

Development Management Pre-Application Charter





Welcome to Development Management

We are responsible for processing planning applications in Stoke-on-Trent. The team is based in the city council's City Renewal Directorate and plays an important part in the regeneration of the city.

The service helps to raise the quality of new development, promotes sustainable development, and protects the environment and built heritage. This is achieved by providing a positive and responsive service, listening to local people's views and by making consistent and speedy decisions.

Development Management deals with a wide range of planning applications. This includes major schemes, such as new housing and industrial development, schools, retail and offices. This is in addition to smaller proposals including house extensions, works to trees, play equipment and telecommunications masts. We approve over 85% of applications submitted.

Pre-application Charter

This Charter provides information for anyone applying for planning permission. It doesn't matter how big or small the project is or who intends to do the work.

We'd like to know all about what is proposed before an application is made. We can advise on things that work well and identify possible problems. We can usually suggest how improvements could be made to the project.

We're happy to explain what information should be submitted, how to apply and how much the planning application will cost. We can also put you in touch with colleagues from other council services.

Advice for different types of proposal

The type of advice we provide depends on what information is submitted and the nature of your proposal.

For routine and small scale proposals, such as house extensions or changes of use, we aim to provide informal comments within a few days. Sometimes we can give advice by e-mail or by a short telephone conversation.

For major and more complicated proposals, a detailed discussion is usually more appropriate. We hold a regular Major Applications meeting that gives you the opportunity to present your scheme and answer questions. This meeting is attended by a team of key city council officers from different professional backgrounds.

How to get advice

Please e-mail or write to us, providing as much information as possible about your plans. It would be helpful to receive a site location plan, elevation and layout drawings or sketches showing what is proposed and photographs of the site. We also need contact details.



Service standards

We aim to provide a helpful, professional pre-application service and will:

- explain who is dealing with the enquiry within three days of receipt;
- deal with the enquiry quickly;
- Be sensitive to deadlines;
- give clear impartial advice;
- treat all our enquiries in confidence;
- explain what information to submit;
- make suggestions to address problems or make the scheme better;
- provide contact details of consultees;
- provide advice in writing if this is needed;
- provide a duty officer during normal office hours for routine enquiries.

Feedback

Please let us know how we are doing.

- Is there anything we can do better?
- Can we do more to help you?
- What are we doing right?

Opening hours

9am - 5pm Monday & Wednesday
9am – 4.30pm Friday

Contact details

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