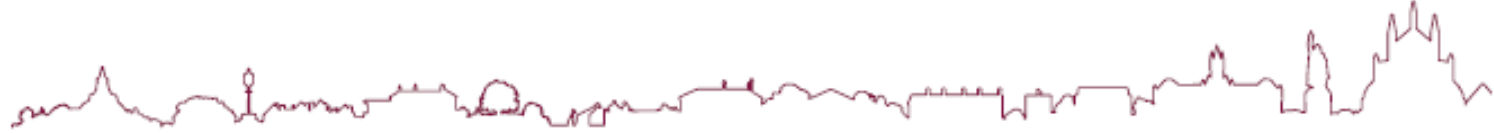
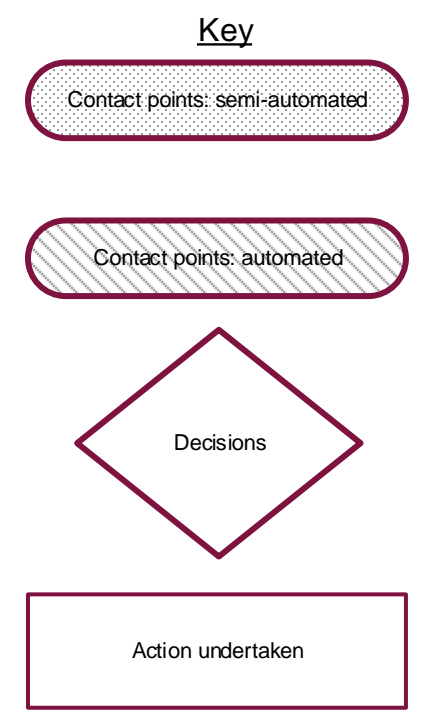
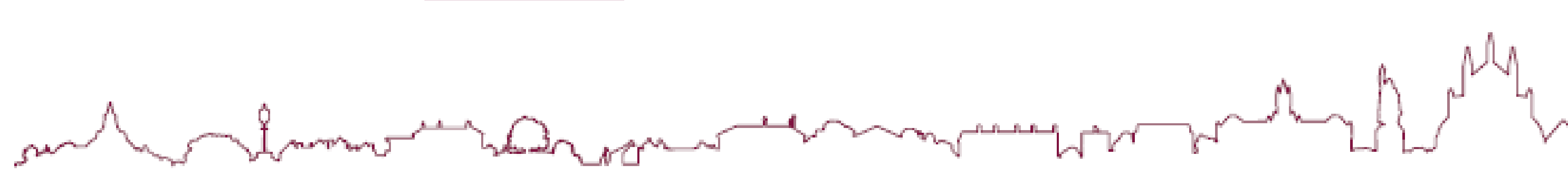
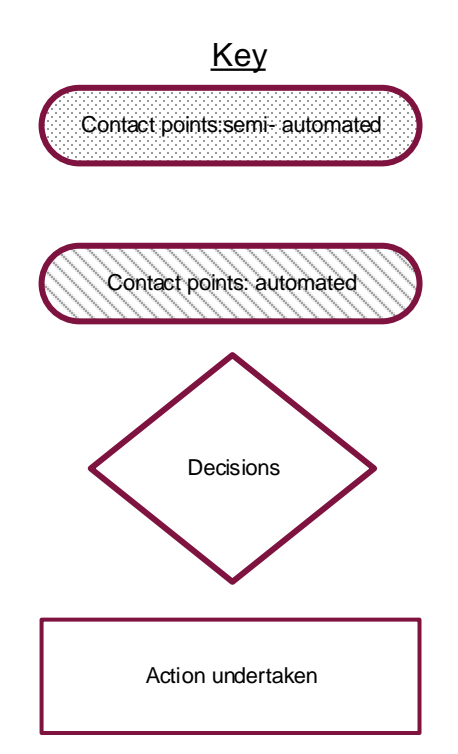
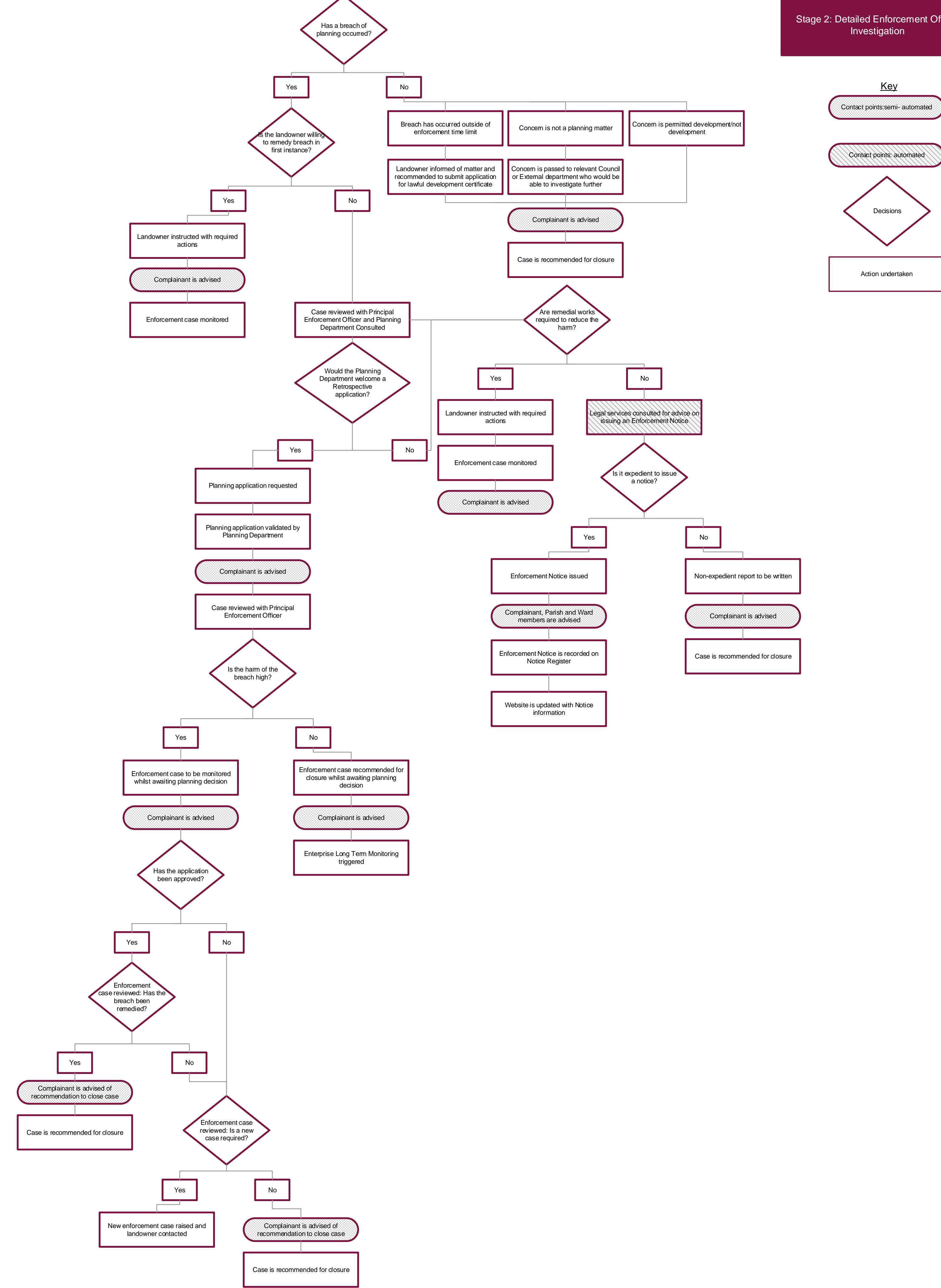


**Stage 1:  
Initial Investigation**



Stage 2: Detailed Enforcement Officer Investigation



Local Resident reports concerns to Parish Council

Parish Council reports complaint to Enforcement Team

Has enough information been submitted?

Yes

No

Parish Council asked for further information

Has enough information been submitted?

Yes

No

Case is raised and Parish Council is sent an acknowledgement letter with case reference

Parish Council advised that investigation may not be taken any further

Initial assessment: Has a breach of planning happened?

Yes

Unclear

No

Case is reviewed by Principal Enforcement Officer to assess level of harm, priority and next steps

Concern is not a planning matter

Concern is permitted development/not development

Is the breach of high harm?

Would another department be able to help?

Yes

No

Parish Council is advised

Case is recommended for closure

Direct allocation to officer

Case put into queue for site visit or other action

Parish Council is advised

Case to be picked up by next available officer

Enforcement officer to determine investigation strategy and conduct site visit

### Parish Reported Complaint

#### Key

Contact points: semi-automated

Contact points: automated

Decisions

Action undertaken



# Parish Communication Strategy

## Key

Contact points: semi-automated

Contact points: automated

Decisions

Action undertaken

