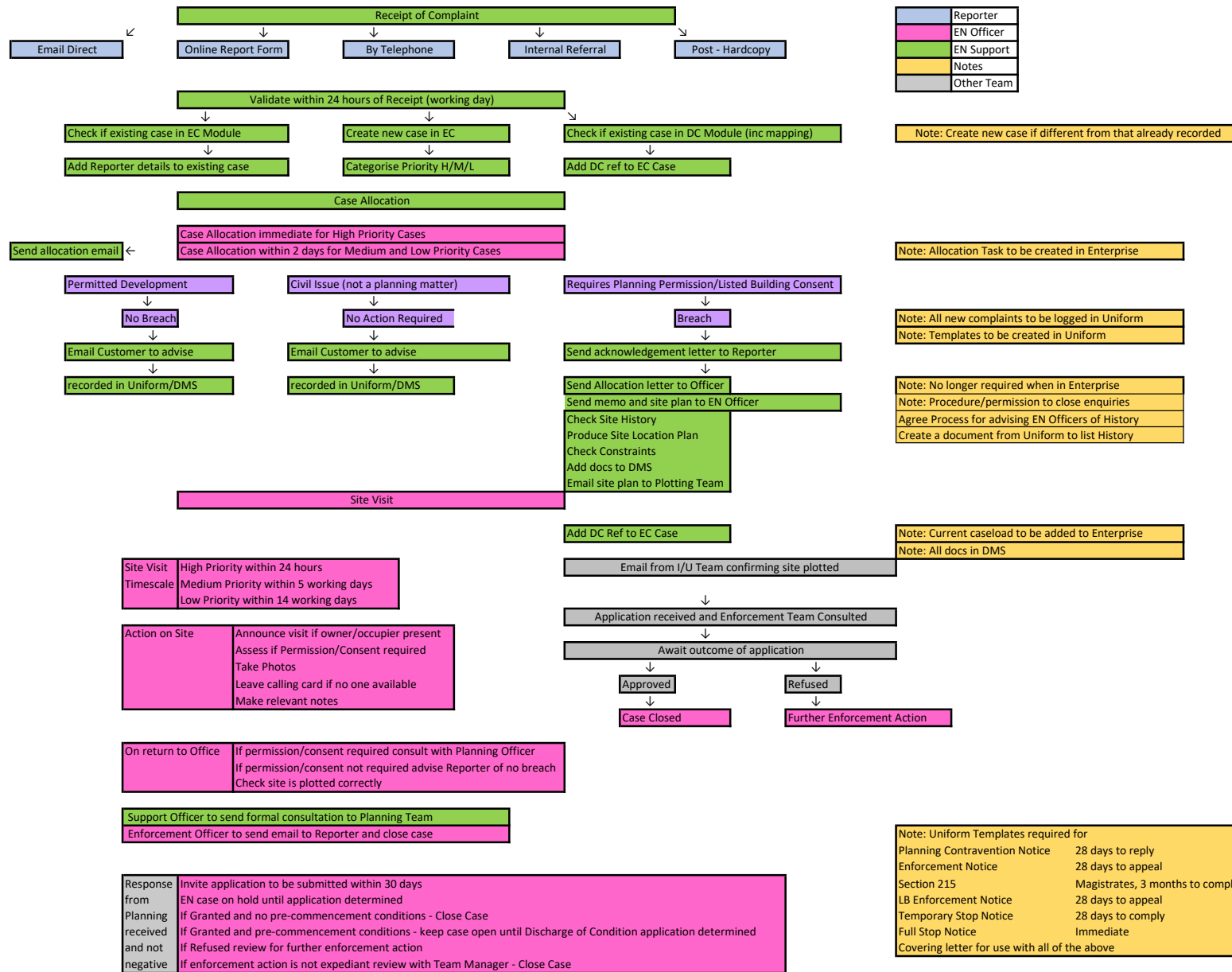


# Enforcement Process Mapping



Reporter
EN Officer
EN Support
Notes
Other Team

Note: Create new case if different from that already recorded

Note: Allocation Task to be created in Enterprise

Note: All new complaints to be logged in Uniform  
Note: Templates to be created in Uniform

Note: No longer required when in Enterprise  
Note: Procedure/permission to close enquiries  
Note: Agree Process for advising EN Officers of History  
Note: Create a document from Uniform to list History

Note: Current caseload to be added to Enterprise  
Note: All docs in DMS

Site Visit Timescale	High Priority within 24 hours
	Medium Priority within 5 working days
	Low Priority within 14 working days

Action on Site	Announce visit if owner/occupier present
	Assess if Permission/Consent required
	Take Photos
	Leave calling card if no one available
	Make relevant notes

On return to Office	If permission/consent required consult with Planning Officer
	If permission/consent not required advise Reporter of no breach
	Check site is plotted correctly

Support Officer to send formal consultation to Planning Team  
Enforcement Officer to send email to Reporter and close case

Response from	Invite application to be submitted within 30 days
Planning received and not negative	EN case on hold until application determined
	If Granted and no pre-commencement conditions - Close Case
	If Granted and pre-commencement conditions - keep case open until Discharge of Condition application determined
	If Refused review for further enforcement action
	If enforcement action is not expedient review with Team Manager - Close Case

Note: Uniform Templates required for	
Planning Contravention Notice	28 days to reply
Enforcement Notice	28 days to appeal
Section 215	Magistrates, 3 months to comply
LB Enforcement Notice	28 days to appeal
Temporary Stop Notice	28 days to comply
Full Stop Notice	Immediate
Covering letter for use with all of the above	