



Regulation – Development and Land  
Planning Service

# Customer Charter

## Who we are and what we do

Planning is about creating a better future, protecting our environment for generations to come and enabling sensitive development that improves the lives of people now and over the long-term. It is our job to protect and improve our natural and urban environments, whilst meeting the island's development needs and recognising the impact of these aims on our community, economy and environment.

We work with individual members of the public, businesses, architects, planners, community groups, landowners, and other Government Departments.

We aim to deliver the highest possible standards of customer service.

## Our core values and behaviour statements

### We are respectful

- We care about people as individual and show respect for their rights, views and feelings.

### We are better together

- We share knowledge and expertise, valuing the benefits of working together.

### We are always improving

- We're continuously developing ourselves and our services to be the best they can be for Jersey.

### We are customer focused

- We're passionate about making Jersey a better place to live and work for everyone.

### We deliver

- We're proud of Jersey as a place and are passionate about shaping and delivering great public service.

## Our customer standards

### If you wish to engage with us

We will:

- Reply to emails where a reply is required within **10 working days**.
- Reply to a voice mail message that requires a response **within 2 working days**. You must leave your name, telephone number, short details of what you wish to discuss, and the address or reference number of the matter to which this relates. If sufficient information is not provided you may not get a reply.
- At times our officers may be away or on leave. In such instances an out of office message will be provided with the anticipated date of return. During this time, we may not be able to answer case-specific enquiries, and you are advised to contact us via [planning@gov.je](mailto:planning@gov.je).
- If a meeting in person or on Teams is required with a particular officer, please make an appointment in advance.
- Inform you at the earliest opportunity if we are unlikely to determine your application within our target timeframes.

**Officers will not be able to:**

- Provide an opinion on whether planning permission would or would not be granted. Any such queries would have to be informed by a pre-application submission.
- Provide continual updates on current applications. This includes providing information on any consultation responses.
- Advise neighbours on what they should or should not object to.
- Discuss the technical merits of any applications, refusals or appeals.
- Discuss matters relating to ongoing or past Compliance, Land and Habitat investigations.
- Answer building standards or Bye-Laws enquiries. Please visit the building applications section on our website: [Building applications \(gov.ie\)](http://gov.ie)

## Access to planning information

We will:

- Publish information regarding planning applications on our website, via the online planning register, within **five working days** of the valid date [Planning application search \(gov.ie\)](http://gov.ie). This will include the site where the work is being proposed, the description of works, plans, drawings and supporting documents and the name of the planning case officer.
- We're currently scanning our paper files from 2001 to 2012, so not all application records between these years will have documents and plans published. If you'd like to view information that is not published to the planning register you can complete our [request to view planning and building records form](http://gov.ie).

## Planning service

### Pre-application engagement

We will:

- Have a Duty Planning Officer available to meet with customers in person at CLS, La Motte Street or at our new headquarters at the Parade to deal with simple ad-hoc enquiries, Monday to Friday between 10:00 and 14:00.
- Provide this as first point of contact for householders and small business or other individuals undertaking smaller scale changes or developments to a property. We will be able to advise on policy or how we interpret permitted development, information required to apply for planning permission and the application process in general. We will not be able to provide an indication of whether planning permission will be granted, as we have a more formal and documented pre-application advice service available for such enquiries.
- Encourage customers to ask us for pre-application planning advice. It can be very helpful to obtain our advice about your planning proposals, before submitting your actual application. This may help to overcome potential difficulties and ensure the application deals with all important planning considerations. You can submit your request via the planning portal if you have an account, or you may email your completed form [Pre Application Form.pdf \(gov.ie\)](http://gov.ie) to [planning@gov.ie](mailto:planning@gov.ie).
- We may offer a 45 minute meeting with a Planner for more complicated or larger development proposals. If you wish to have a meeting, please clearly indicate this as part of your submission.

- A record of the meeting can be provided in writing, and appointments are usually arranged within two weeks of the request being assigned to an officer. We aim to provide written advice or contact you to discuss your proposals within six weeks from the registration date.

## **Planning application process**

### **Validation**

We will:

- Carry out the initial checks on your submitted application and calculate the fee within five days of receiving it. We encourage applicants and agents to use the planning portal to submit their applications as applications submitted in hard copy may take longer to validate and register. We are phasing out the submission of non-electronic applications.
- Advertise your application in the Jersey Evening Post and our website once the correct information [Validation Checklist Planning Applications.pdf \(gov.je\)](#) and fee have been received and the application has been validated and registered. We'll send you one or more site notices that you'll need to clearly display on the property for 21 days. The site notice is to make other people aware of your proposal so they may comment if they want.

### **Consultation and comments**

We will:

- Consult organisations that may wish to comment on your application. We request they respond within 21 days, however we'll consider comments received after this timeframe if the application has not already been determined. If they do not respond, we may assume they have no comments to make. If your application raises complex issues we may extend the consultation period.
- Publish applications so other people are made aware of your proposal and can make a comment. Comments should generally be received within 21 days, but we may consider comments received after this timeframe if the application has not already been determined. We will publish all comments received against your application on the planning register. You can reply to the comments made.

### **Targets for determining your application**

We will:

- Aim to determine 85% of applications within eight weeks for minor applications and 13 weeks for major applications, or within a timeframe agreed with you if we are unable to determine the application within the target times.

### **Planning Processing Agreements**

A planning processing agreement (PPA) is a project management tool and a memorandum of understanding between the planning authority and an applicant for large or complex planning applications. It ensures that the planning process is managed in a clear way. The advantages of a processing agreement are that it can offer:

- Greater transparency for all involved in the process about how decisions are made
- Greater certainty over the timing of key stages.
- Clarity about information requirements early in the process, helping early identification of the main constraints.
- Clearer lines of communication.
- Earlier involvement of key stakeholders such as consultees.

We will:

- Endeavour to use planning process agreements for major applications, or particularly complex applications that need detailed project management.
- We will work with you to create an effective programme which identifies key milestones and pinch-points with a clearly laid out timetable and target decision date. The lead Planning Officer will regularly review progress of the key issues and tasks with you.
- We will take shared responsibility for addressing any delays or blockages with you.

## Decision making

We will:

- Make all planning decisions in accordance with the relevant legislation and the Bridging Island Plan 2022, taking into account all material planning considerations.
- Take into account any relevant planning matters raised by neighbours and interested parties or third-party consultees when reaching a decision.
- Be unable to provide regular progress updates during the course of an application. We are unable to advise you of the likely outcome of the application during the course of the assessment of an application. Revised plans and additional information will not usually be accepted, unless specifically requested by the case officer in instances where an amendment may make the proposal acceptable. We are unlikely to enter into ad-hoc correspondence during the course of an application.
- On occasion request or invite revised plans or additional information if it may make an otherwise unacceptable scheme acceptable. An extension of time to the target deadline for determination may also be required to enable these changes to be provided and considered.
- Make decisions in accordance with the Government's scheme of delegation, which means that some applications will be decided by the Planning Committee. If your application is to be determined by Planning Committee or you have commented on a planning application that is to be determined by Planning Committee, we will write to you to inform you of the date of committee and how you can participate at **least five working days** prior to the date of the Committee.
- Endeavour to issue decisions within the decision deadline where possible, unless otherwise agreed by way of an agreed extension of time. We will contact applicants or their agents in advance of the target dates if it appears to us that we may be unable to determine the application in time, and we will explain the reasons for this.
- Make a copy of the decision notice available on the Government's website within 24 hours. For decisions made at Committee there may be a delay in publishing the decision, however it should be available on the website **no more than five working days** after the Committee decision. A copy of the officer's delegated report should be available to view on the website **within two working days** of the decision.

## Requests for information

### The Data Protection (Jersey) Law 2018

The Law provides you with a right to access personal data which is processed about you by a controller such as the Government of Jersey. This is called a Subject Access Request". The law states that you're entitled to a response without undue delay and in any event within 4 weeks.

- We will apply the principles of the Law to determine if we can release the information to you. If we are unable to supply you with some or all of the information you are asking for we will let you know why. We will respond fully to your request within four weeks however, in some circumstances it may take longer. Submit your SAR by completing the Subject Access Request online form [Subject Access Start - one.gov.je](https://www.gov.je/subject-access-start) or email sar@gov.je.

### **The Freedom of information (Jersey) Law 2011**

The Law is designed to make us more accountable and transparent in the way we operate and make decisions. It gives you the right to access information held by us.

- We will endeavour to provide the information requested whilst protecting third parties. We may edit information to remove names and other identifying details or deny some or part of your request if its release is exempt under the law. We will respond to your request within 20 working days. You must make your request in writing. The easiest way to do this is by completing our online FOI form [Freedom of Information request - Fair processing statement - one.gov.je](https://www.gov.je/freedom-of-information-request-fair-processing-statement).

### **Your feedback and complaints**

If you have any comments about our service, please let us know. We will deal with all complaints in accordance with the Government's standard procedures.

Tell us if you are happy with the service you received. Positive feedback helps us understand what is going well. If you are unhappy, please tell us how you think we could improve the service. Your feedback is important.

Call: The customer experience team on 01534 447481

Email: [customerexperience@gov.je](mailto:customerexperience@gov.je)

Complete an online customer feedback form: [Customer feedback - Start - one.gov.je](https://www.gov.je/customer-feedback-start)

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