

# Planning in Blackpool

Services to the Community



The Development Control Service is here to help. If you would like information or advice please contact us and we will help you as much as we can.

Only complaints made in writing about property and land will be looked into by the Planning Enforcement Team. To find out more about this service please read the "Your Guide to the Planning Enforcement" leaflet.

**W**

## What to do if things go wrong

If you are unhappy with the way we have served you, write to the Head of Planning and Transportation. He will look into your complaint and write back to you within ten working days. If you are still unhappy, you can write to the Chief Executive.

If you feel your complaint about the service has not been looked into properly you can take the matter further by writing to the Local Government Ombudsman. The Ombudsman's address is:

Beverley House  
Shipton Road  
York YO30 5FZ

Telephone: 01904 663200

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## Help us to help you

These are some things you can do to help us deal with your enquiry or letter more quickly:

- state the planning application reference number and the site address when you telephone or write to us
- make sure your name and address are clear in your letters
- make sure you tell us clearly why you object to an application

**H**

## How you can help improve the service

Let us know about any problems you have had when dealing with us or maybe you can suggest ways to improve the service.



### Write to:

Head of Planning and Transportation  
Blackpool Council  
P O Box 17  
Corporation Street  
Blackpool FY1 1LZ



Or,

### e-mail:

[planning.transportation@blackpool.gov.uk](mailto:planning.transportation@blackpool.gov.uk)

**Remember, by contacting us, you can help us to improve our service to you.**

Other leaflets available in this series are:

*Planning in Blackpool: Applying for Planning Permission*

*Planning in Blackpool: Your Guide to Planning Enforcement*

**This leaflet can be made available in larger print and other formats on request.**

# W

## What is the Development Control Service?

It controls changes to land and buildings. We deal with all the planning applications, appeals and planning enforcement within Blackpool.

The aim of the Development Control Service is to make sure that:

- land and buildings in Blackpool are used in a way that is best for the whole community. This includes residents and visitors
- pressures for change do as little harm and as much good as possible to the environment
- the quality of design and the environment improve with new development
- local people have a say in what happens around them

Most new buildings, or any changes in the way land and buildings are used, need planning permission from the Council. Our job is to provide the right balance between supporting new ideas which provide homes, jobs, services for the community and protecting and improving the character of our town.

New development is welcome. We like to agree planning permission. We only refuse planning permission if we think the environment or people's quality of life would be harmed or where the changes would go against the policies in the Blackpool Local Plan. Anyone who has been refused planning permission can appeal to an independent inspector from the Planning Inspectorate, who will look into the application and make their decision.

# W

## What can you expect?

Our aim is to provide a good service to all the community. A separate leaflet is available explaining our services to people applying for planning permission. To show how important we think it is to provide a quality service, as well as create a quality environment, we aim to:

- raise the standard of new buildings and changes to old buildings and land in the town. We want better design, layout and landscaping
- give free informal advice about proposed building and land changes in the town
- always be polite and helpful and have copies of current planning applications available for you to look at
- tell you of any planning applications in your neighbourhood which we think may affect you. We will invite you to see the plans at the Town Hall and ask you to tell us how you feel about the changes
- let you know that we have received your letter about an application or an enforcement case within three working days
- tell you, if asked, the date of the committee meeting for a planning application or enforcement case
- pass on your comments about a planning application to the Development Control Committee, if it is to be decided by them
- inform you by letter of the decision on planning applications you have written to us about
- investigate planning enforcement cases from you. These are looked at in order of importance. Unless an appeal is made later, we will not tell anyone who has made the complaint
- tell you, by letter, what has happened

# H

## How to get help and advice

We are always happy to give free advice and explain any planning applications we receive.

If you want advice about the need for planning permission, or about planning enforcement, please call in to our reception at the Municipal Buildings (immediately behind the Town Hall on Corporation Street). Or you can:

### Telephone:

(01253) 477477 for general enquiries, (01253) 476225/476229 about planning applications that are being looked into, or (01253) 476230 about planning enforcement cases.

*NB. For Building Regulations please telephone (01253) 476219.*

### Fax:

(01253) 476201

### E-mail:

[planning.transportation@blackpool.gov.uk](mailto:planning.transportation@blackpool.gov.uk)

### or visit the Council's website:

[www.blackpool.gov.uk](http://www.blackpool.gov.uk)

Look for Planning under 'Your Services'.

Please make an appointment if you wish to speak to the officer who is dealing with a planning application/enforcement case or if your enquiry is of a complex or detailed nature.

