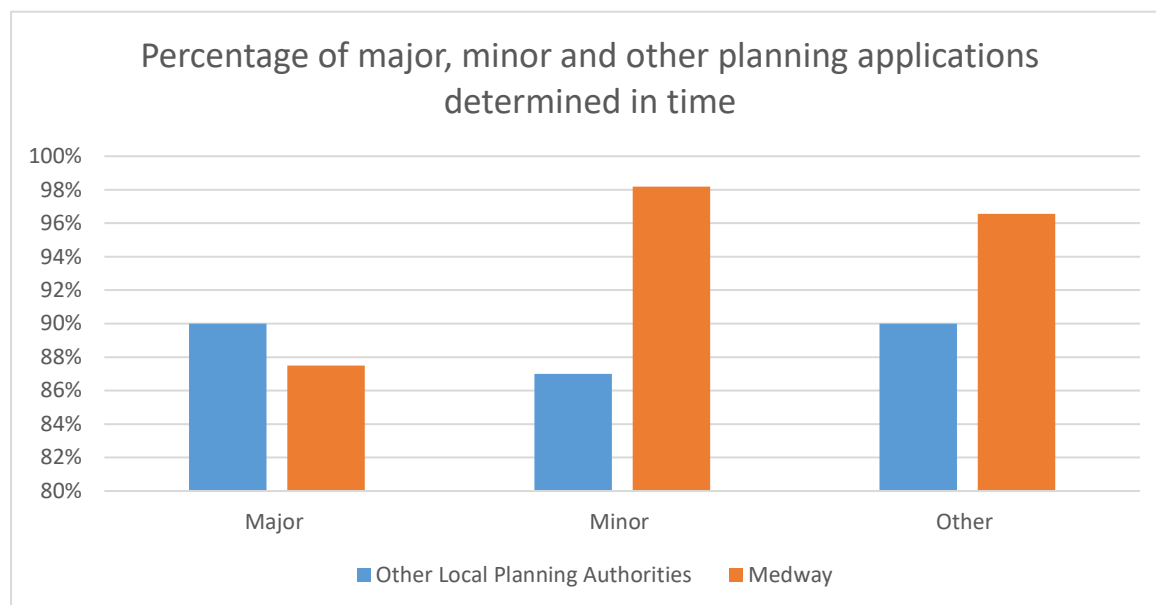
**Figure 2 Applications within the agreed Planning Extension Agreement**

Government produced statistics and league tables compares performance to the national average. The chart below compares the performance with the latest data available for other local authorities for applications with a Planning Extension Agreement for the period 1 January to 31 March 2024



**Figure 3 Total planning applications decided in time**

Government produced statistics and league tables compares performance to the national average. The chart below compares performance with the latest data available for other local authorities for the total percentage of applications determined within the statutory timeframe and/or the agreed time for the period 1 January to 31 March 2024.

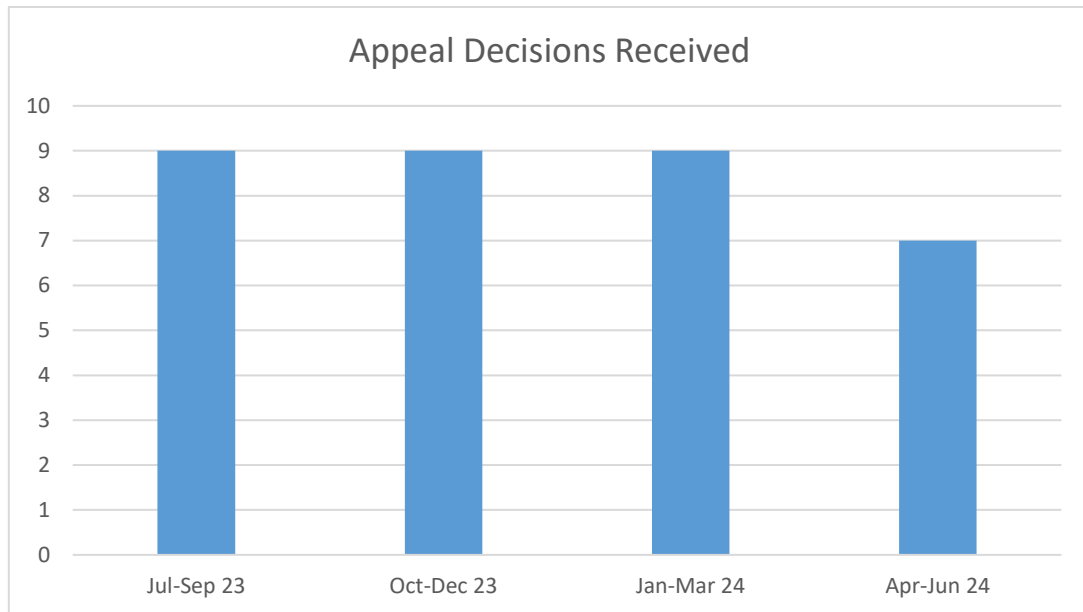


**Figure 4 Medway performance compared with other Kent Planning Authorities for the year ending March 2024**

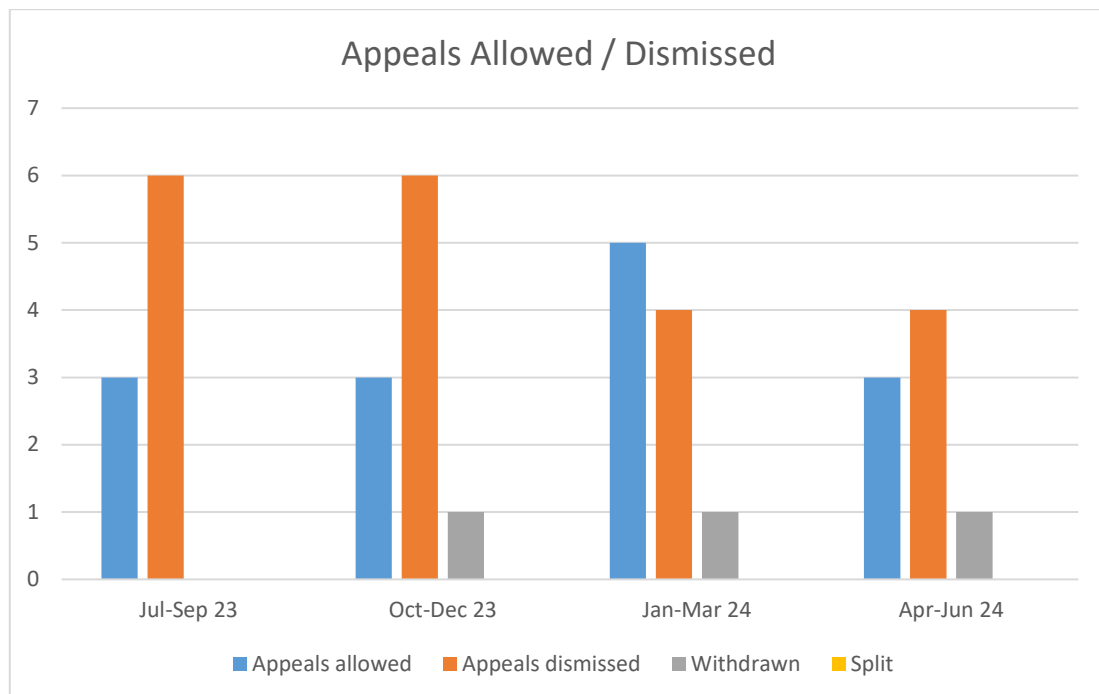
Local Planning Authority	Percentage of decisions granted	% with an Extension of Time	Major dev % decided within 13wks	Non-major devt % decided within 8 wks	Householder devt % decided within 8 wks
Medway	88%	22%	40%	56%	85%
Ashford	84%	39%	20%	36%	63%
Canterbury	90%	22%	19%	46%	57%
Dartford	77%	39%	45%	29%	65%
Dover	92%	41%	14%	35%	69%
Folkestone and Hythe	81%	26%	7%	53%	79%
Gravesham	68%	20%	33%	64%	81%
Maidstone	78%	22%	46%	66%	84%
Sevenoaks	83%	29%	40%	54%	76%
Swale	88%	47%	17%	30%	64%
Thanet	88%	39%	20%	34%	63%
Tonbridge and Malling	89%	27%	37%	45%	68%
Tunbridge Wells	94%	19%	64%	65%	87%

## Appendix C : Appeals

**Figure 1** Number of appeals decisions received from July 2023 to June 2024



**Figure 2** Number of Appeals allowed / dismissed from July 2023 to June 2024



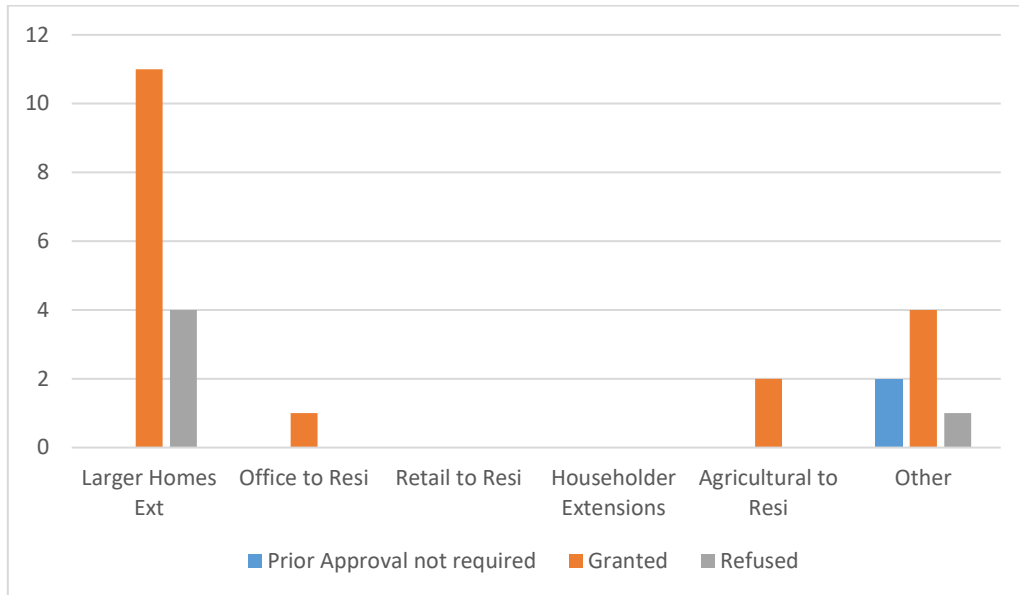
**Figure 3** Percentage of appeals allowed against target of 30% from July 2023 to June 2024





**Appendix D : Applications for Prior Approvals for Permitted Developments**

**Figure 1      Number of prior approvals for permitted developments for the period April 2024 to June 2024**



## **Appendix E**

**Figure 1**

<b>Number of units under construction</b>	
Year	No of units under construction as at 31 March (net)
2015	857
2016	760
2017	805
2018	1202
2019	1486
2020	1629
2021	1925
2022	1752
2023	2,061

**Figure 2**

<b>Number of units completed</b>					
	Year 2018/19	Year 2019/20	Year 2020/21	Year 2021/22	Year 2022/23
<b>Completions</b>	647	1130	1082	1102	950
<b>Requirement</b>	1683	1662	1586	1675	1667
<b>Surplus/Deficit</b>	-1036	-532	-504	-573	-717

**Figure 3**

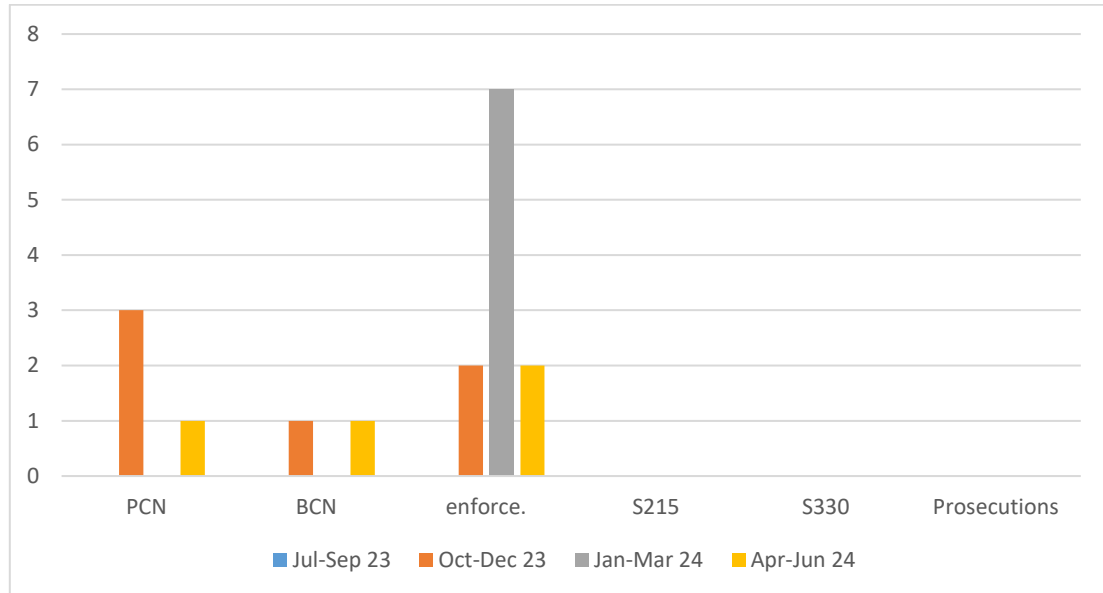
### **Housing completions comparison with other authorities in Kent**

*This data includes mobile and temporary dwellings (such as houseboats) so varies from the data published in the AMR*

<b>Authority</b>	<b>2018/19</b>	<b>2019/20</b>	<b>2020/21</b>	<b>2021/22</b>	<b>2022/23</b>
Ashford	923	753	1,144	627	1,001
Canterbury	311	417	319	692	644
Dartford	960	487	553	540	738
Dover	374	370	411	625	543
Gravesham	302	174	250	421	419
Maidstone	1,215	1,424	1,446	1,627	1,064
<b>Medway</b>	<b>657</b>	<b>1,142</b>	<b>1,087</b>	<b>1,103</b>	<b>958</b>
Sevenoaks	299	477	260	267	261
Folkestone and Hythe	435	451	478	454	454
Swale	956	1,065	892	989	818
Thanet	352	427	596	548	617
Tonbridge and Malling	361	410	380	467	492
Tunbridge Wells	396	317	533	518	636

## Appendix F : Enforcement

**Figure 1** Number of enforcement notices served and prosecutions from July 2023 to June 2024

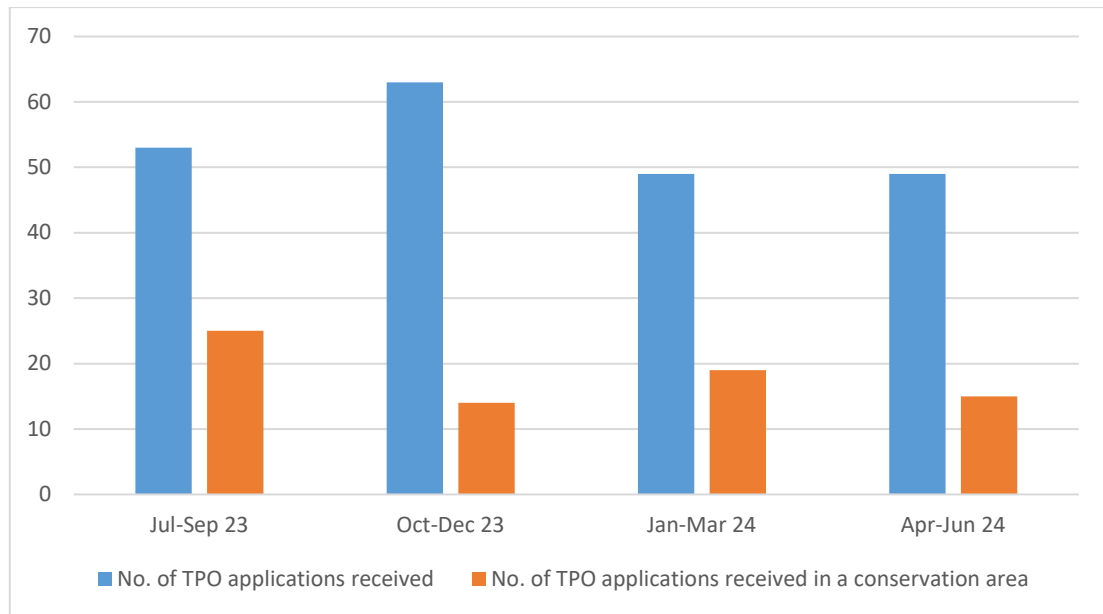


**Figure 2** Number of enforcement related complaints and activities from July 2023 to June 2024

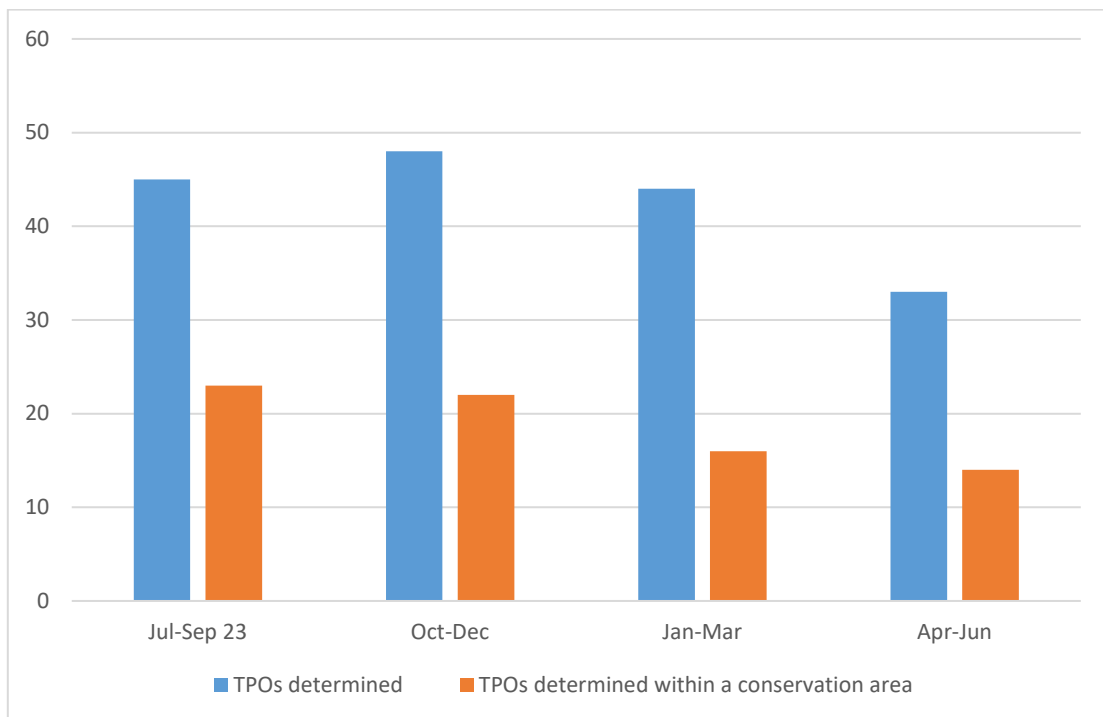


## **Appendix G : Tree Preservation Order Applications**

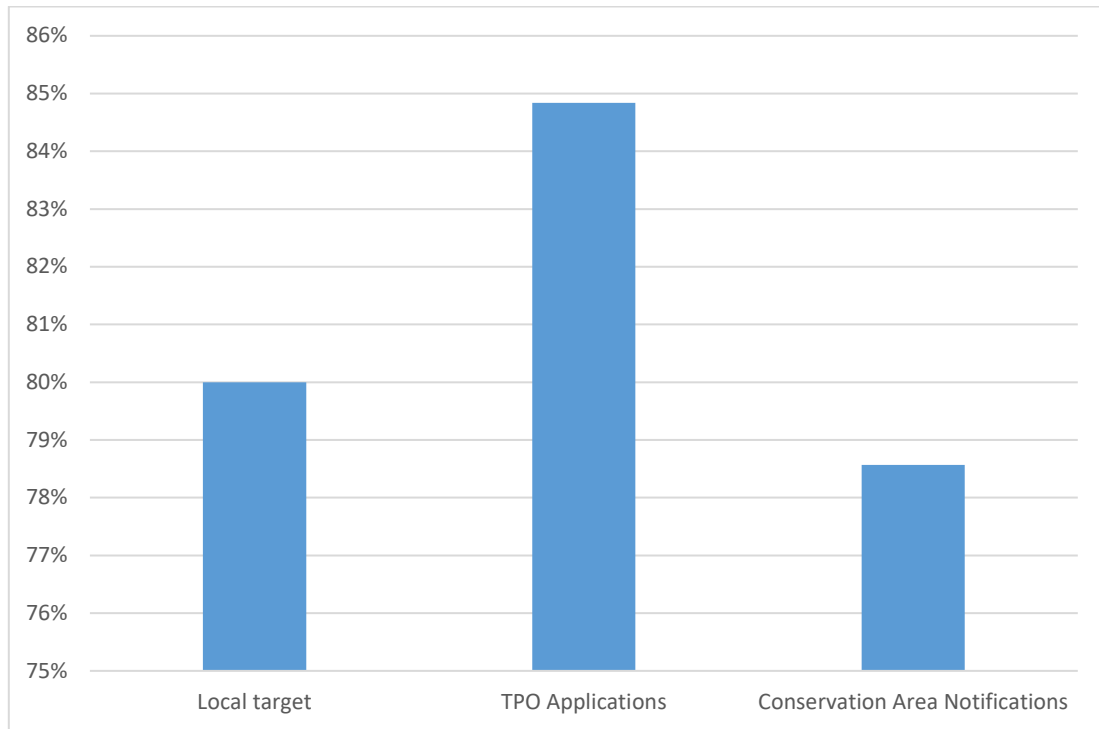
**Figure 1 TPO applications received from July 2023 to June 2024**



**Figure 2 TPO applications determined from July 2023 to June 2024**

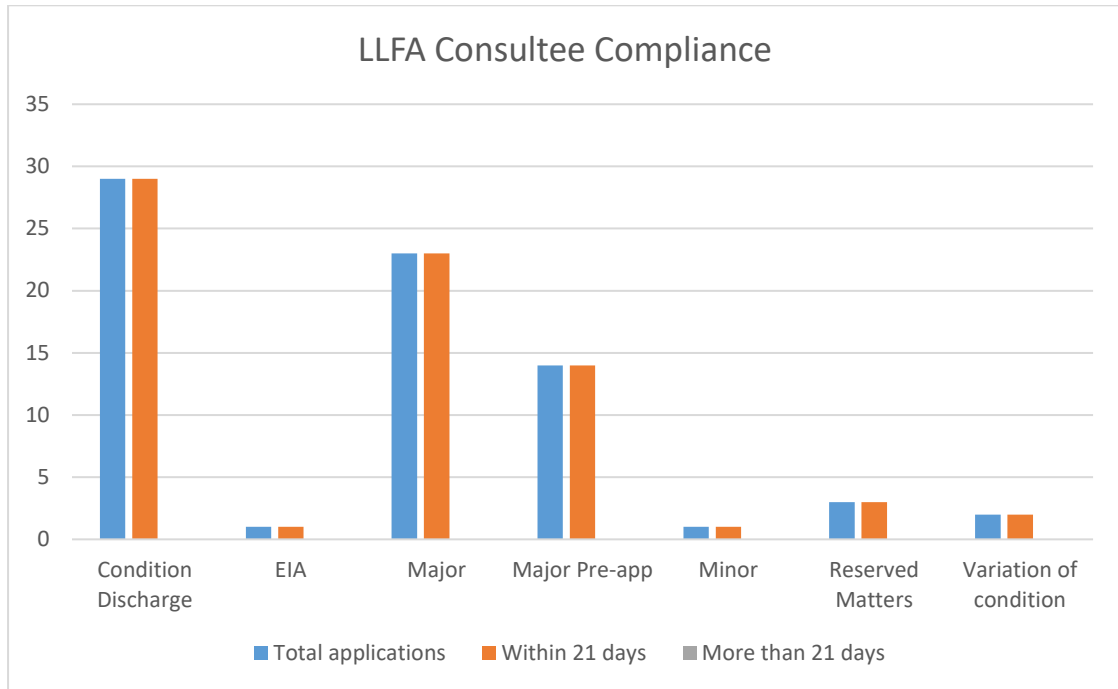


**Figure 3 TPO and Conservation Area Notification applications determined within target time from April to June 2024**



## **Appendix H : Lead Local Flood Authority Consultee Compliance**

Statutory Consultee compliance results from 1 April to 30 June 2024



Overall compliance for all types of consultations received is 100%. The internally set target is 80%.

## **Appendix I : Complaints and Compliments**

Complaints can be submitted online, in writing, in person at a local community hub and by phone. We aim to reply with a full written response within 10 working days. The chart below shows number of complaints received.

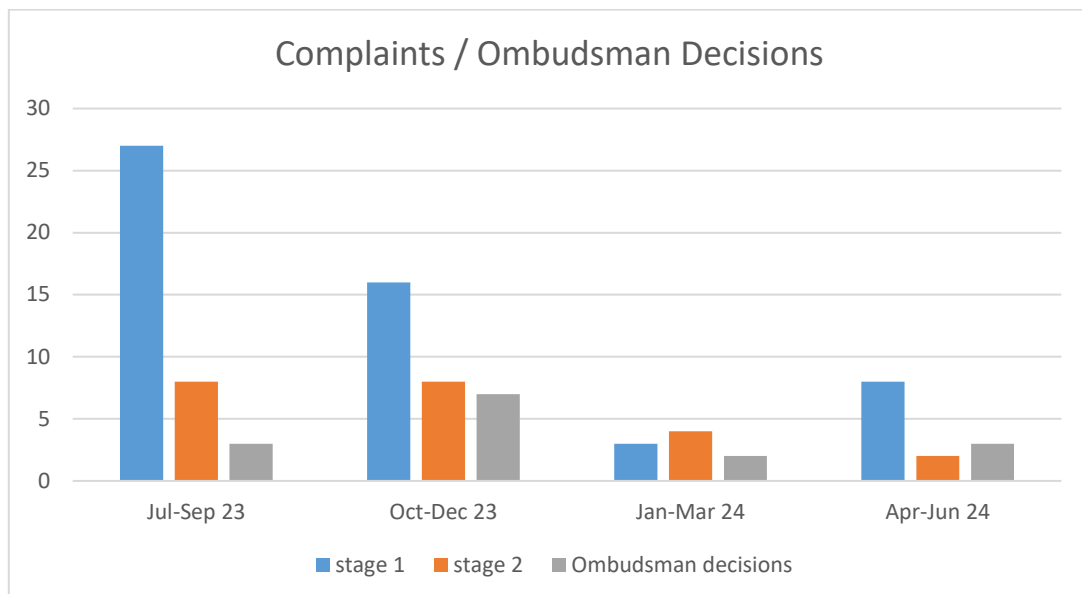
The corporate complaints procedure involves 2 stages :

Stage 1: The complaint is investigated within service and a draft response is provided to the Customer Relations Team who then writes to the complainant. The response letter also includes a final paragraph providing information on how to take the matter further if the complainant remains dissatisfied.

Stage 2: The complainant receives a response from the Customer Relations Officer giving details on how to contact the Ombudsman should the complainant remain dissatisfied.

Stage 1 corporate complaints are now categorised into generic and service specific categories. Complaints for planning are expected to fall mainly into the category whereby customers disagree or are unhappy with the Council's decision. For the period 1 April to 30 June 2024, 10 complaints were responded to, 9 where unhappy with the Council's decision, 1 related to poor timeliness, 1 where communication was not satisfactory and 2 were due to poor service quality.

Of the 10 complaints which were responded to, 90% were answered within the target time of 10 working days, 2 of which had been escalated to Stage 2. 7 complaints were dismissed where no fault was found, 1 was partially upheld and two were upheld.



## **Complaints Upheld**

- Unreasonable delay in issuing decision due to officer long term sickness. Apology provided.
- Representation was not logged against the application. However, issues raised were considered by the planning officer and the outcome would not have been different.
- Unreasonable delay in response to request for pre-application advice once the fee had been paid. Apology provided and meeting has now taken place.

## **Complaint Partially Upheld**

- Planning officer followed procedure to refuse application cold if pre-app has not been entered into. However, there does appear to be some confusion in relation to conservation advice provided and the decision to refuse. Post decision pre-app has been offered to the complainant free of charge.

## **Ombudsman**

There were three decisions issued by the Ombudsman:

- Will not investigate because a worthwhile outcome cannot be achieved.
- Will not investigate because it is partly about matters previously considered and the remaining issues have been, or are being, considered by other bodies which are best placed to consider them.
- Will not investigate as there is not enough evidence of fault in the Council's actions.

Two complaints have been allocated to an investigator and additional information has been submitted to the Ombudsman for review.

Following consultation, the Local Government and Social Care Ombudsman launched The Complaint Handling Code in February 2024. Local councils are encouraged to adopt the Code as soon as they are able to do so. The LGSCO intend to start considering the Code as part of its processes from April 2026. This gives local councils the opportunity to adopt the Code successfully into working practices. Medway have set up a Task and Finish group to implement the recommendations of the Code.

## **Compliments**

The Planning Service has received a number of compliments during the period from both internal and external customers. Comments include:

- Thank you very much for visiting my parents and advising them. It really put their mind at rest.
- Thank you for your time and for coming in to talk about planning with year 12 students. The feedback has been positive.



- Thank you for how you conducted this planning permission process and the level of communication you provided, which made the process much more bearable!
- The Chatham Design Code is one of the best planning documents I have seen. Congratulations to the whole team, it is a monumental achievement. You and your team have really inspired me.
- Thank you for your excellent help and it has been a pleasure dealing with you.