

Richard Russell  
Chairman - WURA  
161 Welcomes Road  
Kenley  
CR8 5HB  
weluplandsroads@aol.com

Contact: Pete Smith  
pete.smith@croydon.gov.uk  
Our Ref: CASE4177275  
Date: 21 September 2017

Dear Mr Russell,

### **57 Welcomes Road**

Thank you for your complaint received on 22<sup>nd</sup> August 2017 which has been dealt with as a Stage 1 Complaint under the Council's Corporate Complaints Procedure.

### **Your Complaint**

Based on what you have said, your complaint is:

- The width of Welcomes Road was incorrectly given
- You disagree with the contents of the Committee Report and the recommendation
- You request the need for a Committee site visit

### **My Findings**

#### The width of Welcomes Road was incorrectly given

As you will recall, Members of the Planning Committee sought clarification as to the width of Welcomes Road; the case officer responded that the road was approximately 5m immediately outside the application site. This was measured from a 1:1250 scale OS Map and so the 4.6m width you state is a reasonable variation when measured from a 1:1250 plan.

It is important to be clear that this minimal 40cm difference would not have affected the outcome of the decision to grant planning permission. Adequate space is provided for vehicles to turn within the site and exit in a forward gear, while pedestrian visibility splays are achievable (and have been secured by condition). Therefore, from a safety perspective in terms of entering and exiting the highway, the scheme fully complied with all our required standards. Furthermore, a previous proposal for the site (LBC Ref 16/00269/P) was found to be acceptable (on appeal) from a highway safety point of view.

You disagree with the contents of the Committee Report and the recommendation

The complaints process is not the place to re-engage in consideration of the planning merits of the scheme.

I am satisfied that the decision was robust and in accordance with the presumption in favour of sustainable development. The issues were fully debated by the Planning Committee and the decision reached was sound.

I am sorry that you feel that our recommendation and the eventual grant of planning permission does not take proper account of residents views; you clearly disagree with the decision taken when granting planning permission. However, I stand by our recommendation and the decision taken.

You request the need for a Committee site visit

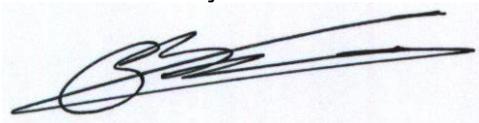
As you correctly raise in your complaint, you urged the Committee to visit the site. This motion was proposed by Councillor Luke Clancy, but was not seconded. The first motion, proposed by Councillor Humayun Kabir and seconded by Councillor Paul Scott to grant permission resulted in 6 in favour, 4 against. Therefore permission was granted without any requirement for a site inspection. It is worth noting that the vast majority of schemes are determined without the need for a site visit; it is only on very particular circumstances a site visit is deemed necessary and this was not the case for this application.

If you feel that your complaint has not been investigated properly or you wish to provide significant new information then you may complain to the next stage of the complaint procedure. For your complaint to be considered you will need to contact the Complaint Resolution team explaining clearly why you feel your complaint has not been investigated properly, or provide details of any new significant information or evidence that may alter the decision made:

Complaint Resolution Team  
Floor 7, Zone C  
Bernard Weatherill House  
8 Mint Walk  
Croydon CR0 1EA  
Phone: 020 8604 7015  
Email: [complaints@croydon.gov.uk](mailto:complaints@croydon.gov.uk)

If you have any questions, please contact me on 020 8726 6800

Yours sincerely



**Pete Smith**  
Head of Development Management  
Planning and Strategic Transport  
Croydon Council