



Peter Pendleton & Associates Ltd

Survey of Local Authority Planning Enforcement Services:
The London Boroughs

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INTRODUCTION

Local communities and individuals, businesses and voluntary groups thrive when high quality local services are provided at a point of need and on demand. These services need to be trusted by those they serve in an open and transparent environment. Good planning shapes and works towards improving the quality of life of individuals and communities. Poor planning can result in unsustainable development which can result in poor social fabric.

For planning to be a force for change and a driver of economic growth, there is also a need for an open, fair and transparent enforcement service. One way to ensure an 'open and transparent' process is to use technology to enable citizens to engage with the local planning authority.

This survey is part of our on-going work to debate and improve the planning system in England. Once again, we have viewed services from the point of the users trying to deal with possible breaches that they may encounter in their communities, checking the progress, the issue of appropriate notices and appeals.

Our findings should be the starting point for those striving to improve service provision in this area. To help with the continuous improvement ethos, we have drafted a set of criteria which planning authorities could adopt to test their service provision.



Peter Pendleton
Executive Director

EXECUTIVE SUMMARY

The provision of planning information on the Internet has moved a long way in recent years. We are now seeing easy to use on-line planning services delivered to citizens – this in turn is creating trust and openness between the bureaucrats and the citizens they serve.

During our work we have noted the lack of enforcement and hazardous substances information on the public registers.

In the last five years 22,679* enforcement notices were served by local planning authorities in England. In 2004 London authorities served 1202 Notices (around 25% of the total).

This study is a baseline survey of public enforcement registers in London as required by Section 188 of the Town and Country Planning Act 1990.

(* Source ODPM website)

All authorities in our survey provide information on planning enforcement and how to report alleged breaches in simple easy to understand language. The gaps relate mainly to the provision of feedback and the public registers. In an era of voice mails and call centres, we were surprised that all but one telephone call was put through directly to the enforcement team.

- Of the 33 London Planning Authorities, 24 had easily accessible pages or information relating to enforcements
- Of the 33 London Planning Authorities, 22 provide a basic description of what enforcement was and what service's are provided
- 9 Authorities provide at least basic stated of stop notices and breach of conditions notices
- Of the 33 authorities only 1 authority described that they had an enforcement register available for the public to view and how to access it.
- 2 authorities claimed that the Council's enforcement register was not available to the public as it was considered confidential and not a public register.
- None listed details of enforcement appeals.
- Of the authorities, only 1 had a basic online version of the enforcement register.

- 8 authorities allowed reporting of alleged breaches of planning control to be made via e-mail and/or online form. 2 provided downloadable forms to be filled in and posted.
- Only 3 authorities provided downloadable enforcement appeal forms or linked to the Planning Inspectorate website.
- 1 authority had a list of prosecutions made as a result of enforcement online.
- Charges for copies varied widely across the capital ranging from as little as 20p per page to £45.00.

1.0 METHODOLOGY

1.1 SCOPE OF THE SURVEY

- 1.1.1 For the purpose of this study, the term ‘enforcement services’ is defined as the provision of planning enforcement information and a planning enforcement register by a local planning authority. The survey considers the availability of this information either online via the local government website or available from the local authority planning/enforcement offices. The scope of the survey criteria refers to enforcement information only and does not measure the accessibility or availability of development control services or planning policy information.
- 1.1.2 The planning web pages of the 33 London Boroughs have been surveyed as part of this study. This study is presented as a case study to reflect the availability and accessibility of enforcement services offered by the London Boroughs at the time of testing. The results are for information purposes only.

1.2 THE PENDLETON ENFORCEMENT CRITERIA & SCORING

- 1.2.1 Peter Pendleton & Associates have created a pilot set of criteria to measure the availability enforcement information and services at council offices and electronically via the local government website, with a particular focus on registers of enforcement notices. Criteria relating to the provision of basic enforcement services (e.g. a guide to the enforcement process, advice on where to access the register, contact details) are highlighted in yellow on the results tables, with criteria relating to the level and quality of the services highlighted in grey.
- 1.2.2 The 33 London Boroughs have been surveyed against the 21 Pilot Pendleton Enforcement Criteria. A point has been given for each criteria met by a local authority and the total number – both for the provision of services and their quality – have been combined to give each authority a final score out of 21.
- 1.2.3 The criteria and criteria definitions can be viewed in Section 3.0 of this report.
- 1.2.4 The criteria are based on the statutory requirement for enforcement registers, as set out in Section 188 of the Town and Country Planning Act 1990 and Article 26 of the Town and Country (General Development Procedures) Order 1995 (summarised in Section 2 of this report). It is a statutory requirement to publish information relating to formal enforcement notices, stop notices and breach of condition notices.
- 1.2.5 These pilot criteria have been designed to identify the provision and accessibility of basic enforcement services available to the public on the Council website, particularly access to a register of enforcement

notices, and the level and quality of the information available as part of the basic services e.g. the depth of information given within the online enforcement register.

- 1.2.6 Peter Pendleton & Associates recommend that future surveys should include a more comprehensive assessment of enforcement services, particularly the provision of online services. PPA would welcome feedback to assist in the development of a set of useable and useful Pendleton Enforcement Criteria.
- 1.2.7 The results tables for the December 2005 Baseline survey of the London Boroughs is attached as an annex to this report. Results are listed for each individual borough.

1.2 THE SURVEY

- 1.3.1 The assessment would be aimed at the needs of both potential regular and one-off users of Council planning services. The survey measures the availability of enforcement services both online via the local authority website and face-to-face at council offices / the town hall.
- 1.3.2 Testing of the on-line services was from the point of view of a member of the public and/or agents working on behalf of a client. For this study we worked with the following scenarios:
- o Citizen wishing to know more about the enforcement process
 - o Citizens wanting to find out about enforcement notices serviced on a property
 - o Citizens/Agent wishing to obtain copies of enforcement notices.
- 1.3.3 Each local authority website was individually tested by first logging onto the council homepage and navigating to the planning enforcement and related pages. Where direct links to the information/services was not available, a search engine / A-Z of services was used as a search tool.
- 1.3.4 Websites with enforcement services, or links to services, that do not function were repeat-tested by a different researcher over the course of the survey period. Online enforcement services which remain inoperative after the survey period were regarded as absent and marked as 'non-functioning'.
- 1.3.5 Links to external sites that offered enforcement information / services on behalf of the local authority (e.g. advice and guidance) were considered acceptable for the purpose of this survey only where there was a functioning link from the Council website to the external site, accompanied by a brief explanation of the services available on the external website. A logo alone was not sufficient.

1.4 DATA COLLECTION

1.4.1 Each local authority was surveyed on two occasions. The first website check was carried out on in September 2005, with a subsequent telephone survey. The second website checks, against the Pendleton Enforcement Criteria, were carried out between the 9th and 11th December 2005.

1.4.2 There were 3 identifiable stages to the data collection process:

Stage 1: Website Survey

The local authority website was surveyed by logging onto the council homepage, navigating to any enforcement-related web pages and recording whether the site provided the customer with information about how and where to access the enforcement register and whether there was a charge to view/download documents.

Stage 2: Follow-up Telephone Survey

To determine whether an enforcement register is publicly available offline, the researcher telephoned each of the London Borough enforcement teams to request information about how and where to access the register.

Stage 3: Second Website Check

The local authority website was surveyed against the 21 Pendleton Enforcement Criteria by logging back onto the council homepage, navigating to any enforcement-related web pages and assessing the website against the criteria. The results were accompanied by observations where appropriate.

2.0 STATUTORY REQUIREMENTS FOR ENFORCEMENT REGISTERS

2.1 Town and Country planning Act 1990

2.1.1 Section 188 of the Town and Country Planning Act 1990 lays a duty on all district, planning authorities, metropolitan districts and London boroughs to keep, in such manner as may be prescribed by a development order, a register containing such information as may be so prescribed with respect to-

- (a) enforcement notices, and
- (b) stop notices,

which relate to land in their area.

Every register kept under this section shall be available for inspection by the public at all reasonable hours.

2.2 Town and Country Planning (General development Procedures) Order 1995

2.2.1 Article 26 of the Town and Country (General Development Procedures) Order 1995 prescribes the information that the register should contain and the manner in which it should be maintained.

2.2.2 Enforcement Notices and Stop Notices

The following information must be included in respect of enforcement and stop notices:

- (a) The address of the land to which the notice relates or a plan by reference to which its situation can be ascertained.
- (b) the name of the issuing authority;
- (c) the date of issue of the notice;
- (d) the date of service of copies of the notice;
- (e) a statement or summary of the breach of planning control alleged and the requirements of the notice, including the period within which any required steps are to be taken;
- (f) the date specified in the notice as the date on which it is to take effect;
- (g) information on any postponement of the date specified as the date on which the notice will take effect by reason of an appeal to the Deputy prime Minister and the date of any final determination or withdrawal of the appeal;
- (h) the date of service and, if applicable, the withdrawal of any stop notice referring to the enforcement notice, together with a statement or summary of the activity prohibited by any such stop notice;

- (i) The date, if any, on which the local planning authority are satisfied that steps required by the notice under Section 173(4)(b) of the Act (remedying any injury to amenity) have been taken.

2.2.3 Breach of Condition Notices

The following information shall be included in the register in respect of breach of condition notices:

- (a) the address of the land to which the notice relates or a plan by reference to which its situation can be ascertained
- (b) the name of the serving authority;
- (c) the date of service of the notice;
- (d) details of the relevant planning permission to enable it to be identified;
- (e) A statement or summary of the condition which has not been complied with and the requirement of the notice, including the period allowed for compliance.

2.2.4 All Entries

Entries shall be removed from the register if:

- (a) In the case of an enforcement notice or stop notice, the relevant notice is quashed on appeal;
- (b) In the case of a breach of condition notice, , the notice is quashed by a court;
- (c) In any case, the relevant notice is withdrawn.

2.2.5 Other Requirements

1. The register shall contain an index to enable a person to trace any entry in the register by reference to the address of the land to which the notice relates.
2. A county council must provide the relevant district council of the details of any notice that it issues, to enable the district council to include the information on its enforcement register.
3. All information shall be placed on the register as soon as possible and, in any event, within 14 days of the occurrence to which it relates.
4. The register shall be kept at the principal office of the local planning register authority or in area offices that are within or convenient to that part of the local authority's area.

3.0 PENDLETON ENFORCEMENT CRITERIA

Criteria Number	Criteria Description	Criteria Definition/ Additional information
1	Ease of access to Enforcement information / web pages.	Enforcement information/web pages are easily accessible via a direct link from the authority home page, planning front page or via a single step A-Z/key phrase search.
2	Basic description of the Council's enforcement service	The Council's website provides basic information about the enforcement process. Must include a brief explanation of the enforcement process, when notices can be served and by whom, and how to contact the LPA with a query or complaint relating to an alleged breach of planning control.
3	Basic information on Stop and Breach of Condition Notices is available online.	Basic information is given online, explaining: what a Stop and Breach of Condition Notices is; when they can be served and by whom; and how to contact the LPA with a query or complaint relating to an alleged breach of planning control.
4	The Council website clearly states where the local authority's statutory enforcement register is available to view and how to access it.	The location of the statutory enforcement register is listed online with, at minimum, details of how the register can be viewed and in what format (e.g. paper copy available at the Council Offices; electronically on the Council website; view by appointment)

Criteria Number	Criteria Description	Criteria Definition/ Additional information
5	Appeals against enforcement notices are listed on the local authority enforcement web pages	The enforcement web pages list all outstanding and determined enforcement appeals made against the council. At minimum, should include the site address, date appeal lodged, enforcement notice reference number, and details of the outcome or withdrawal of appeal. Should list all enforcement appeals lodged against the LPA since 1 st December 2005 should be available to view online.
6	There is an online version of the enforcement register	The Council's enforcement register is available online. At a minimum, the register entries must list the address of the land to which the notice relates (or clearly identify the site on a plan); list the date the notice was served; and lists or summarises the alleged breach of planning control. There should be a record of entries dating back to at least 1 st December 2005.
7	The enforcement register entries include the name of the issuing authority.	In addition to meeting Criteria 6, the enforcement register entries also list either the name of the local authority or County Council that issued the notice.
8	The enforcement register entries list the requirements of the notice	In addition to meeting Criteria 6, the enforcement register entries also lists the date that the notice takes effect, the requirements of the notice, including the period within which any required steps are to be taken

Criteria Number	Criteria Description	Criteria Definition/ Additional information
9	The enforcement register entries gives details of any postponement	In addition to meeting Criteria 6, the enforcement register entries also list information relating to postponement to the date on which the notice takes effect
10	Where applicable, the date on which the requirements of the enforcement notice were met	In addition to meeting Criteria 6, the enforcement register entries also lists when the local planning authority were satisfied that steps required by the enforcement notice under Section 173(4)(b) of the Act, had been taken.
11	Register of Breach of Conditions is available to view online or available as part of the online enforcement register	There is an online register listing breach of condition, either listed separately or as part of the enforcement register. At a minimum, register entries must list the address of the land to which the notice relates (or clearly identify the site on a plan); give the date the notice was served; details of the relevant planning permission to enable it to be identified; and list or summarise the condition that is the subject of the breach. There should be a record of entries dating back to at least 1 st December 2005.
12	The Breach of Conditions register entries list the requirement of the notices, including the period allowed for compliance.	In addition to meeting Criteria 12 the entries in the Breach of Conditions register also gives details of when the notices take effect and the requirements of the notices, including the period for compliance

Criteria Number	Criteria Description	Criteria Definition/ Additional information
13	The Breach of Conditions register entries list the name of the serving authority;	In addition to meeting Criteria 12 the name of the authority serving the notice (district-level or County Council) is also listed for each entry on the register.
14	The enforcement register includes an index or search facility	The customer can trace an entry in the enforcement register by address, via a search facility and/or mapping facility.
15	The Local Authority web pages list the when the enforcement register was last updated.	The user should be able to ascertain when the register was last updated.
16	Copies of the enforcements notices available to view online (Should not include personal information e.g. names, telephone numbers).	Actual copies of enforcement notices - with all sensitive information removed - available to view and download online.
17	Ability to lodge a complaint online regarding alleged breaches of planning control.	The enforcement web pages allow the user to complete and submit an online form to report an alleged breach of planning control, or submit the complaint via an email address. Where an email address is given, it must be accompanied by an explanation as to the information required from the complainant.
18	Downloadable complaint forms	A downloadable complaint form can be printed out by the customer and sent to the council by post or hand.

Criteria Number	Criteria Description	Criteria Definition/ Additional information
19	Downloadable enforcement appeal forms or link to Planning Inspectorate.	Downloadable and printable versions of enforcement appeal forms are available to view online. A link to forms on the Planning Inspectorate website is acceptable as long as the web link is accompanied by a brief statement describing what is available on the external site.
20	There is a list of enforcement complaints available to view online	The complaints must, at a minimum, list the site address, summary of the alleged breach, the date file closed (if applicable) and a summary of outcome.
21	There is a list of prosecutions available to view online	The prosecutions list must, at a minimum, list the site address, summary of the alleged breach, the date file closed and a summary of outcome.

4.0 SUMMARY OF RESULTS

4.1 Initial Website Survey and follow-Up Telephone Survey

4.4.1 An initial website survey was carried out in September 2005 to record whether an enforcement register was available online and/or available offline at council offices. The researcher recorded whether the online register included information about how to access the register and whether there was any charge for viewing and copying enforcement notices.

4.4.2 The PPA researchers conducted a followed-up to the website survey by contacting the Borough's enforcement team directly via telephone regarding access to the Council's enforcement register. This telephone survey was carried out from the perspective of a customer requiring information from the register. In all but 1 case, the researcher was able to speak with a member of the enforcement team. Each Borough was asked if they had a publicly available (offline) enforcement register; where it could be viewed; whether there were any special arrangements or charges to view the register; and charges to obtain copies enforcement notices.

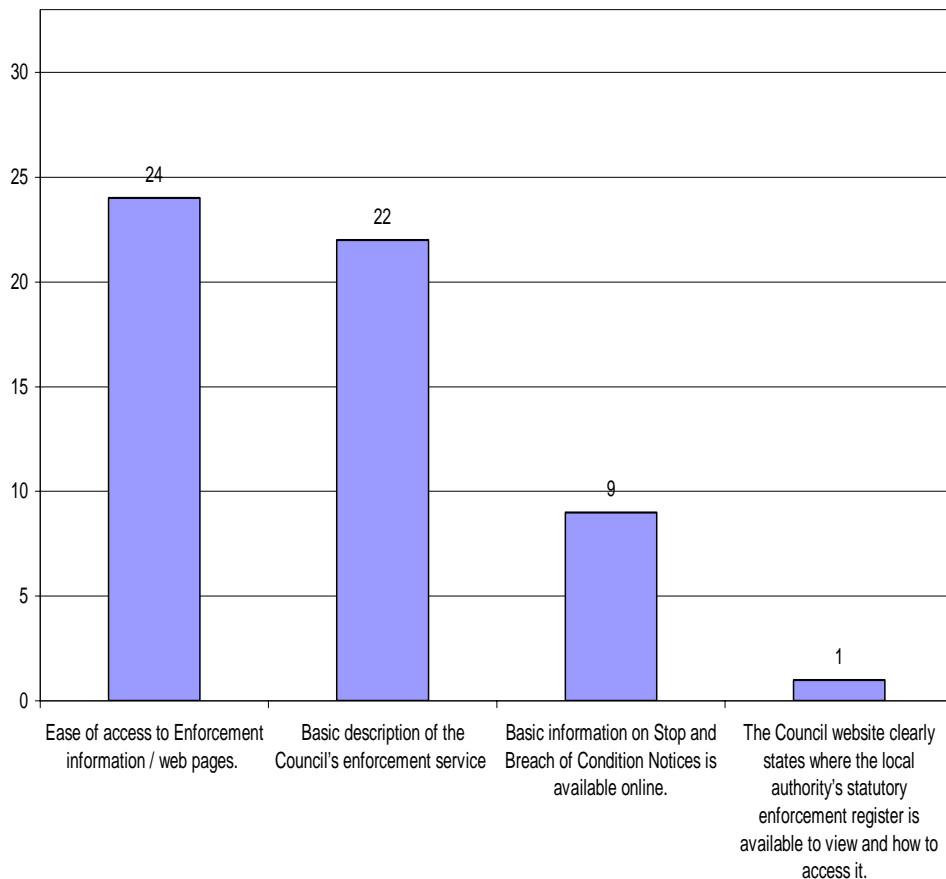
- Of the 33 London Boroughs surveyed, 23 have a paper enforcement register, available for view at the council offices/town hall during office hours. 1 other council specified that enforcement information was not kept in a separate register but could be located within the planning files for a site.
- 2 of the London Borough's specifically informed the researcher that the Council's enforcement register was not available to the public as it was considered confidential and not deemed a public register.
- Of those with publicly available offline register, 13 specified that the customer could view the enforcement register without an appointment by dropping into the council offices/town hall during office hours. 1 council recommended calling the council before visiting to ensure the register would be available, whilst 6 of the Boroughs specified that an appointment is necessary to view the enforcement register. Formal faxed requests to the council were often required to make an appointment, usually to request enforcement information by site address rather than viewing the register in its entirety.
- 1 Borough charged customers a fee (£5) to view the offline enforcement register.
- 30 of the London Boroughs (more than had publicly accessible registers) enabled the customer to order copies of enforcement notices for a fee. Boroughs that did not have a public register at the council offices enabled the customer to order copies of enforcement notices (for a fee) by telephone or in writing. The fees ranged significantly, from 20 pence per photocopied sheet to £45 for a copy of an enforcement notice.

4.2 Stage 3 Website Survey against the Pendleton Enforcement Criteria

4.2.1 A website survey of the 33 London Boroughs was conducted against the 21 Pendleton Enforcement Criteria. The results were based on the enforcement services and level of information available online at the time of the survey.

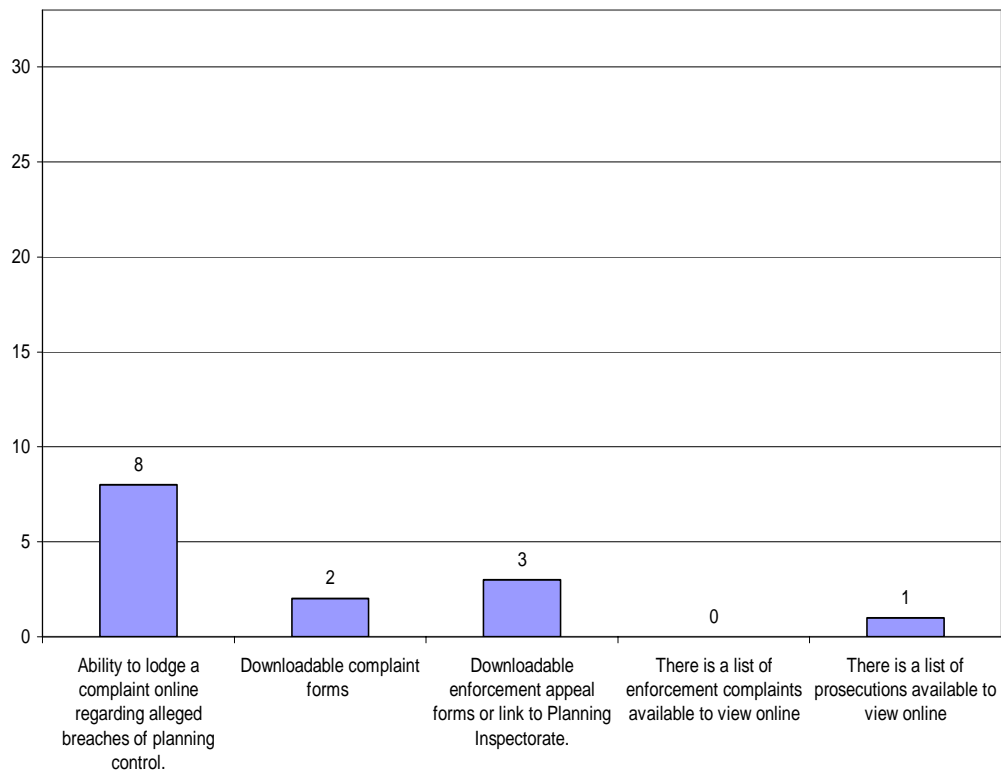
- Provision of online enforcement services was generally very poor with every authority providing only the most basic, minimum information. A number of authorities that do have a publicly accessible offline enforcement register do not refer to it on their website.
- Of the 33 London Boroughs surveyed, 5 scored zero points at the time of the survey. The highest score was 5, only achieved by 1 authority. The average score for the London Boroughs was only 2.15 out of a possible 21 points.

Number of Authorities Meeting the Enforcement Criteria



- 24 of the Boroughs had easily accessible enforcement web pages or had links to an enforcement service, however limited (in some cases only a reference to enforcement). Of those, 22 provide a basic description of what enforcement was and which services are provided. 1 website (Haringey) was not functioning during the survey period because their service provider was affected by the Hemel Hempstead oil refinery fires. It should be noted that this authority was expected to be amongst the highest scoring London boroughs.
- 9 of the London boroughs provided at a minimum a basic explanation of what a Stop Notice and Breach of Conditions notice is and when they can be served.
- Of the 33 London boroughs, only 1 authority specified online that they had an enforcement register available for the public to view – on or offline at the council offices - and gave details how to access (compared to 23 Boroughs when surveyed by telephone).
- None of the London Boroughs surveyed provided online details of enforcement appeals against the council.

Number of Authorities Meeting the Enforcement Criteria



- Of the 33 London boroughs, only 1 authority had an online version of the enforcement register, covering only basic enforcement information (site address, date notice served, and a summary of the alleged breach).
- 8 London Boroughs allowed enforcement complaints to be made via e-mail and/or by submitting an online form and 2 enabled the customer to download and print forms from the website, to be completed on paper and posted to the council.
- Of the 33 London boroughs, 3 provided downloadable enforcement appeal forms or had a link to the Planning Inspectorate website, specifying that appeal forms were available via the link.
- 1 authority enabled the customer to view an online list (PDF) of prosecutions resulting from enforcement action. Entries were listed by month and week, not searchable or indexed by site address.

APPENDIX 1:

TABLE OF RESULTS
(CHECKS AGAINST THE PENDLETON ENFORCEMENT CRITERIA)

Authority	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	Total	
	Ease of access to Enforcement information / web pages.	Basic description of the Council's enforcement service	Basic information on Stop and Breach of Condition Notices is available online.	statutory enforcement register is available to view and how to access it.	Appeals against enforcement notices are listed on the local authority enforcement web pages	There is an online version of the enforcement register	The enforcement register entries include the name of the issuing authority.	The enforcement register entries list the requirements of the notice	The enforcement register entries gives details of any postponement	Where applicable, the date on which the requirements of the enforcement notice were met	Register of Breach of Conditions is available to view online or available as part of the online enforcement register	The Breach of Conditions register entries list the requirement of the notices, including the period allowed for compliance.	The Breach of Conditions register entries list the name of the serving authority;	The enforcement register includes an index or search facility	The Local Authority web pages list the when the enforcement register was last updated.	Copies of the enforcement notices available to view online (Should not include personal information e.g. names, telephone numbers).	Ability to lodge a complaint online regarding alleged breaches of planning control.	Downloadable complaint forms	Downloadable enforcement appeal forms or link to Planning Inspectorate.	There is a list of enforcement complaints available to view online	There is a list of prosecutions available to view online		
Barking & Dagenham London Borough	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Barnet London Borough	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	3
Bexley London Borough	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
Brent London Borough	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	5
Bromley, London Borough	1	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	4
Camden London Borough	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	3
Corporation of London	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
Croydon London Borough	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	3
Ealing London Borough	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Enfield London Borough	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	3
Greenwich London Borough	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	2
Hackney London Borough	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0	3

Authority	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	Total
	Ease of access to Enforcement information / web pages.	Basic description of the Council's enforcement service	Basic information on Stop and Breach of Condition Notices is available online.	statutory enforcement register is available to view and how to access it.	Appeals against enforcement notices are listed on the local authority enforcement web pages	There is an online version of the enforcement register	The enforcement register entries include the name of the issuing authority.	The enforcement register entries list the requirements of the notice	The enforcement register entries gives details of any postponement	Where applicable, the date on which the requirements of the enforcement notice were met	Register of Breach of Conditions is available to view online or available as part of the online enforcement register	The Breach of Conditions register entries list the requirement of the notices, including the period allowed for compliance.	The Breach of Conditions register entries list the name of the serving authority;	The enforcement register includes an index or search facility	The Local Authority web pages list the when the enforcement register was last updated.	Copies of the enforcement notices available to view online (Should not include personal information e.g. names, telephone numbers).	Ability to lodge a complaint online regarding alleged breaches of planning control.	Downloadable complaint forms	Downloadable enforcement appeal forms or link to Planning Inspectorate.	There is a list of enforcement complaints available to view online	There is a list of prosecutions available to view online	
Hammersmith and Fulham Borough	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Haringey London Borough	Site was not available during the survey period due to the Hemel Hempstead oil refinery fires																				0	
Harrow London Borough	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3
Havering London Borough	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3
Hillingdon London Borough	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Hounslow London Borough	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	2
Islington London Borough	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
Kensington and Chelsea Royal Borough	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	3
Kingston upon Thames, Royal Borough of	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Lambeth London Borough	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	3
Lewisham London Borough	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Merton London Borough	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3

Authority	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	Total
	Ease of access to Enforcement information / web pages.	Basic description of the Council's enforcement service	Basic information on Stop and Breach of Condition Notices is available online.	statutory enforcement register is available to view and how to access it.	Appeals against enforcement notices are listed on the local authority enforcement web pages	There is an online version of the enforcement register	The enforcement register entries include the name of the issuing authority.	The enforcement register entries list the requirements of the notice	The enforcement register entries gives details of any postponement	Where applicable, the date on which the requirements of the enforcement notice were met	Register of Breach of Conditions is available to view online or available as part of the online enforcement register	The Breach of Conditions register entries list the requirement of the notices, including the period allowed for compliance.	The Breach of Conditions register entries list the name of the serving authority;	The enforcement register includes an index or search facility	The Local Authority web pages list the when the enforcement register was last updated.	Copies of the enforcement notices available to view online (Should not include personal information e.g. names, telephone numbers).	Ability to lodge a complaint online regarding alleged breaches of planning control.	Downloadable complaint forms	Downloadable enforcement appeal forms or link to Planning Inspectorate.	There is a list of enforcement complaints available to view online	There is a list of prosecutions available to view online	
Newham London Borough	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
Redbridge London Borough	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Richmond upon Thames London Borough	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3
Southwark London Borough	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Sutton London Borough	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
Tower Hamlets London Borough	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Waltham Forest London Borough	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3
Wandsworth London Borough	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3
Westminster City	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	4



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