



## **Delivery of planning services during coronavirus (covid-19) pandemic – Update 24 March 2020**

### **What the Government has told us**

Because of the coronavirus (covid-19) pandemic, Government expects that we should only leave the house for one of four reasons:

- Shopping for basic necessities, for example food and medicine, which must be as infrequent as possible.
- One form of exercise a day, for example a run, walk, or cycle - alone or with members of your household.
- Any medical need, or to provide care or to help a vulnerable person.
- Travelling to and from work, but only where this absolutely cannot be done from home.

The Government has also told Local Planning Authorities it is important they continue to provide the best service possible in these stretching times and prioritise decision-making to ensure the planning system continues to function, especially where this will support the local economy.

In line with these Government expectations the Authority is continuing to progress decision-making wherever possible, but in a way which protects its staff and the people they would normally interact with.

### **What does this mean for how we deliver our services?**

- Our team are working from home wherever possible.
- We aim to continue to inspect application sites where required and possible. All visits will be unaccompanied and we will not meet people.
- If we need to visit your property because you have submitted a planning application we will contact you beforehand to notify you of an unaccompanied visit. We will only visit a site if you agree for us to do so unaccompanied.
- If a visit cannot be undertaken the determination of your application is likely to be delayed.
- Applications validated on or after 24 March 2020 which would normally be publicised by site notice will, temporarily, also be publicised by letter to adjoining properties where possible

## **How to contact us**

- please use email if possible
- direct dial numbers for case planners are unlikely to be answered
- the main office phone number (01539 724555) will be answered and messages passed on
- a member of our support team can be contacted by phone

## **Services suspended until at least 1 May 2020**

- face to face meetings, including duty planner and surgeries
- new written pre-application advice
- Development Control Committee meeting

## **Current applications**

If you are sending comments, amended plans or other information in relation to an ongoing application, please forward those details to [planning@lakedistrict.gov.uk](mailto:planning@lakedistrict.gov.uk)

## **Anything else**

For urgent queries requiring immediate attention, please call our Contact Centre on 01539 724555 who will try and direct you to someone who can help.

Please note, due to the rapidly changing situation the above approaches are subject to immediate change without notification or consultation.