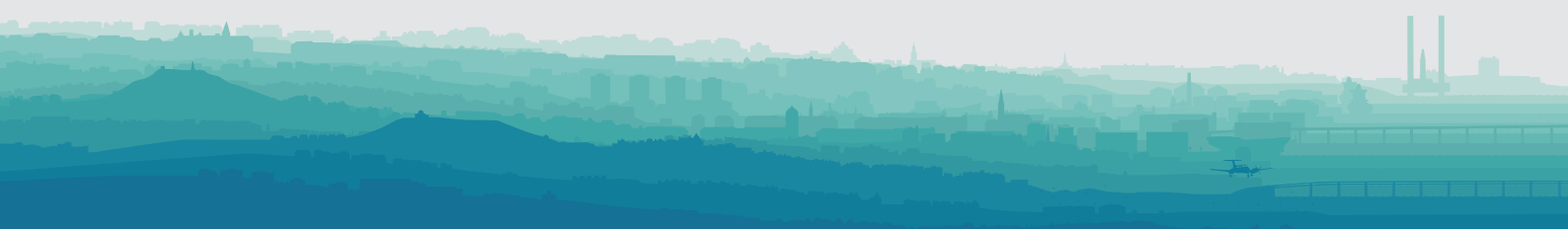


Dundee City Council
Planning Performance Framework
2020/2021



Dundee City Council PPF 2020/2021

In accordance with guidance issued by the Chief Planner we have prepared a light version of the PPF submission supported by 3 case studies of work undertaken by the Planning Service.

Case Study Title:	
City Centre Strategic Investment Plan	
Location and Dates:	
City Wide Strategy 2020-2050	
Elements of a High-Quality Planning Service this study relates to (please select all that apply):	
<ul style="list-style-type: none"> • Quality of outcomes • Quality of service and engagement 	
Key Markers (please select all that apply):	
<i>Note which key markers 1-15 this case study relates to</i>	
3 Early collaboration	12 Corporate working across services
6 Continuous improvement	13 Sharing good practice, skills and knowledge
Key Areas of Work (please select the main area of work covered - 1 to 2 options maximum):	
<ul style="list-style-type: none"> • Town Centres 	<ul style="list-style-type: none"> • Interdisciplinary Working
Stakeholders Involved (please select the main stakeholders - 1 to 2 options maximum):	
<ul style="list-style-type: none"> • General Public 	<ul style="list-style-type: none"> • Authority Planning Staff • Authority Other Staff
Overview:	
<p>Extensive research and analysis were carried out on 5 interconnected themes to help shape the content of stakeholder consultation. We conducted a public consultation exercise as well as engaging 1-2-1 with key stakeholders and produced a Consultation Outcomes Report with findings. A resulting draft of Proposed Plan to be produced, taking into consideration stakeholder feedback and a draft Proposed Plan is expected by Autumn 2021.</p>	
Goals:	
<p>The City Centre Strategic Investment Plan (CCSIP) is a collaborative long-term strategy for future city centre development in Dundee. The Plan recognises the changing role of the city centre and aims to prepare for future investments – supporting a vibrant, successful and prosperous city centre. NPF outlines successful, sustainable places and highlights cities as a focus for investment.</p> <p>CCSIP aims to inform development around major sites, tourism, employment, transportation, active travel and public realm improvements. All of these priorities are in line with aspirations set out in SPP, NPF and LDP. CCSIP has 5 interconnected themes: living, working, visiting, connectivity and public realm. The Plan has been developed using two guiding principles: place making and climate change. NPF maintains that cities will be exemplars of low carbon living and a focus for essential energy infrastructure.</p>	
Outcomes:	
<p>A key component of the case study has been the effective consultation with key stakeholders throughout. This has ensured that the CCSIP is fit-for-purpose and guiding development that serves our communities, businesses and visitors. The project has provided an opportunity to work in collaboration with other departments and enabled us to create a robust plan that reflects the needs not just within Planning, but across the public sector covering the 5 themes.</p> <p>The guiding principles and themes were cross-cutting and allowed us to target key issues such as climate change and place making throughout – ensuring that we are meeting our local, regional and national obligations. The process has allowed us to identify major development opportunities for the city centre and the input and support of colleagues in bringing projects forward locally, regionally and nationally will help to ensure partnership working and delivery moving forward.</p> <p>The positive response to the development of CCSIP and the collaboration that has come from the theme groups provides an opportunity to reflect on cross-departmental working in preparing future planning strategy and policy and how we can continue working in collaboration.</p>	
Name of key officer	
Alan Brown	

Dundee City Council PPF 2020/2021

Case Study Title:	
Hospitality Task Force	
Location and Dates:	
Elements of a High-Quality Planning Service this study relates to (please select all that apply):	
<ul style="list-style-type: none"> • Quality of outcomes • Quality of service and engagement • Governance • Culture of continuous improvement 	
Key Markers (please select all that apply):	
<i>Note which key markers 1-15 this case study relates to:</i> <div> <div>1. Decision making</div> <div>6. Continuous improvements</div> <div>12. Corporate working across services</div> </div>	
Key Areas of Work (please select the main area of work covered - 1 to 2 options maximum):	
<ul style="list-style-type: none"> • Town Centres • Economic Development 	<ul style="list-style-type: none"> • Interdisciplinary Working
Stakeholders Involved (please select the main stakeholders - 1 to 2 options maximum):	
	<ul style="list-style-type: none"> • Authority Planning Staff • Authority Other Staff
Overview:	
<p>Within the recovery phase of the COVID-19 pandemic, it was important to ensure that local businesses were given the opportunity to alter operations to allow them to function within restrictions set out at Scottish Government Level.</p> <p>An application process was designed across a range of services and design principles were set out to ensure that these operations were compliant and not negatively impacting on neighbouring properties.</p>	
Goals:	
<p>To establish a Hospitality Task Force to enable businesses to make use of existing and additional outdoor space appropriately and safely during COVID 19 phasing and to respond within a reasonable timeframe in a consistent and considered way. To determine where outdoor space could be utilised to assist businesses during this time including use of parking bays and car parks where appropriate.</p> <p>To establish a multi-disciplinary Task Force to include officers from planning, licensing, roads & transport and environmental health teams. These teams take a reasonable and proportionate approach to allow temporary uses for outdoor seating to accommodate physical distancing.</p>	
Outcomes:	
<p>The Task Force allowed the hospitality sector to reopen safely and to increase capacity where appropriate and benefitted local businesses and the general public.</p> <p>A one-stop approach across a range of services resulted in efficient granting of permissions and collaboration with wider services. There was high uptake, with 63 licenced applications and 7 unlicensed. These are temporary permissions, it is possible to seek permanent permission which adds to the vibrancy of Dundee's hospitality offer.</p> <p>To provide advice and support to hospitality businesses likely to experience an upsurge in visitor numbers as lockdown restrictions are eased, with guidance on how to adhere to social distancing and operate safely.</p>	
Name of key officer	
Sharon Dorward/Alistair Hilton	

Dundee City Council PPF 2020/2021

Case Study:	
Planning Service Covid-19 response	
Location and Dates:	
Elements of a High-Quality Planning Service this study relates to (please select all that apply):	
<ul style="list-style-type: none"> • Quality of service and engagement • Culture of continuous improvement 	
Key Markers (please select all that apply):	
<i>Note which key markers 1-15 this case study relates to</i>	
Key Areas of Work (please select the main area of work covered - 1 to 2 options maximum):	
<ul style="list-style-type: none"> • Development Management Processes • Planning Applications 	<ul style="list-style-type: none"> • Process Improvement
Stakeholders Involved (please select the main stakeholders - 1 to 2 options maximum):	
<ul style="list-style-type: none"> • Local Developers 	<ul style="list-style-type: none"> • Planning Committee • Authority Planning Staff
Overview:	
<p>During the ongoing Covid-19 situation the Council has prioritised essential services. As a result of physical distancing, travel and other restrictions, the Planning Service was impacted and new ways of working have been required in order to carry out all statutory and non-statutory functions as far as practicable, including playing a key role in the preparation for economic recovery.</p>	
Goals:	
<p>To continue to deliver all statutory and non-statutory functions as far as practicable, including assisting with the preparation for economic recovery.</p> <p>Continue to process applications through e-Planning portal, making reasonable adjustments to timescales for representations and determination. We have had to accelerate digital processes and have responded well to meet the needs of the service. A proportionate approach to undertaking to site visits with the use of electronic submission of photos of the site encouraged to aid decision making. Where site visits have been necessary these have been in accordance with physical distancing measures and Covid-19 precautions.</p> <p>Play an active role in the Hospitality Task Force to allow local businesses to increase capacity through addition of outdoor spaces.</p>	
Outcomes:	
<p>Despite significant challenges resulting from new ways of working and overcoming technology difficulties of home working the Planning Service have been able to deliver key statutory functions and have played an active role in economic recovery within the City.</p> <p>A collaborative approach from the outset to determine how Covid-19 would impact on the service was taken at a Corporate Management level and increased engagement with Elected Members and through the Council website was undertaken to provide an update on any key aspects of changes to service delivery. The Development Management function of the service in particular was impacted along with resourcing of administrative staff and officers required to maintain the functioning of the service. Procedures were put in place to manage and prioritise workload and new systems were put in place to allow for the recruitment of new staff members through the use of online interviewing.</p> <p>Digital skills across whole service have been improved, and positive changes to the way we work accelerating the Digital Planning agenda. Virtual meetings held where appropriate have facilitated the assessment process and decision making of development proposals.</p> <p>Increased engagement with other services via initiatives such as Hospitality Task Force and member briefings relating to service status update.</p>	
Name of key officer	
David Gray	

Checklist for Part 2: Qualitative Narrative and Case Studies

Each authority should add this very short tick box table to reference the case studies presented in Part 1. Please note that there is no requirement to cover every single topic listed below. This is designed to be collated by HOPS and issued to all authorities after the submission of the PPF.

Case Study Topics	Issue covered by case study (pg no.)	Case Study Topics	Issue covered by case study (pg no.)
Design		Interdisciplinary Working	X
Conservation		Collaborative Working	
Regeneration		Community Engagement	
Environment		Placemaking	
Greenspace		Charrettes	
Town Centres	X	Place Standard	
Masterplanning		Performance Monitoring	
LDP & Supplementary Guidance		Process Improvement	X
Housing Supply		Project Management	
Affordable Housing		Skills Sharing	
Economic Development	X	Staff Training	
Enforcement		Online Systems	
Development Management Processes	X	Transport	
Planning Applications	X	Active Travel	
Other: please note			

Part 3: Service improvements

Part 3: Service Improvements 2021-22

In the coming year we will:

1. Reduce the average timescales for determining major planning applications
 - By the end of March 2022, will have reduced the timescales to an average of 20 weeks for major planning applications.
2. Develop a Planning Team Plan
 - By the end of March 2022, publish the first draft of a Planning Team Plan. Prepared collaboratively by the team this will set out clear aims and objectives for the team and set out how we will deliver on these.
3. E-Development upgrade the functionality of application system
 - By the end of 2021, implement upgrades to application management system and to ensure officers trained in utilising the systems and allow for reduction in manual administrative procedures.
4. Launch a digital pre-application advice service
 - By the end of 2021, fully implement improvements to the pre-application advice service. These will include publishing pre-application advice enquiry and response forms and pre-application 'what we will provide' on the website and enabling the submission of enquiries through the website and integration with development management software.

Dundee City Council PPF 2020/2021

Delivery of our service improvement actions in 2020-21:

Whilst the following list of service improvement actions were put forward in the PPF 2019/20 the primary commitment for the Planning Service was playing a key role in supporting the post-Covid-19 recovery.

Committed improvements and actions	Complete?
<p>1. Launch a digital pre-application advice service</p> <p><i>By the end of 2020, fully implement improvements to the pre-application advice service. These will include publishing pre-application advice enquiry and response forms and pre-application 'what we will provide' on the website and enabling the submission of enquiries through the website and integration with development management software.</i></p> <ul style="list-style-type: none"> The Planning Service had to reprioritise this service improvement as a result of the COVID-19 pandemic in order to maintain the statutory functions of the service. The Planning Service recognised the benefit that pre-application advice provides and have maintained a duty planning officer system through the email planning general advice service. The Planning Service have maintained the formal detailed pre-application advice to development proposals and this has been enhanced through the use of technology and online video call meetings. This service improvement will be carried forward to 2021/22 	[No]
<p>2. Streamline the management of planning applications</p> <p><i>By the end of 2020, utilise software and processes to simplify the steps in the application management process.</i></p> <ul style="list-style-type: none"> An E-Development Officer was recruited to lead on digital improvements. The initial focus of the role has allowed for work to progress on streamlining the development management procedures and this has been through the enhanced use of software to simplify the application procedures and has also enhanced reporting systems which has improved the efficiency of the application decision making process. 	[Yes]
<p>3. Improve online customer experience - By the end of 2020, review website and customer journey and implement changes to make it easier for customers to access the information they require.</p> <ul style="list-style-type: none"> The emphasis of this service improvement was altered as a result of the pandemic and the focus was to review the Planning website to make the service delivery and functions and updates on this as clear as possible to users of the service. This was supported through improvements made to the details of the pre-application advice available on the website. In addition, the Planning Service utilised a web based survey within drainage guidance to obtain feedback on the approach and make it easier for customers to provide comments and suggestions. 	[Yes]
<p>4. Develop a Planning Team service plan - By the end of 2020 publish the first draft of a service plan. Prepared collaboratively by the team this will set out clear aims and objectives for the team and set out how we will deliver on these.</p> <ul style="list-style-type: none"> The Planning Team Plan was delayed due to focus on firstly preparing a City Development Service Plan. The Planning Service worked collaboratively as part of the City Development Corporate Management Group to input to the Service Plan and to provide an overarching framework for the goals of the Service. The work undertaken and the detail within the service plan will inform the Planning Team Plan and that will be progressed as part of a service improvement for 21/22. 	[No]

Dundee City Council PPF 2020/2021

Part 4: National Headline Indicators (NHI)

The National Headline Indicators (NHI) are a detailed list of work programme information that each planning service needs to collate in-house. They are designed by HOPS to allow for ongoing measurement of performance. The template below allows for 2019/20 and 2020/21 to be recorded in the same manner as it has been in previous years. Additional guidance on completion is included in the coloured sections within the template itself.

A: NHI Key outcomes - Development Planning:

Development Planning	2020-21	2019-20
Local and Strategic Development Planning:		
Age of local/strategic development plan(s) at end of reporting period <i>Requirement: less than 5 years</i>	2 years and 1 month	1 years and 1 month
Will the local/strategic development plan(s) be replaced by their 5 th anniversary according to the current development plan scheme?	Y	Y
Has the expected date of submission of the plan to Scottish Ministers in the development plan scheme changed over the past year?	Y-later	N
Were development plan scheme engagement/consultation commitments met during the year?	N	Y

Effective Land Supply and Delivery of Outputs¹	2020-21	2019-20
Established housing land supply	4,747 units	4,624 units
5-year effective housing land supply programming	3,592 units	3,392 units
5-year effective land supply total capacity	4,547 units	4,389 units
5-year housing supply target	2,400 units	2,400 units
5-year effective housing land supply (to one decimal place)	7.5 years	7.1 years
Housing approvals	569 units	677 units
Housing completions over the last 5 years	1,630 units	1,580 units
Marketable employment land supply	139.30ha	139.30ha
Employment land take-up during reporting year	0ha	5.08ha

¹ Audit Year

Please provide the housing land audit year utilised and state whether draft or final. The most up to date audit available at the time of submitting the PPF should be utilised which will either be the draft 2021 or final 2021.

B: NHI Key outcomes – Development Management:

Development Management:	2020-21	2019-20
Project Planning		
Percentage and number of applications subject to pre-application advice	141, 26.5%%	138, 21%
Percentage and number of major applications subject to processing agreement	0 %	0 %
Decision Making		
Application approval rate	95.4%	93.7%
Delegation rate	95.5%	97.3%
Validation	57.3%	37.6%
Decision-making Timescales		
Major Developments	27.8 weeks	18.4 weeks
Local developments (non-householder)	17.3 weeks	11.5 weeks
Householder developments	10.6 weeks	7.7 weeks
Legacy Cases		
Number cleared during reporting period	6	5
Number remaining	21	9

C: Enforcement activity

	2020-21	2019-20
Time since enforcement charter published / reviewed Requirement: review every 2 years	1 month	1 year 1 month
Complaints lodged and investigated	107	100
Breaches identified – no further action taken	7	13
Cases closed	23	42
Notices served	2	1
Direct Action	1	0
Reports to Procurator Fiscal	0	0
Prosecutions	0	0

<https://www.dundee.gov.uk/service-area/city-development/planning-and-economic-development/development-management/planning-enforcement>

D: NHI Key outcomes – Commentary

Commentary
Short contextual statement
<p>Reasons/factors which have influenced performance and any increase/decrease</p> <p>Development Planning</p> <p>The figures in the National Headline Indicators demonstrate that there continues to be a healthy and effective supply of housing and employment land within the City, with a housing land supply that is in excess of the minimum 5 year requirement. The Local Development Plan 2019 is just over 2 years old and the focus is on delivery of that Plan. The Planning Service are committed to supporting the delivery of the Planning (Scotland) Act 2019 and have worked in partnership with Tayside Local Authorities to contribute to the draft NPF4 as well as the indicative Regional Spatial Strategy.</p> <p>Development Management</p> <p>Throughout the last year the Planning Service have continued to provide responses to pre-application requests. Providing advice to applicants at an early stage has provided applicants further clarity through the identification of issues early in the process and enables the provision of a high quality service. The approval rate for planning applications has slightly increased and remains high at 95.4.8% which reflects the Council's aim to achieve a positive outcome for every application. In addition, the level of delegation rate has also remained high at 95.5%. The decision making timescales for the assessment of all planning applications as well as delays to the determination of applications that required to be determined at Planning Committee or Local Review Body was significantly impacted by Covid-19 as well as staff vacancies. The delays to determining applications particularly in early to mid-2020 are reflected in the increase to the average timescales for major planning applications, local applications and householder applications.</p>

Dundee City Council PPF 2020/2021

Part 5: Scottish Government Official Statistics

Scottish Government Official Statistics are drawn from quarterly returns by planning authorities. They are collated into an annual set of figures that is published on the Scottish Government website. The template below allows the information from these returns to be recorded in a consistent format. Additional guidance on how to access the statistics is included within the template itself.

A: Decision-making timescales (based on 'all applications' timescales)

Timescales	2020-21	2020-21	2019-20
Overall			
Major developments	4	27.8 weeks	18.4 weeks
Local developments (non-householder)	161	17.3 weeks	11.5 weeks
<ul style="list-style-type: none"> Local: less than 2 months (26.1%) Local: more than 2 months (73.9%) 			
Householder developments	235	10.6 weeks	7.7 weeks
<ul style="list-style-type: none"> Local: less than 2 months (50.6%) Local: more than 2 months (49.4%) 			
Housing Developments			
Major	2	46.7 weeks	18.4 weeks
Local housing developments	59	20.2 weeks	12.6 weeks
<ul style="list-style-type: none"> Local: less than 2 months (22%) Local: more than 2 months (78%) 		7.1 weeks	7.7 weeks
		23.9 weeks	15.5 weeks
Business and Industry			
Major	0	0 weeks	0 weeks

PPF 2020/2021

Local business and industry developments	66	14.1 weeks	12.6 weeks
• Local: less than 2 months	(28.8%)	7.7 weeks	7.4 weeks
• Local: more than 2 months	(71.2%)	16.7 weeks	19.9 weeks
EIA Developments	0	0 weeks	0 weeks
Other Consents			
• <i>As listed in the guidance(right)</i>	136	12.7 weeks	9.3 weeks
Planning/legal agreements			
• Major: average time	0	0 weeks	0 weeks
• Local: average time	0	0 weeks	0 weeks

B: Decision-making: local reviews and appeals

Type	Total number of decisions No.	Original decision upheld			
		2020-21		2019-2020	
		No.	%	No.	%
Local reviews	6	4	66	6	75
Appeals to Scottish Ministers	12	5	41.6	1	25

C: Context

Text box: short contextual statement – focus on reasons/factors which have influenced performance and any increase/decrease

The decision making timescales for the assessment of all planning applications as well as determination of applications at Planning Committee and Local Review Body was significantly impacted by Covid-19 and delays in early to mid-2020 are reflected in the higher average timescales indicated in the above decision making timescale tables. The Council sought to alleviate the backlog of Committee decisions through utilising new ways of working and the Dundee Local Review Body was the first committee meeting of the Council to be fully scheduled in an entirely online format. The success of the online format of the Local Review process allowed for a scaling up to full Committee meetings. Following the delays caused by Covid-19, Committee meetings and applications are now proceeding with staff continuing to work from home and efforts are being made to continue to reduce the average decision times taken for determining applications. The use of the online meeting format has increased opportunities for staff including Local Authority cooperation, without incurring significant resource implications and an example of this is Dundee's Local Review Body Advisor has been able to assist with review casework at a neighbouring authority without the need for the extended travel requirements that would otherwise have been required pre-covid.

Part 6: Workforce Information

Workforce information should be a snapshot of the authorities planning staff in position on the **31st of March 2021**. The information requested in this section is an integral part of providing the context for the information in parts 1-5. The template below allows the information to be recorded in a consistent format, additional guidance on what to include is within the template itself.

	Tier 1 <i>Chief Executive</i>	Tier 2 <i>Director</i>	Tier 3 <i>Head of Service</i>	Tier 4 <i>Manager</i>
Head of Planning Service			✓	

Staff Age Profile	Headcount
Under 30	1
30-39	6
40-49	6
50 and over	6

RTPI Chartered Staff	Headcount
Chartered staff	13

Part 7: Planning Committee Information

The template below allows the information on the number of meetings and site visits during the reporting period to be recorded in a consistent format, additional guidance on what to include is within the template itself.

Committee & Site Visits	Number per year
Full council meetings	16
Planning committees*	16
Area committees	n/a
Committee site visits	0
Local Review Body**	5
LRB site visits	0

*This includes 8 meetings each of the Planning Committee and City Development Committee and both of those Committees are full Council meetings.

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

SECTION 5 – Performance Markers

	Performance Marker	Evidence
DRIVING IMPROVED PERFORMANCE		
1	Decision making: authorities demonstrating continuous evidence of reducing average timescales for all development types	Official Statistics and context summary included above within PPF report
2	Project management: offer of processing agreements (or other agreed project plan) made to prospective applicants in advance of all major applications <u>and</u> availability publicised on planning authority website	Our pre-application process ensures that the offer of processing agreements (or other agreed project plan) is made to prospective applicants in advance of all major applications and this availability is also publicised on our website.
3	Early collaboration with applicants and consultees on planning applications: <ul style="list-style-type: none"> - availability and promotion of pre-application discussions for all prospective applications - clear and proportionate requests for supporting information 	<p>During the covid-19 pandemic the Council ensured the delivery of a pre-application advice service. This was primarily maintained through the use of the planning general enquiries mailbox operating as a duty mailbox for planning queries. Officers maintained a timely and informative service to provide advice on all scales of development proposals and it was ensured that all prospective applicants can receive clear and consistent advice early in the planning application process. Pre-application responses clearly sets out what proportionate supporting information is required to be submitted with an application, and also provides contact details for internal and external officers / teams / consultees.</p> <p>The advice on our website was updated to provide details of how to contact the Planning Service and provide customer access to policy and guidance and the pre-application advice service information.</p>

SECTION 5 – Performance Markers

4	Legal agreements: conclude (or reconsider) applications within 6 months of 'resolving to grant' ³	<p>Official Statistics and summary included within PPF report demonstrate there were no applications determined within 2020/21 that were subject to Legal agreements.</p> <p>The procedures for assessing and determining major planning applications were maintained and the process is set out in the Supplementary Guidance on Developer Contributions, which is available on our website and in summary the process commences at pre-application stage where applicants are advised of the likely contribution items and amounts. Items and amounts are finalised during the application process and in some cases a draft agreement is prepared prior to Planning Committee determining the application. In all cases the agreement is concluded as quickly as possible after resolving to grant permission. Where delays do occur, we focus efforts to ensure agreements are concluded within 6 months of resolving to grant permission.</p>
5	Enforcement charter updated / re-published	As detailed in the statistics the Enforcement charter is up to date.
6	<p>Continuous improvements:</p> <ul style="list-style-type: none"> - show progress/improvement in relation to PPF National Headline Indicators - progress ambitious and relevant service improvement commitments identified through PPF report 	Official Statistics and context summary included on the statistics and service improvement commitments has been included above within the PPF report
PROMOTING THE PLAN-LED SYSTEM		
7	LDP (or LP) less than 5 years since adoption	The Dundee Local Development Plan 2019 was adopted on 15 February 2019 and is up to date.
8	<p>Development plan scheme demonstrates next LDP:</p> <ul style="list-style-type: none"> - on course for adoption within 5-year cycle - project planned and expected to be delivered to planned timescale 	We reviewed and published the updated development plan scheme in March 2020. The dates against the key stages in the review and adoption of the DPS are estimated and a review of the following the conclusion of the review of the national planning position.
9	Elected members engaged early (pre-MIR) in development plan preparation	n/a
10	Cross-sector stakeholders, including industry, agencies and Scottish Government, engaged early (pre-MIR) in development plan preparation	n/a

SECTION 5 – Performance Markers

11	Production of regular and proportionate policy advice, for example through supplementary guidance, on information required to support applications	<p>Supplementary Guidance comprises:</p> <ul style="list-style-type: none"> • Air Quality and Land Use Planning Supplementary Guidance • Householder Development - Advice and Best Practice Supplementary Guidance • Developer Contributions Supplementary Guidance <p>In 2020, the Council issued Heat Network guidance was issued for developers to provide guidance on connecting to or creating district heat systems networks within the City. This guidance helps developers by providing further detail on the LDP policy and is part of on-going commitment to tackling climate change and moving towards a net zero future. The Planning Service also prepared a guidance note and obtained feedback on non-statutory planning guidance on surface water and drainage. The guidance note summarised the key sections of the technical planning guidance in order to promote and encourage the use of the document amongst customers and to obtain feedback through an electronic feedback form for customers to comment on both the content and process. This has been utilised as a method to encourage developers to understand and utilise the procedure as a response to emerging issues with the management of surface water drainage in the city.</p>
SIMPLIFYING AND STREAMLINING		
12	Corporate working across services to improve outputs and services for customer benefit (e.g. protocols; joined-up services; single contact; joint pre-application advice)	<p>Our council-wide plan provides a strategy for integrating service delivery across partnerships, which is reflected in the City Development departments joined-up service delivery.</p> <p>The planning division sits within the City Development service area alongside teams overseeing property, architecture, engineering, transportation and economic development. The Division works closely with these teams to deliver the priorities for the City Development service. This approach improves outputs and services for customer benefits and the approach within 2020/21 has been further developed through the production and publication of the City Development Service Plan.</p> <p>The Planning Service work closely with other service areas and examples and evidence of this from the last year have been provided in the above PPF report within the City Centre Strategic Investment Plan case study as well as the Hospitality Taskforce case study</p> <p>In addition, the Planning Service has built on the work undertaken to contribute to the NPF4 discussion and within 2020/21 worked in partnership with Neighbourhood Services Housing Department as well</p>

SECTION 5 – Performance Markers

		as the Tayside Region Authorities to feedback to the Scottish Government on the NPF4 Minimum All Tenure Housing Land Requirement draft figures.
13	Sharing good practice, skills and knowledge between authorities	A successful one day session held online through Microsoft Teams was held with Aberdeen City Council to discuss a range of matters and elements of good practice across the Planning Service. This involved presentations and discussion on a range of topics such as Local Development Plans, Local Review Body procedures, approach and good practice of Community Planning and working in partnership with Greenspace Officers, as well as emerging requirements on delivery of Local Place Plans. This discussion and sharing of good practice positively allowed for opportunities to improve and reflect on service delivery.
DELIVERING DEVELOPMENT		
14	Stalled sites/legacy cases: conclusion/withdrawal of planning applications more than one-year-old	The Planning Service have maintained clearance of legacy cases with 6 legacy cases cleared. The total number of legacy cases within the PPF reporting year have increased and this has been due to determination periods increasing as a result of covid-19 and staffing vacancies, however efforts are being made to continue to clear these remaining cases.
15	Developer contributions: clear expectations - set out in development plan (and/or emerging plan,) and - in pre-application discussions	<p>The Dundee Local Development Plan 2019 through Policy 20 sets out advice in relation to developer contributions towards the costs of infrastructure provision for both on and offsite works.</p> <p>The Developer Contributions Supplementary Guidance provides a clear basis for developer contributions early in the development process.</p> <p>At the pre application stage Developer Contributions are discussed to inform the applicant of the potential contributions from the outset. This provides certainty for developers on the required level of contribution and helps them to understand the development costs at an early stage. The Planning Service continues to ensure that information requests are clear and proportionate and work closely with customers, stakeholders and key agencies.</p>

Contact Details

City Development Department
Dundee City Council
Dundee House
50 North Lindsay Street
Dundee, DD1 1LS
Website: www.dundee.gov.uk

This information is made available in large print or in an alternative format that meets your needs.

Chinese	欲知詳情，請致電：01382 435825
Russian	Более подробную информацию можно получить позвонив по телефону: 01382 435825
Urdu	مزید معلومات کے لئے برائے مہربانی 01382 435825 پر فون کریں۔
Polish	po dalszą informację zadzwoń pod numer 01382 435825
Alternative Formats	For further information please contact the issuer of this publication



...you can do so much more **ONLINE** at...

dundee.gov.uk