

ENFORCEMENT POLICY

POLICY PE1 Main Enforcement Policy Statement

[A] The Council recognises the importance of establishing effective controls over unauthorised development to assist in the preservation and enhancement of the qualities of both the built and natural environment and to protect public amenities.

[B] Reasonable resources will be made available to ensure effective implementation and maintenance of planning enforcement control.

[C] As local planning authority, the Council will exercise all reasonable powers granted under the provisions of the Town and Country Planning Act 1990 to effectively control unauthorised development. In considering whether it is expedient to initiate enforcement action, the Council will pay due regard to the local plan policies in force and to all other material considerations.

PRINCIPLES OF ENFORCEMENT

The Council is committed to providing quality services in its area. The purpose of this leaflet is to explain the nature of the service and the standard to which it will be provided. The Government has produced an Enforcement Concordat and the Council has adopted its principles. These are:

standards. We have drawn up a framework setting out the procedures and practice we will follow in carrying out the enforcement of planning control. This includes performance standards.

openness. Although certain matters may have to remain confidential we will keep people informed of what we are doing at various stages in the process. We will check our performance against the standards we have set.

helpfulness. Although it must be recognised that enforcement can result in conflict and ill-feeling we will always try to conduct ourselves in a manner that is helpful to everyone. We will give a courteous and efficient service and our staff will identify themselves by name on any letters and when answering the telephone. We will give you a direct line telephone number so that you contact the member of staff.

complaints about the service. The Council has a Complaints Procedure and if you feel that we have not performed to the standard we have set or that our service has been deficient in some other way then you can make a complaint through that procedure. The aim of the Complaints Procedure is to examine the way that you were dealt with, to put it right and to ensure that it does not happen again. Details can be obtained from the Council.

proportionality. Any action we take will be proportionate to the nature of the breach of the planning law and policies. Not everything complained of will result in formal action or the serving of Enforcement Notices. In some instances people will be given the opportunity to put matters right by making a planning application. Some matters may be so trivial that although they may be technically a breach of the law, it serves no purpose to take any formal action but people will be informed of the risks of doing nothing about it. We will aim to negotiate to put matters right but if we do not get co-operation then, as a last resort, we will take formal enforcement action proportionate to the nature of the matter complained about. In extreme cases this may include Stop Notices which have an almost immediate effect. The Enforcement Policy and Procedures document gives more information about how we will deal with various circumstances.

consistency. We will carry out our duties fairly and consistently. Whilst we will have to make judgments in relation to the particular circumstances of a case, our procedures and checks should result in a consistent way of dealing with matters.

confidentiality. Making a complaint can take courage and you may be worried that your particulars will become known. They won't. It is a strict policy that the name and address of a complainant is not revealed during our investigation of a complaint.



YOUR CONTACT LIST

Bill Meredith is the Head of Development and Building Control Services on **01902 696419**

We have 2 Area Teams;

NORTH who deal with the area north of Codsall, including Wheaton Aston, Lapley, Brewood, Coven, Featherstone, Essington, Great Wyrley, Cheslyn Hay, Huntington, Penkridge and Acton Trussell.
Dealt with by :

Telephone using area code **01902**

Sarah Poxon	Area Planning Officer	696413
Lucy Harris	Enforcement Assistant	696135
Sally Brown	Planning Assistant	696420
Kym Wilson	Planning Assistant	696709

SOUTH who deal with the area south of and including Codsall, Perton, Pattingham, Trysull, Seisdon, Wombourne, Himley, Gospel End, Swindon, Bobbington, Enville, Stourton and Kinver.

Dealt with by:

Peter McHugh	Area Planning Officer	696418
Jon Woodhall	Enforcement and Planning Assistant	696662
Jon Rowson	Planning Assistant	696641

The Council Offices in Codsall are open between
8-45 am and 5-00pm

although an officer is available at most times it cannot be guaranteed and it is advisable to make an appointment in order to avoid long wasted journeys.

COMPLAINTS

The Council is committed to giving a quality service to the community and this leaflet is aimed at explaining the standard of service you can expect to receive. If you are dissatisfied with how we have dealt with something you may use the Council's Complaints Procedure.

Details are available from
the Head of Committee and Legal Services
at the Council Offices. Telephone **01902-696408**

SOUTH STAFFORDSHIRE COUNCIL
Council Offices
Wolverhampton Road
Codsall
South Staffordshire
WV8 1PX

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