

In accordance with the guidance issued by the Chief Planner on 20 May 2020 we have prepared a light version of the PPF submission. A case study of the work we undertook to run a NPF4 workshop is included.

## KEY PERFORMANCE MARKERS 2019-20

No.	Performance Marker	Evidence
1	<p><b>Decision-making:</b> continuous reduction of average timescales for all development categories [Q1 - Q4]</p>	<p>Scottish Government advised that there is no need to provide statistics.</p> <p>Performance of our decision making timescales over the last year has largely been maintained although there was a drop in the performance for determining local non-householder applications.</p> <p>The average timescales for determining householder developments is within the 2 month target with an overall average time for decision making of 7.7 weeks. A total of 86.7% of this type of application was determined within 2 months which is a small improvement on the previous year. This is broadly in line with the Scottish average.</p> <p>Four Major planning applications were determined. These were all for housing and with an average timescale of 18.4 weeks this is again well within the Scottish average for Major housing applications (37.5 weeks).</p> <p>Local (non-householder) application timescales have again increased up to 11.5 weeks average timescale and only 56.2% within 2 months. This is longer than the Scottish average of 10.9 weeks.</p> <p>On reflection the performance has improved slightly and compares well to the Scottish average performance figures.</p>
2	<p><b>Processing agreements:</b></p> <ul style="list-style-type: none"> <li>offer to all prospective applicants for major development planning applications; and</li> <li>availability publicised on website</li> </ul>	<p>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.</p>
3	<p><b>Early collaboration</b> with applicants and consultees</p> <ul style="list-style-type: none"> <li>availability and promotion of pre-application discussions for all prospective applications; and</li> <li>clear and proportionate requests for supporting information</li> </ul>	<p>The new approach to providing pre-application advice adopted in 2018/19 has ensured that all prospective applicants can receive clear and consistent advice early in the planning application process. We have taken this process further over the last 12 months and have developed an electronic pre-application enquiry form to help improve the quality and level of information provided at this stage. The subsequent pre-application response 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 has been updated to provide easier customer access to policy and guidance and the pre-application advice service information.</p>
4	<p><b>Legal agreements:</b> conclude (or reconsider) applications after resolving to grant permission reducing number of live applications more than 6 months after resolution to grant (from last reporting period)</p>	<p>Scottish Government has advised that there is no need to provide statistics.</p> <p>Our process is set out in the Supplementary Guidance on Developer Contributions, which is available on our website.</p> <p>We are committed to ensuring that negotiations to agree developer contributions do not delay the development project or the</p>

		<p>development management process. Where appropriate, we use model obligations to speed up the process.</p> <p>In short the process begins at pre-application stage where applicants are advised of the likely contribution items and amounts. Our legal team then advise on the legal process. 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	<b>Enforcement charter</b> updated / re-published within last 2 years	Our Enforcement Charter was updated in March 2019.
6	<p><b>Continuous improvement:</b></p> <ul style="list-style-type: none"> <li>• progress/improvement in relation to PPF National Headline Indicators; and</li> <li>• progress ambitious and relevant service improvement commitments identified through PPF report</li> </ul>	<p><b>Scottish Government advised that no information is required for bullet point 1.</b></p> <p><b>Bullet point 2 - include information about progress with service improvement commitments (how many have been completed)</b></p> <p><u>1. Front load and streamline pre-application advice service</u>  <i>By the end of summer 2019, 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' information on the website.</i>  <b>Progressing.</b> We have made progress towards this service improvement commitment. Forms and guidance have been drafted, and they will be launched in 2020.</p> <p><u>2. Streamline the management of planning applications</u>  <i>By the end of 2019, utilise software and processes in place to simplify the steps in the application management process.</i>  <b>Progressing.</b> We are looking to appoint an officer to lead on digital improvements and for this commitment to be fulfilled in 2020.</p> <p><u>3. LDP Monitoring</u>  <i>Align action programme and housing land audit to allow better and more efficient monitoring of LDP delivery ahead of 2020 HLA audit.</i>  <b>Complete.</b> A reduction in staff resources meant that we had to review our process for undertaking the 2020 HLA audit. The new process has allowed for better integration with the action programme.</p> <p><u>4. Review model planning conditions</u>  <i>By the end of 2019 officers to review planning conditions, make amendments and adopt list of model conditions.</i>  <b>Progressing.</b> Officers have completed a review of planning conditions and we are now preparing a list of model conditions.</p> <p><u>5. Improve online customer experience</u>  <i>By the end of 2019, review website and customer journey and implement changes to make it easier for customers to access the information they require.</i>  <b>Progressing.</b> We have made some changes to the website layout and are looking to complete the review of the website and for this commitment to be fulfilled in 2020.</p> <p><b>2020-2021 Service Improvement Commitments</b></p> <p>Whilst we have prepared the following list of improvement commitments our primary commitment over the coming months is one of playing a role in supporting the post-Covid-19 recovery.</p> <p><b>1. Launch a digital pre-application advice service</b></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> <p><u>2. Streamline the management of planning applications</u> <i>By the end of 2020, utilise software and processes to simplify the steps in the application management process.</i></p> <p><u>3. Improve online customer experience</u> <i>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.</i></p> <p><u>4. Develop a Planning Team service plan</u> <i>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.</i></p>
7	<b>Local development plan</b> less than 5 years since adoption	The Dundee Local Development Plan 2019 was adopted on 15 February 2019.
8	<b>Development plan scheme</b> – next LDP: <ul style="list-style-type: none"> <li>on course for adoption within 5 years of current plan(s) adoption; and</li> <li>project planned and expected to be delivered to planned timescale</li> </ul>	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 we will review the DPS following the conclusion of the review of the national planning position.
9	<b>Elected members engaged early</b> (pre-MIR) in development plan preparation – <i>if plan has been at pre-MIR stage during reporting year</i>	N/A
10	<b>Cross sector stakeholders*</b> engaged early (pre-MIR) in development plan preparation – <i>if plan has been at pre-MIR stage during reporting year</i> <i>*including industry, agencies and Scottish Government</i>	N/A
11	<b>Regular and proportionate policy advice</b> produced on information required to support applications.	<p>Supplementary Guidance comprises:</p> <ul style="list-style-type: none"> <li>Air Quality and Land Use Planning Supplementary Guidance</li> <li>Householder Development - Advice and Best Practice Supplementary Guidance</li> <li>Developer Contributions Supplementary Guidance</li> </ul> <p>These were all adopted in 2019. In 2019/20 we prepared new non-statutory planning guidance on surface water and drainage. Comprising a planning document and a partner technical document the guidance was prepared in-house in partnership with our engineering team and in consultation with Scottish Water as a response to emerging issues with the management of surface water drainage in the city. The guidance sets out the broad principles for managing surface water issues; and advises customers on what information is required to support planning applications. This has been published on our website.</p>

12	<p><b>Corporate working across services</b> to improve outputs and services for customer benefit (for example: protocols; joined-up services; single contact arrangements; joint pre-application advice)</p>	<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. Naturally 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.</p> <p>We also work closely with other service areas from across the council and with external partners and stakeholders. Examples of this from the last year are:</p> <p>Construction industry – our Planning team organised a construction sector event bringing together over 100 delegates from a wide variety of construction backgrounds including major housebuilders, SMEs and industry representative bodies. Organised with support from the local Chamber of Commerce the event generated outcomes for teams across the Council including planning, economic development, property and employment. Proposed as a response to the Council's economic plan for the construction sector, delegates heard from speakers about the construction sector from a national perspective; how to unlock the people potential in Dundee; and modern methods of construction. Feedback was positive and we are considering holding another event in 2021.</p> <p>Surface Water and Drainage Guidance – prepared in-house this seeks to benefit customers by clearly setting out the principles for managing surface water and flooding issues; and advising customers on what information is required to support planning applications. A copy of the agenda is appended to this report.</p> <p>NPF4 Consultation Response – the attached case study sets out the collaborative corporate working approach used to prepare our response.</p>
13	<p><b>Sharing good practice, skills and knowledge</b> between authorities</p>	<p>DPEA – we hosted a day visit by staff from the DPEA which included a guided walkabout around the Dundee Waterfront and presentations from officers in our team.</p> <p>Fife Council – following successful session referenced in the last PPF we again collaborated with Fife Council to explore opportunities to improve our service delivery.</p> <p>Glasgow planners – we hosted planning colleagues from Glasgow City Council for a day long exchange session to share good practice.</p> <p>Enforcement forum – Officers attended an event hosted by Angus Council which brought together officers from Aberdeenshire, Perth &amp; Kinross to share knowledge and experience.</p> <p>We have also hosted guided walkabouts of the Dundee Waterfront area for planning officers and others from various councils from across the UK and Europe, sharing our experience of large scale public sector led regeneration.</p>
14	<p><b>Stalled sites / legacy cases:</b> conclusion or withdrawal of old planning applications and reducing number of live applications more than one year old</p>	<p>The legacy cases have remained at 5 in number as there are no new cases and none have been concluded or withdrawn. Efforts will continue to clear these remaining cases.</p>

15	<p><b>Developer contributions:</b> clear and proportionate expectations</p> <ul style="list-style-type: none"><li>• set out in development plan (and/or emerging plan); and</li><li>• in pre-application discussions</li></ul>	<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>
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## Case Study

<b>Case Study Title:</b>	
<i>NPF4 Call for ideas and facilitated workshops</i>	
<b>Location and Dates:</b>	
Dundee House – Monday 10 <sup>th</sup> and Tuesday 11 <sup>th</sup> February	
<b>Elements of a High Quality Planning Service this study relates to</b> (please select all that apply):	
<ul style="list-style-type: none"> <li>Quality of outcomes</li> <li>Culture of continuous improvement</li> </ul>	
<b>Key Markers</b> (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
13	Sharing good practice, skills and knowledge
6	Continuous improvement
<b>Key Areas of Work</b> (please select the <b>main area</b> of work covered - 1 to 2 options maximum):	
•	<ul style="list-style-type: none"> <li>Collaborative Working</li> <li>Other (please note) <b>National Policy and Projects</b></li> </ul>
<b>Stakeholders Involved</b> (please select the <b>main stakeholders</b> - 1 to 2 options maximum):	
•	<ul style="list-style-type: none"> <li>Authority Planning Staff</li> <li>Authority Other Staff</li> </ul>
<b>Overview:</b>	
<i>A description of the activities which have taken place during the case study period.</i>	
<p>In response to the Scottish Governments NPF4 Call for Ideas and National developments the Council undertook three cross-departmental workshops covering the 5 themes of the NPF4, Climate Change &amp; Infrastructure, Economy &amp; Place and Health &amp; Wellbeing. Using the output from these workshops the Planning Team was able to prepare and submit a robust response to NPF4.</p>	
<b>Goals:</b>	
<i>A description of how the case study aimed to contribute to the wider goals and outcomes of the planning service.</i>	
<p>The aim of the workshops was to take a collaborative approach in the response to NPF4 drawing on the knowledge and expertise of colleagues across Council's departments including Housing, Economic Development, Transportation, Parks and Greenspace, Health and Social Care Partnership, Sustainable Management etc. This approach has enabled continuous improvement of how we work in collaboration with partners to ensure a more robust and representative outcome.</p>	
<b>Outcomes:</b>	
<i>A brief description of what the case study has demonstrated so far and any follow up work which will take place because of it. If the project is still underway please note what is still to be completed</i>	
<p>The workshop approach taken in the preparation of the Council's response to NPF4 provided an opportunity to work in collaboration with colleagues across departments and enabled us to prepare a robust response that reflects the issues and challenges faced not just within Planning but across the public sector covering the 5 topics identified in NPF4 (Climate Change, Health and Wellbeing, Place, Infrastructure and Economy). Big issues such as the climate emergency cut across roles and responsibilities within the Council and with recent adoption of the Council's Climate Action Plan the workshops provided further opportunities to</p>	

look at what the issues are in achieving and creating sustainable places locally, regionally and nationally.

It has also provided an opportunity to identify major development and opportunities within the Dundee/Tayside area which should be considered at a national level as a National Development, such as continuing to deliver Dundee Waterfront, Michelin-Scotland Innovation Parc etc. The input and support of colleagues in bringing projects forward locally, regionally and nationally will help to ensure partnership working and delivery moving forward.

The positive nature of the workshops and learning that has come from the workshops provides an opportunity to reflect on cross-departmental working in preparing future planning strategy and policy and how we can continue working in collaboration.

<b>Name of key officer</b>
Julie Robertson