**Quality Policy**

**Medway Council Planning Service**

The Planning Service is part of the Regeneration, Culture, Environment and Transformation directorate of Medway Council. The Planning service is responsible for processing and determining all types of planning applications and TPO applications and works to trees in conservation areas. It investigates and enforces breaches of planning control and unauthorised works to protected trees. It manages conservation and the protection of listed buildings and conservation areas.

Medway is a Lead Local Flood Authority and the Planning Service is responsible for sustainable urban drainage systems.

Through the continued collaborative working with developers we aim to deliver the environment for quality and sustainable growth in Medway. The Planning Service is committed to carrying out duties in line with the statutory requirements laid down by Central Government and the legal requirements of the Town and Country Planning Act. The Planning Service have developed and implemented a Quality Management System (QMS) with the processes and procedures required to meet these legal requirements and the requirements of ISO 9001:2015.

Planning’s quality objectives are directed by the overall strategic objectives of the Council. Strategic objectives are linked via Directorate and Service Plans right down to individual officer’s personal development plans. This ‘golden thread’ ensures there is a clear link between the strategic objectives and values set for the organisation by Councillors and Corporate Management and the work undertaken by individual members of the service.

Service Managers and their teams consider the Council’s strategic priorities, current legislation, best practice, internal and external influences and customer feedback to identify the needs of our internal and external stakeholders (including government bodies). Risks and opportunities are identified then steps taken to reduce the risks and maximise the opportunities to ensure stakeholders needs are met and customer satisfaction is maximised. These opportunities inform our quality objectives which are set out in service plans. Service plans are formulated by officers and individual objectives are linked to these plans. Service plans are reviewed annually by the Planning Service to ensure quality objectives are focused on improvement and reflect current internal and external issues.

To ensure the needs of the Planning Service’s interested parties are met, Service Managers will regularly review the QMS to seek opportunities for continual improvement and will communicate these to officers.

Service Managers will ensure that the Planning Service’s QMS and Quality Policy is embedded and communicated throughout the organisation and to all relevant interested parties. A copy of this Quality Policy will be made available to interested parties on our website and will be made available on request in hard copy.



Dave Harris

Head of Planning