

## FEEDBACK: You Said, We Did

Actions taken by the **Development Planning & Environment Service** in response to 2024/25 customer suggestions, complaints and responses to customer surveys.

YOU SAID	WE DID
<p>We've owned land for an extensive period and when recently we planned to build/sell on as a building plot we were totally unaware its 'use designation' had been changed.</p> <p>Recent communication has been excellent and very helpful - but this was surely a failure of the system to inform those directly involved.</p>	<p>The land use allocation changed over time between two Local Development Plans.</p> <p>Preparation of the current plan was undertaken in accordance with statutory regulations in force at that time and there were a number of opportunities for the public to have engaged with the process. It is regrettable the owner did not engage at this time.</p> <p>However, advice on how to engage in the preparation of the next local development plan has been provided</p> <p>.</p>
<p>Too few staff but they do seem to know stuff: even if the stuff is not good enough.</p>	<p>Development Planning and Environment is adequately resourced to manage and process the workstreams it is responsible for. Staffing levels are kept under review and this is managed as required, as evidenced by recent appointments to enhance capabilities to produce the next local development plan.</p>
<p>We've never made a habit of checking up what the future plans for the region are, either on-line nor via editorial material i.e. newspapers etc. I suspect most people don't. In this case we missed the 'window' for appealing any proposals. Evidently 'blanket' releases of proposals in the hope that those most affected will see them really doesn't work.</p>	<p>Statutory requirements dictate that some planning related matters require to be the subject of formal notification in the local press or notified to named individuals, and the council diligently fulfills these requirements.</p> <p>The council increasingly seeks to give publicity to the work it does through its web site and Development Planning and Environment maintain several pages which serve this purpose This is often reinforced through its social media presence.</p> <p>There is also an opportunity for individuals to subscribe to an e- newsletter which provides a regular update on planning related matters including details of forthcoming engagement and consultation events.</p>