



Dundee City Council

Planning Performance Framework Report

2013-2014

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Introduction

Dundee City Council's Planning Service is part of the City Development Department which encompasses a broad range of related services and professional disciplines.

The City Development Department occupies a key position within Dundee City Council, providing strategic leadership and services which support delivery of the key priorities identified in the Council Plan.

The Department is responsible for the provision of services which deliver and contribute towards the Council's Vision for Dundee:

- the creation and retention of jobs in the City;
- the attainment and improvement to the Quality of Life in the City; and
- the promotion of choice and opportunity to maximise Social Inclusion.

These key responsibilities are enshrined in the Department's objectives and projects, all of which support the commitment to work in partnership to deliver the [Dundee Partnership's Single Outcome Agreement 2013-2017](#)

In addition to discharging the Council's statutory planning functions, the Planning Service is also responsible for or is engaged in a variety of areas of work, including:

- Delivery of the £1 billion Waterfront regeneration project, including the V&A @ Dundee
- Advancing community regeneration initiatives at Lochee, Whitfield, Mill o' Mains and Hilltown, all in partnership with other agencies and local communities
- Engagement through the Dundee Partnership and Local Community Planning Partnerships to develop and implement Community Planning
- Deliver capital projects to improve the physical environment in the City. This includes Council budgets as well as external sources of funding, notably the Scottish Government's Vacant and Derelict Land Fund
- Secure the installation of new public artworks through the Percent for Art policy

Decisions by the Council in relation to planning matters are made by either the City Development Committee or Development Management Committee. Both Committees meet on regular monthly cycles and in common with other standing committees of the Council, comprise all elected members. Both Committees act with significant delegated powers from the full Council.

Planning Performance Framework

Annual Report 2013-2014

1. National Headline Indicators (NHIs)

Key outcomes	2013-2014	2012-2013
Development Planning: <ul style="list-style-type: none"> age of local/strategic development plan(s) (full years) Requirement: less than 5 years development plan scheme: on track? (Y/N) 	<p>< 1</p> <p>Y</p>	<p>8</p> <p>Y</p>
Effective Land Supply and Delivery of Outputs <ul style="list-style-type: none"> effective housing land: years supply effective housing land supply housing approvals effective employment land supply employment land take-up 	<p>10 years</p> <p>4,983 units</p> <p>190 units</p> <p>136.54 ha</p> <p>0.69 ha</p>	<p>10 years</p> <p>4,666 units</p> <p>94 units</p> <p>163.19 ha</p> <p>1.87 ha</p>
Development Management: <p>Project Planning</p> <ul style="list-style-type: none"> percentage of applications subject to pre-application advice number of major applications subject to processing agreement or other project plan percentage planned timescales met <p>Decision-making</p> <ul style="list-style-type: none"> application approval rate delegation rate 	<p>41%</p> <p>2</p> <p>100%</p> <p>94.9%</p> <p>91.8%</p>	<p>60% (estimate)</p> <p>4</p> <p>100%</p> <p>94%</p> <p>94%</p>
Decision-making timescales <p>Average number of weeks to decision:</p> <ul style="list-style-type: none"> major developments local developments (non-householder) householder developments 	<p>12.5</p> <p>8.4</p> <p>6.8</p>	<p>24</p> <p>8.6</p> <p>5.7</p>
Enforcement <ul style="list-style-type: none"> time since enforcement charter published / reviewed (months) Requirement: review every 2 years number of breaches identified / resolved 	<p>1 year 1 month</p> <p>149/118</p>	<p>1 month</p> <p>91/109</p>

Commentary on National Headline Indicators

The [Dundee Local Development Plan](#) was adopted on 5 December 2013.

A healthy and effective supply of housing and employment land of varying size, in a diversity of locations is available in Dundee.

Dundee City Council welcomes pre-application discussions and 41% of applications were submitted with the benefit of advice from officers (this figure is based on a formal recording of those applications where the applicant declares that such discussions took place). There are likely to be instances where discussions took place but the application form does not mention this. It is clear that the estimate for 2012/13 was significantly above the actual figure and the Council does not consider that there has been any drop in the level of pre-application advice given.

We now have procedures to ensure that all major applications are project managed. A third of major applications had processing agreements (the majority of those that did not were non-complex Section 42 applications) and in all cases the timescales were met.

Our approval rate has increased to 94.9%, reflecting the fact that our main aim is to seek to achieve a positive outcome for every application, including accepting agreed amendments to proposals wherever possible. The level of delegation has remained high at 91.8%.

The timescales for processing of major applications has substantially reduced and has nearly halved the time period from the previous year, although this has largely been due to the high proportion of Section 42 applications.

The [Enforcement Charter](#) was reviewed in August 2013 and enforcement activity has successfully resolved most breaches identified.



2. Defining and Measuring a High Quality Planning Service

Open For Business

The Dundee Waterfront project has heightened the profile of the City as a place to invest. The project is actively promoted to investors at events throughout Scotland, in London and through attendance at MIPIM.

During 2013, the Economic Development Division of the City Development Department relocated and now occupies the same office space as the Planning Service, promoting information sharing and better co-ordinated responses to investment enquiries.

The [Dundee Local Development Plan 2014](#) through Policy 19 sets out advice in relation to developer contributions towards the costs of infrastructure provision for both on and offsite works. [Draft Supplementary Guidance](#) has been prepared to provide further clarity and guidance for developers to allow them to make informed decisions and to allow for the potential financial implications to be factored into development appraisals prior to commercial decisions being undertaken.

The Council encourages early engagement with prospective developers to ensure that supporting information for planning applications is necessary, reasonable and proportionate (Case Study 1).



High Quality Development On The Ground

The [Dundee Local Development Plan 2014](#) through Policy 7 establishes a clear policy context for achieving high quality design in new development. It also contains a requirement for public art in certain new developments, an approach that has enriched the urban fabric of the City. (Case Study 2).

The Council is committed to working with public and private sector partners to secure planning and regeneration objectives. The high profile Dundee Waterfront regeneration project has received several awards over the last 12 months, including from the RTPI, RICS and Scottish Property.

The opening of the Malmaison Hotel in January 2014 in a refurbished Listed building together with the ongoing infrastructure works and streetscape improvements demonstrates the high quality development expected within the Waterfront area.

The Planning Service plays a leading role in regeneration activity focused on deprived communities. A key success has been the opening of The Crescent in Whitfield, a building from which a range of Council, Health, community, voluntary and commercial services can be accessed. This development is a significant milestone in the regeneration of this community (Case Study 3). The physical implementation of a Council led masterplan to regenerate Lochee District Centre is nearing completion.

Working closely with Scottish Enterprise, new business units for creative industries have been developed at District 10, Seabraes. Using shipping containers, flexible, affordable and high quality business spaces have been developed to support this important sector of Dundee's economy.

The opportunity exists to reflect on the quality of decisions made by visiting completed developments. An approach that facilitates constructive discussion will aid understanding of what works well and what might be improved in future development management decisions.

Certainty

The Development Management service has been streamlined through working with internal consultees to agree timescales and procedures for consultation responses on both planning applications and pre-application submissions. The development of electronic consultation procedures has supported this work

The use of Processing Agreements for major applications continues to be promoted.

In support of the delivery of proposals identified in the Dundee LDP, the [Action Programme](#) identifies the key stakeholders for each project. To monitor progress a monthly update is carried out with all of the stakeholders involved in delivering the identified projects. An update to the Action Programme is then recorded on the progress being made on each particular project and the anticipated completion date where that is known. This process has already allowed for the early identification of the potential issue of delivering a Park & Ride facility and helped to initiate meetings with TACTRAN to address concerns and discuss a way forward.

The [Action Programme](#) also includes a process for monitoring the performance of the policies of the Dundee LDP. This includes measuring the percentage of applications decided contrary to the Plan and provides a useful indication of the Plan's robustness. The information from this process will help to inform the project planning for the review of the Local Development Plan.

The Council received a Commendation in the [Scottish Awards for Quality in Planning 2013](#) for its work with Scottish Natural Heritage and Transport Scotland in the preparation of the Dundee LDP.

This good working relationship between the Planning Service and SNH is being further strengthened during the initial development of a Dundee Green Network strategy that aims to support Policy 36 of the Dundee LDP by providing a strategy that will promote the protection and development of the City's green network.

Communications, Engagement And Customer Service

The Council's website has been further revised to incorporate a responsive design which means that it can be viewed on any device with the format changing to ensure that the content and functionality remains the same. The improvements to the website have resulted in a 41% increase in website visits (22,326 additional visits) for the six month period to 31 March 2014 compared with the same time period to March 2013.

A duty Planning Officer is available during office hours. Email addresses have been set up for each Team within the Planning Service to help customers engage with the right people at a time that is convenient to them.

The City Development Department has invested in a [Public Access](#) measuring tool, enhancing the functionality and information available. The Council will continue to extend the range of information available in order to improve the functionality of the Public Access system.

The [Development Management Charter](#) and [Planning Enforcement Charter](#) are up to date and set out the standard of customer service that we aim to provide.

Following the adoption of the Dundee LDP, an online survey of stakeholders was undertaken to gain feedback on the Plan preparation process. Responses were generally positive, but some lessons for the future have been learned.

A customer survey for Development Management is carried out every 3 years and the Council uses the Govmetric customer service feedback facility. However, more frequent and targeted engagement with our customers would help enhance service delivery. We propose devising a questionnaire to be issued on a regular basis, ideally shortly after customers have used our service, to ensure higher response levels and more meaningful feedback.

To provide further guidance on Policy 10 of the Dundee LDP the Planning Service are producing a step by step Householder Development Guide that will provide advice, visual examples of best practice and the principles of good design on a range of householder developments.

The Council received an Award in the Scottish Awards for Quality in Planning 2013 for its work to involve young people in the regeneration of Dundee Waterfront (Case Study 5).

Efficient And Effective Decision Making

Having significantly reduced the number of legacy planning application cases in 2012/13, workload is monitored to ensure that new cases do not build up.

A revised [Scheme of Delegation](#) was approved in December 2013 which increases the scope of applications that can be delegated to the Appointed Officer, encouraging efficiency in decision making.

To tackle concerns over the time taken to conclude planning obligations, the Council has taken a proportionate approach to the need for such obligations and in almost all cases has tried to deal with matters by planning conditions.

The operation of the Local Review Body has been reviewed and a timetable of monthly meetings has been established. The Planning Adviser seeks to ensure that all requests for information and support are handled consistently and efficiently. It is recognised that performance figures need to improve further.

During 2013/14, the Development Management Administration process was subject of an Internal Audit exercise. As a result, a number of changes to the way in which applications are processed have been implemented (Case Study 4).

With the adoption of the Dundee LDP on 5 December 2013 the Plan was delivered exactly on the target date that was set out in the first Dundee Development Plan Scheme published in 2009. The Planning Service implemented procedures throughout the Development Plan process and a particular success of this approach led to the diligent sorting and grouping of the Proposed Plan representations into issues and topic. Time efficiencies made at this stage, made possible through the project managed approach, allowed for the focus to be on the production of the Schedule 4 documents. Further time efficiencies were made during the examination stage as there were no substantial modifications put forward by the DPEA Reporter in the [Examination Report of the Dundee Local Development Plan](#) and the Council quickly progressed to adoption of the Plan.

Effective Management Structures

Effective management structures and co-ordinated working with partners is fundamental to the successful delivery of the Planning Service.

[Dundee Partnership's Single Outcome Agreement 2013-2017](#) and [Delivery Plan](#) set out 10 clear outcomes for the Council and its partners and how these are to be achieved. The Dundee Partnership is supported by a network of Local Community Planning Partnerships that cover the whole of the city providing a focus for partners to take forward and consider the community issues for each area. The Planning Service is closely engaged with the LCPPs, supporting their work where appropriate and involving their members in the preparation of the Local Development Plan and other planning strategies. In addition, there are Partnership groups covering building stronger communities and strategic housing regeneration. Planning is central to these groups and they provide a forum with stakeholders to discuss, inform and monitor progress of the SOA Delivery Plan.

The Planning Service has strong working relationships with the Council's Housing Department and Property colleagues. The recent establishment of an internal Housing Initiative Group actively promotes and monitors progress on land disposals and regularly review the status of the Council owned housing sites. This Group will assist in delivering the joint objectives of each Department by promoting Council owned land and aims to work with house builders and Registered Social Landlords to consider innovative ways of bringing development forward on these sites so that positive outcomes can be achieved.

Financial Management And Local Governance

The Council Plan, Single Outcome Agreement and City Development Department Service Plan set out objectives for the Planning Service. Progress towards achievement of these objectives is regularly monitored and reported to appropriate Council Committees. A report on the [City Development Department Service Plan Review 2013](#) was approved in September 2013.

In response to retirements, flexible working arrangements and other staff changes, we work to ensure that we deploy staff resources to align with priorities. Following the adoption of the Local Development Plan in December 2013, staff resources are now focused on ensuring delivery of the Plan.

Meetings take place on a monthly basis to monitor capital and revenue budgets. Corporate procurement processes ensure that best value is achieved. The Council's capital plan is linked to the Local Development Plan, local community plans and masterplans as appropriate.

Culture Of Continuous Improvement

The Council participates in a number of benchmarking groups and forums with other authorities. Two examples of the success of this participation in 2013/14 were the working groups established to deal with the new High Hedges legislation and the "Costing the Planning Service" exercise.

In the context of High Hedges legislation, we worked with other Councils to discuss common issues and approaches and to share standard letters, templates and decision notices. Participation in this informal group was invaluable, providing support and ensuring that these new responsibilities would be discharged in an appropriate and consistent manner.

In the "Costing the Planning Service" exercise coordinated by HOPS and the Improvement Service, we participated with 15 Councils and attended meetings and communicated directly and through the Knowledge Hub. This was a very useful exercise and benchmarking with other Councils allowed us to get a much better understanding of the issues involved.

With the production of the first Dundee LDP, the Planning Service recognised that through the associated Action Programme there was the opportunity to establish an integrated review process that would provide ongoing monitoring and continuous improvement to the Plan.

3. Supporting Evidence

This Planning Performance Framework report has been prepared within the context and drawing on evidence from the following sources:

The [Dundee Partnership's Single Outcome Agreement 2013-2017](#).

This sets out partners' priorities for the city and identifies a number of strategic outcomes that are closely linked to the Planning Service, including:

- Dundee will be a regional centre with better job opportunities and increased employability for our people
- Our people will live in stable, attractive and popular neighbourhoods
- Our people will have access to high quality and accessible local services and facilities
- Dundee will have a sustainable environment

The means by which the Council intends to contribute to the achievement of these outcomes is set out in the [Council Plan 2012-2017](#) which in turn informs individual Department Service Plans.

The [City Development Department Service Plan for 2012-17](#) highlights the priorities of the Planning Service. An annual report on progress is submitted to the Council's City Development Committee.

Evidence has also been compiled from the following sources:

[Scottish Government - Planning](#)

[Scottish Government – Directorate for Planning and Environmental Appeals](#)

[TAYplan Strategic Development Plan 2012-2032](#)

[Dundee Partnership](#)

[Dundee Partnership's Single Outcome Agreement 2013-2017 and Delivery Plan](#)

[City Development Department Service Plan Review 2013](#)

[Dundee Planning and Building Control](#)

[Dundee Local Development Plan – supporting information](#)

[Dundee Local Development Plan 2014](#)

[Dundee Housing Land Audit](#)

[Development Management Charter](#)

[Planning Enforcement Charter](#)



Case Study 1 - Dundee Western Gateway

The Council establish recognised from the outset the importance of engagement with the prospective developer of this key Strategic Development Area.

Following an approach from the developer, Springfield Properties, indicating their intention to submit planning applications for housing at Dundee's Western Gateway, the Council has worked closely with them and other interested parties to facilitate a smooth application process. The Council has identified an appropriate Officer to act as a point of contact on day to day matters. Senior Officers, including the Director of City Development have met with representatives of Springfield at key points to assist in the progression of the development proposals. Throughout this engagement process, the Council has been mindful of the need to ensure that requests for supporting information are necessary, reasonable and proportionate.

Following receipt of an Environmental Impact Assessment screening request, we engaged with the developers and with internal and external consultees and concluded that EIA was not required.

Although it was determined EIA was not required, it was clear that the applications would need to be accompanied by a series of reports and studies. These were discussed these with the applicants to ensure that they understood our requirements (and those of consultees) and that the necessary work could be undertaken so that when the applications were submitted there would not be any unexpected requirement for additional information. The scope and nature of developer contributions was also discussed from the outset in order that the applicants had the highest possible level of certainty in connection with the financial aspects of their development.

In responding to the developer contributions draft Supplementary Guidance Springfield Properties stated they "recognise and commend the Supplementary Guidance for actively encouraging pre application discussion and early engagement. Springfield Properties would also like to commend Dundee City Council for putting this approach into action and highlight that the discussions regarding the applications proposed at the Western Gateway have benefited greatly to date from such early engagement".

The applications have now been submitted and the Planning Service considers that this early engagement has greatly facilitated the application process which has been of benefit to both the applicant and the Council.





Case Study 2 - Percent for Art Policy

Dundee City Council was the first City in Scotland and the UK to fully commit itself to the Percent for Art programme in 1982. Since then the Council has pursued a pro-active approach to achieving high quality development through the added value that public art can bring to a particular building or the public realm. This approach recognises that public art can play an important in creating quality places with their own distinct identity. A single piece of public art, for example the statue of Desperate Dan in Dundee City Centre can be an important visual reference to immediately recognising a location or place.

To ensure that the importance of public art is highlighted and built into the placemaking process the [Dundee Local Development Plan 2014](#) through Policy 7 High Quality Design sets out the requirement for a percent for art from major developments. This is part of the policy approach that seeks to encourage the creation of high quality places. The approach is embedded in the Supplementary Guidance being prepared for developer contributions, making developers aware of the need to think about public art from the outset of the development process.

This approach has delivered a wide range of public art across the city from major standalone pieces to smaller items that can be discovered when moving through the City as a resident or visitor. For example, public art has been built into Dundee's new school building programme with the incorporation of pieces of stained glass, small sculptures , and unique pieces of street furniture.

The high profile approach and past successes has resulted in prospective developers taking on board the provision of public art as a positive contribution to their development proposals rather than a burden to development. Many of the pieces of public art have then been used by developers and the Council in the publicity and marketing of their development and the City.





Case Study 3 - The Crescent, Whitfield

A recent example of the Council securing high quality development on the ground is a new community building in the Whitfield area of the city. Central to the physical and social regeneration of Whitfield, The Crescent realises the land use elements of the Community Plan and SOA by incorporating the key elements of community, health and social care via partnership and engagement between Dundee City Council, NHS Tayside and a community group, the Whitfield Development Group.

The Crescent is an integral part of the regeneration framework for Whitfield prepared by Dundee City Council planners in 2006. Indicating the potential for up to 1,000 new homes, the framework proposed that new community facilities should be provided on a new central street, with this street reconnecting the fragmented housing estate, opening up development sites and improving the permeability of the area.

Aware of significant health inequalities within Whitfield, NHS Tayside was keen to be involved in the provision of new community facilities. NHS Tayside and Dundee City Council both saw benefits in working together, co-locating services for the local community in a high quality, accessible new single building.

The building is unique in both design and function. The two storey building is double fronted with a central foyer from which all services are accessed, and through which the public can access an outdoor public space extending across the new street to reach the primary school. The ground floor contains a reception area, café, library, shared use community rooms and retail units. The upper floor contains a GP surgery, consultation rooms, social work family contact rooms, activity areas and open plan office accommodation shared by various Council Officers and NHS staff.

The Planning Service has had a key role in the development of The Crescent from inception through to design and construction. Together with the new road, school and SUDS infrastructure, Whitfield is ready for development. Housebuilder interest has increased in recent months and the Council has recently granted planning permission for public and private sector housing.





No.	Reference	Proposed Change	Justification
11	Proposed Plan, para 5.6, page 52	From Top	Not a valid amendment
12	Proposed Plan, para 5.7, page 53	Re From Top	Re From Top
13	Proposed Plan, para 5.7, page 53	Other associated	Other associated
14	Proposed Plan, para 5.7, page 53	The Middle and	The Middle and
15	Proposed Plan, para 5.7, page 53	From	From
16	Proposed Plan, para 5.7, page 53	From	From
17	Proposed Plan, para 5.7, page 53	From	From
18	Proposed Plan, para 5.7, page 53	From	From



Case Study 4 - Development Management Process Review

During 2013/14, the Development Management Administration process was subject of an Internal Audit exercise. The findings of this Audit and an associated review of Development Management Processes highlighted opportunities to make better use of technology, increase efficiency, make savings and simplify processes. As a result, a number of changes to the way in which applications are processed have been implemented, including:

- All applications are digitised before being registered and uploaded into Idox, removing the need to store paper applications.
- Applications are validated electronically using Uniform and the electronic version of the application uploaded into Idox.
- An electronic audit trail is created when applications are registered, allocated to a case officer and validated.
- An electronic audit trail has been implemented for the decision making process
- Investment in document loader tool allows all correspondence generated by Uniform (including neighbour notification letters/ maps, consultation requests and decision notices) to be automatically uploaded into Idox
- A systems administrator role has been established to manage system upgrades, administer letter/ decision notice/ report templates and changes in legislation.
- Updated process notes have been prepared with a system implemented to ensure they are kept up to date.
- Copies of planning application forms can no longer be downloaded from the Council's website. Instead a link to the ePlanning Scotland portal is provided to encourage customers to submit electronic applications. Over the past year 54% of planning applications were submitted via ePlanning Scotland, this represents a 10% increase in comparison to 2012/2013.

These have improved the efficiency of the Planning Service and support the good performance detailed within Part 1 National Headline Indicators.





Case Study 5 - Young People in the transformation of Dundee's Waterfront

The £1 billion transformation of Dundee City Waterfront, which encompasses 240 hectares of development land stretching 8km along the River Tay, is a strategic, focused and forward looking 30 year project (2001-2031) that is propelling the City to international acclaim.

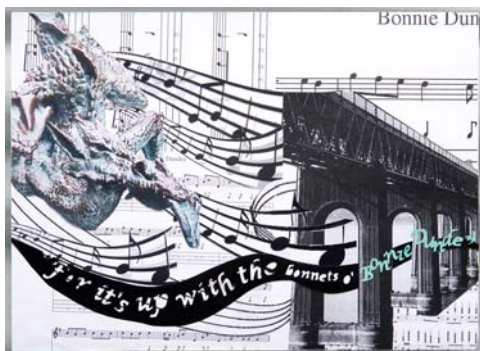
As physical works associated with the Dundee Waterfront regeneration project progressed, the Planning Service and Education Department identified an opportunity to raise awareness of the project amongst school pupils.

The project involves school pupils, Dundee University students and as a consequence staff and parents etc. in learning about the regeneration of Dundee Waterfront. This involvement has been woven into the curriculum and engages young people in the primary, secondary and higher education sectors. It provides positive tangible messages about future employment opportunities and the role that planning has in providing a vision for the City.

The scale of pupil, staff and student engagement in this major regeneration project has stimulated a real interest and discussion about the project across all age groups and has lead to a very high level of public support and engagement in the project.

Traditionally it has been challenging to engage young people in planning and regeneration projects. This project has demonstrated that sharing the vision for Dundee's Waterfront and engaging young people in delivering that vision, can be very successful.

The approach taken by the Council to seize the opportunity to maximise the involvement of young people in the regeneration of the Waterfront was recognised with an Award in the Community Involvement category of the Scottish Government's [Scottish Awards for Quality Planning 2013](#).



4. Service Improvements 2014-15

A number of areas for service improvement have been identified. These have been prioritised and the actions below will be addressed in the coming year.

- Devise and implement a questionnaire to be issued on a regular basis to customers of the Development Management service, ideally shortly after customers have used the service, to ensure higher response levels and more meaningful feedback.
- Organise a regular programme of site visits to completed developments for Planning and Enforcement Officers. The Officer with direct knowledge of each case will provide an outline of the issues involved and all participants will give constructive feedback on the success or otherwise of the development. Lessons learned will facilitate improvement in both Development Management practice and procedure and planning policy formulation.
- Further utilisation of the electronic validation of applications coupled with proposals to identify standards for application submissions (in conjunction with the Argyll & Bute / Improvement Service exercise) should provide increased certainty for applicants in 2014/15
- Produce a Green Network strategy that will provide support to Policy 36 of the Dundee LDP 2014. This will involve identifying opportunities for further collaboration and partnership working on current and planned green infrastructure projects amongst different Council departments and SNH. The aim of the strategy is to provide a vision that promotes collaboration in order to continue to protect and develop the City's green network.
- Provide support to Policy 10 of the Dundee LDP 2014 by producing a Householder Development Advice and Best Practice Guide. This guidance will provide good design principles and best practice on a range of householder developments and will supersede the previous separate advice documents.
- Further develop the approach of the internal Housing Initiative Group that has been established to promote Council owned land through the preparation of site particulars, meeting with national and local housebuilders as well as Registered Social Landlords and to consider innovative ways of bringing housing development forward.
- Improve the Public Access system to extend the range of information on planning applications available to the public, thus increasing transparency of decision making.

The following table provides a commentary on the delivery of our service improvement actions from the Planning Service Improvement Plan 2013-14:

Committed Improvements and Actions	Complete
<p>Seek to build on improvements to the website and focus on encouraging improved customer feedback on the Planning Service and areas where further improvements can be achieved.</p> <ul style="list-style-type: none"> • The continued improvement of the website has resulted in a large scale restructure and renewal of content. With a key focus on providing clear and concise information this resulted in a 41% increase in website traffic. Building on this success, further adjustments and improvements to the website have been undertaken as a result of ongoing quality monitoring. Enhancements to the website have included a single portal to host all public consultations relating to the activities of the Planning Service and improvements to ensure the website is accessible to users on mobile devices. • Monitoring demonstrates that the most popular page on the website contains information on how to participate and comment on planning applications. 	Ongoing
<p>Work with stakeholders to reflect on the Dundee Local Development Plan preparation process with a view to identifying what went well and possible improvements for the future.</p> <ul style="list-style-type: none"> • In February 2014 a public consultation was undertaken which included the targeting of all persons who had made comment or had registered interest in preparation of the Local Development Plan. The responses indicated that all were happy that the preparation process was understandable and that sufficient opportunity had been available to make comments. Few opportunities for improvement were identified. However the responses did raise that the length of time that some phases of the process take, particularly the examination, are not well understood. 	Yes
<p>Further raise the awareness of the contribution of the Planning Service to achieving high quality development, including exploring the scope that exists through the LDP Action Programme.</p> <ul style="list-style-type: none"> • Various pieces of work have been nominated for appropriate Planning and Place awards. Positive stories have been released regarding regeneration projects and regeneration milestones such as the Waterfront, Lochee and Whitfield. Social media is used to publicise Regeneration and Development Plans and providing links through to Committee Reports/PR Releases/Web links. The City Development Department regularly gives presentations/talks about pieces of work. 	Ongoing
<p>Further consider how the decisions of the Local Review Body can be achieved more quickly</p> <ul style="list-style-type: none"> • Procedures are being tightened with a view to ensuring that delays in the consideration of Reviews are avoided. A programme of meetings for the year has been established, including provisional dates for any site visits that may be necessary. 	Ongoing
<p>Utilise the Uniform/Ibox system to create constraint layers to assist in the identification of relevant consultees at the application validation stage and ensure that responses are coordinated.</p> <ul style="list-style-type: none"> • All constraints have been mapped on Uniform and GIS and consultees are being consulted electronically. 	Yes

Committed Improvements and Actions (Continued)	Complete
<p>Review the Scheme of Delegation for Development Management in response to legislative changes, particularly in terms of applications where the Council has an interest.</p> <ul style="list-style-type: none"> • An updated to the Council's Discretionary Scheme of Delegation was approved on 11 November 2013 and became operational in respect of all applications submitted on or after 1 December 2013. The Mandatory Scheme of Delegation was also revised and was approved by Scottish Ministers on 3 December 2013. 	Yes

5. Decision-making timescales

Category	Total number of decisions 2013-2014	Average Timescale (weeks)	
		2013-2014	2012-2013
Major developments	6	12.5	24
Local developments (non-householder)			
• Local: less than 2 months	166	6.8	6.7
• Local: more than 2 months	71	12.2	15.8
Householder developments			
• Local: less than 2 months	192	6.6	6.4
• Local: more than 2 months	10	11.4	11.5
Housing developments			
Major	4	12.5	5
Local housing developments			
• Local: less than 2 months	39	6.9	6.9
• Local: more than 2 months	26	14	13.4
Business and industry			
Major	0	0	PA
Local business and industry			
• Local: less than 2 months	16	6.6	6.6
• Local: more than 2 months	3	12	11.7
EIA developments	0	0	0
Other consents*	160	6.8	6.8
Planning/legal agreements**	1	12.7	53
Local reviews	4	17.1	16

* Consents and certificates: Listed buildings and Conservation area consents, Control of Advertisement consents, Hazardous Substances consents, Established Use Certificates, certificates of lawfulness of existing use or development, notification on overhead electricity lines, notifications and directions under GPDO Parts 6 & 8 relating to agricultural and forestry development and applications for prior approval by Coal Authority or licensed operator under classes 60 & 62 of the GPDO.

** Legal obligations associated with a planning permission; concluded under section 75 of the Town and Country Planning (Scotland) Act 1997 or section 69 of the Local Government (Scotland) Act 1973.

Decision-making: local reviews and appeals

Type	Total number of decisions	Original Decision Upheld			
		2013-2014		2012-2013	
		No.	%	No.	%
Local Reviews	4	2	50	6	67
Appeals to Scottish Ministers	5	2	40	8	64

Enforcement activity

	2013-2014	2012-2013
Cases taken up	149	170
Breaches identified	149	91
Cases resolved	118	109
Notices served***	15	32
Reports to Procurator Fiscal	0	0
Prosecutions	0	0

*** Enforcement notices; breach of condition notices; planning contravention notices; stop notices; temporary stop notices; fixed penalty notices, and Section 33 notices.

Commentary on Decision Making Timescales

The significant improvement in timescales for major applications has largely been as a result of the significant proportion of S42 applications in the total and the fact that planning obligations have only been concluded where this has been an essential component of the development. Otherwise performance has been maintained or improved. Although there has not been a significant number of appeals and reviews it is noticeable that there has been a decline in the number of original decisions upheld. In the case of appeals this has principally been due to the fact that all 3 appeals that were upheld related to decisions taken by the Committee which were contrary to officer recommendation.

6. Workforce and Financial Information

As at 31 March 2014

Head Of Planning Service (1)	Tier 3								
	Managers (2)		Main Grade Posts		Technician Posts		Office Support/ Clerical		
	No. Posts	Vacant	No. Posts	Vacant	No. Posts	Vacant	No. Posts	Vacant	Totals
Development Management	1		6		1		3		11
Development Planning	1		10		1				12
Enforcement Staff					2.5				2.5
Other									

Staffing Profile	Number
Under 30	3
30-39	8
40-49	7
50 and Over	8

Committees and Site Visits (3)	No. per Year
Full Council committees	11
Planning Committees	22 ¹
Area Committees (where relevant)	N/A
Committee Site Visits	0
LRB ² (4)	8
LRB Site Visits	4

¹ This Includes 11 meetings each of the Development Management and City Development Committees.

² This relates to the number of meetings of the LRB. The number of applications going to LRB are reported elsewhere.

Budgets Planning Service	Total Budget	Costs		Income (***)
		Direct (*)	Indirect (**)	
Development Management	£344,000	£463,000	£244,000	£408,000
Development Planning	£508,000	£370,000	£139,000	£0
Enforcement	£90,000	£90,000	£0	£0
Other	£338,000	£246,000	£93,000	£0
Total	£1,280,000	£1,169,000	£476,000	£408,000

³ Direct staff costs covers gross par (including overtime, national insurance and superannuation contribution). The appropriate proportion of the direct cost of any staff member within the planning authority spending 30% or more of their time on planning should be included in costs, irrespective of what department they are allocated to (for example, legal advice, administration, typing). Exclude staff spending less than 30% of their time on planning.

⁴ Indirect costs include all other costs attributable to the Planning Service. Examples (not exhaustive) include accommodation, IT, stationary, office equipment, telephone charges, printing, advertising, travel & subsistence, apportionment of support service costs.

⁵ Include fees from planning applications and deemed applications, and recharges for advertising costs etc. Exclude income from property and planning searches.