



**The Highland  
Council**  
**Comhairle na  
Gàidhealtachd**

# Protocol for Handling Planning Applications for People with Disabilities.

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## **INTRODUCTION**

Our Planning Staff are committed to providing a high quality service to all our customers and particularly those who have a disability. We aim to ensure the fast and efficient handling of applications for planning permission which solely relate to works to improve a disabled person's access to a public building, or to improve the access, safety, health or comfort of a person with a disability at their home.

The preparation of a planning application remains the responsibility of the applicant but we recognise that this can present challenges for some customers. In order to avoid delays customers with disabilities who are applying for adaptations to their homes will be offered as much practical help as possible in the completion of forms and the assembly of supporting information.

In considering applications we will take a pragmatic approach to meeting the needs of people with disabilities. Where appropriate we will issue temporary or personal permissions if that will address issues raised during the processing of the application.

## **FAST TRACKING**

Works to improve access to a public building for people with disabilities or to improve the access, safety, health or comfort of a person with a disability at their home cover a wide spectrum of developments. Some applications will be more complex particularly if there are other considerations such as works to a Listed Building or the development is in a Conservation Area. These applications may take longer to process. However adaptations to individual houses and minor works to improve the access to public buildings are generally small scale developments. We will aim to deal with 80% of these within 1 month.

## **MEASUREMENT**

Measurement of our performance in processing these applications will be actively monitored by a named person in each of our area teams.

### **Further information**

For more information please contact your local planning and building standards office:

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**To request this information in an alternative format such as large print, CD, audio disc or in Braille, please contact the Highland Council's Planning & Development Service on 01463 702250 or email [planning@highland.gov.uk](mailto:planning@highland.gov.uk)**

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