

**REPORT TO: DEVELOPMENT MANAGEMENT COMMITTEE - 16 MAY 2011**

**REPORT ON: PERFORMANCE INDICATORS FOR DEVELOPMENT MANAGEMENT 2010/2011**

**REPORT BY: DIRECTOR OF CITY DEVELOPMENT**

**REPORT NO: 245-2011**

## **1 PURPOSE OF REPORT**

- 1.1 The report outlines aspects of Development Management performance for the year 2010/2011 in relation to Key Performance Indicators from the City Development Department's Service Plan 2010-2012.

## **2 RECOMMENDATION**

- 2.1 It is recommended that the Committee:
- a notes that although the drop in applications received has now bottomed out, significant progress has been made in terms of the determination of all applications and in particular that the Service Plan targets for householder and non-major applications are being met;
  - b notes that there have not been a significant number of major applications determined in the past year and that the issuing of consents is often delayed by the need to conclude legal agreements;
  - c notes that the substantial drop in the achievement of targets relating to the determination of applications for Road Construction Consent is due to applications which are linked to sites where there are planning and/or legal issues which are outwith the RCC process but have caused unavoidable delays with the RCC processing procedures;
  - d notes the continuing significant drop in the number of planning appeals and that a significant proportion of appeals are being dismissed;
  - e notes a drop in activity relating to planning enforcement; and
  - f reaffirms the approach to quality of planning decision making as its predominant requirement while at the same time seeking the adoption of any measures which will increase the speed of decisions whilst otherwise further improving the standard of service to customers and the service.

## **3 FINANCIAL IMPLICATIONS**

- 3.1 There are no financial implications of relevance to this report.

## **4 BACKGROUND**

- 4.1 Reference is made to the Minutes of the Development Management Committee of 21 June 2010 (Report 330-2010 refers). That report contained aspects of Development Management Service performance for the years 2005/2006 to

2009/2010 based on the performance targets set out in the previous Planning and Transportation Service Plan 2007-2011.

- 4.2 Since then the City Development Department approved a new Service Plan for the period 2010-2012 which sets out, amongst other matters, how the Planning Division will meet the aims of the Council Plan for that period. The City Development Department Service Plan 2010-2012 contains new performance indicators for the Development Management function of the Department, reflecting the aspirations of the Council Plan and the changes to the Planning system introduced in August 2009.
- 4.3 This report outlines performance trends in relation to key performance targets set out in the Service Plan, drawing on returns made to the Scottish Government. It takes account of the major overhaul of the Scottish Planning system and the changes introduced in August 2009 (as a result of which many of the previously operated performance indicators are no longer relevant). It also takes account of the fact that the modernising agenda has resulted in the Scottish Government dropping crude statistical methods of assessing development management performance.

## 5 COMMENTARY ON PERFORMANCE AND TRENDS

- 5.1 Appendices 1-4 tabulate performance trends against the various relevant key indicators during 2009/2010 in comparison with previous years.
- 5.2 The main issues which may be drawn from the performance trends are as follows:

a General Performance

Significant progress has been made in terms of the determination of all applications. The Service Plan targets for householder and non-major applications are being met. Performance on householder applications has been the biggest change since the previous year and this is a direct result of assigning Enforcement Officers directly supervised by Planning Officers to deal with this type of application.

b Caseloads of Applications Received and Case Load per Officer

There has been a small drop in the numbers of applications received (the high point for applications received was 2006/2007), although the level of decrease is now bottoming off with the applications received in 2010/2011 being just 6% less than the figure for the previous year.

The case load per officer equivalent has remained stable at 130 applications determined per officer.

c E-planning

The ability for applicants to make on-line planning applications has been in place since April 2009. In 2010/2011 over 23% of all applications were submitted electronically.

d Road Construction Consents

Appendix 2 outlines recent performance together with influencing factors. There has been a significant drop in performance and the Service Plan Performance target has not been met. The target for 2010-2011 was increased from 70% to 90% due to the fact that it is now no longer necessary for RCC applications to be referred to the City Development Committee prior to determination. However, It should be noted that while 2 of the 7 applications have been processed within 8 weeks, thereby meeting the target figure, the remaining 5 applications are linked to sites where there are planning and/or legal issues which are outwith the RCC process but have caused unavoidable delays with the RCC processing procedures.

e Planning Appeals

It will be noted from Appendix 3 that the number of appeals determined was less than half that of the previous year, with a significant number of appeals being dismissed. From August 2009 the appeal route for most applications has been the Local Review Body. 5 cases were determined in 2010/2011 and all were dismissed.

f Enforcement Activity

The number of enquiries received has remained the same as the previous year but enforcement activity is down on previous years, reflecting the downturn in the economy and the fact that fewer developments are progressing on site.

g Implications of the Environmental Agenda

Increasingly, the Department is finding that a wide range of environmental issues are becoming significant material considerations in the planning process (eg contaminated land, air quality, noise, waste management) and in the future certain categories of application may have to be assessed in respect of their carbon emissions. These requirements have placed an additional strain on the Development Management service and the expert support given to it by the Environmental Health and Trading Standards Department in particular. These pressures on applicants, agents and the Council are likely to intensify.

## 6 POLICY IMPLICATIONS

- 6.1 This Report has been screened for any policy implications in respect of Sustainability, Strategic Environmental Assessment, Anti-Poverty, Equality Impact Assessment and Risk Management. There are no major issues.

## 7 CONCLUSION

- 7.1 The significant improvement in performance relating to the determination of planning applications compared with 2009/2010 is welcomed and efforts will be made to maintain this performance whilst recognising that quality of decision making and customer service must remain the priority.

**8 CONSULTATIONS**

- 8.1 The Chief Executive, Depute Chief Executive (Support Services), Director of Finance and Assistant Chief Executive have been consulted and are in agreement with the contents of this report.

**9 BACKGROUND PAPERS**

- 9.1 Performance Indicator Returns to the Scottish Government.
- 9.2 City Development Department Service Plan 2010-2012.
- 9.3 Scottish Planning Policy 2010.
- 9.4 Resources for Planning - Ove Arup and Partners 2005 (paragraph 7.29).
- 9.5 The Planning Etc (Scotland) Act 2006.

---

Mike Galloway  
Director of City Development

MPG/CW/KM

25 April 2011

Dundee City Council  
Tayside House  
Dundee

## APPENDIX 1

## COMPARATIVE DEVELOPMENT MANAGEMENT PERFORMANCE 2008/2009 - 2010/2011

Performance Indicator	2006/2007	2007/2008	2008/2009	2009/2010	2010/2011
% Householder applications determined in 2 months Service Plan Target: 80%	80.0%	75.0%	83.6%	77.0%	86.5%
% of Non Major Applications determined in 3 months Service Plan Target 80%	79.2%*	74.1%*	79.7%*	82.8%*	87.9%
% of Major Applications determined in 4 months (or extended period specified in a Processing Agreement) Service Plan Target 60%	N/A	N/A	N/A	N/A	50%
Applications Received	1,132 (+16%)	986 (-13%)	775 (-21%)	688 (-11%)	651 (-6%)
Applications Determined	948 (+5%)	968 (+2%)	735 (-24%)	644 (-12%)	622 (-3%)
Applications Received per Case Officer Equivalent per annum (5 case officers down from 6.5 in 2008/2009)**	184 (+13%)	140 (-24%)	119 (-15%)	138 (+16%)	130 (-6%)

Source: Scottish Government Statistical Returns

\* These figures relate to the previous and broadly comparable indicator % of all applications determined in 3 months

\*\* A report by Ove Arup & Partners for the Scottish Executive indicated that the estimated Scottish average of 143 applications received per case officer.

**APPENDIX 2****ROAD CONSTRUCTION CONSENT PERFORMANCE INDICATORS**

<b>Year</b>	<b>Total No of RCC Applications</b>	<b>Average Processing Time (weeks)</b>	<b>% of applications processed in 8 weeks</b>	<b>% of applications processed in 12 weeks</b>
2006/2007	27	7	67%	93%
2007/2008	16	7	63%	94%
2008/2009	15	5	87%	100%
2009/2010	11	7	91%	91%
2010/2011	7	7	29%	29%

The Service Plan Performance target for the processing of Road Construction Consent (RCC) applications is to have 90% processed within 8 weeks.

**APPENDIX 3****APPEAL STATISTICS**

<b>Key Performance Results</b>	<b>Baseline</b>	<b>Target or Direction</b>	<b>2006/2007</b>	<b>2007/2008</b>	<b>2008/2009</b>	<b>2009/2010</b>	<b>2010/2011</b>
Number of appeals determined	25	25	23	40	45	22	12
% appeals dismissed as % of all applications decided	1.8%	1.8%	0.9	2.1%	4.2%	2.5%	1.3%
% dismissed as % of all appeals determined	40%	70%	41%	53%	69%	73%	67%

**APPENDIX 4****ENFORCEMENT ACTIVITY**

<b>Appeals</b>	<b>2006/2007</b>	<b>2007/2008</b>	<b>2008/2009</b>	<b>2009/2010</b>	<b>2010/2011</b>
Enforcement Enquiries Received	400* (est)	460* (est)	420* (est)	300* (est)	316* (est)
Planning Contravention Notices Served	32	20	24	33	8
Breach of Condition Notices Served	0	0	0	0	0
Enforcement Notices Served	66**	20	7	0	2
Stop Notices Served	0	0	0	0	0
Amenity (Wasteland) Notices Served	0	0	7	3	1
Direct Action Undertaken	0	0	0	0	0
Advertisement Enforcement Notices	4	2	3	0	3
Listed Building Enforcement Notices	66**	1	10	0	0
Enforcement and Amenity Notice Appeals	2 (1)	5	3 (3)	0	0
Enforcement and Amenity Notice Appeals Outstanding	0	1	2	0	0
Removal/Obliteration of Placards/Posters	N/A	N/A	12	9	1
Tree Replacement Notice Served	0	0	0	0	0

\* Total number of enforcement enquiries received, considered and investigated. Includes telephone enquiries, correspondence, and more formal complaints which are recorded on departmental databases.

\*\* 56 in respect of Whitehall Crescent