

## **Planning Committee**

**11 February 2026**

### **Performance Report 1 October to 31 December 2025**

Report from: Adam Bryan, Director of Place

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 October to 31 December 2025.

#### **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 Changing legislative context, including new and proposed reforms to the Planning system, will impact on the ability to manage development and will place additional demands on Planning Service resources.

- 3.3 The Government formally launched the consultation on a revised National Planning Policy Framework (NPPF) on 16 December 2025, with the consultation period running until 10 March 2026. This consultation represents one of the most extensive NPPF overhauls in over a decade, aiming to make the planning system more delivery-focused, transparent, and aligned with national priorities such as housing supply, infrastructure provision and climate

resilience. A presentation for members of the Committee will be arranged for March once the consultation has been assessed and a response submitted. However, the key proposals detailed in the consultation relate to:

- A permanent presumption in favour of suitably located development
- Establishing in principle support for suitable proposals that develop land around rail stations
- Driving urban and suburban densification
- Securing a diverse mix of homes
- Supporting small and medium sized sites, including a new category of medium development
- Changes to increase upfront certainty on the contributions expected from development
- Streamlining local standards
- Boosting local and regional economies
- Supporting critical and growth minerals
- Embedding a vision led approach to transport
- Better addressing climate change
- Conserving and enhancing the natural environment
- Taking a more positive approach to the use of heritage assets

- 3.4 The Planning and Infrastructure Act 2025 received royal Assent in December 2025. The overall goal of the Act is to 'get Britain building again' by increasing the speed and delivery of housing and infrastructure projects, addressing shortages and supporting economic growth.
- 3.5 The Act will introduce a system of 'strategic planning' known as spatial development strategies (SDS), which will look across multiple local planning authorities for the most sustainable areas to build and ensure there is a clear join-up between development needs and infrastructure requirements. These plans will be produced by mayoral authorities or, like Medway, in the absence of a Mayoral Authority by local planning authorities. We are currently awaiting further information on the areas to be covered by the SDS, but it is a reasonable assumption that for Medway the area will be Kent and Medway. As such, the SDS will be produced initially jointly by Kent and Medway LPAs but in consultation with all the districts. An SDS board will be set up later this year, once secondary legislation is introduced, that will oversee the production of the plan.
- 3.6 The NPPF and Act will also introduce a new and much speedier process for producing Local Plans within a 30-month period. This will not impact on our existing Local Plan which has just been submitted to the planning inspectorate for examination. Once the current Plan is adopted, the process for a new Local Plan will commence but following the new way of producing Local Plans. The new Local Plans will have to have regard to and be consistent with the SDS as well as the NPPF.
- 3.7 The Act will also establish a national scheme of delegation, seeking to maximise the use of professional skills and judgement of trained planners and focussing the time of elected councillors on the most significant or controversial applications. The Government will shortly be consulting on draft regulations.

3.8 The Government is also considering bringing in the ability for Local Planning Authorities (LPAs) to set locally planning fees. A consultation on the proposed national default fee and guidance on local fee setting will be published shortly. In light of the Local Government Reorganisation (LGR), for Medway this will require discussions with those authorities likely to be part of the new unitary.

3.9 The Act is also looking to bring in, within 2 months, reforms to the compulsory purchase process to enable more effective land assembly and to speed up and lower the costs of bringing empty properties back into use.

#### 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 October to 31 December 2025 the Authority received 232 planning applications; this is compared to 247 for the same period in 2024. For the year 2024/25 the Authority received 1,093, this compares to 1,102 in 2023/24, 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 October to 31 December 2025 94.44% 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 92.75%. 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 93.88%. 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 July to September 2025, 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 all types of types of applications (see Appendix B).

- 4.9 During the period 1 October to 31 December 2025, 44 applications with Planning Extension Agreements were decided with 93.18% being determined within the agreed extended timeframe.
- 4.10 During the period, 1 Planning Performance Agreement (PPAs) has 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 Tree Preservation Order (TPO) applications 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 is 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 Following consultation undertaken earlier in 2024, the Government has halved the assessment period for its 'special measures' speed of decision-making from 24 to 12 months to allow earlier identification of poor performing authorities so that action can be taken sooner. However, it has dropped plans to exclude agreed time extensions from the calculation.
- 4.16 Authorities that decide fewer than 60% of major applications within the statutory deadline of 13 weeks or 70% of non-major applications within the eight week deadline could face sanctions.
- 4.17 For quality of decision-making assessment, any authority that has more than 10% of either major or non-major applications overturned at appeal over a specified two year period is at risk of designation. The assessment period for quality of decision-making continues to be 24 months as it is considered the number of relevant cases is lower than for the speed of decision-making and if measured over 12 months would represent too few cases to provide an accurate measure of performance.

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

December 2024, shows the number of decisions overturned at appeal for major applications is 1.1% and 0.8% for non-major applications.

- 4.18 The percentage of appeals allowed during the period 1 October to 31 December 2025 is 6.66%. A total of 15 appeal decisions were received, one of which was a Planning Committee overturn decision which was dismissed by the Planning Inspector and two related to enforcement. Only one of these appeals was allowed and fourteen were dismissed. (See Appendix C).
- 4.19 Government stats for applications for prior approvals for permitted developments by local planning authorities are reported in Appendix D.
- 4.20 The validation of tree preservation order applications is undertaken by the Planning Service, but the administration of tree enquiries and the making of new TPOs is undertaken by the Administration Hub. The number of TPO applications received and performance against target time is reported in Appendix G.
- 4.21 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.
- 4.22 The Lead Local Flood Authority also receives 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.
- 4.23 ISO9001:2015 external surveillance audit took place on 10 November and a positive recommendation for continued certification was made with no non-conformities or opportunities for improvements identified. The next assessment is scheduled for May 2026.

The draft International Standard for ISO9001:2026 has been published and will be adopted in September 2026. This will trigger a certification transition. Expected changes relate to:

- Quality culture and ethical behaviour - shared values, behaviour, leadership accountability.
- Management of risk and opportunity - clearer distinction between management of risks and pursuing opportunities, encouraging proactive improvement and strategic thinking.
- Movement of change - a more robust and integrated approach to the management of change, that supports strategic alignment, operational control and continual improvement.

- 4.24 The Government has produced a 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. Medway is performing well when compared against other Kent planning authorities (see Appendix B, figure 4).

- 4.25 Work of the Planning service on Open Digital Planning continues. The service has received a further £200k from MHCLG to continue co-design, testing and adoption of PlanX, BOPS and the Digital Planning Register products. Part of this funding has been used to recruit a Principal Programme Support Officer, and a Digital and Data Officer. A further £145k has been applied for to continue our active participation in the programme until 31 March 2027. We have been recently notified that our bid has been successful.

## 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 robustly, 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, Development Manager 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 Duty to Cooperate meetings continue with neighbouring LPAs and statutory consultees on the preparation of the new Plan and strategic matters, including strategic transport and unmet housing need. There is specific work with Maidstone Borough Council in relation to cross border planning matters on the Lidsing Garden Community and Capstone Valley area. This involves formal meetings at member and officer level. There is cross border working with Gravesham Borough Council in relation to Chapter Farm, west of Strood and the LPAs' emerging Local Plans. There are bi-monthly meetings on Planning and Health infrastructure planning. Work is continuing on statements of common ground with both statutory consultees and promoters of strategic allocation sites.
- 7.2 The Planning Service engaged with the Planning Inspectorate on a Local Plan pre-submission advisory visit and checklist. The Council formally submitted the Plan and supporting materials for examination to the Planning Inspectorate on 18 December. An examination website has been set up and a Programme Officer commissioned to work with the Inspectors who have just been appointed. Further details are anticipated in early 2026.
- 7.3 The Council has approved a Neighbourhood Plan area for the parish of Allhallows. Officers continue to liaise with the neighbourhood Plan groups in Stoke, High Halstow and Frindsbury Extra.
- 7.4 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 October to 31 December 2025 £1,442,030.77 has been received via S106 contributions and £161,162.18 has been received for Habitat Regulations Agreements. This makes a total of £1,603,192.95. The Infrastructure Funding Statement (IFS) was published in December 2025, which covers the financial year 2024/2025. 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.
- 7.5 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.
- 7.6 Government published a revised Standard Method for calculating Local Housing need in April 2025. The figure for Medway is 1,636 homes a year. This is a slight increase on the previous figure of 1,594 homes a year and is a reflection of changes in affordability.
- 7.7 An updated Housing Delivery Test Action Plan (HDTAP) was approved by Cabinet and published in June 2025. This sets out the Council's work in promoting housebuilding in Medway. The latest Housing Delivery Test

results were published in December 2024. Medway scored 72% of delivery compared with the defined housing requirement. The HDTAP will be reviewed and updated within six months of the latest published results, as set out in the NPPG.

- 7.8 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 75% based on last year's HDT, Medway has to apply a buffer of 20%, produce an action plan and has the presumption in favour of sustainable development applied.
- 7.9 The Authority Monitoring Report Vol 1 (AMR) and Infrastructure Funding Statement (IFS) was presented to Cabinet in December 2025 and has been published. The AMR concerns monitoring information prepared by the Planning Service to meet statutory requirements for publishing data on development and infrastructure. The IFS sets out details of funding agreed, received and spent through developer contributions, and proposed spend on infrastructure.
- 7.10 The AMR sets out details of the delivery of 634 new homes in Medway during 2024/25, which is 1,002 dwellings below the annual requirement of 1,636. This figure is much lower than the high levels completed over the past few years, a fall which is seen regionally and nationally.
- 7.11 Details of housing completions are detailed in Appendix E.
- 7.12 Recognising the important role that Small/Medium Enterprises (SMEs) 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 SMEs to compliment the delivery of homes from the volume house builders. The Chief Planning Officers of Medway and other North Kent Local Planning Authorities (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 Planning policy do monitor Ultra Low Emission Vehicle Licencing numbers. This has risen steadily over the past 5 years and is now standing at 3.31% of all licensed vehicles in Medway.
- 8.7 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 2025.

## 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 October to December 2025 is £306,044. Total income for the year 2024/25 is £1,476,223.50. This compares to a total income for the year 2023/24 of £1,027,254.50, 2022/23 of £1,075,818 and 2021/22 of £1,555,439. See Appendix A, Figure 6.
- 9.3 Fees and charges increased on 1 April 2025. 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

MHCLG Live tables on planning applications statistics

[Live tables on Planning Application Statistics](#)

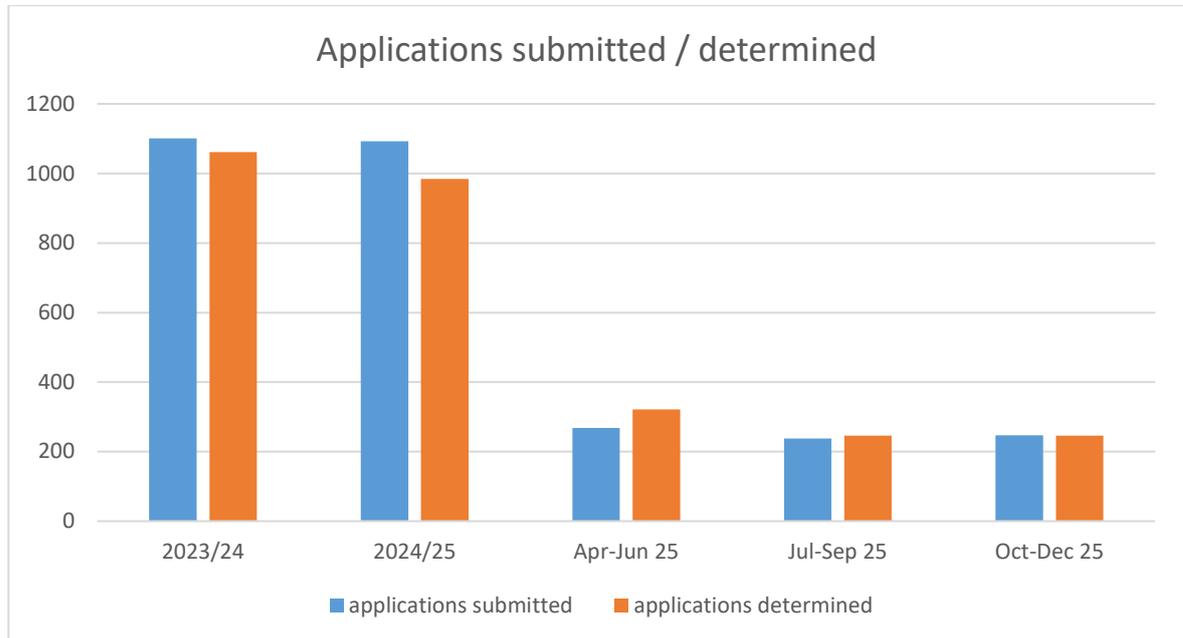
[Live tables on Dwelling Stock](#)

MHCLG Planning Performance Dashboard

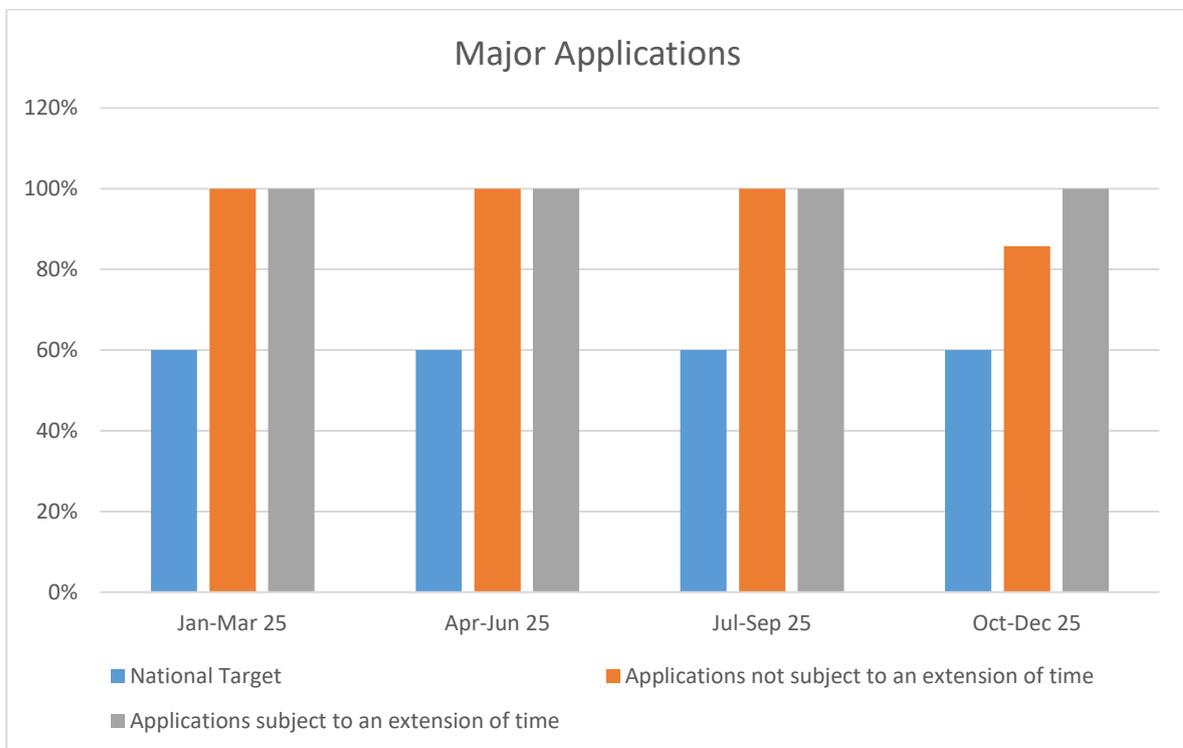
[https://view.officeapps.live.com/op/view.aspx?src=https%3A%2F%2Fassets.publishing.service.gov.uk%2Fmedia%2F67da9b02b1857deda3da01ea%2FPlanning\\_Performance\\_Dashboard\\_Table\\_Final.xlsx&wdOrigin=BROWSELINK](https://view.officeapps.live.com/op/view.aspx?src=https%3A%2F%2Fassets.publishing.service.gov.uk%2Fmedia%2F67da9b02b1857deda3da01ea%2FPlanning_Performance_Dashboard_Table_Final.xlsx&wdOrigin=BROWSELINK)

## **Appendix A : Applications**

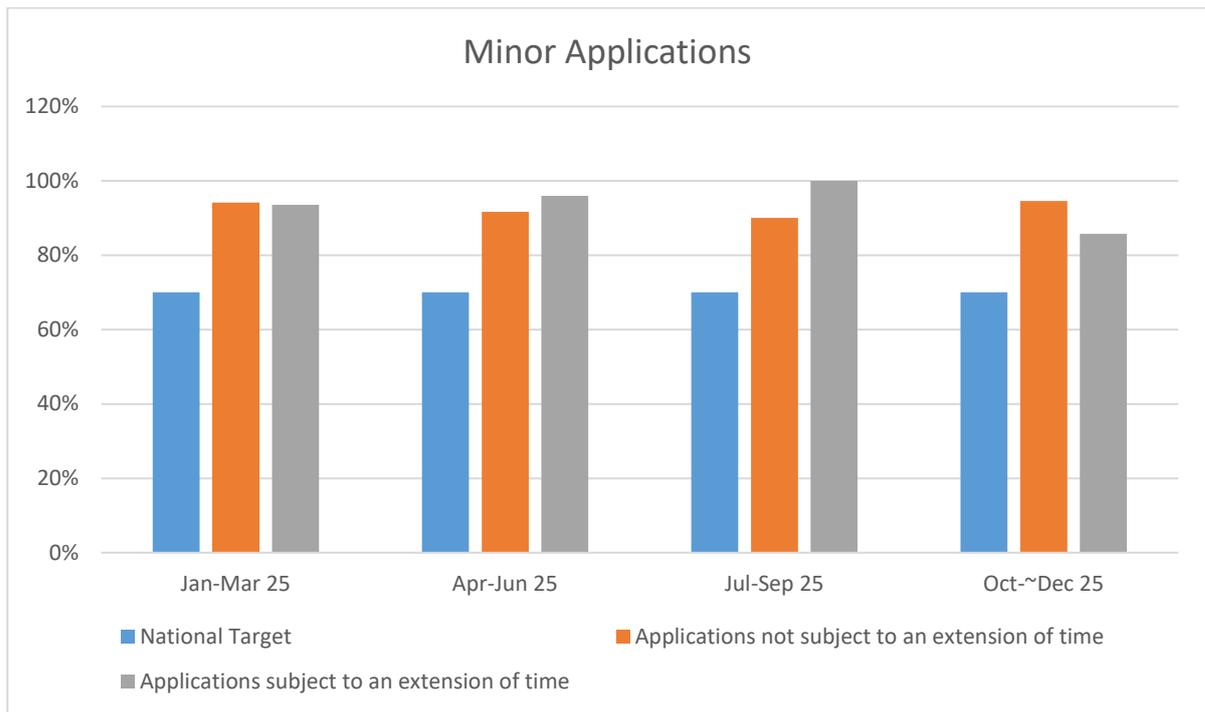
**Figure 1** *Number of applications received and determined 2023/24 to December 2025*



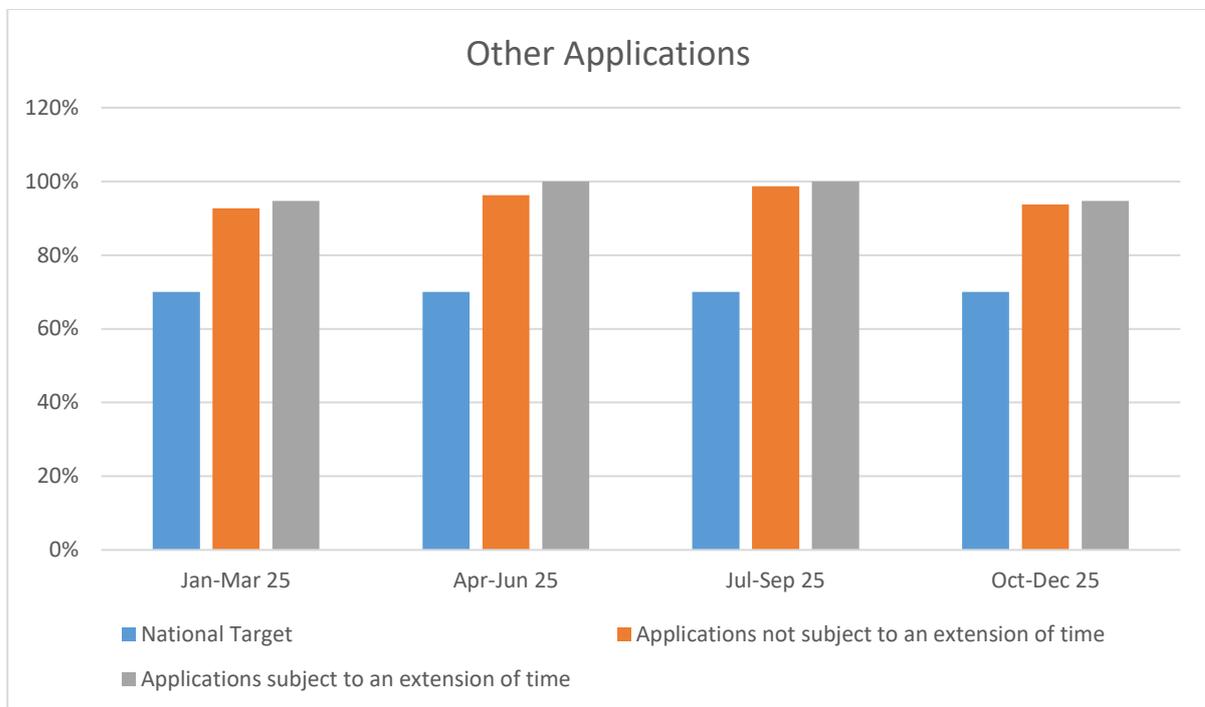
**Figure 2** *Percentage of "Major" applications determined against performance target January 2025 to December 2025*



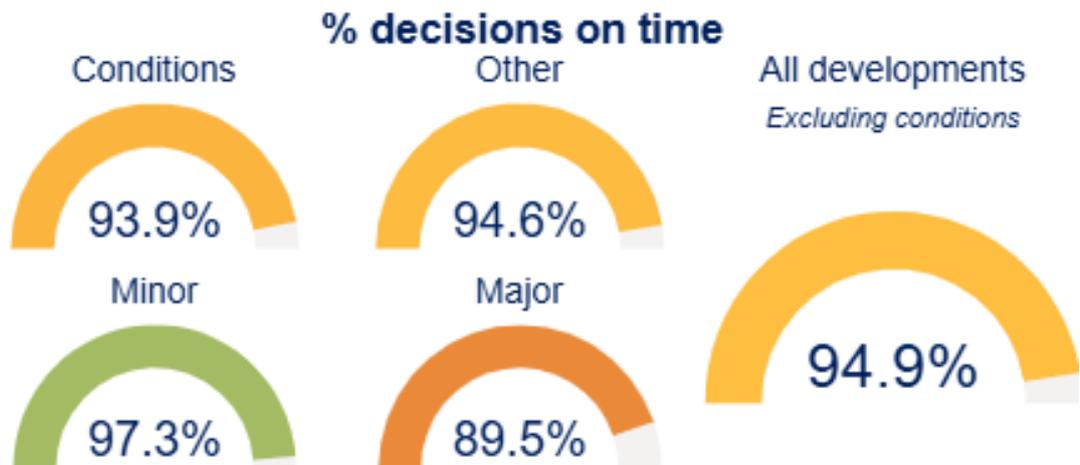
**Figure 3 Percentage of “Minor” applications determined against performance target January 2025 to December 2025**



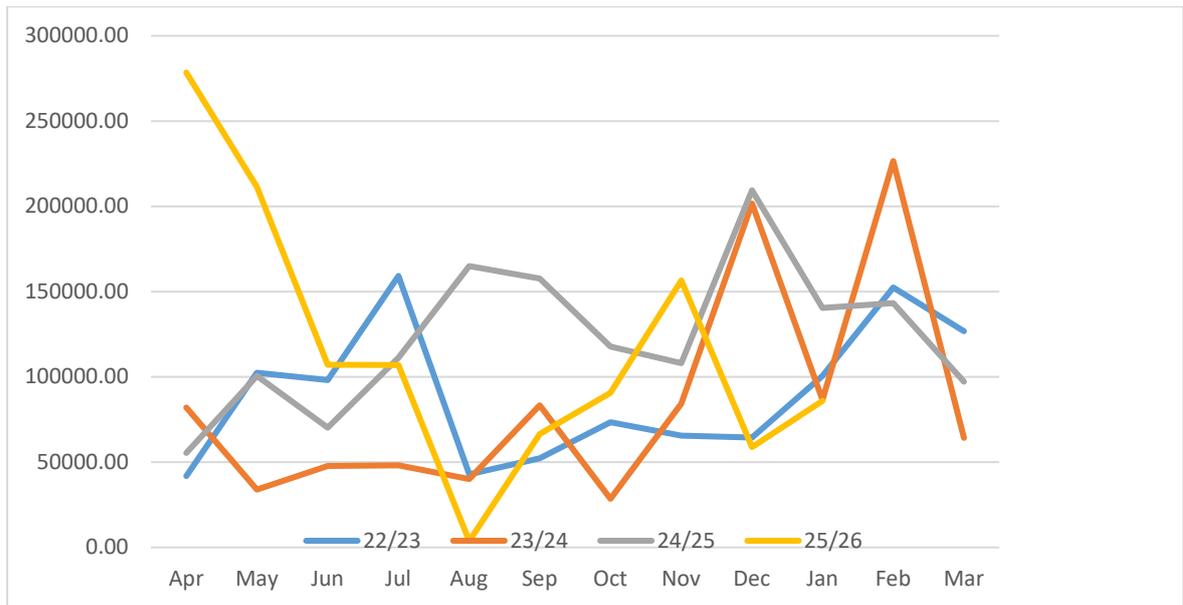
**Figure 4 Percentage of “Other” applications determined against performance target January 2025 to December 2025**



**Figure 5** Percentage of decisions on time for the period October to December 2025, including conditions, non-material amendments, Pre-Application, Screening and Trees



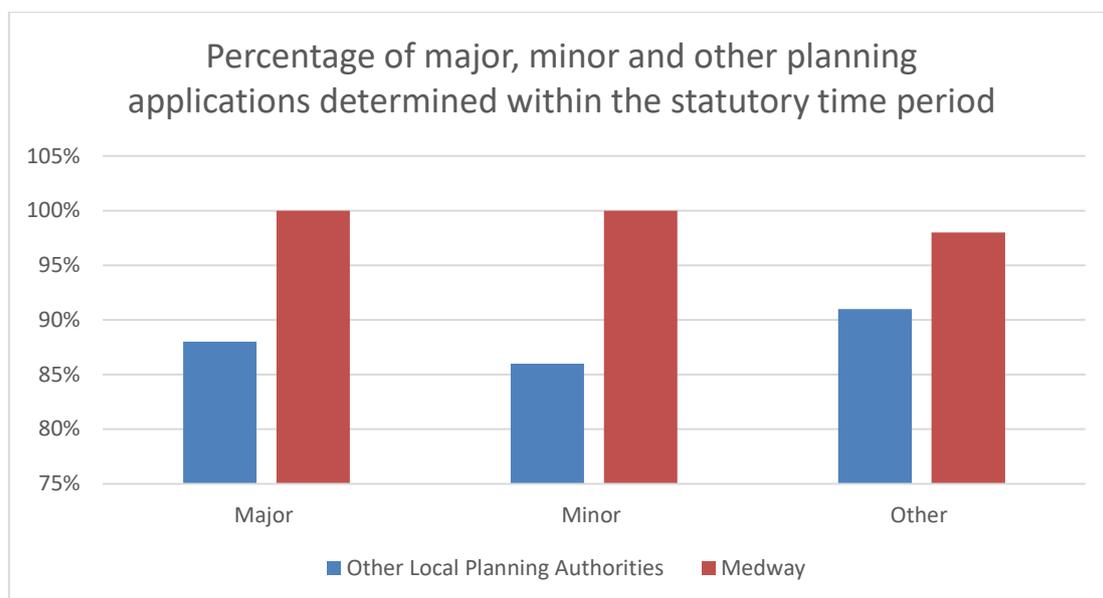
**Figure 6 Planning application fees received for the period October to December 2025 and for the year 2024/25, 2023/24, and 2022/23**



## **Appendix B : Benchmarking**

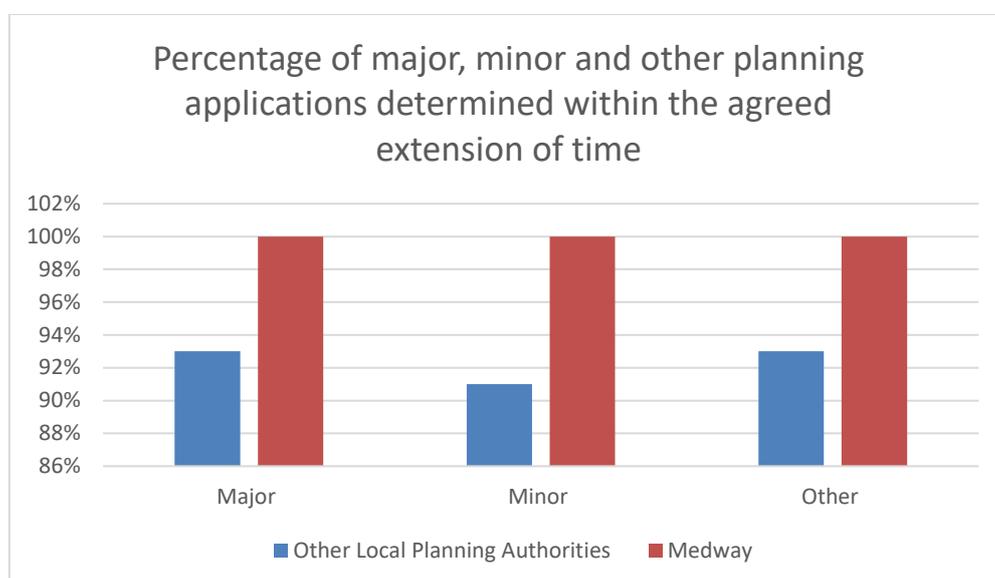
**Figure 1 Planning applications determined within the statutory timeframe**

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 July to 30 September 2025.



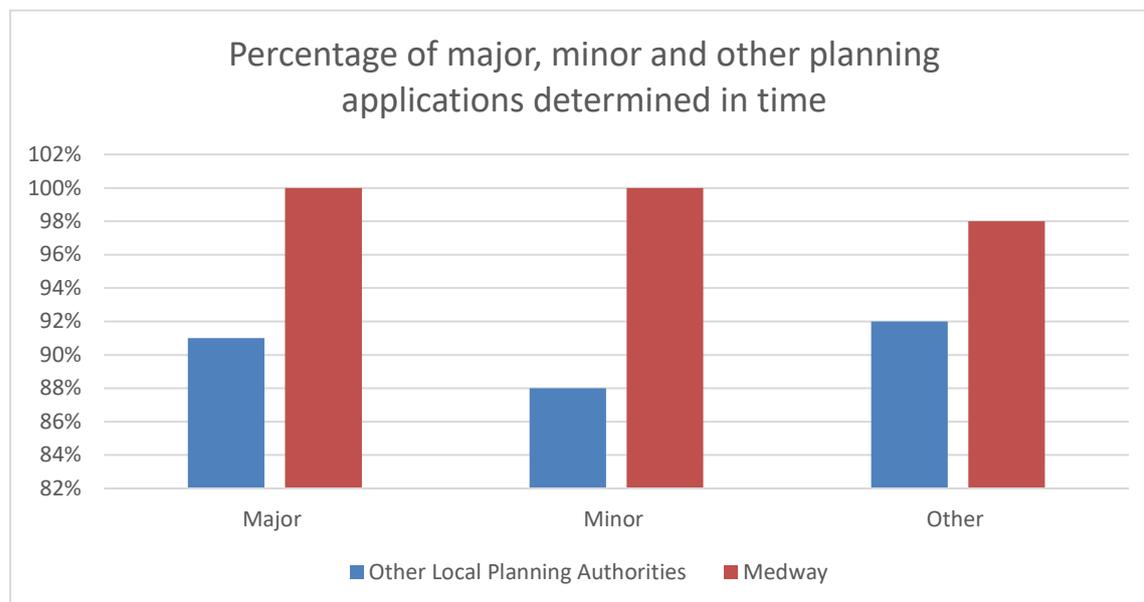
**Figure 2 Applications within the agreed Planning Extension Agreement**

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 July to 30 September 2025



**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 July to 30 September 2025.

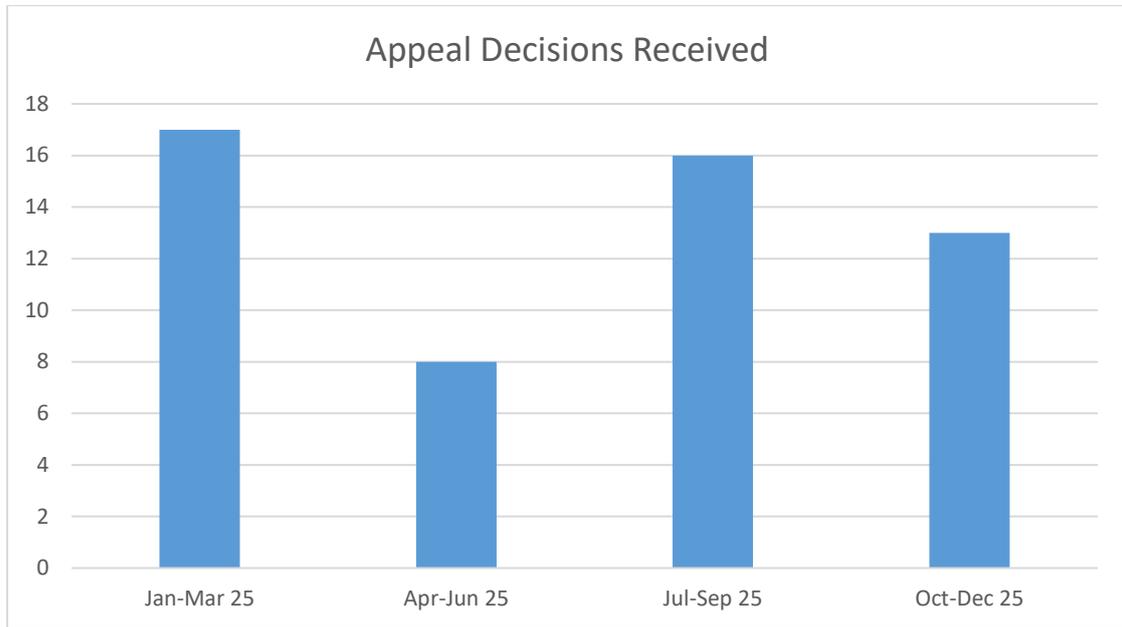


**Figure 4 Medway performance compared with other Kent Planning Authorities for the year ending September 2025**

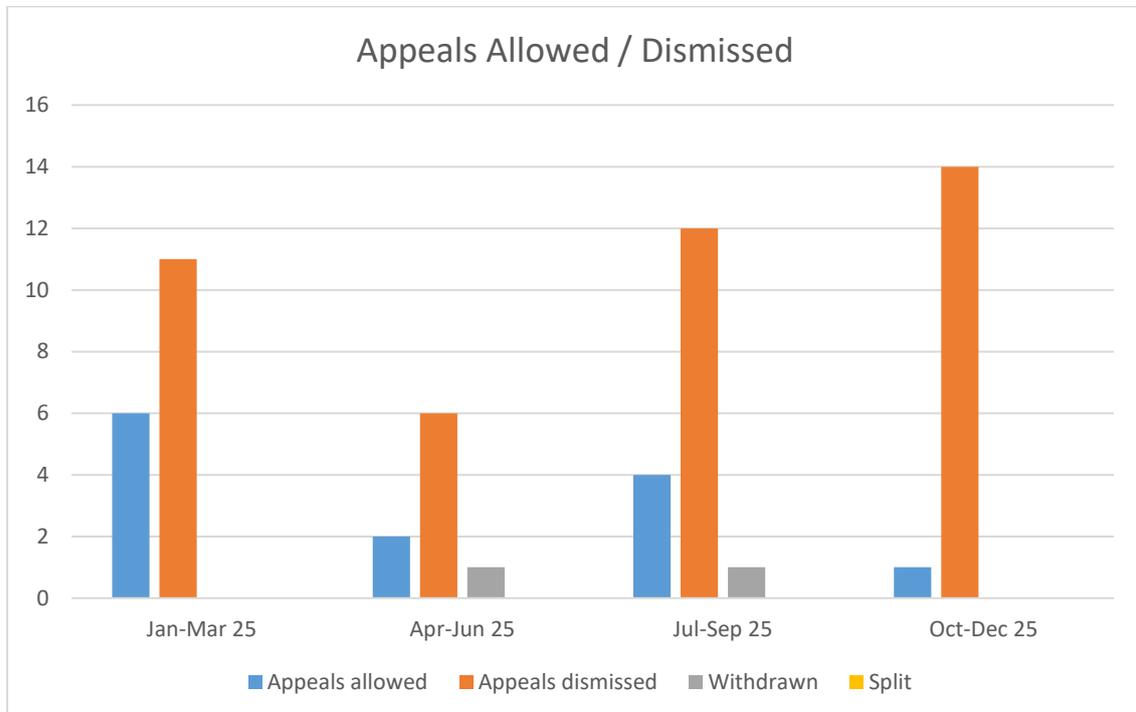
<b>Local Planning Authority</b>	<b>Percentage of decisions granted</b>	<b>% with an Extension of Time</b>	<b>Major dev % decided within 13wks</b>	<b>Non-major devt % decided within 8 wks</b>	<b>Householder devt % decided within 8 wks</b>
<b>Medway</b>	92%	19%	33%	59%	92%
<b>Ashford</b>	88%	37%	23%	38%	81%
<b>Canterbury</b>	93%	45%	4%	22%	44%
<b>Dartford</b>	82%	44%	38%	28%	62%
<b>Dover</b>	90%	38%	19%	39%	69%
<b>Folkestone and Hythe</b>	83%	14%	25%	76%	94%
<b>Gravesham</b>	70%	34%	22%	46%	74%
<b>Maidstone</b>	81%	25%	39%	55%	87%
<b>Sevenoaks</b>	87%	35%	20%	50%	70%
<b>Swale</b>	90%	72%	20%	13%	31%
<b>Thanet</b>	87%	40%	12%	38%	61%
<b>Tonbridge and Malling</b>	93%	51%	26%	25%	49%
<b>Tunbridge Wells</b>	93%	25%	36%	58%	82%

## Appendix C : Appeals

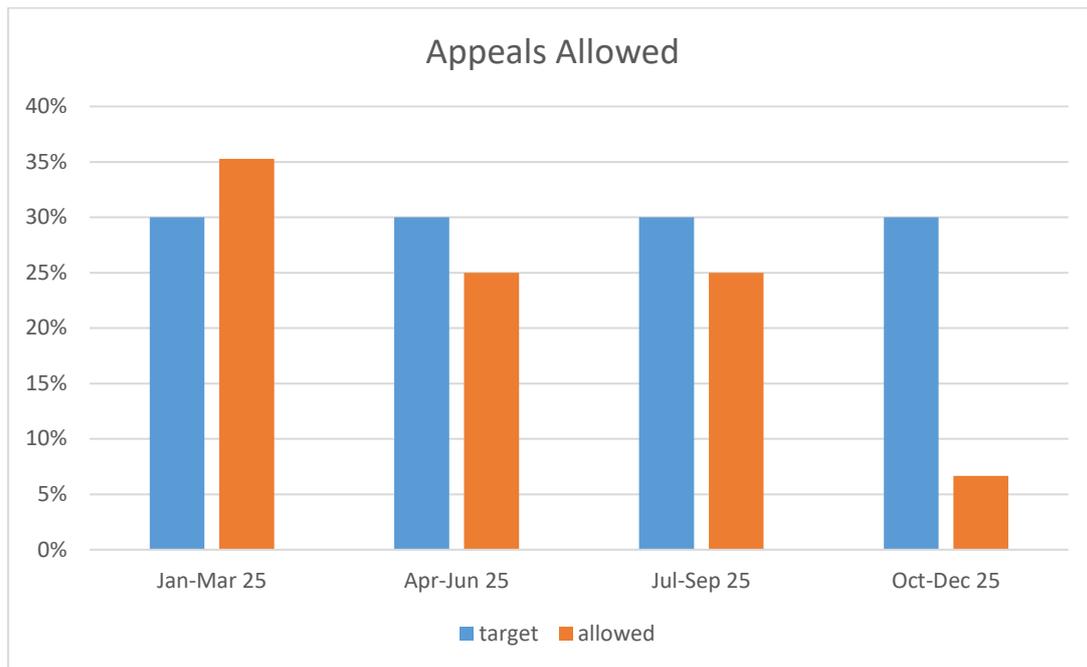
**Figure 1** Number of appeal decisions received from January 2025 to December 2025



**Figure 2** Number of Appeals allowed / dismissed from January 2025 to December 2025

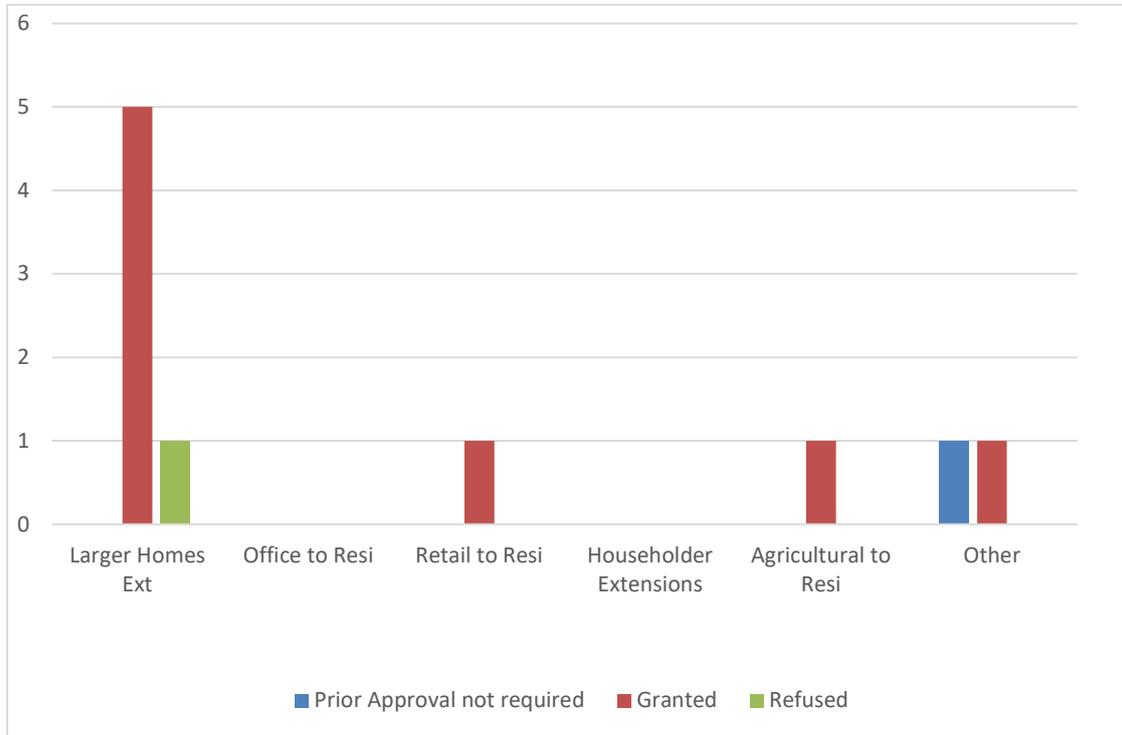


**Figure 3** Percentage of appeals allowed against target of 30% from January 2025 to December 2025



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

**Figure 1      Number of prior approvals for permitted developments for the period 1 October to 31 December 2025**



## Appendix E

**Figure 1**

### **Number of units under construction**

Year	No of units under construction as at 31 March (net)
2017	805
2018	1202
2019	1486
2020	1629
2021	1925
2022	1752
2023	2,061
2024	1,328
2025	1,382

**Figure 2**

### **Number of units completed**

	Year 2020/21	Year 2021/22	Year 2022/23	Year 2023/24	Year 2024/25
<b>Completions</b>	1082	1102	950	1300	634
<b>Requirement</b>	1586	1675	1667	1685	1636
<b>Surplus/Deficit</b>	-504	-573	-717	-358	-1,002

**Figure 3**

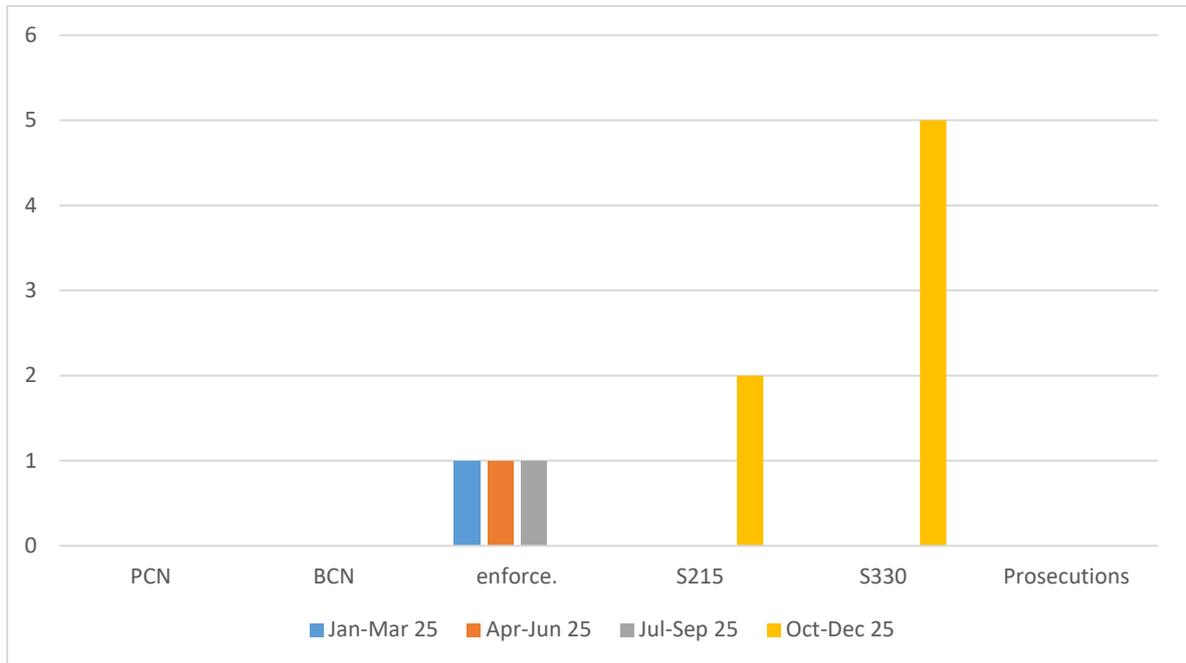
### **Housing completions comparison with other authorities in Kent**

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

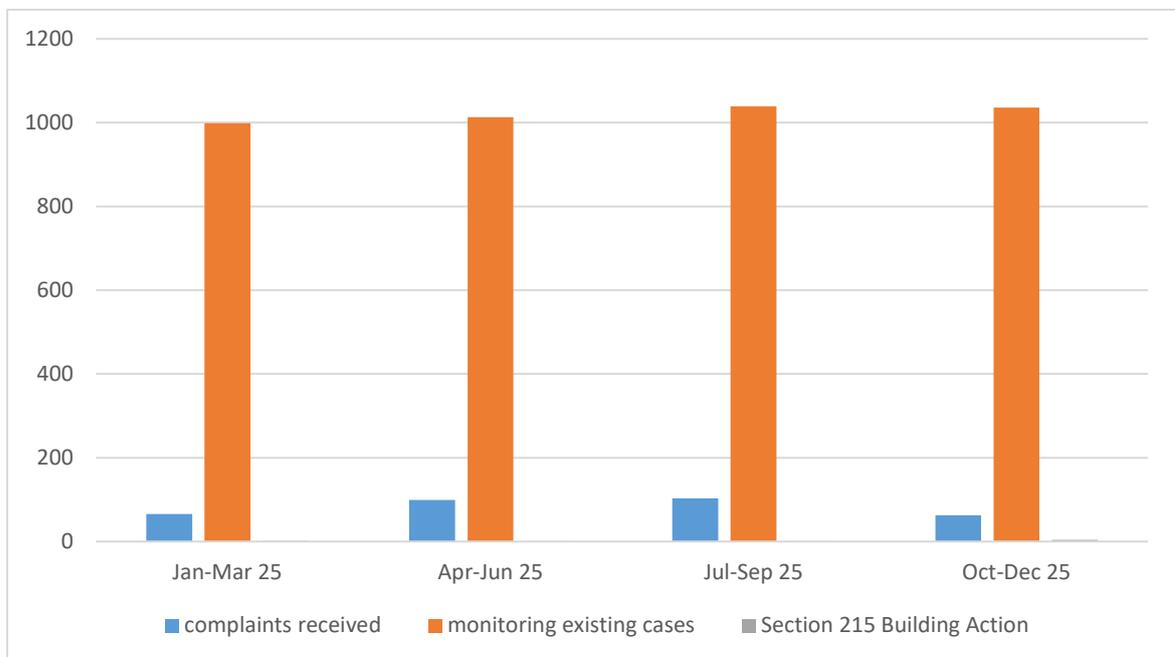
Authority	2020/21	2021/22	2022/23	2023/24	2024/25 <i>Provisional</i>
Ashford	1,144	627	1,001	471	604
Canterbury	319	692	644	660	1,235
Dartford	553	540	738	637	817
Dover	411	625	543	718	633
Gravesham	250	421	419	293	546
Maidstone	1,446	1,627	1,064	1,066	654
<b>Medway</b>	<b>1,087</b>	<b>1,103</b>	<b>960</b>	<b>1,305</b>	<b>647</b>
Sevenoaks	260	267	261	114	146
Folkestone and Hythe	478	454	454	373	326
Swale	892	989	818	757	610
Thanet	596	548	617	844	848
Tonbridge and Malling	380	467	492	377	689
Tunbridge Wells	533	518	636	611	616

## Appendix F : Enforcement

**Figure 1** Number of enforcement notices served and prosecutions from 1 January 2025 to 31 December 2025

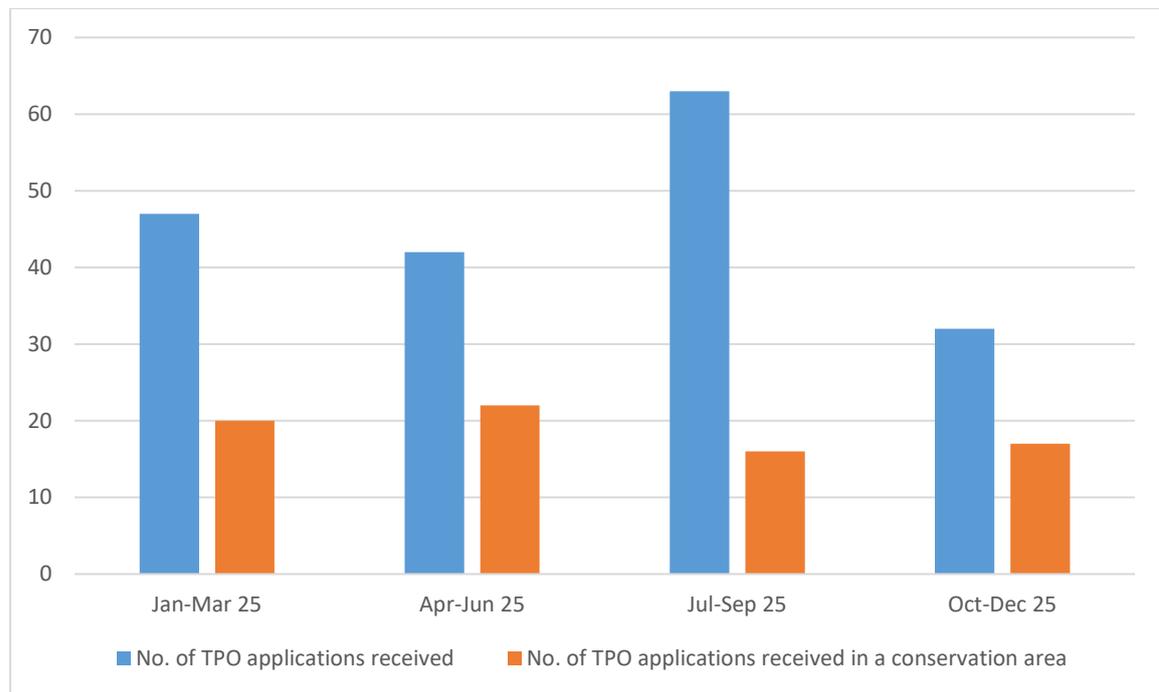


**Figure 2** Number of enforcement related complaints and activities from 1 January 2025 to 31 December 2025

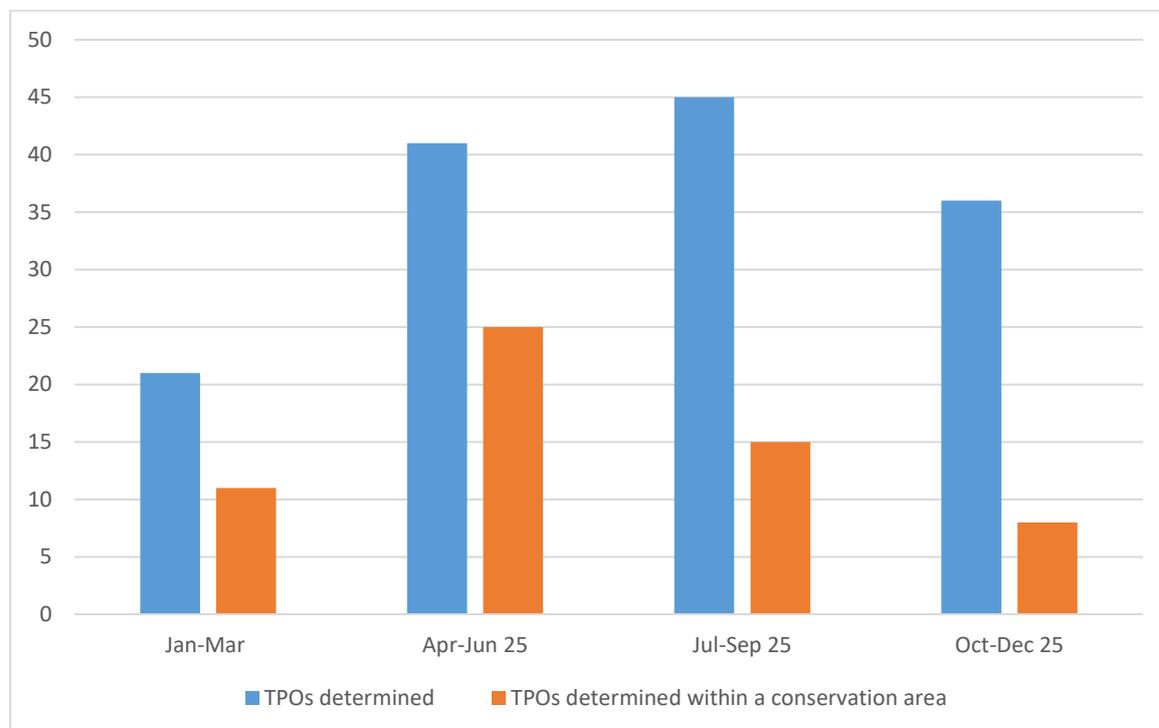


## **Appendix G : Tree Preservation Order Applications**

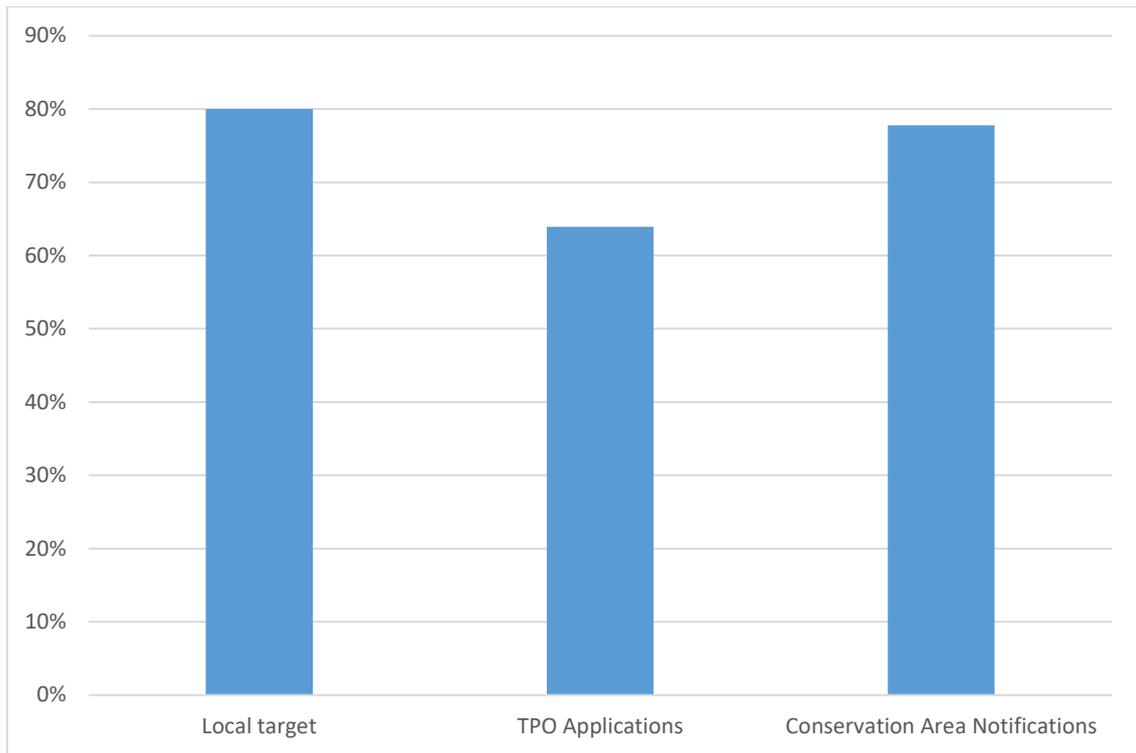
**Figure 1 TPO applications received from 1 January 2025 to 31 December 2025**



**Figure 2 TPO applications determined from 1 January 2025 to 31 December 2025**

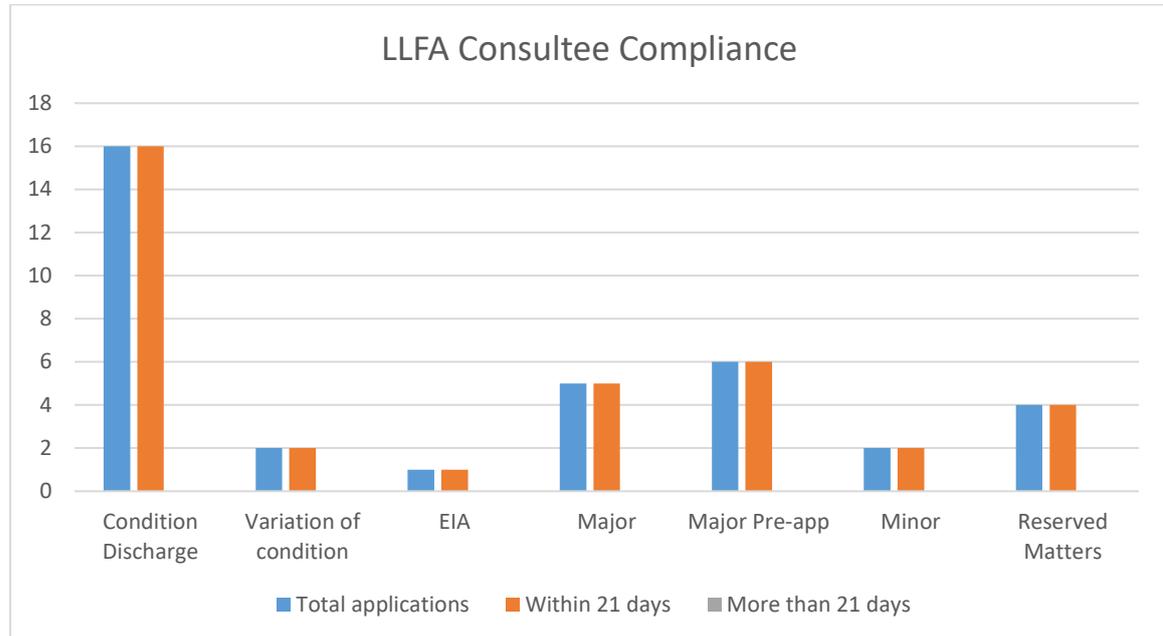


**Figure 3 TPO and Conservation Area Notification applications determined within target time from 1 October 2025 to 31 December 2025**



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

Statutory Consultee compliance results from 1 October to 31 December 2025



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.

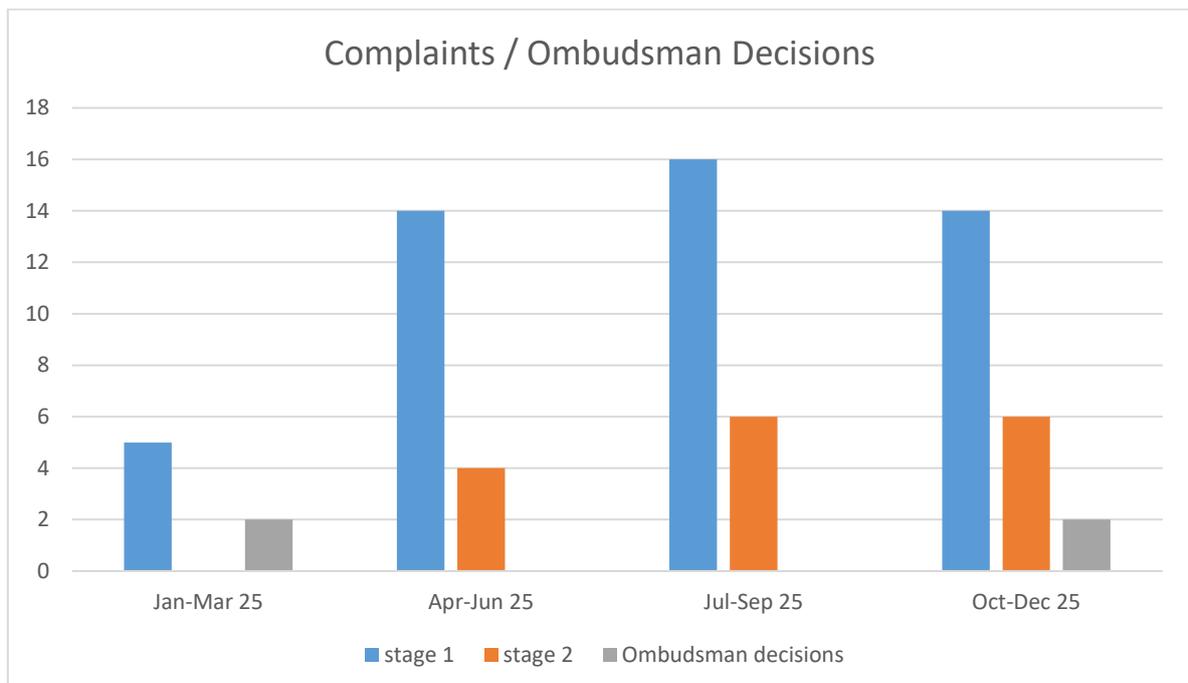
The corporate complaints procedure involves 2 stages:

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 October to 31 December 2025, 20 corporate complaints were responded to; 11 were unhappy with the Council's decision, 3 where the service requested was not provided, 1 due to poor timeliness, 3 due to poor quality and 2 where communication was not satisfactory.

Of the 20 complaints which were responded to, 90% were answered within the target time. 6 Stage 2 complaints were responded to within the period. 14 complaints were not upheld where no fault was found, and 6 were upheld.



## **Complaints Upheld**

- 3 due to unreasonable delay in determining the application.
- 1 relates to planning fee being refunded under the Planning Guarantee due to significant delay in determining the application.
- 1 relates to delay in providing pre-application advice.
- 1 relates to delay in officer contacting the applicant.

## **Ombudsman**

- The Ombudsman will not investigate a complaint in relation to the Council's decision not to take enforcement action in relation to a breach of planning control as it is unlikely to find fault by the Council.
- The Ombudsman will not investigate a complaint that the Council failed to properly consult with residents and that the decision to grant planning permission was based on misleading information and was not in line with planning policy as the complainant has not suffered significant injustice.

Following consultation, the Local Government and Social Care Ombudsman (LGSCO) 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.

## **Compliments**

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

- Thank you as I am sure you have endless grief in your role and I appreciate your support and patience in this matter.
- A big thank you for your work on this application.
- Thank you for all your input and time spent on this project, it is very much appreciated.
- We are really grateful for all your help and support with this application. We really appreciated all your help, it's been a pleasure.
- Thank you very much for your efforts with our applications. We really do appreciate it, it's been one of the better application processes we have been through in recent years.
- Thank you for all your hard work and support in bring this successful development to its conclusion. The tenants have been very grateful for their new homes and we have all found it rewarding to see that the new homes have brought happiness to such under privileged young people. Your support in understanding what we were trying to do was a great help in bring this development to a successful conclusion.
- Thank you for the help you have provided to a resident who is not an expert in planning. Compared to the service provided by another Council you have been more responsive and helpful.

- I had the pleasure of meeting the planning officer today. He is a very young man, very polite and gave me thoughtful and helpful advice on all my questions.