

REPORT TO: DEVELOPMENT QUALITY COMMITTEE - 31 OCTOBER 2005

REPORT ON: DEVELOPMENT QUALITY CHARTER

REPORT BY: DIRECTOR OF PLANNING & TRANSPORTATION

REPORT NO: 592-2005

1 PURPOSE OF REPORT

- 1.1 To seek the agreement of the Committee to the terms of a Development Quality Charter and to seek authority to publicise the Charter via the Council's Website, public libraries and other appropriate outlets.

2 RECOMMENDATION

- 2.1 It is recommended that the Committee approves the terms of the Development Quality Charter.
- 2.2 It is recommended that the Committee remits the Director of Planning and Transportation in consultation with the Chief Executive to publicise the Charter via the Council's Website, public libraries and other appropriate outlets.

3 FINANCIAL IMPLICATIONS

- 3.1 The preparation costs of the draft Charter have been contained within the Planning and Transportation Department's current revenue budget. As forward publicity will be via the internet with limited printing and distribution costs, it is anticipated that such costs can be met from within the Department's Revenue Budget.

4 LOCAL AGENDA 21 IMPLICATIONS

- 4.1 There are no adverse Local Agenda 21 implications arising from the terms of this report.

5 EQUAL OPPORTUNITIES IMPLICATIONS

- 5.1 The Charter is worded and laid out in a format applicable to all sectors of the Dundee community. The Charter contains commitments to consult widely and to offer facilities to the disabled, housebound and those from ethnic minority backgrounds.

6 BACKGROUND

- 6.1 SPP1 "The Planning System" represents the Scottish Executive's definitive statement identifying key priorities for the planning system. It indicates that Scottish Ministers support and encourage the provision of a high quality planning service by the Scottish Executive and planning authorities. This requires clear and transparent procedures, efficient working practices to ensure that development maintains and enhances the quality of our built and rural environments.
- 6.2 PAN 40 "Development Control" provides best advice to planning authorities in more detailed terms in respect of the development control function.

- 6.3 It is considered that the Council already maintains an efficient and effective service but always aspires to make continuous improvements where appropriate.
- 6.4 An appropriate balance requires to be struck between statistical performance, in terms of the time taken to reach a determination on planning applications and our commitment to customer care ensuring that stakeholders are consulted, kept informed, and listened to and that our processes and procedures are transparent and inclusive.
- 6.5 The current Planning and Transportation Service Plan includes a commitment to prepare a Development Quality Charter.
- 6.6 The Council already publishes on its Website a number of documents which assist in achieving these objectives. However it is considered appropriate to bring together in a single Charter document the various levels of service which our stakeholders should reasonably expect of an efficient and effective service.
- 6.7 The proposed "Development Quality Charter", copies of which are available in the Members' Lounges, brings together a variety of service commitments. The Charter will be subject to regular monitoring and review and the Committee advised periodically of any proposed amendments as circumstances develop. For example there will be a need to revisit the principles of the Charter when the provisions of the White Paper "Modernising the Planning System" is enacted.
- 6.8 Consideration is being given to the preparation of supplementary Charters for enforcement and tree protection/preservation.
- 6.9 It is intended that the Charter should principally be a Web-based document although reference copies will be made available at libraries and other appropriate Council Pinpoints. Stakeholders will be advised of the Charter's purpose and availability.

7 CONCLUSION

- 7.1 It is important that the efficiency and effectiveness of the development quality service is continuously reviewed and enhanced as appropriate. Development control is a complex regulatory duty of the Council and it is essential that the fundamentals of our service delivery to all our customers is set out clearly and made known to stakeholders.

8 CONSULTATIONS

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

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IGSM/IAR/DB

19 September 2005

Dundee City Council