

## **CABINET 20 OCTOBER 2021**

### **PUBLIC QUESTIONS**

#### **1 From Stephen Mulloy**

Agenda item 7 deals with customer feedback which includes complaints, and the report says that *"The learning and actions that are identified through the complaint investigations are used to improve service provision"*. So, could I ask the leader:

- (1) What learnings and actions will be taken from the experience of the complaint set out below,
- (2) how it will be used to improve service provision, and
- (3) whether complaints to the development planning department are included in the reports statistics, if not, why not?

#### **Example complaint**

18th October 2020 - Complaint to planning enforcement (20/07539/ENF) regarding highway safety

9th December 2020 - Concern dismissed, Stage 1 corporate complaint raised

21st December 2020 - No acknowledgment so had to chase.  
Acknowledgement received (CRM:0083901)

8th February 2021 - No response so chased

3rd March 2021 - No response, chased again

14th March 2021 - No response, chased again

19th March 2021 - No response so asked to escalate to Stage 2

23rd March 2021 - Response to Stage 1, factually incorrect

24th March 2021 - Escalated to Stage 2

31st March 2021 - Acknowledgement received

3rd May 2021 - No response, chased

13th May 2021 - Stage 2 response, agreed there was factual error, initial response to be reviewed and reply by 21st May 2021

7th June 2021 - No response, chased

1st September 2021 - No response, chased again

29th September 2021 - No response, chased again.

20th October 2021 - Raised as public question to Shropshire Council's Cabinet

## **Response**

The timeline Mr Mulloy sets is related to both a complaint and a planning enforcement case but delays were experienced, and we apologise to Mr Mulloy for those delays.

Outcomes and learning are captured, where appropriate, for each complaint. We would not comment on specific learning by a particular case in a public forum but would cover this within complaint letters sent to the complainant.

The annual complaints report covers all departments but it should be noted that there is a difference between a planning enforcement case and a complaint.

## **2. From Stephen Mulloy**

*This Council's 'Invest in Shropshire Team' are promoting the Urban Extension at Bickton (SWSUE) as a development opportunity and say:*

*"The Shrewsbury West Sustainable Urban Extension (SUE) is a major mixed-use development opportunity, enabled by infrastructure investment including the construction of the new Oxon Link Road..."*

*(<http://www.investinshropshire.co.uk/current-property-availability/current-developments/shrewsbury-west-sustainable-urban-extension/?section=investment>) and also that "the North West Relief Road will complete the arterial route around Shrewsbury..."*

*(<http://www.investinshropshire.co.uk/current-property-availability/mipim/shropshire-at-mipim/>)*

*Whilst the development may be an opportunity, is it not pre determination, and misrepresentation, to refer to that opportunity being enabled by the construction of a new Oxon Link Road when it does not*

*have planning permission, and should the North West Relief Road not be described as 'proposed' as that also does not have planning permission and probably never will?*

**Response:**

Invest in Shropshire and the wider Economic Growth service work to promote the opportunities for businesses investing, relocating and expanding within Shropshire. Part of this remit includes promoting the potential opportunities available to investors, developers and occupiers both now and in the future across Shropshire Council owned land and sites that are owned by local land owners and developers.

Any sites that are put forward in promotional materials, whether this be online or through printed collateral would not be used to predetermine or misrepresent the planning process, with the language used (such as 'proposed' as you have highlighted) stating this case. Any engagement with occupiers and developers would include informing on the situation on planning, whether this be the position of the Local Plan process, or individual planning applications for sites or infrastructure that would allow any developer or end occupier to make informed decisions.