

# DUNDEE CITY COUNCIL

## PLANNING PERFORMANCE FRAMEWORK REPORT

### 2011-2012



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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 improvement to the Quality of Life; and
- the promotion of choice and opportunity to maximise Social Inclusion.

This vision is enshrined in the Department's objectives and projects all of which support the commitment to work in partnership to deliver the Single Outcome Agreement.

In addition to discharging the Council's statutory planning functions, the Planning Division 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 2011-2012

## 1. National Headline Indicators (NHIs)

Key outcomes	2011-2012
<b>Development Planning:</b> <ul style="list-style-type: none"> <li>• age of local/strategic development plan(s) (full years) <i>Requirement: less than 5 years</i></li> <li>• development plan scheme: on track? (Y/N)</li> </ul>	<p>7/0</p> <p>Y</p>
<b>Effective Land Supply and Delivery of Outputs</b> <ul style="list-style-type: none"> <li>• effective housing land: years supply</li> <li>• effective housing land supply</li> <li>• housing approvals</li> <li>• effective employment land supply</li> <li>• employment land take-up</li> <li>• effective commercial floor space supply</li> <li>• commercial floor space delivered</li> </ul>	<p>10 years<sup>(1)</sup></p> <p>4,885 units</p> <p>315 units<sup>(2)</sup></p> <p>165.62 ha<sup>(3)</sup></p> <p>1.57 ha</p> <p>438,116 m<sup>2(4)</sup></p> <p>8,295 m<sup>2(5)</sup></p>
<b>Development Management:</b> <b>Project Planning</b> <ul style="list-style-type: none"> <li>• percentage of applications subject to pre-application advice</li> <li>• number of major applications subject to processing agreement or other project plan</li> <li>• percentage planned timescales met</li> </ul> <b>Decision-making</b> <ul style="list-style-type: none"> <li>• application approval rate</li> <li>• delegation rate</li> </ul>	<p>60% (estimate)</p> <p>0</p> <p>N/A</p> <p>91%</p> <p>88%</p>
<b>Decision-making timescales</b> <b>Average number of weeks to decision:</b> <ul style="list-style-type: none"> <li>• major developments</li> <li>• local developments (non-householder)</li> <li>• householder developments</li> </ul>	<p>20.4</p> <p>11.3</p> <p>6.7</p>
<b>Enforcement</b> <ul style="list-style-type: none"> <li>• time since enforcement charter published / reviewed (months) <i>Requirement: review every 2 years</i></li> <li>• number of breaches identified / resolved</li> </ul>	<p>29 months</p> <p>129/98</p>

1 - Approx 16 yrs at current take up rates, 8 yrs at historic, 2 - Includes change of Use (67).

3 - 2011 Employment Land Audit, 4 - Dundee Retail Booklet 2012 page 5, 5 - ASDA Myrekirk Road.

## Commentary on National Headline Indicators

The TAYplan Strategic Development Plan was approved by Scottish Ministers in June 2012. The requirement for the Local Development Plan to conform to the Strategic Development Plan has resulted in the current Dundee Local Plan Review 2005 falling outwith the 5 year timescale for review.

However, monitoring of the current Local Plan takes place to ensure that it remains an effective basis for planning decisions.

The Proposed Local Development Plan will be submitted to the Council's City Development Committee in October for approval.

A healthy 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 a high proportion of applications were submitted with the benefit of advice from officers.

Although initially processing agreements were not established for major applications, we now have procedures to ensure that all major applications are project managed. 75% of major applications for 2011/12 were determined within the 4 month period.

Our approval rate is high at 91%, 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 is reasonably high at 88%, but would be much higher if Local Authority interest applications did not have to go to Committee.

The timescales for processing applications are good for major and for householder applications. Non-householder local developments could be improved, but the determination period reflects the fact that the significant emphasis is placed on achieving positive outcomes.

The Enforcement Charter is due for review and this forms one of our Service Improvements for next year. Enforcement activity has successfully resolved most breaches identified.

## 2. Defining and Measuring a High Quality Planning Service

### Open For Business

Through the Development Plan and preparation of Masterplans, Regeneration Frameworks and Site Planning Briefs, encouragement is given to new development proposals that will stimulate economic growth, improve the environment and enhance quality of life. This can involve taking a lead in the provision of infrastructure to enable development to progress (Case Study 1, page 12).

The determination of applications that will bring major economic benefits is prioritised whilst the approach towards Section 75 Obligations for infrastructure investment is proportionate to ensure that development remains viable.

We adopt a pro-development ethos, positively encouraging pre-application discussion. This is seen as vital to identify potential issues early on, provide clear policy advice and to advise on timescales for determination. We co-ordinate meetings on behalf of applicants with a range of officers from various Departments and key stakeholders to provide clear advice and direction. This approach is considered to improve the quality of development ultimately achieved and the speed with which applications are determined.

### High Quality Development On The Ground

We are committed to achieving high-quality development through the discharge of statutory planning functions and our wider regeneration activities.

Our public realm improvements have helped to transform Dundee City Centre to a high quality, vibrant destination. Projects under the Vacant and Derelict Land Fund, Town Centre Regeneration Fund and Council budgets have helped regenerate priority areas and created new assets such as Riverside Nature Park.

We are committed to working with public and private sector partners to secure planning and regeneration objectives, including a willingness to use CPOs in appropriate circumstances. Tools such as 3D Digital Modelling are increasingly used, bringing new opportunities to encourage public involvement in the planning process (Case Study 2, page 13).

We regularly enter projects for various planning and related awards and have achieved success on a number of occasions in recent years.

In the longer term, we intend to explore new ways of raising the awareness of high-quality development, including promoting and monitoring the difference that planning can make.

## Certainty

The Planning Division is part of the City Development Department that includes Transportation, Economic Development and Property colleagues. Based together in Dundee House, this provides the opportunity to share information, co-ordinate actions and provide consistent advice.

Processing agreements have now been introduced for all major planning applications. A local Protocol Agreement has been adopted for dealing with planning applications in the Port of Dundee Low Carbon and Renewables Enterprise Area.

The Development Plan Scheme is being adhered to. Stakeholders are kept informed and involved in the LDP preparation which is following a project management approach. The success of the current Local Plan has been measured in a monitoring report.

Protocols are not in place with all Council services and other agencies regarding input to the Development Management process and this can be a cause of delay in the determination of planning applications.

## Communications, Engagement And Customer Service

We operate a Duty Planning Officer system, whereby a professional officer is available to give planning advice during working hours both on phone and at reception without the need for an appointment. (Case Study 3, page 14)

E-planning for applications, objections and representations is promoted, although we need to provide the facility for customers to pay electronically. The general public and agents are encouraged to use specific development management and development planning email addresses to speed up communications.

An electronic rating service on the Council website and at Council offices encourages constructive feedback of customer experience. However, we need to consider other means by which we encourage customer feedback as part of a commitment to continuous improvement.

[Development Management](#) and [Enforcement Charters](#) exist, although they require to be updated. Communication standards require to be updated in the light of flexible working arrangements and technological advances.

Our website could be updated to provide improved planning information and publicise the positive work of the Planning service.



## Efficient And Effective Decision Making

The Scheme of Delegation allows a significant majority of decisions to be delegated to the Appointed Officer. The Development Management Committee meets monthly. It affords deputations in support of or against applications the opportunity to address the Committee before making its determination.

Weekly meetings take place on new planning applications to identify issues early on and agree the general way forward. Regular workload meetings with Development Management Case Officers allows progress to be monitored, issues to be addressed and timescales to be met.

A process has been put in place to monitor the reasons behind any delays in the determination of delegated planning applications, allowing issues to be identified and addressed.

The Local Review Body meets monthly. However, it is the general practice of the LRB to visit all sites before making its determination with the result that decisions usually take more than two months.

## Effective Management Structures

The multi-disciplinary Department covering Planning, Economic Development and Transportation ensures that the approach to development is positive and co-ordinated. The streamlined Corporate management structure provides clear strategic direction and aids joined up decision making. Positive working relationships exist with elected members.

The Dundee Partnership provides a robust community planning approach, well connected to the Planning Division ensuring a focus on the achievement of strategic outcomes. Strong relationships exist with Local Community Planning Partnerships which promote understanding of local issues and the planning process.

Enforcement Officers have been supported to deal with householder applications, allowing Planning Officers to focus on more complex development proposals. The management approach is flexible to allow appropriate skills to be developed in-house (eg SEA and HRA) whilst others are bought-in as necessary (eg archaeology and arboriculture).

We have limited working relationships with other Councils. We need to improve benchmarking arrangements with other planning authorities to share experience and best practice.



## Financial Management And Local Governance

The City Development Department produces and reviews its Service Plan every three years. This document provides clear strategic links to the Single Outcome Agreement and the Council Plan.

As part of the Council's Changing for the Future Strategy, a review of statutory and core functions of the Division has been undertaken in order that resources are focused on priority areas. However, we do not record the time spent on different aspects of planning activity.

Meetings take place on a monthly basis to monitor capital and revenue budgets and ensure compliance with projections. Corporate procurement processes ensure that best value is achieved. Capital projects are closely linked to the development plan, local community plans or masterplans as appropriate.

The Council undertakes an Employee Survey every three years. However, communication of the results and feedback on proposed actions to address identified areas of weakness could be improved.

## Culture Of Continuous Improvement

It is the ambition of the Council to be the most improved Council in Scotland.

The Planning Division has undertaken a self assessment using the Public Sector Improvement Framework. Areas for improvement have been identified and progress with their implementation is regularly monitored.

Training Plans for all staff are prepared as an integral part of the Employee Performance and Development Review process, ensuring alignment with work priorities.

The Council supports a programme of management development as part of succession planning arrangements.

The Council is introducing a Corporate STEP (Systems Thinking Empowers People) programme aimed at identifying and implementing improvements to the efficiency and effectiveness of service delivery.

Encouragement and support exists for appropriate members of staff to become members of the Royal Town Planning Institute.

We are a relatively small Planning Division where officers have developed specialisms in particular areas. We need to develop approaches that increase staff flexibility to respond to changing demands.

### 3. Supporting Evidence

This Planning Performance Framework report has been prepared within the context set by the [Dundee Partnership's Single Outcome Agreement](#). 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 which in turn informs individual Department Service Plans. The [City Development Department Service Plan](#) for 2010-12 highlights the priorities of the Planning Division. An annual report on progress is submitted to the Council's City Development Committee.

In response to revenue budget projections indicating that significant savings and efficiencies are required for the Council to achieve a balanced budget, a strategy entitled Changing for the Future has been approved by Dundee City Council. The strategy has four headings:

- Service Prioritisation - an assessment of the degree to which services are core or non-core to the priorities of the Council.
- Reshaping the Service Delivery Model - a review of the Council's overall management and organisational structure.
- Assets - the development of a corporate asset and infrastructure strategy.
- Enabling the Change - including workforce planning, mobile and flexible working, electronic document management, voluntary early retirement/ redundancy and a review of staff terms and conditions.

In 2011, the Planning Division assessed its capability to continuously improve services using the Public Sector Improvement Framework. The PSIF assessment identified key areas for improvement and actions to be taken. Progress on these actions is regularly monitored through an online system.

The Development Management Service has undertaken a customer survey every 3 years. This has involved contacting a random sample of applicants, agents and members of the public who made representations on applications as well as all statutory consultees, community councils/neighbourhood representative structures and councillors. The results of these surveys have consistently shown that negotiating better developments and customer care are ranked by respondents as being of at least equal importance to speed of decision making.

The Council now subscribes to Govmetric who provide regular reports on customer service delivery by the Council including the experiences of customers of the planning service through face to face contact, by phone and through our website. This system has now replaced the customer surveys and the Planning Service constantly updates its practices and procedures to take account of this customer feedback.

In considering Part 2 of this Report - Defining and Measuring a High Quality Planning Service - meetings were held involving staff from across the Planning Division. These meetings each examined one of the eight headings and considered what it is that we currently do well as well as identifying where we could do better. The output from these meetings has been used to inform the service improvements highlighted in Part 4 of this Report.

## Case Study 1 - Western Gateway Infrastructure Provision

The Development Plan identifies Dundee Western Gateway as a Strategic Development Site for housing and employment use. This proposal forms a key part of the settlement strategy for the future development for Dundee.

In order to facilitate the development of housing on allocated sites, a range of infrastructure service improvements are required. These include upgrading works to the Dykes of Gray road, provision of water, sewerage, electricity, gas and telecommunications services, and improvement to the Swallow Roundabout on the A90 Trunk Road.

Dundee City Council is working closely with landowners and developers to facilitate the continued progression of this development. As a first stage in this the Council has upgraded Dykes of Gray road at a cost of £3.2 million. This has been funded by the Council through 'Prudential Borrowing'. This investment will be recovered through Section 75 Obligations attached to housing developments that will require the repayment on a cost per house basis. By enabling payments to be made regularly based on the number of houses completed in a particular period, it eases the up-front funding required by developers.

The Council is working with developers to explore the provision of other elements of infrastructure using the same arrangements.



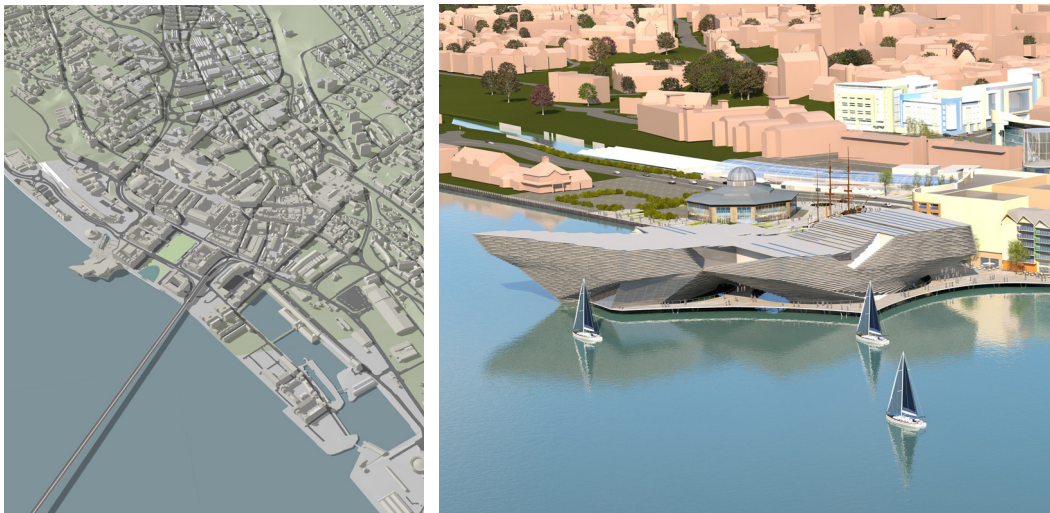
## Case Study 2 - 3D Digital Modelling

The Central Waterfront Project is a major transformational project to reconnect the centre of Dundee with its waterfront. Since its earliest stages, the involvement of the public in this project has been a key consideration.

A key tool for securing this involvement has been the creation of a 3D digital model of the area. The model incorporates existing road patterns and buildings in the area and provides a quick, easy and cost effective way of visualising changes to the urban environment, enabling the consideration of alternative development proposals and ideas. It has proven to be a powerful tool for communicating the ambitions for change in the Waterfront and for encouraging debate with the community and stakeholders.

The model was particularly effective during the public exhibition of the V&A International Design Competition where it was used to provide a clear context for the six proposed designs, stimulating a very high level of public debate and interest in the proposal and the wider Waterfront project.

The use of this technique is being expanded for projects in other parts of the city and is proving to be an effective means of engaging the public in the planning process.





### Case Study 3 - Duty Phone

We have operated a Duty Planning Officer system for a number of years. The system is set up whereby a professional officer is available to give planning advice from 8.30 to 17.00 hours every day both on phone and at reception without the need for an appointment. This allows simple queries to be answered immediately.

Often advice given over the phone or at reception needs to be followed up by the submission of plans. A mailbox has been set up specifically to receive such plans and every day this mailbox is checked, each item is assigned to an appropriate officer and the customer is advised who the officer is and how they can be contacted. For more complex inquiries an appointment with the appropriate officer can be arranged.

Each professional officer is required to spend either a morning or afternoon on the duty phone approximately once a fortnight. Because everyone assists with the service it means that Development Management planners answer questions on Development Plan and Regeneration matters and vice versa and this helps to ensure that all staff are generally familiar with the broad range of planning functions undertaken by the Division.

The Duty Phone system has the advantage that customers can get an immediate response without lengthy delays establishing who might be the best person to answer an inquiry and the professional officers benefit from fewer interruptions to their working day.



## 4. Service Improvements 2012-13

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.

- Update the website to provide improved Planning information and publicise the achievements of the Planning Service
- Review and update the Development Management and Enforcement Charters
- Introduce protocols with Council services and other agencies regarding input to the Development Management process
- Update and raise awareness of Communication Standards to ensure customers experience a high quality service
- Consider how the decisions of the Local Review Body can be achieved more quickly
- Improve benchmarking arrangements with other planning authorities to share experience and best practice.

We will seek to build on these improvements in future years with a focus on encouraging increased customer feedback and raising the awareness of high-quality development and the difference that planning can make.



The following table provides a commentary on the delivery of our service improvement actions from the Planning Service Improvement Plan 2010:

Committed Improvements and Actions	Complete
<p>To comprehensively review the delivery of all service areas to ensure that maximum efficiency and effectiveness is maintained within an environment of downward pressure on available resources</p> <ul style="list-style-type: none"> <li>• As part of the Council's Changing for the Future Strategy, a review has been carried out to ensure that the focus of resources is on the delivery of statutory and core services</li> <li>• The Planning Division has been the subject of a Public Sector Performance Framework (PSIF) review</li> </ul>	Yes
<p>Assist in maximising Dundee's contribution to achieving the Scottish Government's policy in respect of renewable energy targets</p> <ul style="list-style-type: none"> <li>• A local Protocol Agreement has been adopted for dealing with planning applications in the Port of Dundee Low Carbon and Renewables Enterprise Area.</li> </ul>	Yes
<p>Further develop staff skills through additional training with a focus on Project Management, Urban Design and furthering the objectives of Planning Reform</p> <ul style="list-style-type: none"> <li>• A new Employee Performance and Development Review System has been introduced which is used to identify training requirements to support the achievement of identified work objectives.</li> <li>• Comprehensive training on planning reform has been undertaken.</li> </ul>	Ongoing
<p>To continue to participate in award schemes</p> <ul style="list-style-type: none"> <li>• The Mill o' Mains Regeneration Masterplan won a Scottish Award for Quality in Planning in 2010.</li> <li>• Three submissions were made to the Scottish Awards for Quality in Planning in 2012.</li> <li>• Riverside Nature Park won a Green Apple Award in 2012.</li> <li>• New pedestrian wayfinding signage in the city centre won a Scottish Transport Award for Excellence in Walking and Public Realm in 2012.</li> </ul>	Ongoing
<p>To improve our website further</p> <ul style="list-style-type: none"> <li>• Whilst the content of the website has been updated, work remains to be done to improve the quality and accessibility of information.</li> <li>• The dundeewaterfront.com website has been upgraded to provide important information on this transformational project.</li> </ul>	Ongoing
<p>To retain our "Investor in People" status</p> <ul style="list-style-type: none"> <li>• Due to resource constraints it was decided not to seek ongoing accreditation</li> </ul>	No
<p>Continue participation in the TAYplan team</p> <ul style="list-style-type: none"> <li>• TAYplan was formally approved by Scottish Ministers in June 2012</li> <li>• TAYplan won the prestigious RTPI Silver Jubilee Cup.</li> </ul>	Yes

Committed Improvements and Actions (Continued)	Complete
<p>Progress the preparation of the Local Development Plan</p> <ul style="list-style-type: none"> <li>• <i>The Main Issues Report was published in October 2011 in accordance with the Development Plan Scheme.</i></li> <li>• <i>The Proposed Plan will be considered by the City Development Committee in October 2012 in accordance with the Development Plan Scheme.</i></li> </ul>	Yes
<p>Develop, alongside our partners, more effective structures to support community involvement and communications in plan making, including the establishment of a Forum</p> <ul style="list-style-type: none"> <li>• <i>Positive relationships have been developed through the Dundee Partnership, Local Community Planning Partnerships and the Youth Council that have provided opportunities for involvement in the Local Development Plan preparation process.</i></li> </ul>	Yes
<p>Continue to take a leading role in implementing the strategy for the Central Waterfront including the delivery of the V&amp;A @ Dundee initiative</p> <ul style="list-style-type: none"> <li>• <i>Infrastructure works have been implemented in accordance with the Masterplan.</i></li> <li>• <i>A successful design competition for the V&amp;A was held in 2010.</i></li> <li>• <i>Planning permission was granted for the V&amp;A development in September 2012.</i></li> <li>• <i>Proposals for a new railway station have been the subject of a Proposed Application Notice.</i></li> <li>• <i>The refurbishment of the former vacant Tay Hotel is underway and will open as Malmaison Hotel in 2013.</i></li> <li>• <i>The Council has agreed to promote a Compulsory Purchase Order to acquire the Hilton Hotel and Gala Casino to secure the implementation of the Central Waterfront Masterplan if necessary.</i></li> </ul>	Yes
<p>Advance community regeneration initiatives at Lochee, Whitfield and Hilltown, all in partnership with other agencies and communities</p> <ul style="list-style-type: none"> <li>• <i>Works funded by the Scottish Government's Town Centre Regeneration Fund in Lochee were successfully completed.</i></li> <li>• <i>Proposals for the next phase of works to regeneration Lochee have been approved and have commenced.</i></li> <li>• <i>The new road and primary school, key elements in the regeneration of Whitfield have been completed and opened during 2011-12.</i></li> <li>• <i>A major new community building is under construction in Whitfield.</i></li> <li>• <i>Close working with the Coldside Regeneration Forum has led to funding for a number of environmental improvements in Hilltown.</i></li> </ul>	Yes

Committed Improvements and Actions (Continued)	Complete
<p>Develop, alongside our partners, more effective structures to support community involvement through the Dundee Partnership</p> <ul style="list-style-type: none"> <li>• A 'Fit for Purpose' review has been undertaken of the Dundee Partnership's Building Stronger Communities Group that has contributed to a strengthening of community involvement.</li> <li>• Positive relationships have been developed with Local Community Planning Partnerships through the Local Development Plan preparation process.</li> </ul>	Yes
<p>Publicise, implement and monitor the effectiveness of the revised Development Management and Planning Enforcement Charters</p> <ul style="list-style-type: none"> <li>• This will be progressed through the review process that will commence shortly.</li> </ul>	No
<p>To further promote the making of on-line planning applications</p> <ul style="list-style-type: none"> <li>• Over 26% of applications received in 2011/12 were submitted electronically.</li> </ul>	Yes
<p>Establish and deliver on revised key performance indicators compatible with the new legislation with a view to improving on the quality of decision making and the timescales involved in line with customer feedback</p> <ul style="list-style-type: none"> <li>• This has been delivered through the Planning Performance Framework report.</li> </ul>	Yes
<p>Continue to focus on the delivery of good quality developments within acceptable timescales</p> <ul style="list-style-type: none"> <li>• The Planning Performance Framework report provides an opportunity to reflect on this.</li> </ul>	Yes
<p>In Autumn 2010 undertake a further round of meetings with agents, Community Councils and other stakeholders to discuss our performance in delivering planning reform and their experiences with the new planning legislation</p> <ul style="list-style-type: none"> <li>• The Development Plan Forum involving agents and other stakeholders has not met due to poor attendance and lack of interest.</li> </ul>	No
<p>Investigate alternative ways of gauging customer satisfaction e.g. using the internet</p> <ul style="list-style-type: none"> <li>• The Council has introduced Govmetric - a corporate approach to gaining customer feedback when using the Council's contact centre or the Council's website.</li> </ul>	Ongoing

## Decision-making timescales

Category	Total number of decisions 2011-2012	Average Timescale (weeks)	
		2011-2012	2012-2013
Major developments	4	20.4	
Local developments (non-householder)			
• Local: less than 2 months	45.5(%)	6.7	
• Local: more than 2 months	54.5(%)	15.1	
Householder developments			
• Local: less than 2 months	85.5(%)	6.1	
• Local: more than 2 months	14.5(%)	10.6	
Housing developments			
Major	1	12.7	
Local housing developments			
• Local: less than 2 months	30.6(%)	7.4	
• Local: more than 2 months	69.4(%)	14.8	
Business and industry			
Major	0	-	
Local business and industry			
• Local: less than 2 months	55.8(%)	6.7	
• Local: more than 2 months	44.2(%)	12.5	
EIA developments	0	-	
Other consents*	96	9.2	
Planning/legal agreements**	3	61.8	
Local reviews	11	12.5	

\* 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			
		2011-2012		2012-2013	
		No.	%	No.	%
Local Reviews	11	4	36.4		
Appeals to Scottish Ministers	12	7	58.3		

## Enforcement activity

	2011-2012	2012-2013
Cases taken up	183	
Breaches identified	129	
Cases resolved	98	
Notices served***	39	
Reports to Procurator Fiscal	0	
Prosecutions	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

Our primary emphasis is on the quality of planning decision making and achieving successful outcomes. Within this context we seek to deal with applications as quickly as possible. This approach is supported in the responses we receive to our Customer Satisfaction Surveys.

Although we did not receive a large number of major applications during 2011/12, we dealt with 75% of them within the four month determination period.

The timescales for processing householder applications are excellent. This is achieved by having dedicated officers dealing with this type of application. On average, local applications are dealt with within a nine week period, principally due to excellent householder performance. Non-householder local developments take just over 11 weeks to determine on average. We are seeking to improve on this, but some of the factors are difficult to control including, delays in submitting revised plans, the requirement for Committee determination and delays in concluding legal agreements. It is clear that if the average of almost 62 weeks for applications subject to planning agreements could be tackled this would have a major impact. However, it should be recognised that some of these delays were due to the fact that applicants were not prioritising the conclusion of agreements for projects which could not proceed in any event due to current market and funding difficulties.

The timescale for Local Reviews could be improved and this is one of our improvement actions for 2012/13. The outcome of Reviews, where only 36% of decisions were upheld, is in contrast to the outcome of appeals where over 58% were upheld.

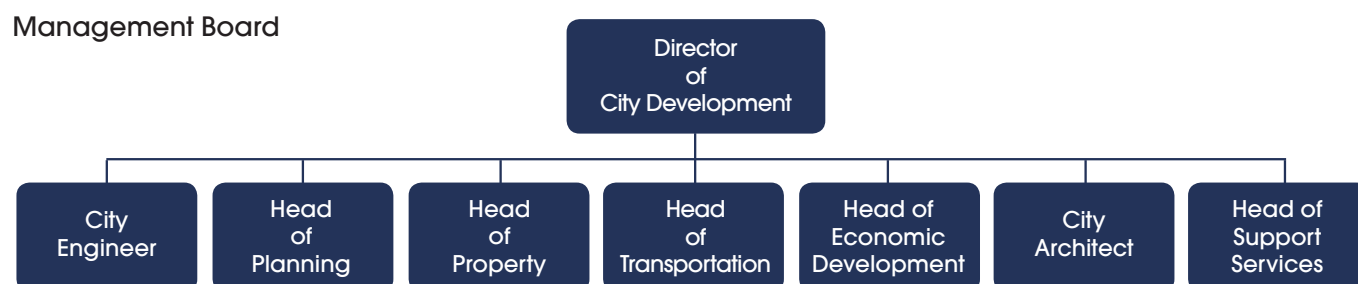
Enforcement activity has successfully resolved most breaches identified and again the approach is to seek accommodation wherever possible .

## Workforce and Financial Information

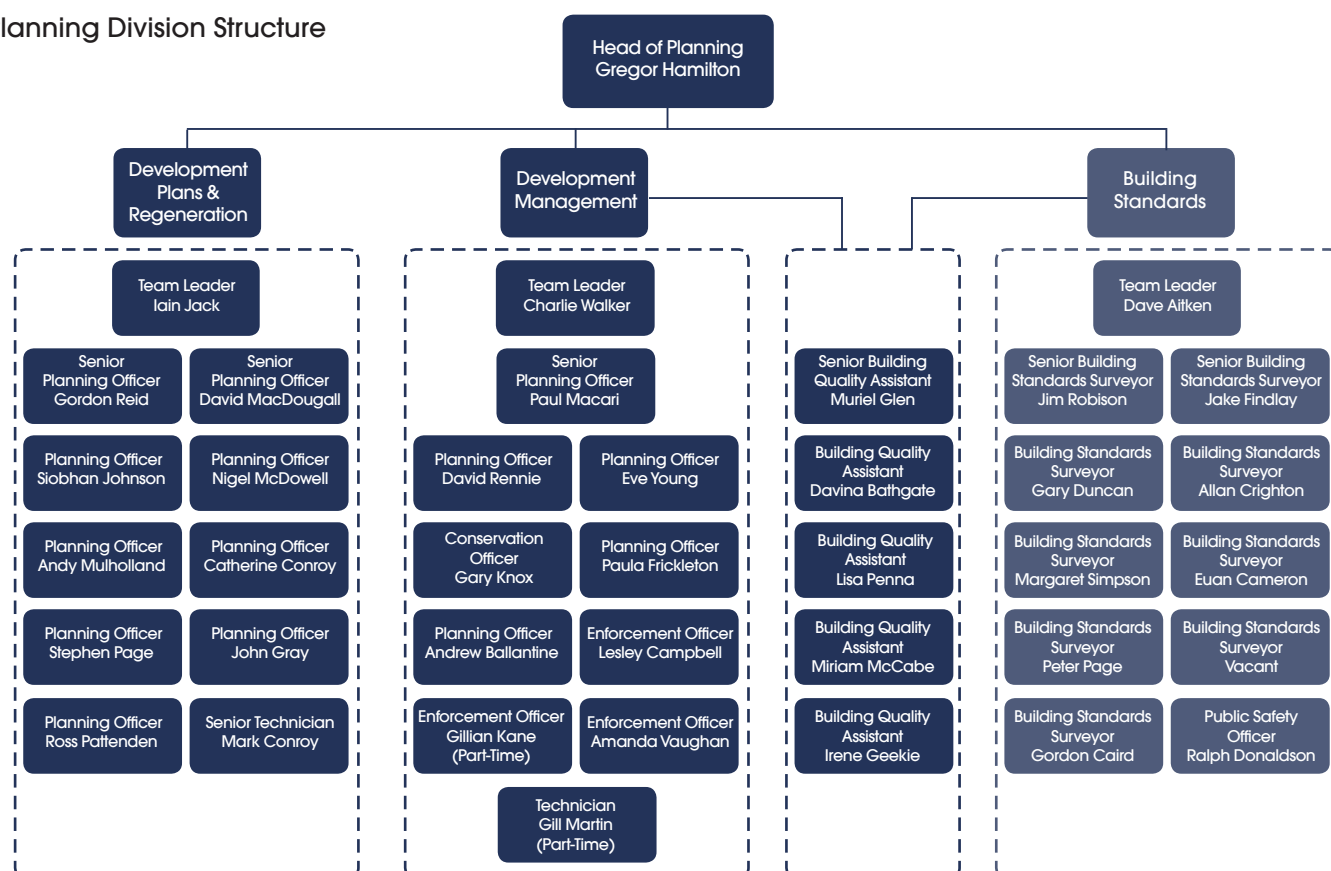
### Workforce Information

The City Development Department is managed by a Management Board comprising 7 Heads of Service. The Planning Division comprises 3 teams as outlined in the diagram below.

#### Management Board



#### Planning Division Structure



The Planning Division has 19 members of the Royal Town Planning Institute, including five licentiate members. Four senior officers of the City Development Department are members of Heads of Planning Scotland.



## Financial Information

Staff Costs	
Development Plans and Regeneration	£475,574
Development Management	£348,055
Building Quality Administration	£108,869*
Other Costs	
Legal Fees	£63,400**
SUDS Advice	£12,000
Advertisements	£14,925
Tree Inspections	£1,000
Archaeology Advice	£5,000
Enforcement Expenses	£3,860
Income	
Planning Application Fees	£308,088

\* Building Quality Administration Team supports both Development Management and Building Standards functions. It is estimated that £72,579 can be attributed to the Planning function

\*\* Legal fees include £53,000 to successfully defend the action in the Supreme Court raised by Tesco against Dundee City Council's decision to grant planning permission for a new foodstore (app ref)