

SERVICE LEVEL STANDARDS: PLANNING OBLIGATIONS AND SECTION 106 AGREEMENTS (June 2011)

Torfaen County Borough Council is committed to providing a high quality and efficient planning service. The Council has recently undertaken a two year project to develop the Council's policy on affordable housing, planning obligations and the use of Section 106 Agreements which has resulted in the production of Planning Obligations Supplementary Planning Guidance and introduction of a Section 106 monitoring database.

The Council has also resolved to introduce a separate fee system applicable to planning applications which require the processing and monitoring of a Section 106 legal agreement. The fee charged will contribute towards the additional administrative and professional resources required within the Planning Department.

These Service Level Standards have been developed to set out the Council's commitment to providing a quality service to applicants and developers in respect of planning obligations. The aims of the Planning Department with respect to planning obligations are:

Clarity - To ensure that policy documents, guidance and copies of signed Agreements with regard to planning obligations are readily available to applicants, developers and members of the public also to ensure that applicants and developers are advised of the need for planning obligations at the earliest available opportunity

Fairness - To provide a high quality service to all applicants irrespective of their status as individuals, small local businesses, or national development companies

Speed - To process planning obligation legal agreements as swiftly as possible

Consistency - To ensure that planning obligations are sought consistently across sites and in accordance with national guidance and local planning policies

Quality - To ensure that planning obligations are agreed where they are necessary and are implemented in a manner that fulfils their purpose, to best meet the needs arising from the development

The Planning Obligations Supplementary Planning Guidance has been developed to inform applicants and developers of the Council's expectations with regard to planning obligations. In addition, the Council operates a pre-application advice service whereby further detail regarding site specific contributions can be provided.

Planning Committee reports will include agreed details under heads of terms relating to planning obligations where obligations are necessary. Following a resolution to grant planning permission from Planning Committee or under delegated powers, an Agreement will be progressed as quickly as possible dependent upon the resources available and the agreement of all the parties involved.

The Council's first point of contact for issues relating to planning obligations and legal agreements is Pat Weaver (Technical Administrator, Planning)

Tel: 01633 647326 / E-mail: pat.weaver@torfaen.gov.uk

The Council is committed to improving customer service with regards planning obligations and we would like you to tell us where we have provided a good service and suggest where we could improve. Please contact Pat Weaver (as above) in the first instance.

If you are dissatisfied with the level of service you have received or wish to make a complaint, please contact Mr Richard Lewis, in writing, as follows:

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Tŷ Blaen Torfaen
Panteg Way
New Inn, Pontypool
Torfaen, NP4 0LS

Or e-mail: richard.lewis@torfaen.gov.uk