

## PLANNING WEBSITE MONITORING SURVEY 2005

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### Survey of Local Authority Planning Websites in England and Wales

Commissioned by The Office of the Deputy Prime Minister

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## FOREWORD & GENERAL OBSERVATIONS

Peter Pendleton & Associates (PPA) carried out a survey in September 2004 on behalf of the Office of the Deputy Prime Minister (ODPM), as part of the government's Planning Delivery Grant programme for 2004/2005. The aim was to provide data to assist in identification of e-planning services available on local planning authority websites in England and Wales as well as to provide baseline data for English County Councils and the National Park Authorities.

This survey, carried out in May 2005, is for monitoring purposes only and does not relate to the allocation of the Planning Delivery Grant. The results build on the findings from September 2004, providing up-to-date findings for each individual local planning authority. The results will assist the ODPM in the monitoring of online planning services and record the level of improvement achieved by local authorities to date. We hope that the results will also assist local authorities to identify potential areas for improvement within their online planning service as well as help them to monitor and maintain their existing planning websites.

Of the 354 English authorities 194 (55%) have shown some level of improvement since the September 2004 survey. However, 88 authorities (25%) have shown no improvement in their score and only 3 authorities met all 21 of the Pendleton Criteria. 72 authorities (20%) have lost points since the September 2004 survey, most commonly due to out of date information. Encouragingly, accessibility of planning web pages, online decision registers, help text, downloadable forms and development plan text are now available on most English authority websites. Provision of online statutory decision notices, application monitoring, interactive and usable proposal maps and the facility to view application documents/drawings and submit applications electronically have all improved since the September 2004 survey (application submissions is one of the most improved criteria among the English councils). However the number of English councils meeting these criteria remains consistently low, which may be due to the investment involved in implementing these more complex systems.

14 of the 22 Unitary Welsh authorities (64%) have shown some level of improvement in score since the September 2004 survey, whilst 8 (36%) have reduced their score or remained the same since September 2004. Accessibility of planning websites and the basic information services like online development plan text, help text and application forms are now widely available on almost all Welsh local authorities. Conversely, the uptake of interactive online services was poor: the facility to monitor application progress, view application documents, statutory decision notices online and condition/reasons for refusal online were absent on all but 1 local authority in Wales and only 2 authorities provided an online application service (via an external provider)

Of the 34 English County Councils, 17 (50%) showed some level of improvement in their score, whilst 9 (26%) have remained the same since the September 2004 survey and 8 (24%) have reduced their score. There has been no progress in the uptake of online application submission services or the facility to view application documents associated with planning applications. None of the English County Council are yet to have these services. Conversely, all the English County Councils have accessible planning pages, provide planning committee information and have their Structure Plan text online.

At the time of the May 2005 survey there were 114 (32%) instances of out of date planning information found on the English local authority websites and 6 (27%) on the Welsh unitary authority web pages, most commonly committee information, application registers and associated services. Services that are not kept up to date are effectively no use to the user and points have not been awarded in these cases. Some authorities have therefore been awarded a lower score in the May 2005 survey than for the September 2004 survey. From the perspective of the user – and for the purpose of this survey - maintenance of the existing online planning services is as important as the development of new services.

There has been a significant growth in the number of authorities providing details of individual appeal cases online, with almost half of the English local authorities now providing this information on their websites. While improvement is welcomed, researchers noted that from the perspective of the user appeal information was often difficult to locate, particularly when presented within planning committee minutes. In these cases there was no facility to enable the user to filter details of a specific appeal case and the user was required to search through the minutes to locate appeal information.

Planning websites often failed to advise the user where and how to locate some of their planning services. For example, 117 (33%) of the 354 English local authorities and 13 (59%) of the Welsh unitary authorities did not have links from their planning web pages to the planning committee pages. It was generally not made clear to the user when appeal information was available in committee minutes and in some cases, the user was not informed that online applications could be made via external websites. We recommend that local authorities periodically review their website structure and content to ensure that it is clear, navigable and user friendly.

As Council's replace planning information and systems on their website, special care should be taken to ensure that contradictory and/or out of date information is removed. Commonly, councils fail to make clear on their sites when PDF lists of planning applications have been superseded by interactive databases or when PDF and database lists are presented concurrently.

In some cases information about online planning services provided on a Council's planning web pages/ linked external website did not accurately reflect the services that were available. For example, councils linked to external websites offering electronic planning application services that were found to be unavailable. Similarly, online planning guidance often stated that comments about planning applications had to be submitted in writing (giving a postal address only) yet users could submit comments electronically. Councils are encouraged to clearly identify where and how to access e-planning services as well as to ensure that the information provided on council web pages and linked external planning websites is accurate and consistent.

In a number of instances the researchers – acting as users – were advised on local authority websites that the information provided on the site or via external planning provider should not be considered accurate or reliable. In some cases Councils requested that users phone the planning department to confirm the accuracy of the information displayed on their own website. One of the aims of an online planning service is to provide up-to-date information to users and to make it accessible to everyone at all times and one of the major benefits for the local authority is the opportunity to reduce administrative functions (e.g. posting application forms, providing general advice via the phone). For the information on the website to be useful to the user – and for the user to be confident in the service - it is essential that this information is correct and kept up to date. A planning service is only useful to the user if it is perceived to be reliable.

A small number of authorities restricted access to planning/application records for certain time periods out of regular office hours, often due to system constraints. One of the benefits of an online planning system is that customers can access information at any time, from any location. Authorities should therefore be aiming to provide a 24-hour online service.

Emails have been received from a relatively small but significant number of authorities indicating that they are seeking to find the minimum requirement to fulfil the criteria points in time for the forthcoming September 2005 survey. This 'tick-box' approach to providing online planning services is discouraged as it tends to result in an overall poorer quality of service and often neglects to consider the customer when designing and implementing the service. This approach is a short-term solution rather than a long-term commitment to improving and maintaining online planning services for customers. The Pendleton Survey focuses not only on councils fulfilling each criterion but the continued provision and maintenance of their planning services for their customers.

## 1.0 METHODOLOGY

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## 1.1 SCOPE OF THE SURVEY

1.1.1 For the purpose of this study, the term 'planning websites' is defined as the provision of general and area-specific planning information and services by a local authority via their local government website. The scope of the survey criteria includes the development control process, development plans and policy at district and county level but does not include the enforcement process.

1.1.2 The planning web pages of the 354 English district level authorities (District and Unitary Authorities and the Metropolitan and London Boroughs), the 22 Welsh unitary authorities, 34 English County Councils, 11 National Park Authorities and the Greater London Authority have been surveyed as part of this study. Results for each group have been presented and analysed separately in this report.

## 1.2 THE PENDLETON CRITERIA

1.2.1 In 2003 PPA created 21 criteria to measure the availability of online planning information and services on local government planning websites at district level. Our aim was to provide a breakdown of e-planning service capabilities at both a national and individual authority level, from the perspective of the user. Peter Pendleton & Associates first implemented the 21 criteria for the PPA Planning Website Survey 2003, which surveyed all district-level local authorities in England and Wales. The criteria are now widely recognised and referred to as '*The Pendleton Criteria*'.

1.2.2 The 21 Pendleton Criteria was subsequently adopted by the Office of the Deputy Prime Minister (ODPM) as one of the tools to assist in the allocation of Planning Delivery Grant funding in England for 2004/2005.

1.2.3 The 354 local planning authorities in England and the 22 planning authorities in Wales have been surveyed against the original 21 Pendleton Criteria. A copy of the criteria can be viewed in Appendix 1.

1.2.4 In 2004, in consultation with the ODPM, PPA created a further set of 21 criteria to be applied to the English County Councils, tailored to reflect their different planning roles and responsibilities. These criteria (the 'Pendleton County Criteria') were applied for the September 2004 survey. The 34 English County Councils have been surveyed against

- these criteria for this monitoring survey. A copy of the criteria can be viewed in Appendix 2.
- 1.2.5 The 11 National Park Authorities have been surveyed against a set of 24 'National Park Pendleton Criteria', designed to reflect the role and responsibilities of the National Park planning authorities. In addition to the original 21 Pendleton Criteria, the National Parks are now surveyed against an additional 3 criteria, which relate to the availability of Structure, Waste and Mineral Local Plan Texts. These criteria were added subsequent to the September 2004 survey in response to feedback from the National Park authorities. The National Park criteria, which have been applied for this survey, are defined in Appendix 3 and are also available online at [www.pendleton-assoc.com](http://www.pendleton-assoc.com) by following the 'Planning Survey' link (all Criteria definitions are available on the site).
- 1.2.6 The Greater London Authority (GLA) has been surveyed against 15 criteria, designed to reflect their role and planning responsibilities. The criteria were first applied for the September 2004 survey and are defined in Appendix 4.
- 1.2.7 A point has been awarded for each of the 21 criteria met by a local planning authority (24 in the case of National Parks and 15 in the case of the GLA). Additional information – for example, how information was accessed, where it was located and whether the authority provided an online version of their Local Development Scheme - was recorded for interest purposes, but points were not awarded for this information.

### 1.3 DATA COLLECTION

- 1.3.1 The assessment was aimed at the needs of both potential regular and one-off users of Council planning services. The Pendleton Criteria were designed to reflect the services most frequently utilised, from downloading guidance and forms, to submitting applications and looking up development/structure plan policy. A qualitative assessment was made based on whether the planning homepage was accessible and presented in a comprehensive format and whether the scope of the online information and services available meet customer's requirements and would reduce the need to make telephone enquires or visit Council offices.

- 1.3.2 Testing of the on-line services was from the point of view of the **web-user**. For this survey we worked with the following scenarios:
- o Citizens wanting to find out about planning applications in their area and comment on an application online
  - o Agent/Applicant wishing to make and monitor applications
  - o Citizens/Agent wishing to find out the planning history for a property
  - o A homeowner investigating if changes to their house would require permission
  - o Citizen wishing to know more about the planning process
  - o Citizens checking if they want to attend the next committee meeting
  - o Citizens/Agents checking for any land designations on a specific site
- 1.3.3 Each website has been assessed by more than one researcher on a minimum of two separate occasions. The tests for all authorities took place after the 2<sup>nd</sup> May 2005 (the 'cut off date').
- 1.3.4 Each local authority website has been individually surveyed by logging onto the council homepage and navigating to the planning service page and related pages. Where direct links to the information/services are not available, a search engine/A-Z of services was used to locate the information/services. Criteria not found on the dedicated service page, via a link, or by A-Z search of the website was regarded as absent and not rewarded a point.
- 1.3.5 Websites with links or services that did not function were repeat-tested by a different researcher over the course of the survey period. Links that remain inoperative at the end of the survey period were not awarded a point for the relevant criteria.
- 1.3.6 Links to external sites that offer planning services on behalf of the local authority (e.g. advice and guidance, online application submissions, electronic development plans etc) have been included in the scoring for that authority only where there is a functioning link from the Council website to the external site accompanied by a brief explanation of the services available and how to access them. A logo of the external site alone is not sufficient.
- 1.3.7 It should be noted that points awarded at the time of the September 2004 survey were not automatically awarded at the time of the May 2005 Monitoring survey. Each website was surveyed against the relevant criteria and points were only awarded for those that were available, up to date and functioning at the time of testing. Where services were no

longer available or did not meet the criteria definition, the individual score for the authority will be lower than that given in September 2004. It is the responsibility of the local authority to ensure that their planning services are up to date and functioning and online at the time of testing.

1.3.8 There are 4 identifiable stages to the data collection process:

#### Stage 1: Preliminary Data Collection

The research team conducted an initial web-based survey of all local authority and county council planning websites. Each planning website was assessed by logging onto the individual local authority websites, navigating to the planning and related web pages and assessing the availability and quality of the online information provided against the relevant Pendleton Criteria. This is data was subject to rechecks. Where any information was out of date, no longer available or the service did not function, the researcher made a note of the issue for information purposes.

#### Stage 2: Second Data Collection

The research team conducted a repeat survey of the planning websites. Each planning website was re-evaluated by logging back into the individual local authority websites, navigating to the planning and related web pages and re-assessing the availability and quality of the online information provided against the relevant Pendleton Criteria.

#### Stage 3: Comparison between Stage 1 & 2 Data and the September 2004 Data

The Stage 1 and Stage 2 data was compared for accuracy and individual local authority scores analysed against the September 2004 survey results. Any anomalies in the results (e.g. where a Councils score had reduced since September 2004) were passed onto Stage 4 for verification.

#### Stage 4: Web-Based Verification of Scores

Any anomalies in the results were rechecked by a researcher and, where necessary, the local authority was contacted to confirm their results. The Stage 4 check was only carried out where the researcher's notes did not provide an adequate explanation for a reduction in score since the September 2004 survey. The full consultation with the local authorities - carried out by PPA on behalf of the ODPM for the September 2004 survey - was not carried out for this survey. The results of the May 2005 survey are for monitoring purposes only and do not relate to the allocation of the Planning Delivery Grant in England.

## 1.4 PROJECT OUTPUT

- 1.4.1 This report provides the overview and analysis of the survey findings. Results for the English local planning authorities, Welsh planning authorities, English County Councils, National Park Authorities (English and Welsh) and the Greater London Authority are all presented separately.
- 1.4.2 Results for the GLA are summarised separately in Section 6 of this report. For all other types of authority surveyed, this report includes a Section for each containing:
- o An overview of e-planning performance
  - o Key survey findings based on current performance (data collected during May 2005) and data as published in the September 2004 Website Survey,
  - o Graphs showing the level improvement for each individual authority surveyed
  - o Local authority website rankings
- 1.4.3 Rankings are based on the number of criteria met by a local authority at the time of the survey (their 'score'). The English district councils, Welsh authorities, English County Councils and National Parks have been ranked separately. Local authorities with the same criteria score – i.e. sharing ranking positions – have been listed based on their level of improvement since September 2004. The GLA has not been ranked.
- 1.4.4 The survey data has been presented in spreadsheet format and includes a breakdown of which criterion was met by each local authority (and the GLA) and a criteria score for each individual authority. The maximum score for the County Councils and the District-level authorities is 21. The National Parks and GLA have maximum scores of 24 and 15 respectively. Local authorities that have improved or reduced their Pendleton score since the September 2004 survey will be highlighted.

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## 2.0 ENGLISH LOCAL PLANNING AUTHORITIES

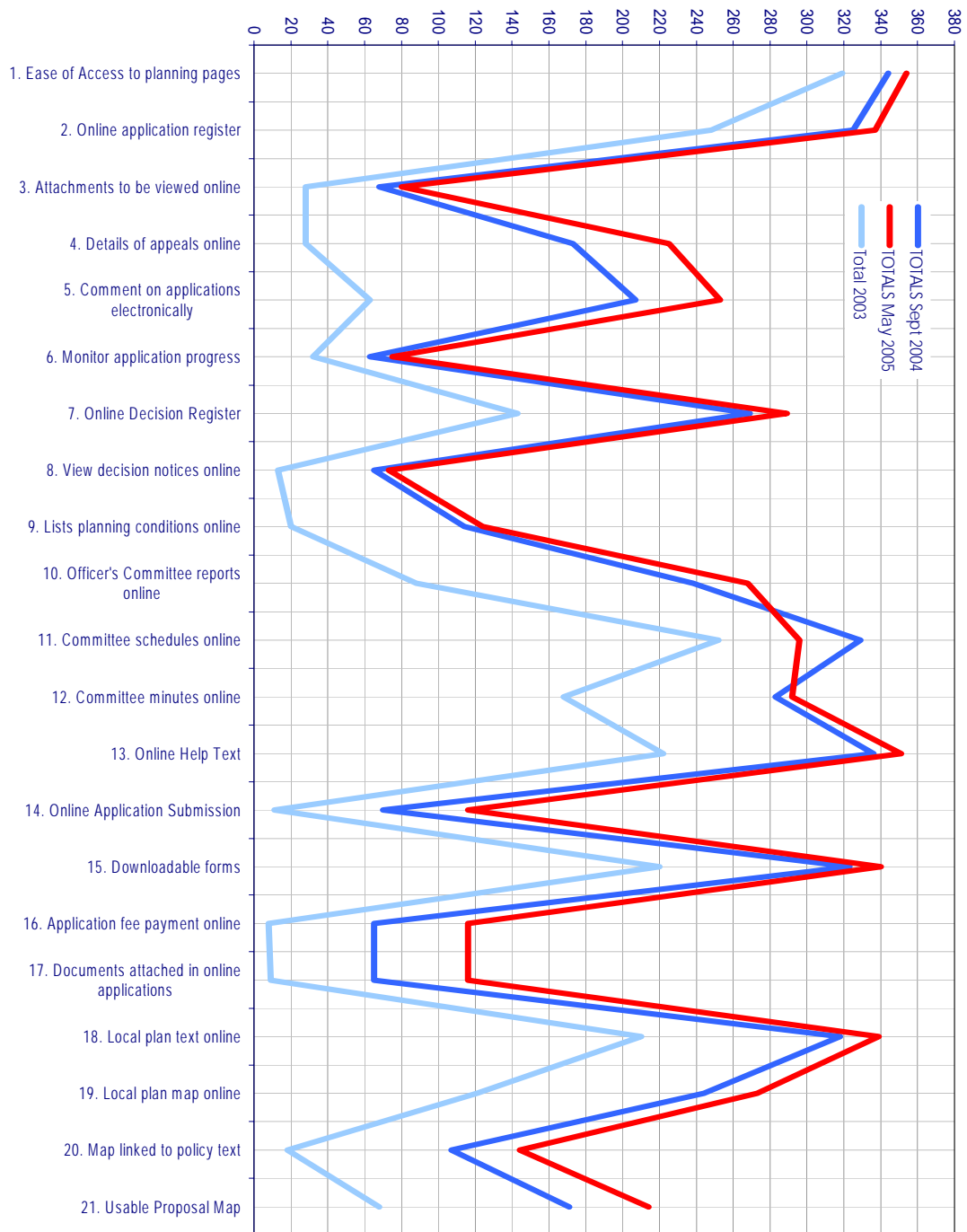
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## 2.1 OVERVIEW OF THE ENGLISH LOCAL AUTHORITY PLANNING WEBSITES

- The planning websites of the 354 English local planning authorities were surveyed in May 2005 against the original 21 Pendleton criteria. The results are presented in this section. The findings do not include the English National Park Authorities, which are presented with the Welsh National Parks in Section 5. To view a summary graph of the results for the English Local Authorities and English National Parks, please refer to Appendix 5.
- At the time of the May 2005 monitoring survey the top ranking websites were Bracknell Forest Borough, Hastings Borough and the London Borough of Wandsworth meeting all 21 Pendleton Criteria. Rushcliffe Borough, Cotswold District, Huntingdonshire District, Hammersmith and Fulham Borough, Newcastle-upon-Tyne City, Shrewsbury and Atcham Borough and Torbay Borough followed closely with scores of 20. 8 authorities fulfilled 19 of the 21 criteria and 17 authorities achieved a score of 18 points.
- 281 (79%) of the 354 English planning websites surveyed in May 2005 achieved 13 or more of the criteria. The mean criteria score was 13.2. This is above the mean score of 11.8 recorded for district-level authorities in England at the time of the September 2004 Survey.
- At the time of the May 2005 survey, 73 (21%) of the English local authorities scored between 0 -10 points, 149 (42%) scored between 11-14 points and 129 (36%) met between 15 - 20. The remaining 3 authorities (1%) met all 21 criteria.
- Of the 354 English Authorities surveyed Wellingborough showed the greatest improvement, meeting an additional 13 criteria since the September 2004 Survey. Following closely was Redcar and Cleveland Borough Council meeting 12 additional criteria (in the September 2004 survey they were only awarded 1 Point). Bury Metropolitan Borough, improved by 11 points. A total of 38 authorities have improved by more than 5 criteria since the September 2004 Survey and 157 have improved by between 1 and 4 Criteria.
- At the time of the May 2005 survey 73 of the English local authorities scored less than 11 Pendleton Criteria. 85 showed no improvement in their overall results since the 2004 survey, of which 75 had a score of 11 or above. 71 authorities scored fewer points than in the 2004 survey, due either to the planning service being removed from the website, services that could no longer be located or information not being kept up-to-date.

- The most improved criterion since the September 2004 survey was the provision of online appeal information, with an additional 52 authorities providing details of individual appeal cases since the September 2004 survey.
- The least improved service was the provision of online Committee meeting schedules. Whilst 22 additional authorities have made the service available since September 2004, 55 no longer met the criteria. This was largely due to out of date information. This resulted in an overall reduction of 33 authorities providing Committee schedules since September 2004.

**FIGURE 1: Pendleton Criteria Improvement Trends for the English Local Authorities.**



**FIGURE 2: Pendleton Criteria Results for the English authorities Sept 2004 & May 2005**

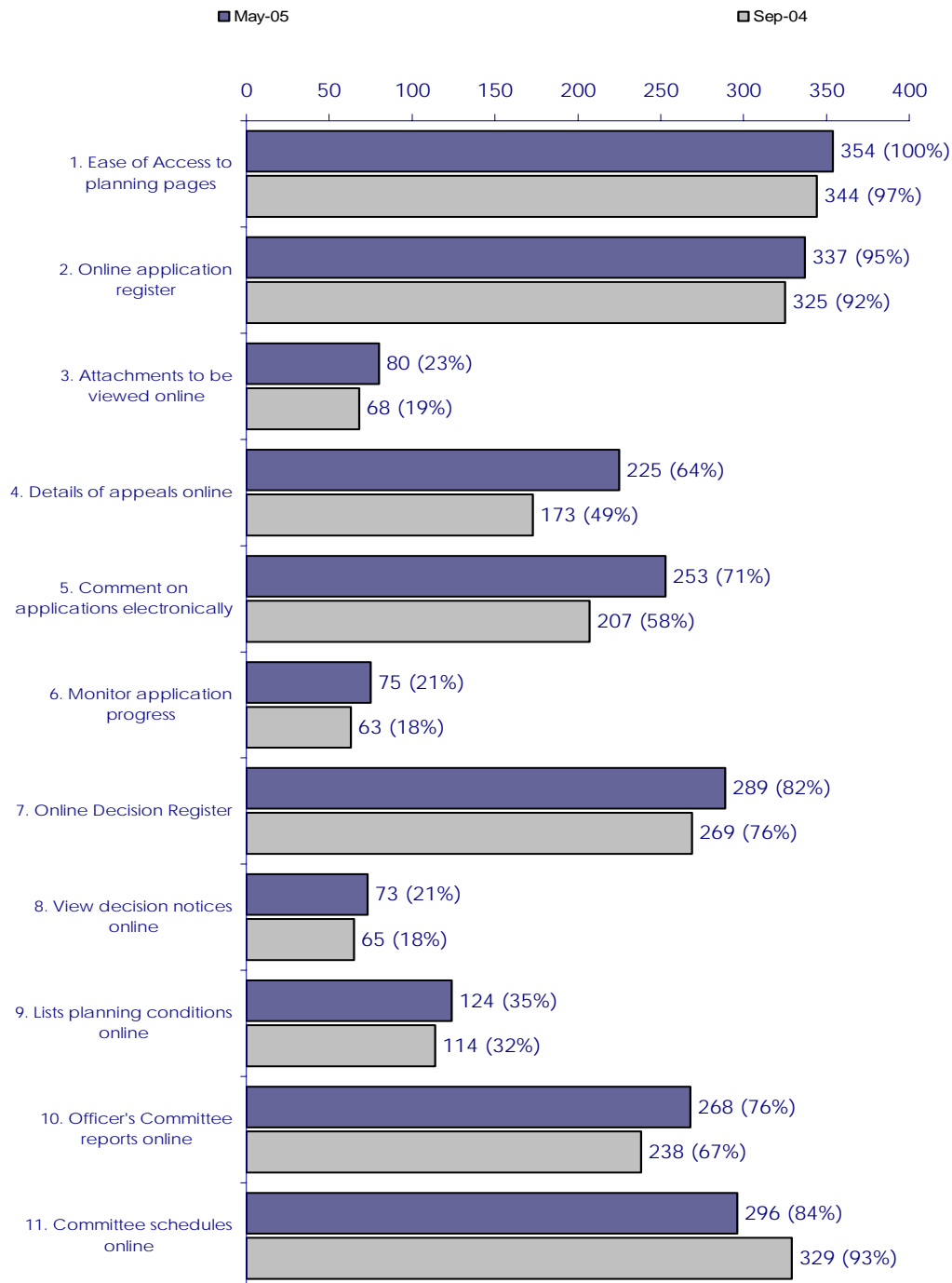
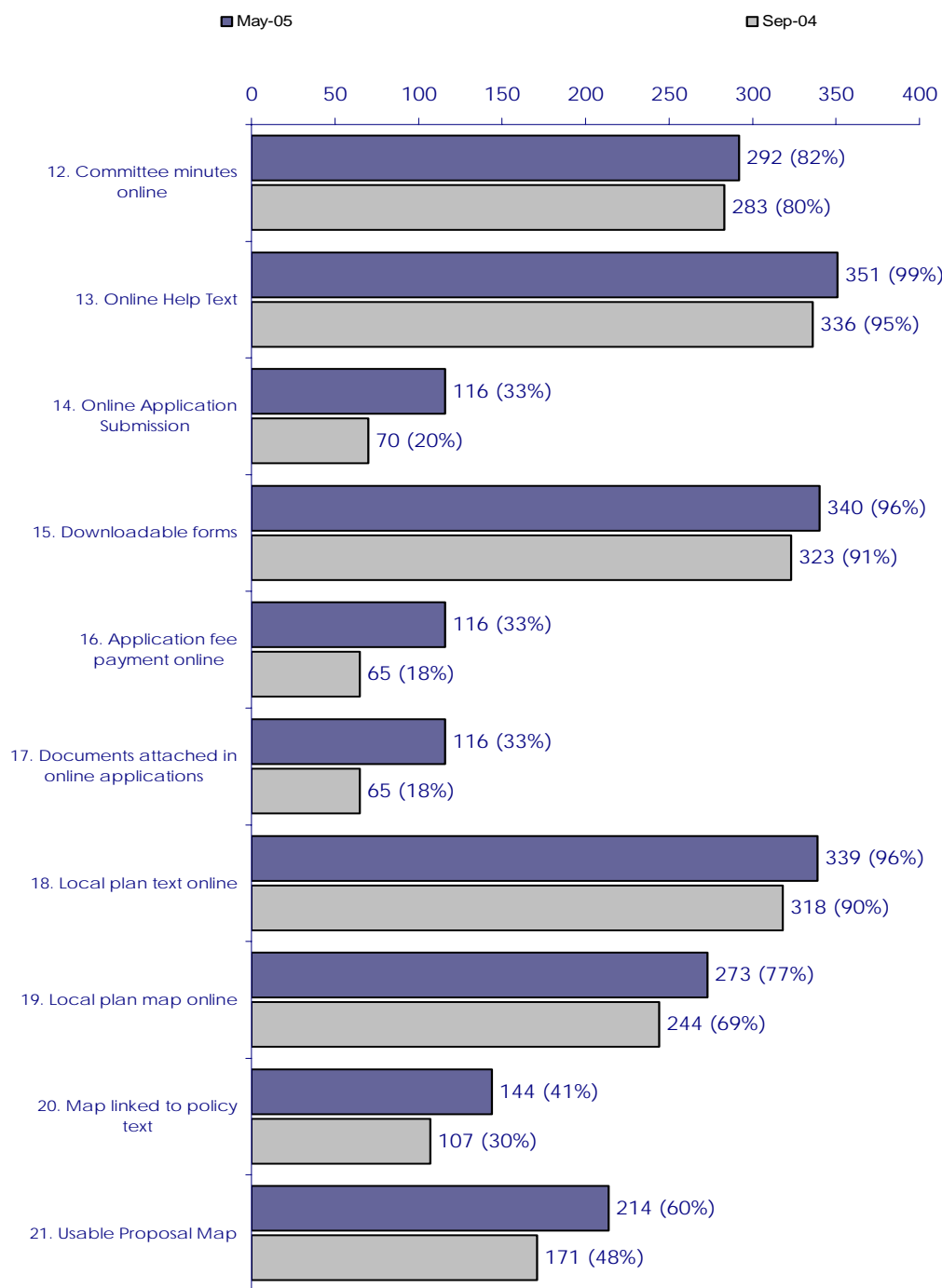


FIGURE 2.1: Pendleton Criteria Results for the English authorities Sept 2004 & May 2005 (continued)



## 2.2 KEY FINDINGS FOR THE ENGLISH LOCAL PLANNING AUTHORITIES

### OF THE 354 ENGLISH LOCAL AUTHORITIES:

#### ACCESSIBILITY

- All of the English Planning authorities surveyed had accessible planning websites. Of those, 303 had direct links from the council homepage to one or more of the planning web pages. 21 were accessed via a link from the 'Environment' section and the remaining 30 were accessed via an A-Z search.

#### APPLICATIONS AND APPEALS

- 337 (95%) had online planning registers or lists of planning applications, an overall increase of 12 since the September 2004 survey. 10 authorities had applications registers that were considered to be out of date.
- Of those with applications registers, 119 were in the form of a searchable online database enabling the user to filter and define the search criteria and 102 were presented as lists in the PDF Format. 79 provided their application register in the form of an "online" or "HTML" based list (technically searchable but only via the internet Browser find facility). At least 46 authorities provided their application registers/lists via, or in conjunction with a software provider system or service.
- 80 authorities (23%) enabled the user to electronically view drawings and/or documents accompanying a planning application. This was an overall increase of 12 authorities since the September 2004 survey. A further 4 authorities provided the service but the information was out of date at the time of testing.
- 225 (64%) authorities enabled the user to download or view details of appeals lodged against the council. This criterion was the most improved since the September 2004 survey with an overall increase of 52 authorities now providing this service. 4 councils were not awarded the appeals criterion due to the appeal information being out of date.
- 253 (71%) of the 354 planning websites surveyed clearly informed the user that representations about current planning applications could be made online and provided either an email address or an online comments form - an overall increase of 46 authorities since the September 2004 survey.

- 75 (21%) of the 354 authorities surveyed enabled the user to monitor an application by providing up-to-date information informing the user of the progress of the application from submission, validation and consultation, through to the decision. This is an overall increase of 12 authorities since the September 2004 survey. However it should be noted that 24 authorities that were previously awarded this criterion no longer met the criteria definition at the time of the May 2005 survey. This was generally a result of insufficient information being provided at the times of testing.

### PLANNING DECISIONS

- 289 (82%) of the 354 authorities surveyed provided online decision registers or lists of delegated and non-delegated decisions on the planning web pages or within the planning committee minutes. This is an overall increase of 20 authorities since the September 2004 survey. A further 11 authorities were found to have decision registers that were not up to date.
- 73 authorities (20%) enabled the user to view statutory decision notices online (which provided conditions/reasons for refusal as part of the notice). A further 51 authorities listed the conditions/reasons for refusal as part of the application register/list, bringing the total number of authorities meeting criterion 9 (conditions/reasons for refusal) to 124. This represents an overall increase of 2 authorities with conditions/reasons for refusal and an increase of 8 authorities with statutory decision notice online. 13 authorities previously awarded this criterion were not found to have working statutory decision notice links during the May 2005 Survey, or did not provide them for recent applications (classified as out of date for the purpose of this survey).

### COMMITTEE INFORMATION

- 237 (67%) of the authorities provided a direct link from the planning pages to some or all of the planning committee web pages. Committee information was most commonly found in the council's general committee section or by following links under the service heading 'Democracy'.
- 296 (84%) of the authorities surveyed provided a schedule of planning committee meeting online, providing at a minimum details of the forthcoming meeting. This represents a

reduction of 33 authorities, making this the only criteria not to improve since the September 2004 survey. This was generally due to out of date information.

- 268 authorities (76%) enabled the user to view officer's reports for non-delegated planning applications online. This is an increase of 30 authorities since the September 2004 survey.
- 292 (82%) enabled the user to view planning committee minutes – an increase of 9 authorities since the September 2004 survey.

### ONLINE HELP TEXT

- All but three of the 354 authorities (99%) had online help text providing general advice and guidance about the planning process - an increase of 15 authorities since the September 2004 survey. Guidance was generally in the form of text on the website and/or links to external websites, less commonly FAQ's downloadable leaflets and guidance notes. The 3 authorities not awarded this criterion did not provide sufficient information about the planning service/system to adequately assist or answer customer's basic planning queries.

### ONLINE APPLICATION SERVICES

- 116 (33%) of the authorities enabled the user to submit planning applications online, attach electronic application drawings and documents and/or pay the statutory application fee payment electronically. It should be noted that not all 116 individual councils provided all three of the online application services – e.g. some authorities accepted online applications but the statutory application fee payment had to be posted or paid at the council offices.
- Local authorities that clearly stated on the council website that online application services were available, or were listed as available on a linked external website were awarded the relevant criteria points. This approach did not enable researchers to verify that these services are operational at the time of testing. In light of this, additional tests will be carried out during subsequent surveys to ensure that these services are fully operational. Authorities will not be awarded points for any services unless they are found to be fully operational. Points awarded at the time of the May 2005 survey may not be re-awarded during subsequent surveys unless services are available and functioning.

- Online application services are amongst the most improved criteria since the September 2004 survey with the number of authorities providing online fee payments facilities & electronic document services increasing by 51 authorities from 65 to 116 since the September 2004 survey. The number of authorities offering the facility to make an online application submission has increased by 46 authorities from 70 to 116.
- All but 14 of the 354 (96%) provided downloadable versions of planning application forms - an increase of 17 authorities since the September 2004 survey.

### DEVELOPMENT PLAN SERVICES

- 339 of the English local authorities (96%) had their development plan text online - an improvement of 21 authorities since the September 2004 survey.
- At the time of the May 2005 survey, 273 (77%) of the authorities had an electronic version of their proposals map available on their website. This is an overall increase of 29 since the September 2004 survey. 19 of the authorities that were previously awarded a point for having their proposals maps online did not meet the criterion at the time of the May 2005 survey, largely due to the maps being temporarily removed from the site.
- Of the 273 authorities with online proposals maps, 144 (40%) were interactively linked to the development plan text - an increase of 37 since September 2005.
- 214 (60%) of the local plan maps were classified as comprehensive and easy to read ('usable') - an increase of 43 authorities since the September 2004 survey.

## 2.3 PLANNING WEBSITE RANKINGS: ENGLISH LOCAL AUTHORITIES

Local Planning Authorities meeting the same number of criteria have been given a joint ranking position and have been listed by the margin of improvement since the 2004 September survey. Websites are ranked according to the number of Pendleton Criteria met at the time of testing. The rankings are based on scores out of 21.

The Authorities overall result has increased				
The Authorities overall result has not changed				
The Authorities overall result has reduced				
<p>Authorities have been sorted by total scored in the May 2005 survey , then by the difference in score with 2004 and 2005 survey (greatest improvement first).</p>				
		Total Score May 2005	Sept 2004 score	Difference
1	Bracknell Forest Borough	21	18	3
	Hastings Borough	21	19	2
	Wandsworth London Borough	21	21	0
4	Rushcliffe Borough	20	16	4
	Cotswold District	20	17	3
	Huntingdonshire District	20	19	1
	Shrewsbury and Atcham Borough	20	19	1
	Hammersmith and Fulham Borough	20	20	0
	Newcastle-upon-Tyne City	20	20	0
	Torbay Borough	20	21	-1
11	Wellingborough Borough	19	6	13
	Bury Metropolitan Borough	19	8	11
	Gateshead Metropolitan Borough	19	11	8
	Hillingdon London Borough	19	14	5
	Wigan Metropolitan Borough	19	15	4
	Nottingham City	19	19	0
	Stockton on Tees Borough	19	19	0
	West Dorset District	19	19	0
19	Mid Suffolk District	18	9	9
	Chelmsford Borough	18	12	6
	Stockport Metropolitan Borough	18	12	6

	Salford City	18	14	4
	Tower Hamlets London Borough	18	14	4
	Hackney London Borough	18	16	2
	Harborough District	18	16	2
	Oldham Metropolitan Borough	18	16	2
	Portsmouth City	18	17	1
	Wycombe District	18	17	1
	Knowsley Metropolitan Borough	18	18	0
	Lambeth London Borough	18	18	0
	North Wiltshire District	18	18	0
	Tynedale District	18	18	0
	Winchester City	18	18	0
	Sedgefield Borough	18	19	-1
	Cheltenham Borough	18	20	-2
36	Charnwood Borough	17	10	7
	Dacorum Borough	17	11	6
	Haringey London Borough	17	11	6
	Liverpool City	17	11	6
	Sandwell Metropolitan Borough	17	11	6
	Aylesbury Vale District	17	13	4
	Dover District	17	13	4
	East Lindsey District	17	13	4
	Newcastle under Lyme Borough	17	13	4
	South Shropshire District	17	13	4
	Tameside Metropolitan Borough	17	13	4
	Westminster City	17	13	4
	Mansfield District	17	14	3
	Southwark London Borough	17	14	3
	North Cornwall District	17	15	2
	North Somerset District	17	15	2
	Oxford City	17	15	2
	Ashford Borough	17	16	1
	Brent London Borough	17	16	1
	Camden London Borough	17	16	1
	Hart District	17	16	1
	Ipswich Borough	17	16	1
	Rochford District	17	16	1
	Basingstoke and Deane Borough	17	17	0
	Birmingham City	17	17	0
	Eastleigh Borough	17	17	0

	Exeter City	17	17	0
	Fareham Borough	17	17	0
	Harrow London Borough	17	17	0
	North Devon District	17	17	0
	Chester-le-Street District	17	18	-1
67	South Ribble Borough	16	7	9
	Dartford Borough	16	10	6
	Hartlepool Borough	16	11	5
	Test Valley Borough	16	11	5
	Bexley London Borough	16	12	4
	Chester City	16	12	4
	Kettering Borough	16	12	4
	Kirklees Metropolitan Borough	16	12	4
	North Dorset District	16	12	4
	Gosport Borough	16	13	3
	Isle of Wight	16	13	3
	Ryedale District	16	13	3
	Derby City	16	14	2
	Forest of Dean District	16	14	2
	Macclesfield Borough	16	14	2
	Richmond upon Thames London Borough	16	14	2
	Shepway District	16	14	2
	South Gloucestershire	16	14	2
	South Kesteven District	16	14	2
	Brighton and Hove City	16	15	1
	Kingston upon Thames, Royal Borough of	16	15	1
	Rother District	16	15	1
	Salisbury District	16	15	1
	South Derbyshire District	16	15	1
	Boston Borough	16	16	0
	Carrick District	16	16	0
	High Peak Borough	16	16	0
	Lichfield District	16	16	0
	Sevenoaks District	16	16	0
	Spelthorne Borough	16	16	0
	Taunton Deane Borough	16	16	0
	Wealden District	16	16	0
	Calderdale Metropolitan Borough	16	17	-1
	Swale Borough	16	17	-1

	Chichester District	16	17	-1
102	Middlesbrough Borough	15	6	9
	Hinckley & Bosworth Borough	15	6	9
	Blaby District	15	7	8
	Worthing Borough	15	7	8
	East Northamptonshire District	15	9	6
	Southampton City	15	9	6
	Doncaster Metropolitan Borough	15	10	5
	East Cambridgeshire District	15	10	5
	Mid Sussex District	15	10	5
	Melton Borough	15	11	4
	Poole, Borough of	15	11	4
	Amber Valley Borough	15	12	3
	Mendip District	15	12	3
	Oswestry Borough	15	12	3
	Thanet District	15	13	2
	Barnet London Borough	15	14	1
	Elmbridge Borough	15	14	1
	West Oxfordshire District	15	14	1
	Ashfield District	15	15	0
	Braintree District	15	15	0
	Bromley, London Borough	15	15	0
	Kennet District	15	15	0
	Nuneaton and Bedworth Borough	15	15	0
	South Oxfordshire District	15	15	0
	Walsall Metropolitan Borough	15	15	0
	Waverley Borough	15	15	0
	Bristol City	15	15	0
Maidstone Borough	15	16	-1	
Sheffield City	15	16	-1	
Carlisle City	15	17	-2	
Blackpool Borough	15	18	-3	
133	South Bedfordshire District	14	7	7
	Pendle Borough	14	9	5
	Tunbridge Wells Borough	14	9	5
	North West Leicestershire District	14	10	4
	Rushmoor Borough	14	10	4
	Wyre Borough	14	10	4
	Colchester Borough	14	11	3
	Newham London Borough	14	11	3

	North Hertfordshire District	14	11	3
	Northampton Borough	14	11	3
	Trafford Metropolitan Borough	14	11	3
	Waltham Forest London Borough	14	11	3
	Arun District	14	12	2
	Chiltern District	14	12	2
	Corporation of London	14	12	2
	Peterborough City	14	12	2
	Tendring District	14	12	2
	Woking Borough	14	12	2
	Basildon District	14	12	2
	Horsham District	14	13	1
	Lewes District	14	13	1
	Medway	14	13	1
	New Forest District	14	13	1
	Tewkesbury Borough	14	13	1
	West Lindsey District	14	13	1
	Bath and North East Somerset	14	14	0
	Broadland District	14	14	0
	Darlington Borough	14	14	0
	Lancaster City	14	14	0
	Newark and Sherwood District	14	14	0
	Restormel Borough	14	14	0
	Rochdale Metropolitan Borough	14	14	0
	Wokingham District	14	14	0
	North Kesteven District	14	15	-1
	Runnymede Borough	14	15	-1
	South Norfolk District	14	15	-1
	West Berkshire District	14	15	-1
	Mole Valley District	14	16	-2
	Warwick District	14	16	-2
	Reigate and Banstead Borough	14	17	-3
173	Redcar and Cleveland Borough	13	1	12
	Blackburn with Darwen Borough	13	4	9
	King's Lynn and West Norfolk Borough	13	5	8
	Kensington and Chelsea Royal Borough	13	9	4
	Preston City	13	9	4
	South Buckinghamshire District	13	9	4
	Staffordshire Moorlands District	13	9	4

	South Northamptonshire District	13	9	4
	St Albans District	13	9	4
	Burnley Borough	13	10	3
	Reading Borough	13	10	3
	South Holland District	13	10	3
	Leeds City	13	11	2
	Scarborough Borough	13	11	2
	Wansbeck District	13	11	2
	Chesterfield Borough	13	12	1
	Manchester City	13	12	1
	Rutland	13	12	1
	Tonbridge and Malling Borough	13	12	1
	Bradford Metropolitan Borough	13	13	0
	Brentwood Borough	13	13	0
	Havant Borough	13	13	0
	Havering London Borough	13	13	0
	Hounslow London Borough	13	13	0
	Redbridge London Borough	13	13	0
	Southend-on-Sea Borough	13	13	0
	West Lancashire District	13	13	0
	Guildford Borough	13	13	0
	Harlow District	13	14	-1
	Stroud District	13	14	-1
	Bedford Borough	13	14	-1
	Christchurch Borough	13	15	-2
	Halton Borough	13	15	-2
206	Craven District	12	5	7
	Eden District	12	6	6
	Weymouth and Portland Borough	12	6	6
	Castle Morpeth Borough	12	7	5
	Gloucester City	12	8	4
	West Wiltshire District	12	8	4
	Caradon District	12	8	4
	Ealing London Borough	12	9	3
	Islington London Borough	12	9	3
	Purbeck District	12	9	3
	Barking & Dagenham London Borough	12	10	2
	Barrow in Furness Borough	12	10	2
	Wychavon District	12	10	2

	Mid Bedfordshire District	12	10	2
	Allerdale Borough	12	11	1
	Canterbury City	12	11	1
	Lincoln City	12	11	1
	North Lincolnshire	12	11	1
	Suffolk Coastal District	12	11	1
	Warrington Borough	12	11	1
	Barnsley Metropolitan Borough	12	12	0
	Bournemouth Borough	12	12	0
	East Devon District	12	12	0
	East Hampshire District	12	12	0
	East Hertfordshire District	12	12	0
	Great Yarmouth Borough	12	12	0
	Herefordshire Unitary	12	12	0
	Milton Keynes Borough	12	12	0
	North Norfolk District	12	12	0
	Penwith District	12	12	0
	Plymouth City	12	12	0
	South Staffordshire District	12	12	0
	Stratford on Avon District	12	12	0
	Surrey Heath Borough	12	12	0
	Tandridge District	12	12	0
	Teignbridge District	12	12	0
	Wakefield Metropolitan District	12	12	0
	Watford Borough	12	12	0
	Eastbourne Borough	12	13	-1
	Luton Borough	12	13	-1
	Babergh District	12	13	-1
	South Hams District	12	14	-2
	Stafford Borough	12	14	-2
	West Devon Borough	12	14	-2
	Wirral Metropolitan Borough	12	14	-2
	Uttlesford District	12	14	-2
	Chorley Borough	12	15	-3
	Maldon District	12	15	-3
	South Cambridgeshire District	12	15	-3
	Teesdale District	12	20	-8
256	Ribble Valley Borough	11	7	4
	Bolsover District	11	8	3
	Broxbourne Borough	11	8	3

	Coventry City	11	8	3
	Ellesmere Port and Neston Borough	11	8	3
	North Shropshire District	11	8	3
	Selby District	11	8	3
	South Lakeland District	11	8	3
	Wolverhampton City	11	8	3
	Sedgemoor District	11	9	2
	Crewe and Nantwich Borough	11	10	1
	St Edmundsbury Borough	11	10	1
	Waveney District	11	10	1
	Windsor and Maidenhead Royal Borough	11	10	1
	Rotherham Metropolitan Borough	11	10	1
	Bromsgrove District	11	11	0
	Croydon London Borough	11	11	0
	East Staffordshire Borough	11	11	0
	St Helens Metropolitan Borough	11	11	0
	Three Rivers District	11	11	0
	Broxtowe Borough	11	12	-1
	Sefton Metropolitan Borough	11	12	-1
	Solihull Metropolitan Borough	11	12	-1
	South Tyneside Metropolitan Borough	11	12	-1
	Thurrock	11	12	-1
	Lewisham London Borough	11	13	-2
282	Castle Point Borough	10	1	9
	Epping Forest District	10	8	2
	Fylde Borough	10	8	2
	Norwich City	10	9	1
	Cambridge City	10	10	0
	Epsom and Ewell Borough	10	10	0
	Rossendale Borough	10	10	0
	East Riding of Yorkshire	10	11	-1
	Kingston-upon-Hull City	10	11	-1
	Sunderland City	10	11	-1
	Worcester City	10	11	-1
	Bridgnorth District	10	12	-2
	North East Lincolnshire	10	12	-2
	Wyre Forest District	10	12	-2
	Malvern Hills District	10	13	-3
297	Swindon Borough	9	4	5

	Forest Heath District	9	5	4
	Stevenage Borough	9	5	4
	Adur District	9	6	3
	Merton London Borough	9	6	3
	Congleton Borough	9	7	2
	York City	9	7	2
	Breckland District	9	8	1
	Stoke-on-Trent City	9	8	1
	Erewash Borough	9	9	0
	Greenwich London Borough	9	9	0
	Leicester City	9	9	0
	Mid Devon District	9	9	0
	South Somerset District	9	10	-1
	Easington District	9	11	-2
	North East Derbyshire District	9	11	-2
	Wear Valley District	9	12	-3
	East Dorset District	9	12	-3
	Derwentside District	9	13	-4
	Oadby and Wigston Borough	9	14	-5
217	Copeland Borough	8	3	5
	Daventry District	8	5	3
	Harrogate Borough	8	6	2
	Hertsmere Borough	8	6	2
	Fenland District	8	7	1
	Gravesham Borough	8	7	1
	Kerrier District	8	7	1
	Redditch Borough	8	7	1
	Slough Borough	8	7	1
	Enfield London Borough	8	8	0
	Telford and Wrekin Borough	8	8	0
	Hambleton District	8	9	-1
	Vale of White Horse District	8	9	-1
	Sutton London Borough	8	10	-2
	North Warwickshire Borough	8	11	-3
332	Cannock Chase District	7	4	3
	Corby Borough	7	4	3
	Cherwell District	7	5	2
	Rugby Borough	7	6	1
	Isles of Scilly	7	7	0
	Tamworth Borough	7	7	0

	Crawley Borough	7	8	-1
	Derbyshire Dales District	7	8	-1
	Vale Royal Borough	7	15	-8
	Hyndburn Borough	6	4	2
	Torridge District	6	6	0
	Alnwick District	6	7	-1
	Dudley Metropolitan Borough	6	7	-1
	Durham City	6	7	-1
	North Tyneside Metropolitan Borough	6	7	-1
	Bassetlaw District	6	8	-2
348	Berwick-upon-Tweed Borough	5	3	2
	Gedling Borough	5	4	1
	Bolton Metropolitan Borough	5	5	0
	Welwyn Hatfield District	5	6	-1
352	Blyth Valley Borough	4	3	1
	Richmondshire District	4	6	-2
	West Somerset District	4	6	-2

### 3.0 WELSH LOCAL PLANNING AUTHORITIES

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### 3.1 OVERVIEW OF THE WELSH AUTHORITY PLANNING WEBSITES

- This section of the report presents findings for the 22 Welsh Unitary Local Authorities, surveyed against the original 21 Pendleton Criteria. The Welsh National Park Authorities have not been included in this section, and instead are presented with the English National Parks in Section 5. To view a summary graph of results for the Welsh Local Authorities and National Park authorities please refer to Appendix 6.
- At the time of the May 2005 survey the top ranking websites were Swansea City Council and Carmarthenshire County Council meeting 14 of the Pendleton Criteria. Cardiff County Council and Denbighshire County Council followed closely with scores of 13. Flintshire County Council, Conwy County Council and Wrexham County Council met 10 of the 21 criteria.
- The mean criteria score for the 22 Welsh authorities was 8.8. This is above the mean score of 7.3 for Welsh authorities at the time of the September 2004 Survey. Of the 22 Welsh Authorities 18 (82%) scored between 0-10 points at the time of the May 2005 survey. Only 4 (18%) scored between 11-14 points and none of the Welsh authorities met more than 14 of the criteria.
- 14 (64%) of the Welsh authorities showed improvement since the September 2004 survey. Cardiff County Council showed the greatest improvement meeting 10 additional criteria (moving from 3 to 13 points), followed by the Vale of Glamorgan Council, which fulfilled an additional 5 criteria.
- 5 Welsh authorities have shown no improvement in their overall results since the 2004 survey and of those 5; only 1 had a score of over 10 points (Carmarthenshire). 3 authorities' scores were lower than in the September 2004 survey, due to out of date or insufficient information at the time of surveying.
- The most improved criterion since the September 2004 survey was the provision of downloadable applications forms, with an additional 8 authorities providing at least one type of planning application form. An additional 5 authorities provided online application registers and 4 authorities provided local plan texts at the time of the May 2005 survey.
- At the time of the September 2004 and May 2005 survey none of the authorities enabled the user to view associated applications documents or statutory decision notices. This was also true of the facility to monitor an applications progress.

FIGURE 3: Pendleton Criteria Improvement Trends for the Welsh authorities.

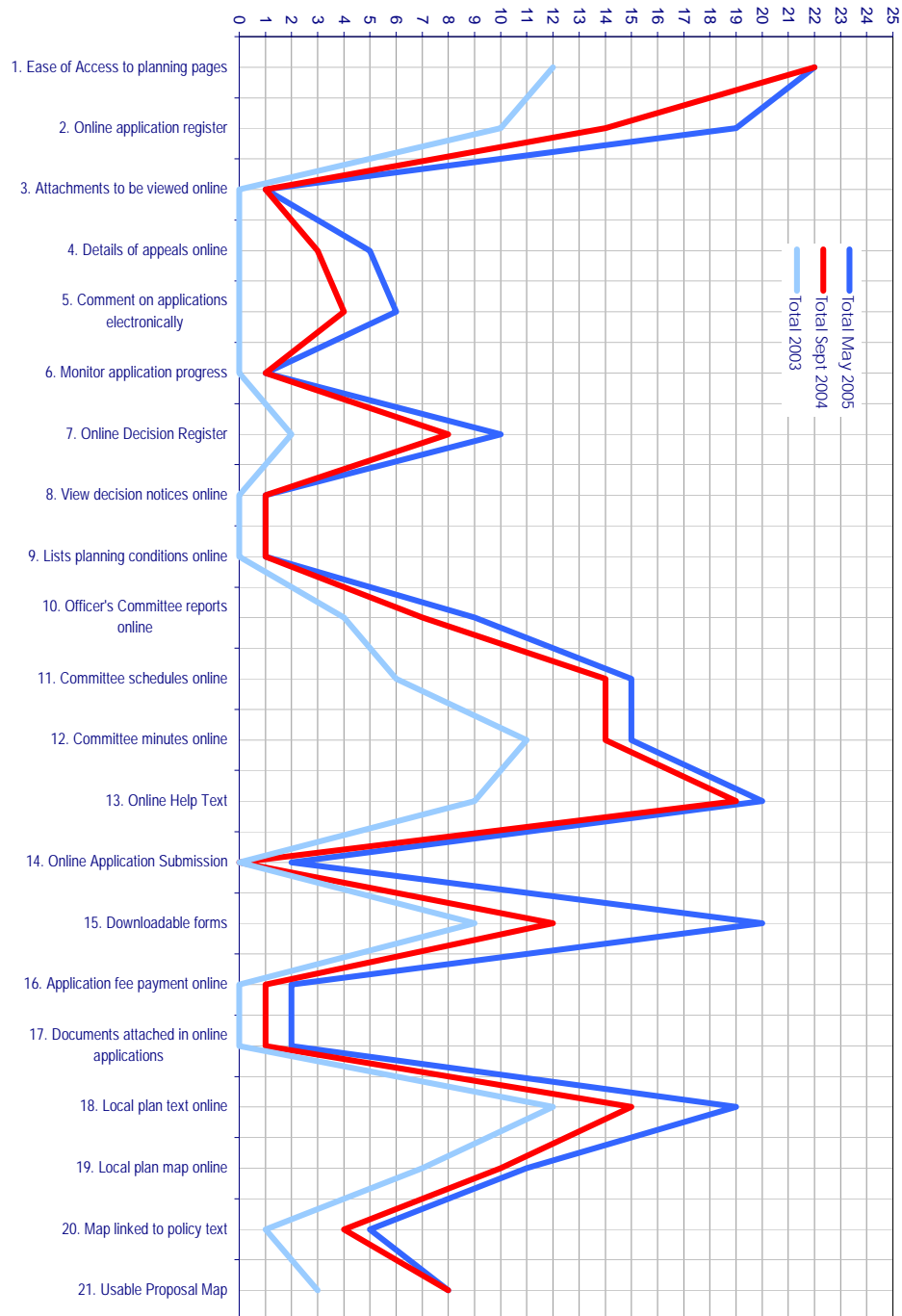


FIGURE 4: Pendleton Criteria Results for the Welsh authorities- September 2004 & May 2005

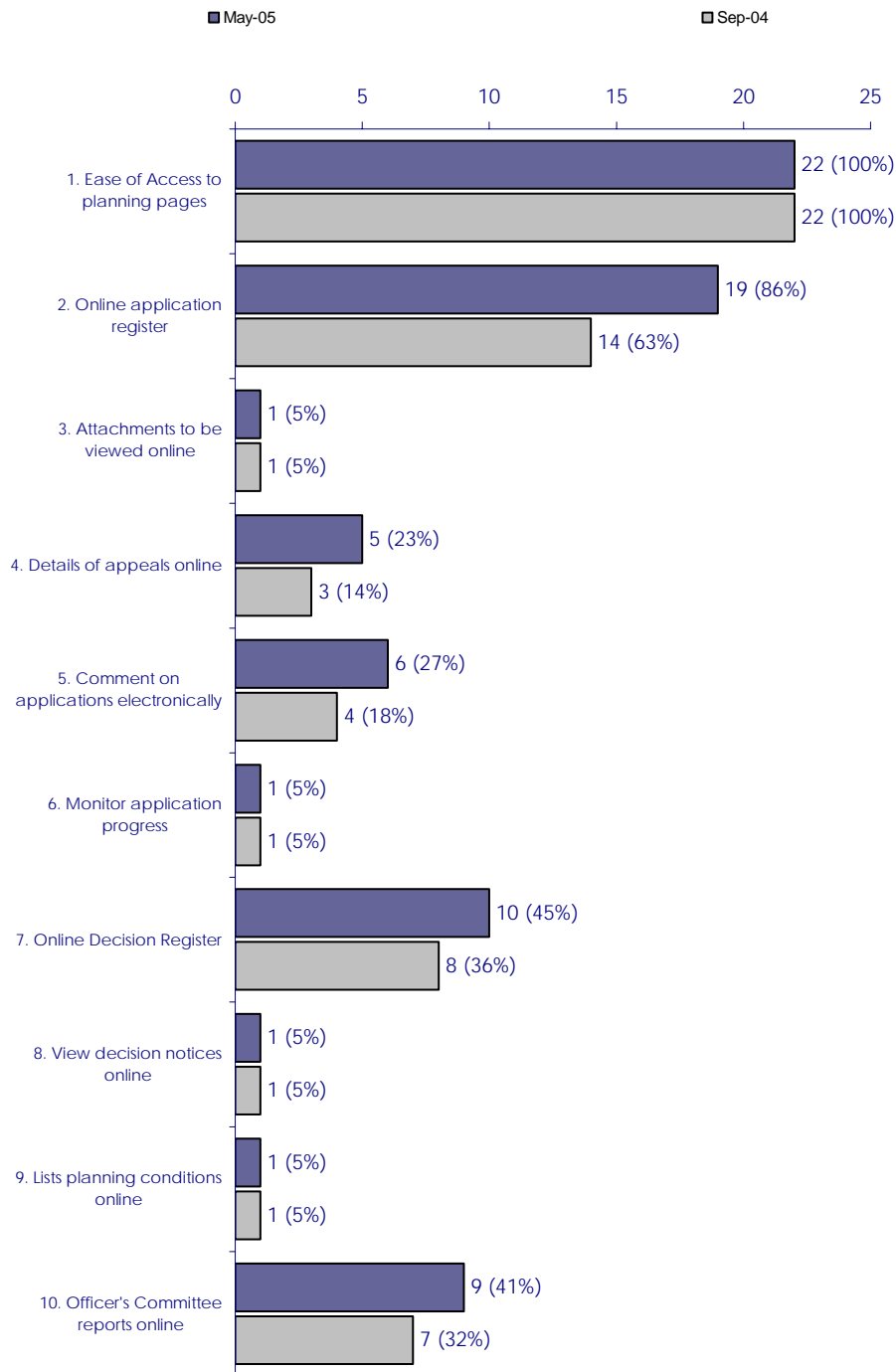
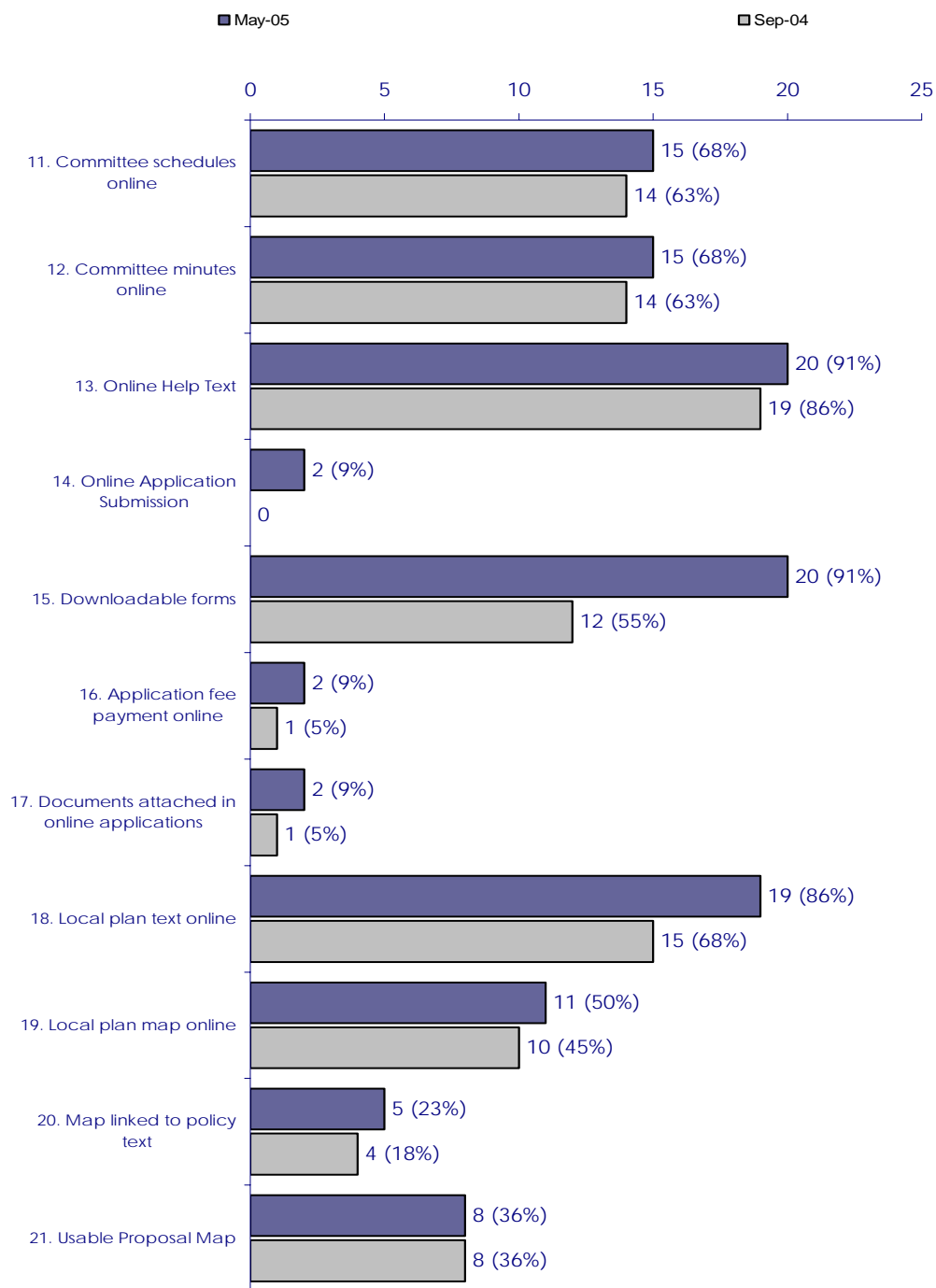


FIGURE 4.1: Pendleton Criteria Results for the Welsh authorities - September 2004 & May 2005  
(continued)



## 3.2 KEY FINDINGS FOR THE WELSH PLANNING AUTHORITIES

### OF THE 22 WELSH UNITARY AUTHORITIES:

#### ACCESSIBILITY

- All of the Welsh planning authorities surveyed had accessible planning websites. Of those, 15 (68%) had direct links from the council homepage to one or more of the planning web pages. 4 (18%) were accessible via a link from the 'Environment' section and the remaining 3 (14%) were accessible via an A-Z search.

#### ONLINE APPLICATIONS AND APPEALS

- Of the 22 Welsh authorities, 19 (86%) had planning registers or lists of planning applications online - an increase of 5 authorities since the September 2004 survey. Of those with applications registers, 5 were in the form of a searchable online database enabling the user to filter and define the search criteria and 13 were presented as lists in the PDF Format. The remaining 2 authorities provided their application register in the form of an "online" or "HTML" based list (technically searchable but only via the internet browser find facility).
- Carmarthenshire County Council remained the only Welsh authority to enable the user to view electronic versions of drawings and/or documents accompanying a planning application.
- Since the September 2004 survey an additional 2 authorities - Merthyr Tydfil County Borough Council and Blaenau Gwent County Borough Council - enabled the user to download or view details of appeals lodged against the council. At the time of the May 2005 survey a total of 5 of the 22 Welsh authorities (23%) provided this service online.
- 6 (27%) of the 22 Welsh planning websites surveyed clearly informed the user that representations about current planning applications could be made online and provided either an email address or an online comments form. This is an increase of 2 authorities since the September 2004 survey.
- Carmarthenshire County Council remains the only Welsh authority to enable the user to monitor an application by providing up-to-date information informing the user of the progress of the application from submission, validation and consultation through to the decision. None of the Welsh authorities have added this service since the September 2004 survey.

## ONLINE PLANNING DECISIONS

- 10 of the 22 authorities surveyed (45%) provided online decision registers or lists of delegated and non-delegated decisions on the planning web pages or within the planning committee minutes. This is an overall increase of 4 authorities since the September 2004 survey.
- Carmarthenshire remains the only Welsh authority to enable the user to view statutory decision notices online, which provided conditions/reasons for refusal as part of the notice.

## COMMITTEE SERVICES

- 9 (41%) of the authorities provided a direct link from the planning pages to some or all of the planning committee web pages. Committee information was most commonly found in the council's general committee section or by following links under the service heading 'Democracy'.
- Since the September 2004 survey a further 4 Welsh local authorities have made schedules of forthcoming committee meetings available online. However, 3 authorities no longer met the criteria due to the schedules being out of date (not showing the next meeting). Therefore, at the time of the May 2005 survey a total of 15 (68%) of the authorities provided an up to date schedule of planning committee meeting online.
- 9 (41%) enabled the user to download officer's reports for non-delegated planning applications - an increase of 2 authorities since the September 2004 survey. 15 (68%) enabled the user to view planning committee minutes - an increase of 1 authority since the September 2004 survey.

## ADVICE AND GUIDANCE

- 21 (91%) of the 22 authorities provided some level of online planning guidance - an increase of 1 authority since the September 2004 survey. This was generally in the form of text on the website and/or links to external websites. Less commonly were FAQ's and downloadable leaflets and guidance notes. The 1 authority not awarded criterion did not provide sufficient information about the planning service/system to adequately assist or answer customer's general planning queries.

## ONLINE APPLICATION SERVICES

- At the time of the May 2005 survey Cardiff County Council and Swansea City Council enabled the user to submit planning applications online, attach application drawings and documents to an online application and pay the statutory application fee payment electronically. These are the only 2 authorities providing online application services.
- All but 2 of the 22 Welsh planning websites (91%) provided downloadable versions of planning application forms. This service has shown the level of greatest improvement of all the criteria since the September 2004 survey, with an additional 8 authorities providing at least one type of planning application form.
- At the time of the May 2005 survey Cardiff County Council and Swansea City Council were listed as accepting online applications via the Planning Portal and both made clear references to this facility on their websites planning pages.

## ONLINE DEVELOPMENT PLANS

- 19 authorities (86%) had their development plan text online - an improvement of 4 authorities since the September 2004 survey.
- Half of the 22 authorities had an electronic version of their proposals map online - an increase of 1 authority (Cardiff) since the September 2004 survey. Of those with proposals maps, 5 (22%) were interactively linked to the development plan text and 8 (37%) were classified as comprehensive and easy to use.

### 3.3 PLANNING WEBSITE RANKINGS: WELSH LOCAL AUTHORITIES

Local Planning Authorities meeting the same number of criteria have been given a joint ranking position and have been listed by the margin of improvement since the 2004 September survey. Websites are ranked according to the number of Pendleton Criteria met at the time of testing. The rankings are based on scores out of 21.

The Authorities overall result has increased				
The Authorities overall result has not changed				
The Authorities overall result has reduced				
Authorities have been sorted by total scored in the May 2005 survey, then by the difference in score with 2004 and 2005 survey (greatest improvement first).				
		Total Score May 2005	Sept 2004 score	Difference
1	Swansea City and County Council	14	12	2
	Carmarthenshire County Council	14	14	0
3	Cardiff County Council	13	3	10
	Denbighshire County Council	13	12	1
5	Flintshire County Council	10	7	3
	Conwy County Borough Council	10	9	1
	Wrexham County Borough Council	10	12	-2
8	Vale of Glamorgan Council	9	4	5
	Newport City Council	9	5	4
	Neath Port Talbot County Borough Council	9	7	2
	Monmouthshire County Council	9	8	1
	Pembrokeshire County Council	9	9	0
13	Blaenau Gwent County Borough Council	8	4	4
	Torfaen County Borough Council	8	4	4
	Ceredigion County Council	8	7	1
	Caerphilly County Borough Council	8	8	0
17	Merthyr Tydfil County Borough Council	7	6	1
	Powys County Council	7	8	-1
19	Anglesey County Council	6	5	1
	Bridgend County Borough Council	6	6	0
21	Gwynedd County Council	4	7	-3
22	Rhondda Cynon Taff County Borough Council	3	3	0

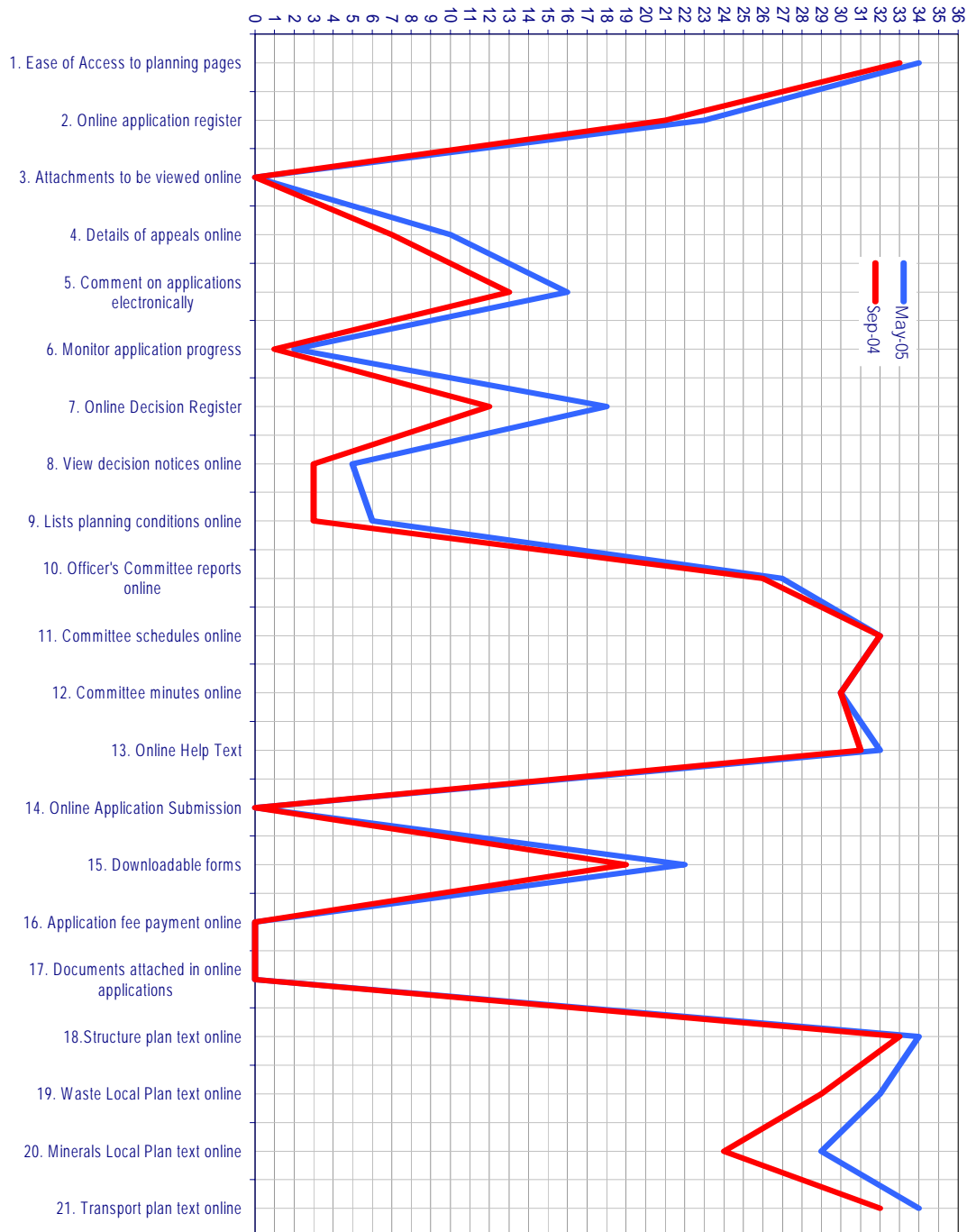
#### 4.0 ENGLISH COUNTY COUNCIL PLANNING AUTHORITIES

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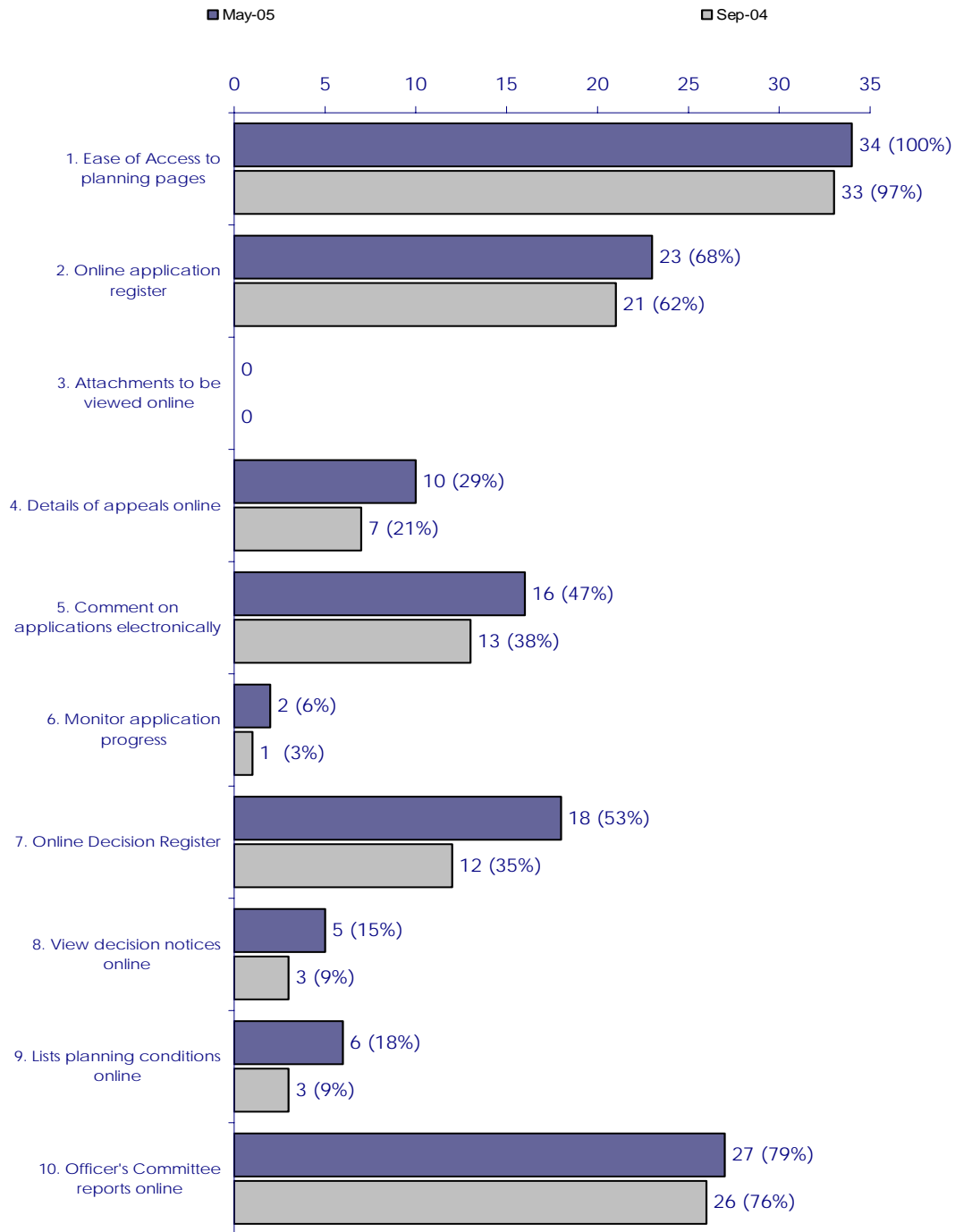
#### 4.1 OVERVIEW OF THE ENGLISH COUNTY COUNCIL PLANNING WEBSITES

- At the time of the May 2005 survey the top ranking website was Warwickshire County Council meeting 17 of the 21 Pendleton County Criteria. Following closely was Devon County Council and Bedfordshire County Council with scores of 16 and Northumberland County Council with a score of 15.
- The mean criteria score for the 34 English County Councils was 11.4. This is above the mean score of 10.4 for English County Councils at the time of the September 2004 Planning Website Survey.
- Of the 34 English County Councils 14 (41%) scored between 0-10 points at the time of the May 2005 survey. 16 (47%) Scored 11-14 points and 4 (12%) met 15-20 of the criteria. None of the authorities met all 21.
- 17 (50%) of the 34 County Councils had shown improvement since the September 2004 website survey. North Yorkshire County Council showed the greatest, meeting 6 additional criteria (moving from 7 to 13 points). Following closely were Hertfordshire County Council, Leicestershire County Council and Cumbria County Council, all meeting an additional 5 criteria since September 2004.
- A total of 9 English County Councils showed no improvement in their results since the September 2004 survey and 8 authorities scored fewer points when surveyed in May 2005. This was generally due to out of date information or services that were absent or unavailable at the time of testing.
- The most improved criterion since the September 2004 survey was the provision of online decisions registers, with an additional 6 authorities fulfilling this criterion at the time of the May 2005 survey.
- At the time of the September 2004 and May 2005 survey none of the English County Councils enabled the user to view associated applications documents online. This was also true of the facility to make online application submissions.

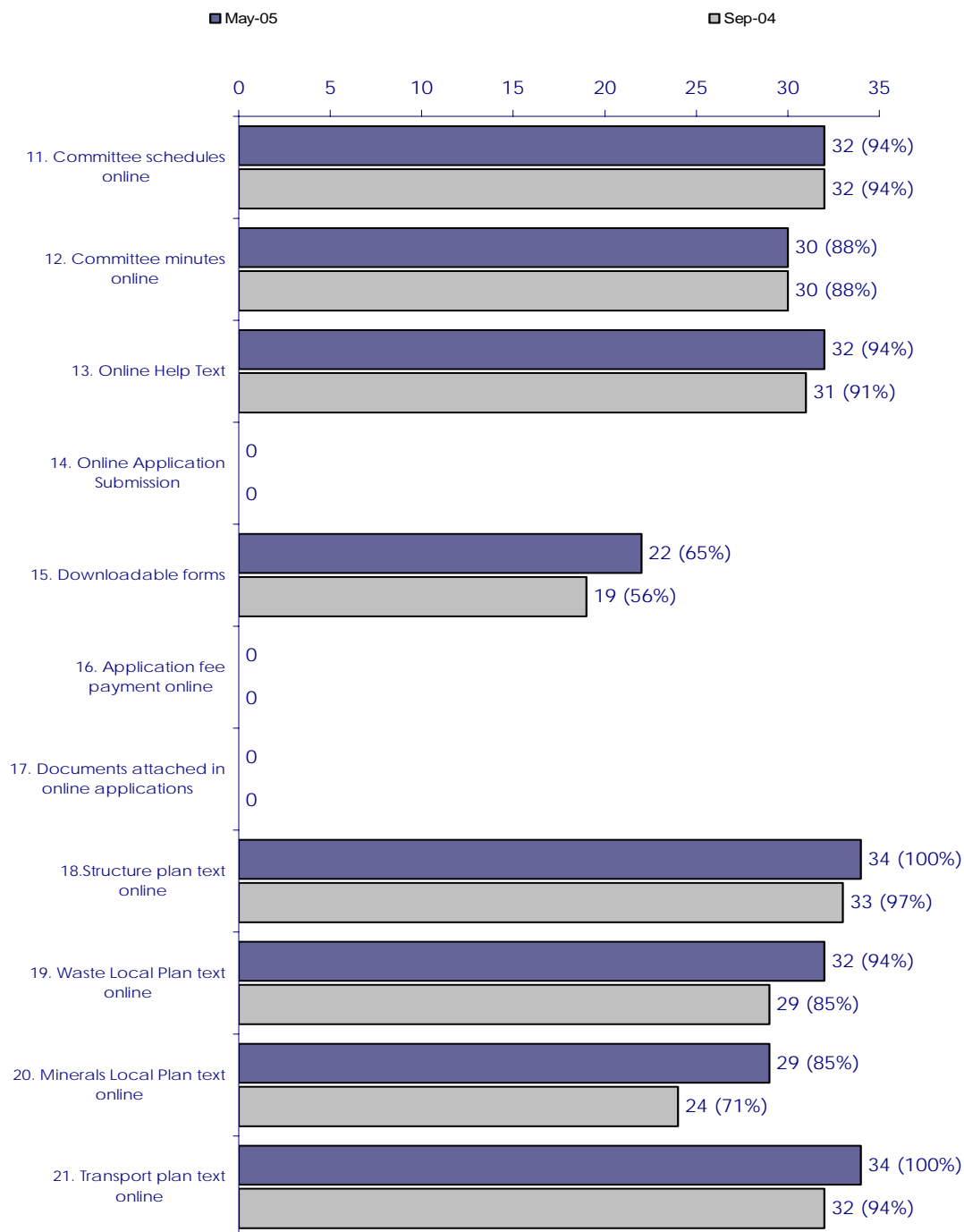
FIGURE 5: Pendleton Criteria Improvement Trends for the English County Councils.



**FIGURE 6: Pendleton Criteria Results for the English County Councils - September 2004 & May 2005.**



**FIGURE 6.1: Pendleton Criteria Results for the English County Councils - September 2004 & May 2005 (continued)**



## 4.2 KEY FINDINGS FOR THE ENGLISH COUNTY COUNCILS

### OF THE 34 ENGLISH COUNTY COUNCILS:

#### ACCESSIBILITY

- All of the English County Councils surveyed had accessible planning websites. 18 (53%) had direct links from the council homepage to one or more of the planning web pages, whilst 13 (38%) were accessible via a link from the 'Environment' section. The remaining 3 (9%) were accessible via an A-Z search.

#### PLANNING APPLICATIONS AND APPEALS

- 23 of the 34 County Councils (68%) had online planning registers or lists of planning applications - an increase of 2 authorities since the September 2004 survey. Of those with applications registers 3 (13%) were in the form of a searchable online database enabling the user to filter and define the search criteria and 7 (30%) presented them as lists in the PDF Format. The remaining 13 (56%) of the authorities provided their application register in the form of an "online" or "HTML" based list (technically searchable but only via the internet browser find facility). A further 2 English County councils had application registers that were not functioning at the time of the May 2005 survey and could not therefore be awarded the criterion.
- None of the English County Councils enabled the user to view electronic versions of drawings and/or documents accompanying a planning application.
- 10 (29%) of the English County Councils enabled the user to download or view details of appeals lodged against the council - 3 additional authorities since the September 2004 survey.
- 16 (47%) of the 34 planning websites clearly informed the user that representations about current planning applications could be made online and provided either an email address or an online comments form. This is an increase of 3 authorities since the September 2004 survey.
- North Yorkshire County Council and Warwickshire County Council were the only authorities to enable the user to monitor live planning applications online at the time of the May 2005

survey, by providing up-to-date information informing the user of the progress of the application from submission, validation and consultation through to the decision.

## PLANNING DECISIONS

- 18(53%) of the 34 authorities provided online decision registers or lists of delegated and non-delegated decisions on the planning web pages or within the planning committee minutes - an overall increase of 6 authorities since the September 2004 survey.
- 5 of the English County Councils enabled the user to view statutory decision notices online (which provided conditions/reasons for refusal as part of the notice). This was an increase of 2 authorities since the September 2004 survey.

## COMMITTEE SERVICES

- 15 (44%) of the authorities surveyed provided a direct link from the planning pages to some or all of the planning committee web pages. Committee information was most commonly found in the council's general committee section or by following links under the service heading 'Democracy'.
- At the time of the May 2005 survey 32 (94%) of the authorities that provided a schedule of planning committee meetings online, providing at a minimum details of the forthcoming meeting. No County Councils had added this service since the September 2004 survey.
- At the time of the May 2005 survey 27 authorities (79%) enabled the user to download the officer's reports for non-delegated planning applications – an increase of two authorities since September 2004 (Leicestershire and Worcestershire County Council).
- 2 County Councils, previously awarded a point for online officer's reports, were not awarded the point at the time of the May 2005 survey due to the links to the reports 'not working' or the information no longer being available.
- At the time of the May 2004 survey 30 authorities (88%) enabled the user to view planning committee minutes online. Lincolnshire County Council also had the facility but at the time of testing it was not functioning and the point could not be awarded.

## ADVICE AND GUIDANCE

- At the time of the May 2005 survey, 32 (94%) of the 34 authorities provided planning guidance online – an overall increase of 1 authority since the September 2004 survey. The information was generally in the form of text on the website and/or links to external websites, less commonly FAQ's downloadable leaflets and guidance notes. The authorities not awarded this criterion did not provide sufficient information about the planning service/system to adequately assist customers or answer general planning queries.

## ONLINE APPLICATION SERVICES

- None of the authorities enabled the user to submit planning applications online, to attach electronic application drawings and documents to the online application and pay the statutory application fee online.
- 22 of the 34 English County Councils websites (65%) provided downloadable versions of planning application forms. This is an overall increase of 3 authorities since the September 2004 survey.
- At the time of the September 2004 and May 2005 surveys, all of the English County Councils had their Structure plan text online at and provide a copy of the Transport Plan online.
- At the time of the May 2005 survey, 32 (94%) of the County Councils provided a copy of the Waste Local Plan online - an increase of 3 County Councils since the September 2004 survey.
- 29 (85%) of the English County Councils provided a copy of the Minerals Local Plan text online, often presented as part of a joint Waste/minerals plan.

### 4.3 PLANNING WEBSITE RANKINGS: ENGLISH COUNTY COUNCILS

Local Planning Authorities meeting the same number of criteria have been given a joint ranking position and have been listed by the margin of improvement since the 2004 September survey. Websites are ranked according to the number of Pendleton Criteria met at the time of testing. The rankings are based on scores out of 21.

The Authorities overall result has increased				
The Authorities overall result has not changed				
The Authorities overall result has reduced				
Authorities have been sorted by total scored in the May 2005 survey, then by the difference in score with 2004 and 2005 survey (greatest improvement first).				
		Total score May 2005	Sept 2004 score	Difference
1	Warwickshire County Council	17	15	2
2	Devon County Council	16	12	4
	Bedfordshire County Council	16	13	3
4	Northumberland County Council	15	15	0
7	Leicestershire County Council	14	9	5
	Hertfordshire County Council	14	9	5
	East Sussex County Council	14	13	1
	Shropshire County Council	14	16	-2
9	North Yorkshire County Council	13	7	6
	Essex County Council	13	12	1
11	Cumbria County Council	12	7	5
	Kent County Council	12	9	3
	Cambridgeshire County Council	12	10	2
	Lancashire County Council	12	11	1
	Staffordshire County Council	12	12	0
	Dorset County Council	12	12	0
	Nottinghamshire County Council	12	13	-1
	Buckinghamshire County Council	12	13	-1
19	Durham County Council	11	12	-1
	Somerset County Council	11	13	-2
21	Worcestershire County Council	10	9	1
	Surrey County Council	10	9	1
	Cornwall County Council	10	10	0
	West Sussex County Council	10	11	-1
	Gloucestershire County Council	10	16	-6
26	Northamptonshire County Council	9	8	1
	Wiltshire County Council	9	9	0
	Suffolk County Council	9	9	0
29	Oxfordshire County Council	8	7	1
	Hampshire County Council	8	8	0
	Derbyshire County Council	8	8	0
32	Cheshire County Council	7	3	4
	Lincolnshire County Council	7	7	0
	Norfolk County Council	7	8	-1

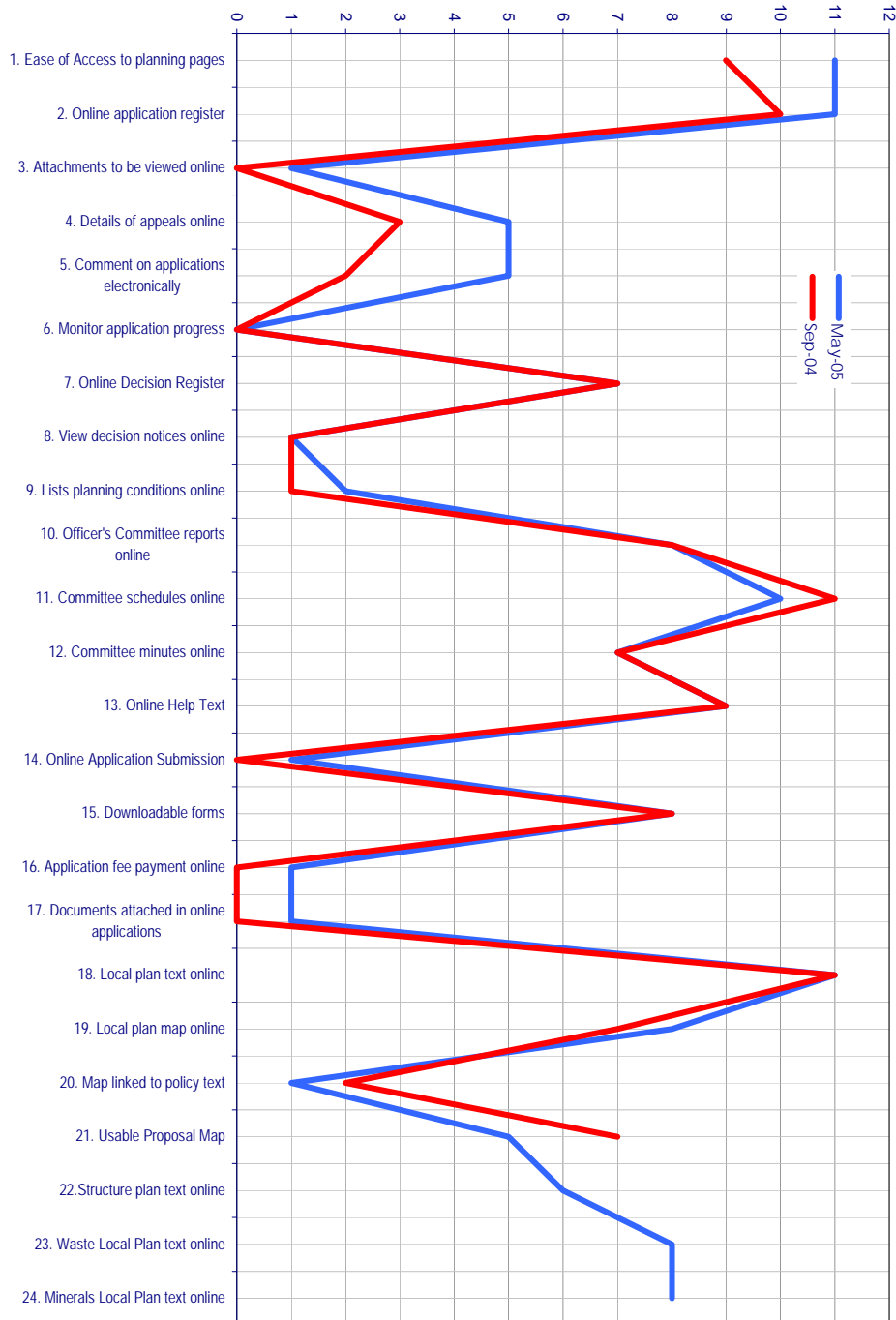
## 5.0 NATIONAL PARK PLANNING AUTHORITIES

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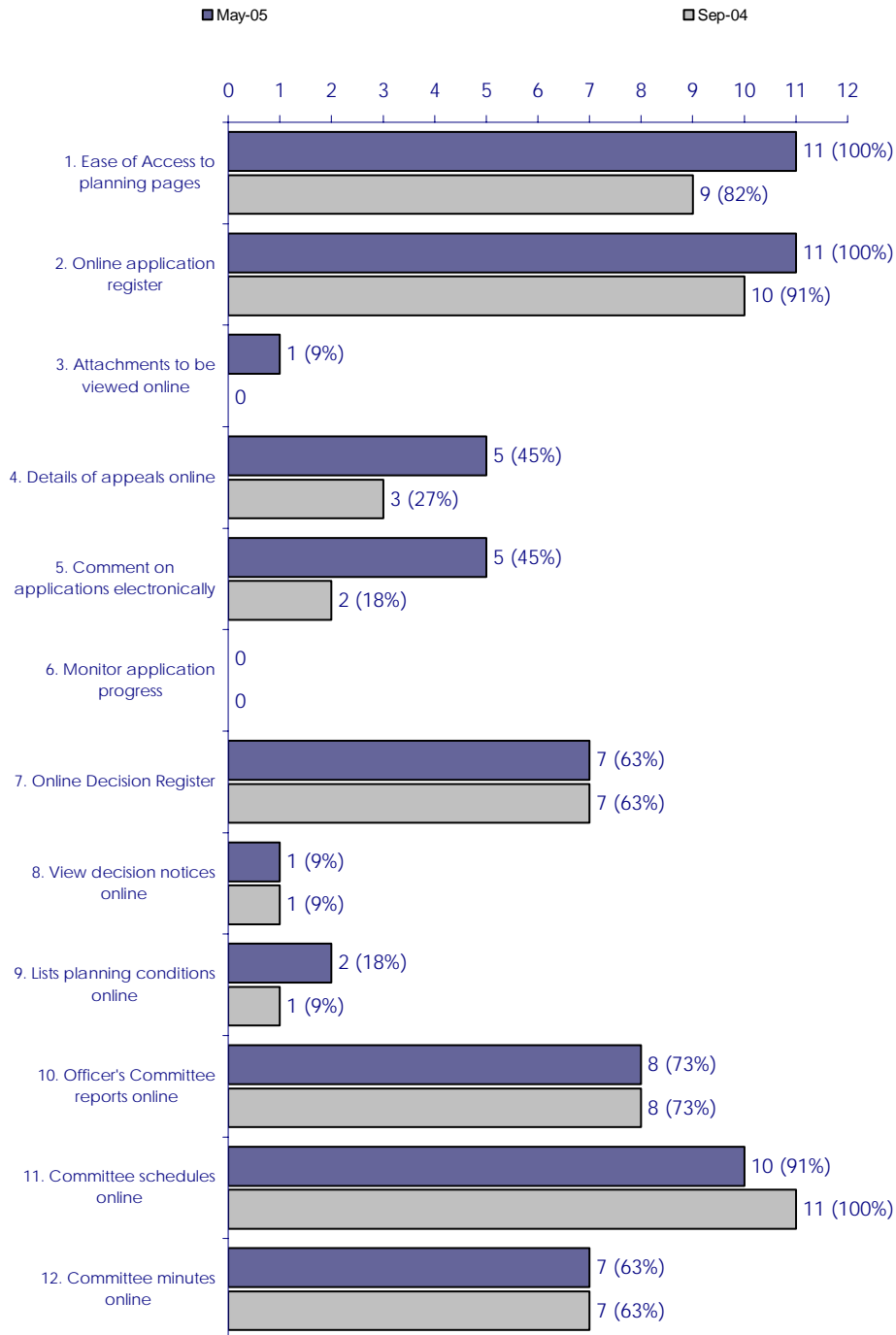
## 5.1 OVERVIEW OF THE NATIONAL PARK AUTHORITY PLANNING WEBSITES

- The 11 National Park Authorities surveyed in May 2005 comprise of 8 English National Parks and 3 Welsh National Parks. The survey results for the National Parks have been presented separately from the English and Welsh local authorities to reflect their planning role and responsibilities and their distinct criteria. Please refer to Section 2 for the English district-level local authorities and Section 3 for the Welsh local authorities.
- At the time of the May 2005 survey the top ranking websites was North Yorks Moors meeting 19 of the 24 National Park Pendleton Criteria. Northumberland followed closely with a score of 17 and the Peak District National park with 15.
- At the time of the May 2005 survey, 4 (36%) of the 11 National Park Authorities scored between 0-10 points and 4 (36%) scored between 11- 14 points. 3 (28%) of the authorities met 15 - 20 of the criteria and none met between 21 - 24. The mean criteria score for the 11 National Park authorities was 12.2.
- 6 (55%) of the authorities showed some level of improvement since the September 2004 website survey. The North York Moors showed the greatest improvement meeting an additional 8 of the criteria since September 2004. The next highest improver was Northumberland National Park, which fulfilled an additional 5 criteria. It should be noted that the maximum score available to National Parks has increased from 21 to 24 since the September 2004 survey. The improvements recorded include the 3 new criteria.
- Of the 11 National Parks, 3 National Parks showed no improvement in their score and 2 scored fewer points than at the time of the September 2004 survey.
- The most improved criterion was the facility to make an online representation/comment on a planning application, with an additional 3 authorities fulfilling this criterion since the September 2004.
- Since the September 2004 Survey there has been no change in the overall provision of:
  - Online decision registers
  - Online committee reports
  - Committee meeting minutes
  - Online help text
  - Downloadable forms
  - Local Plan text

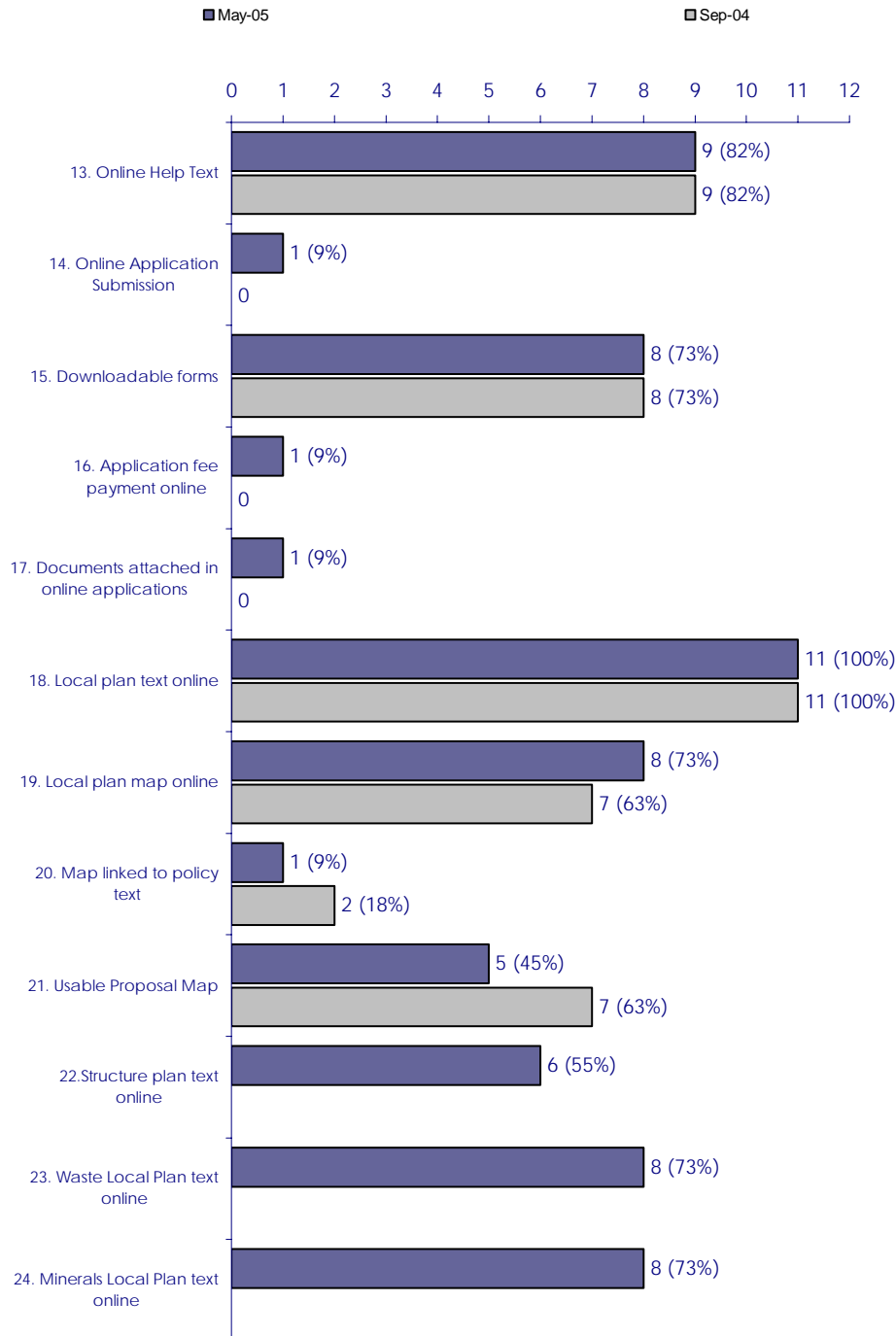
**FIGURE 7: Pendleton Criteria Improvement Trends for National Parks.**



**FIGURE 8: Results for the National Parks - September 2004 & May 2005**



**FIGURE 8.1: Results for the National Parks Sept 2004 & May 2005 (continued)**



## 5.2 KEY FINDINGS FOR NATIONAL PARK AUTHORITIES

### OF THE 11 NATIONAL PARK AUTHORITIES:

#### ACCESSIBILITY

- All of the National Parks surveyed had accessible planning websites and all of the planning pages were accessed from direct links from the council homepage to one or more of the planning web pages.

#### PLANNING APPLICATION AND APPEALS

- All 11 of the National Parks had online planning registers or lists of planning applications - an increase of 1 authority (Exmoor) since the September 2004 survey. Only the Peak District was in the form of a searchable online database enabling the user to filter and define the search criteria. 4 authorities presented planning application details in list format (as PDF downloads) and the remaining 6 provided their application register in the form of an "online" or "HTML" based list (technically searchable but only via the internet browser find facility).
- The North York Moors was the only authority to enable the user to view drawings and/or applications form and/or documents accompanying a planning application electronically.
- 5 of the National Park authorities enabled the user to download or view details of appeals lodged against the council – an additional 2 authorities since the September 2004 survey (North York Moors and the Broads).
- 5 of the 11 planning websites surveyed clearly informed the user that representations about current planning applications could be made online and provided either an email address or an online comments form, an overall increase of 3 authorities since the September 2004 survey.
- None of the National Parks surveyed enabled the user to monitor an application by providing up-to-date information informing the user of the progress of the application from submission, validation and consultation through to the decision.

## PLANNING DECISIONS

- 7 of the 11 authorities surveyed provided online decision registers or lists of delegated and non-delegated decisions on the planning web pages or within the planning committee minutes. Pembrokeshire Coast National Park was the only authority to have added this facility since the September 2004 survey. The Brecon Beacons also had an online decision register but it was not functioning during the May 2005 survey and could not be awarded the point.
- Northumberland was the only National Park to enable the user to view statutory decision notices online (which provided conditions/reasons for refusal as part of the notice). Dartmoor National Park provided conditions/reasons for refusal but not in the form of statutory decisions notices.

## COMMITTEE INFORMATION

- 8 of the 11 authorities provided a direct link from the planning pages to some or all of the planning committee web pages. Committee information was most commonly found in the council's general committee section or by following links under the service heading 'Democracy'.
- All but 1 of the National Parks provided a schedule of planning committee meeting online, providing at a minimum details of the forthcoming meeting. The 1 remaining authority did provide a meeting schedule but could not be awarded due to out of date information.
- 8 National Parks enabled the user to download the officer's reports for non-delegated planning applications and 7 enabled the user to view planning committee minutes - no change since the September 2004 survey.

## ADVICE AND GUIDANCE

- 9 of the 11 authorities had online planning guidance at the time of the May 2005 survey. This was generally in the form of text on the website and/or links to external websites, less commonly FAQ's downloadable leaflets and guidance notes. There has been no change in the number of authorities providing this service since the September 2004 survey.

## ONLINE APPLICATION SERVICES

- Only North Yorks Moors enabled the user to submit planning applications online, to attach electronic application drawings and documents to the online application and pay the statutory application fee online.
- 8 of the 11 National Park websites provided downloadable versions of planning application forms - no change since the September 2004 survey.

## ONLINE DEVELOPMENT PLANS

- All 11 of the National Park authorities had their development plan text online at the time of the September 2004 and May 2005 survey.
- 8 of the 11 authorities had an electronic version of their proposals map online - an increase of 1 authority (Northumberland) since the September 2004 survey. Only the Peak Districts was considered to have a map that was interactively linked to the development plan text. 5 of the 8 local plan maps were classified as comprehensive and easy to use.
- 6 of the National Parks had their Structure Plan text online, 8 had their Waste Local Plan text and 8 had their Minerals Local Plan text. These are new criteria introduced for the May 2005 survey therefore the results are baseline figures.

### 5.3 PLANNING WEBSITE RANKINGS: THE NATIONAL PARK AUTHORITIES

Local Planning Authorities meeting the same number of criteria have been given a joint ranking position and have been listed alphabetically. Websites are ranked according to the number of Pendleton Criteria met at the time of testing. The rankings are based on scores out of 24.

	Authorities have been sorted by total scored in the May 2005 survey	2005 Scores
1	North Yorks Moors	19
2	Northumberland	17
3	Peak District	15
4	Exmoor	13
	Dartmoor	13
6	The Broads	12
7	Yorkshire Dales	11
8	Brecon Beacons	10
9	Lake District	9
	Pembrokeshire Coast	9
11	Snowdonia	7

## 6.0 THE GREATER LONDON AUTHORITY

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## 6.1 KEY FINDINGS FOR THE GREATER LONDON AUTHORITY

- The Greater London Authority website has been surveyed against 15 criteria, designed to reflect the role and responsibilities of the Mayor of London in the planning and development of London. The criteria are listed in Appendix 4. Such responsibilities include the production of The London Plan and supplementary and Best Practice guidance and the Mayor's role in the determination of planning applications and appeals of strategic importance. For more information regarding the role of the Mayor of London please refer to the planning and development web pages of the Greater London Authority at:  
<http://www.london.gov.uk/londonissues/planninganddevelopment.jsp>.

### ACCESSIBILITY & ONLINE PLANNING GUIDANCE

- The GLA had an accessible planning website, located via the site map search under the heading 'Planning and Development'.
- Online help text is provided in the form of an FAQ section, which includes information relating to planning. The planning and development web pages also provide details of the planning role and responsibilities of the Mayor of London.

### APPLICATIONS AND PLANNING DECISIONS

- The GLA planning website provides a register of planning decisions in the form of an html based list. Decisions are organised by local authority name and also listed by month and year of the decision. However, during the period of the May 2005 Survey the decisions lists were out of date, only listing decisions made up to and including April 2005. The Website was re-tested in June 2005 and had not yet been updated. Therefore a point for the decision register could not be awarded at the time of the May 2005 survey.
- The website enabled the user to download some of the documentation accompanying planning decisions – e.g. application reports and public inquiry representations. The website did not provide copies of application drawings.
- The GLA website provides details of Call-In's to the Secretary of State and Appeals as part of the decision register.

- The site did not provide an application register and did not therefore meet the criteria for application monitoring. However, the GLA website states that they are currently working to implement the 'London Development Database' (LDD), which when operating will record the progress of certain planning permissions in the Greater London. It was not yet clear if this information would be available to view on the Greater London Authority Planning and Development website.
- Whilst it is not currently a GLA survey criterion it should be noted that users can submit comments to the Mayor and associated bodies via e-mail.

### COMMITTEE INFORMATION

- The GLA planning web pages state that the planning committee meetings generally take place once every two weeks. However, it does not provide a schedule of forthcoming meetings and does not provide minutes of the previous meetings.
- Copies of application reports are available to view as part of the decision register.

### LONDON PLAN TEXT AND KEY DIAGRAM

- The GLA website provides an online version of the London Plan Text both in summary, in full and by downloadable sections. This document contains the Key Diagram, which is not interactive. In addition to The London Plan the website also enables the user to download the draft Sub-Regional Framework, Supplementary Planning Guidance and Best Practice Guides.
- It is acknowledged that the Key Diagram, which forms part of the London Plan Text, is a strategic map and therefore does not require the same level of detail as a local authority development plan map. However, it would be beneficial to the user to be able to identify specific locations and the relevant strategic policies via an interactive mapping system.

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## APPENDIX 1

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### PENDLETON CRITERIA

## The Pendleton Criteria

Local Authorities in England and Wales have been surveyed against 21 criteria – the original Pendleton Criteria applied during the Planning Website Survey 2003.

critrion number	Criteria Description	Criteria Definition
1	Planning page accessible from council home page	Has a direct link from the home page to the planning page(s) or enables the user to directly locate the planning page through a simple one-step A-Z or key word search.
2	Online application register	Online list of planning applications lodged with the council, current or past. At a minimum these can be static records that list site address, application number and description of the proposed development. Must be kept up to date.
3	Can you view application drawings & attachments?	Enables the user to download digital copies any drawings and documents accompanying a planning application.
4	Can you view appeals?	Record of appeals against the Council lodged with the Planning Inspectorate. List must give as minimum site address, reference number & proposal description
5	Facility to comment on applications?	Representations about individual applications can be submitted electronically. Does not include forms that can be filled out online but have to be printed and posted to the Council.
6	Facility to monitor applications online	User can track progress of an application from registration to determination - provides active up-to-date information for each current application. Listing whether the application is current or decided is not sufficient unless some level of additional monitoring information is provided e.g. key dates
7	Online decision registers?	A record of applications determined by the council providing at minimum: site address, application ref. number, description of the development and whether permission was granted or refused. It must have both delegated and non-delegated decisions.
8	Can decision notices be viewed?	statutory decision notices issued by the Council are available to view in full online
9	Are the conditions/reasons for refusal listed?	The user can view conditions attached to a planning permission or reasons for refusal for each application in full for delegated and non-delegated decisions.
10	Can Officer's Reports be viewed?	Electronic versions of officer's reports for individual applications on the committee agenda. Reports must be provided in full.

11	Can Committee meeting schedule/agenda be viewed?	An online calendar or schedule for forthcoming planning committee meeting. Must enable the user to look up the date of the next meeting.
12	Can records of committee meetings be viewed?	Online minutes from previous meetings, at a minimum the most recent
13	Is there online planning help-text?	Web-based planning guidance and answers to basic planning enquires. Includes planning FAQ's, leaflets, links to advice on other planning related websites. Where the link is clear and functioning
14	Online application submission?	The process of filling out a planning application form online and submitting it electronically either directly to the council or via a supporting external planning site
15	Downloadable forms?	Electronic copies of standard planning forms can be downloaded and printed from the Councils website, filled in and submitted as a paper copy(not electronically)
16	Can you pay the application fee online?	The statutory application fee to accompany an electronically submitted application can be paid online.
17	Can drawings/documents etc associated with the online application be attached to an electronic application?	Applicants can submit attach documents and files to accompany the application form submitted online. Guidance on the online process should be given.
18	Is the development plan text available?	Includes either the adopted or draft deposit development plan but only when provided in full text format. Councils providing a synopsis of their plan, design briefs, master plans, Inspector's Reports or summary of the development plan review process were not awarded a score for this criterion.
19	Is the proposals map available?	The proposal map accompanying the development plan is available online. Can be presented as a single map or in sections but must cover the whole borough or - in cases of remote rural areas (e.g. National Parks) - the built up areas/settlements.
20	Is the proposals map linked to policy?	The user can access a list of relevant policies and designations for an individual site by clicking on that area on the proposal map or via address or postcode search. It is an interactive process.
21	Is the proposals map comprehensive and easy to use?	Ability to identify street names and/or locate an individual site on the map via a postcode search or other means. Users must be able to adequately locate and determine policy designations for application sites. Inset maps covering all of the area or built-up area that are comprehensive and easy to use will be awarded a point for the Criterion.

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## APPENDIX 2

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### PENDLETON COUNTY CRITERIA

## The Pendleton County Council Criteria

County Councils are surveyed against 21 criteria. Criteria 1-17 have been applied to all types of local planning authorities. The revised criteria – applied to Counties only - are highlighted in blue at the end of this table.

Criterion number	Criteria Description	Criteria Definition
1	Planning page accessible from council home page	Has a direct link from the home page to the planning page(s) or enables the user to directly locate the planning page through a simple one-step A-Z search.
2	Online application register	Online list of planning applications lodged with the council, current or past. At a minimum these can be static records that list site address, application number and description of the proposed development. Must be kept up to date.
3	Can you view application drawings & attachments?	Enable the user to view online any drawings, application form, photographs and documents accompanying a planning application. Does not have to provide all the above but must provide at least one.
4	Can you view appeals?	Record of appeals against the Council lodged with the Planning Inspectorate. List must give as minimum site address, ref. number & proposal description
5	Facility to comment on applications?	Representations about individual applications can be submitted electronically. Does not include forms that can be filled out online but have to be printed and posted to the Council.
6	Facility to monitor applications online	User can track progress of an application from registration to determination - provides active up-to-date information for each current application. Listing whether the application is current or decided is not sufficient unless some level of additional monitoring information is provided e.g. key dates
7	Online decision registers?	Record of applications determined by the council providing at minimum: site address, application ref. number, description of the development and whether permission was granted or refused. A point is not awarded for list of decisions given in committee reports unless the list includes both delegated and non-delegated decisions.
8	Can the decision notice be viewed?	The statutory decision notice issued by the Council is available to view in full online
9	Are the conditions/reasons for refusal listed?	The user can view conditions attached to a planning permission, or reasons for refusal for each application, in full for the delegated and non-delegated decisions.

10	Can Officer's Reports be viewed?	Electronic versions of officer's reports for individual applications on the committee agenda. Summarising the relevant planning issues and making a recommendation about the decision. Reports must be provided in full.
11	Can Committee meeting schedule/agenda be viewed?	An online calendar or schedule for forthcoming planning committee meeting. Must enable the user to look up the date of the next meeting.
12	Can records of committee meetings be viewed?	Online minutes from previous meetings, at a minimum the most recent
13	Is there online planning help-text?	Web-based planning guidance and answers to basic planning enquires. Includes planning FAQ's, leaflets, links to advice on other planning related websites.
14	Online application submission?	The process of filling out a planning application form online and submitting it electronically either directly to the council or via a supporting external planning site
15	Downloadable forms?	Electronic copies of standard planning forms can be downloaded and printed from the Councils website, filled in and submitted as a paper copy (not electronically)
16	Can you pay the application fee online?	Statutory application fee accompanying electronically submitted applications can be paid online.
17	Can drawings/documents etc associated with the online application be attached to an electronic application?	Applicants can attach documents and files to accompany the application form submitted online. Guidance on the online process should be given.
18	Is the Structure Plan text available online?	A copy of the Structure Plan text is available to view online. Must be provided in full. Councils providing a synopsis of their plan, design briefs, master plans, Inspector's Reports or summary of the development plan review process were not awarded a score for this criterion.
19	Is the Waste Local Plan text available online?	A copy of the Waste Local Plan is available to view online. Must be provided in full. Can be presented with the Minerals Plan as one combined document
20	Is the Minerals Local Plan text available online	A copy of the Minerals Local Plan is available to view online. Must be provided in full. Can be presented with the Waster Local Plan as one combined document
21	Is the Transport Plan text available online	A copy of the Transport Plan is available to view online. Must be provided in full.

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## APPENDIX 3

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### PENDLETON NATIONAL PARKS CRITERIA

## The Pendleton National Park Criteria

National Surveys are surveyed against 25 criteria. Criteria 1-21 have been applied to all types of local planning authorities. The revised criteria – applied to National Parks and County Councils only - are highlighted in blue at the end of this table.

Criterion number	Criteria Description	Criteria Definition
1	Planning page accessible from council home page	Has a direct link from the home page to the planning page(s) or enables the user to directly locate the planning page through a simple one-step A-Z search.
2	Online application register	Online list of planning applications lodged with the council, current or past. At a minimum these can be static records that list site address, application number and description of the proposed development. Must be kept up to date.
3	Can you view application drawings & attachments?	Enable the user to view online, a digital version of the application form, photographs or any documents accompanying a planning application. Does not have to provide all the above but must provide at least one.
4	Can you view appeals?	Record of appeals against the Council lodged with the Planning Inspectorate. List must give as minimum site address, reference number & proposal description
5	Facility to comment on applications?	Representations about individual applications can be submitted electronically. Does not include forms that can be filled out online but have to be printed and posted to the Council.
6	Facility to monitor applications online	User can track progress of an application from registration to determination - provides active up-to-date information for each current application. Listing whether the application is current or decided is not sufficient unless some level of additional monitoring information is provided e.g. key dates for the consultation period.
7	Online decision registers?	Record of applications determined by the council providing at minimum: site address, application ref. number, description of the development and whether permission was granted or refused. Must include both delegated and non-delegated decisions.
8	Can the decision notice be viewed?	The statutory decision notices issued by the Council for delegated and non-delegated decisions are available to view in full online and are accessible.
9	Are the conditions/reasons for refusal listed?	The user can view conditions attached to a planning permission, or reasons for refusal in full for delegated and non-delegated decisions.

10	Can Officer's Reports be viewed?	Electronic versions of officer's reports for individual applications on the committee agenda. Reports must be provided in full.
11	Can Committee meeting schedule/agenda be viewed?	An online calendar or schedule for forthcoming planning committee meeting. Must enable the user to look up the date of the next meeting.
12	Can records of committee meetings be viewed?	Online minutes from previous meetings, at a minimum the most recent meeting
13	Is there online planning help-text?	Web-based planning guidance and answers to basic planning enquires. Includes planning FAQ's, leaflets, links to advice on other planning related websites.
14	Online application submission?	The process of filling out a planning application form online and submitting it electronically either directly to the council or via a supporting external planning site
15	Downloadable forms?	Electronic copies of standard planning forms can be downloaded and printed from the Councils website, filled in and submitted as a paper copy (not electronically)
16	Can you pay the application fee online?	Statutory application fee accompanying electronically submitted applications can be paid online.
17	Can drawings/documents etc associated with the online application be attached to an electronic application?	Applicants can attach documents and files to accompany the application form submitted online. Guidance on the online process should be given.
18	Is the development plan text available?	Includes either the adopted or draft deposit development plan but only when provided in full text format. Councils providing a synopsis of their plan, design briefs, master plans, Inspector's Reports or summary of the development plan review process were not awarded a score for this criterion.
19	Is the proposals map available?	The proposal map accompanying the development plan is available online. Can be presented as a single map or in sections but must cover the whole borough or - in cases of remote rural areas (e.g. National Parks) - the built up areas/settlements.
20	Is the proposals map linked to policy?	The user can access a list of relevant policies and designations for an individual site by clicking on that area on the proposal map or via address or postcode search. It is an interactive process.

21	Is the proposals map comprehensive and easy to use?	Ability to identify street names and/or locate an individual site on the map via a postcode search or other means. Users must be able to adequately locate and determine policy designations for application sites. Inset maps covering all of the area or built-up area that are comprehensive and easy to use will be awarded a point for the Criterion.
22	Is the Structure Plan text available online?	A copy of the Structure Plan text is available to view online in full. Councils providing a synopsis of their plan, design briefs, master plans, Inspector's Reports or summary of the development plan review process were not awarded a score for this criterion.
23	Is the Waste Local Plan text available online?	A copy of the Waste Local Plan is available to view online. Must be provided in full.
24	Is the Minerals Local Plan text available online	A copy of the Minerals Local Plan is available to view online. Must be provided in full.

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## APPENDIX 4

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### PENDLETON GREATER LONDON AUTHORITY CRITERIA

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**GREATER LONDON AUTHORITY [www.london.gov.uk](http://www.london.gov.uk)**

**PPA Criteria (modified) to be applied to GLA:**

- 1) Ease of Access to Planning Page
- 2) Application Register (list of applications the GLA are being consulted on)
- 3) Can you view application drawings/forms etc
- 4) Can you monitor the progress of applications (what stage GLA consultation is at?)
- 5) Decision Register
- 6) Can view GLA Decision Letters for individual applications
- 7) Details of Call-In's and Appeals available to view online
- 8) The London Plan text available to view in full online
- 9) The London Plan Key Diagram is available to view online
- 10) The Key Diagram is linked to The London Plan Policy text?
- 11) The Key Diagram is considered comprehensive and usable?
- 12) Planning Committee Schedules online (can user look up when the next meeting is)
- 13) Planning Committee Minutes
- 14) Planning Application Reports
- 15) Online Help Text (information about the GLA's planning role and responsibilities in London)

**Criteria that cannot be applied to GLA**

- 1) Comment on planning application (done via LPA)
- 2) Online application submission (done via LPA)
- 3) Online application fee payment
- 4) Online application drawings etc can be attached online (sent to LPA)
- 5) Downloadable planning application forms (obtained from LPA)
- 6) Listing conditions attached to planning decision notices (decision notices and conditions determined by LPA)

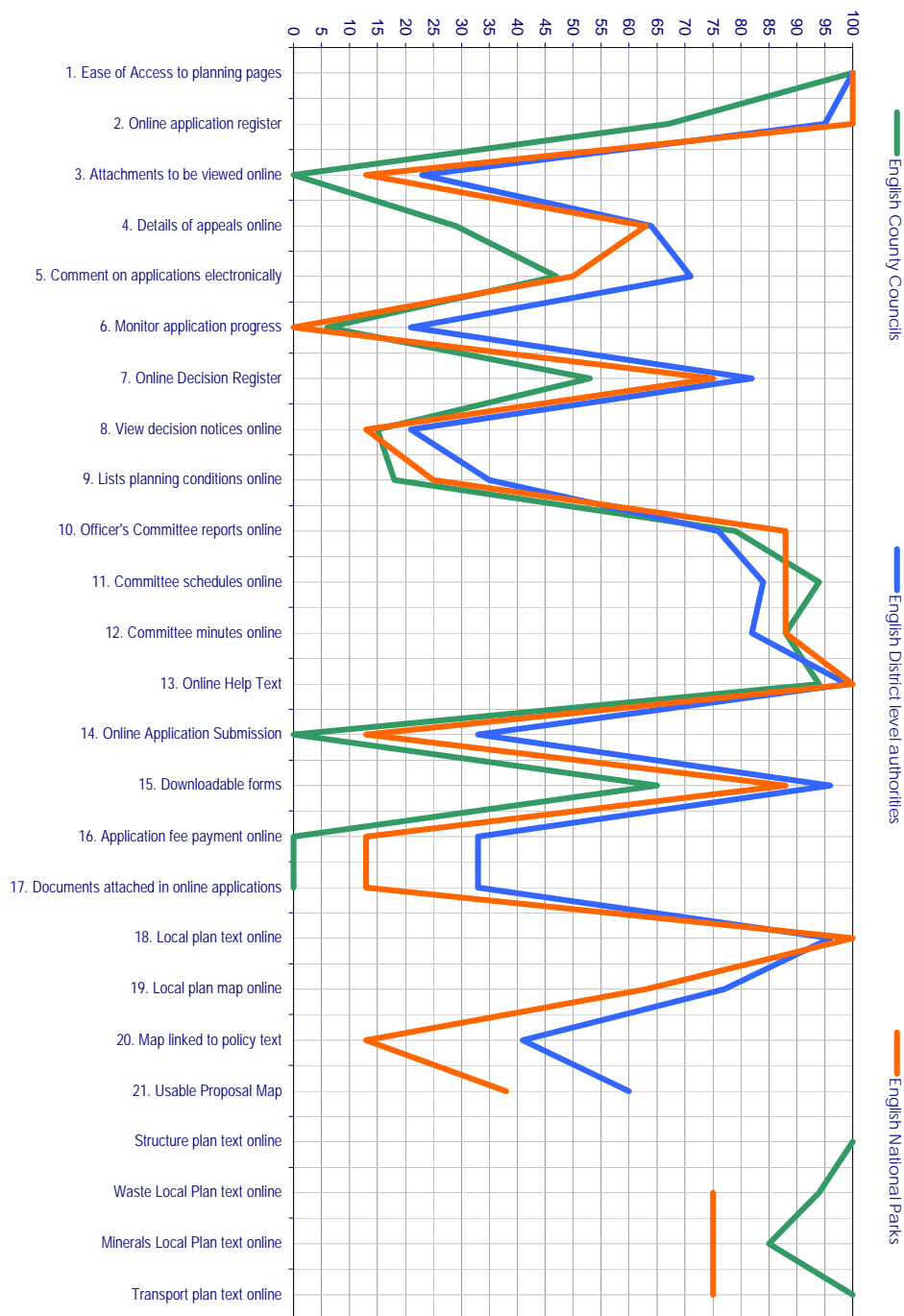
## APPENDIX 5

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Percentage of Pendleton Criteria met by the English Local Authorities:  
The County Councils, District-level Authorities and National Park Authorities

## APPENDIX 5: Percentage of Pendleton Criteria met For England Local Authorities: The County Councils, District-level Authorities and National Park Authorities

NB. Please note that the criteria for National Park Authorities, County Council Authorities and National Parks differ. The District-level authorities were not surveyed against Structure Plan criteria.



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## APPENDIX 6

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Percentage of Pendleton Criteria met by the Welsh Authorities:  
District Level Authorities and the National Park Authorities

**APPENDIX 6: Percentage of Pendleton Criteria met by the Welsh Local Authorities: Districts Level Authorities and the National Parks Authorities.**

NB. The criteria for district-level local authorities and National Parks differ. District-level authorities were not surveyed against criteria relating to Waste, Minerals and Transport Local Plans.

