



Note: Cover Photos and Document Date to be Updated Prior to Publication



DEVELOPMENT MANAGEMENT SERVICE CHARTER

Draft August 2024



The Development Management Service

This charter sets out the service standards that you can expect from the Development Management Service. Our aim is to always meet the timescales set out in these standards however there will be times when this will not be possible.

Development Management is a key part of the Council's Planning Service and includes:

- Determination of planning and related applications under delegated powers, or by referral of more complex/contentious items to the Planning, Protective Services & Licencing (PPSL) Committee;
- Enforcement of planning regulations and condition monitoring; (subject to the Council's Planning Enforcement & Monitoring Charter)
- The provision of pre-application advice to prospective applicants;
- Representation of the Council in matters that are subject to appeal, or require to be notified to Scottish Ministers for their determination via the Directorate for Planning & Environmental Appeals (DPEA)
- The provision of information to assist the Argyll and Bute Local Review Board in their determination of applications which are subject to Local Review;
- Representation of the Council as professional witnesses at Public Local Inquiry on planning and related matters.
- Assessment and determination of applications for a High Hedge Notice.

Help Us to Help You

A range of information about the Development Management Service and to engage with its activities is published on the Council's website.

www.argyll-bute.gov.uk/planning-and-building

The Council's website includes information to assist customers:

- identify whether planning permission is required;
- how to request pre-application planning advice;
- prepare and submit new applications;
- to view planning applications and submit representations offering support or objection;
- to access and review the Local Development Plan policies and maps

Our Commitment

Development Management as a regulatory function plays a key role in the delivery of sustainable economic growth. Our aspiration is to deliver an excellent standard of service as an efficient and effective planning authority, and to uphold the following key principles within the development and delivery of the Development Management Service:

- **Professional Standards**

We will act with honesty and integrity at all times, seeking to uphold professional standards in our engagement with all stakeholders.

- **Equality**

We will treat all users of the Development Management Service fairly, objectively and with respect. All decisions will be made on the basis of their planning merits and in the public interest.

- **Accessible**

We will make planning information clear and easy to access. We will set out clear arrangements on how to contact us and on how to comment on applications. Customer feedback will be taken into account and utilised toward the continuous improvement of the Development Management Service.

- **Transparent**

We will make information about planning applications and decisions, and the justification for reaching that outcome available via the Public Access Service on the Council website.

- **Responsive**

We will provide timely advice and planning decisions. We will monitor our performance and look to identify ways to improve the speed and quality of the Development Management Service.

- **Consistency**

We will provide accurate and useful planning advice. We will make planning decisions that seek to achieve high quality outcomes that support the delivery of sustainable development and the strategic aims of the Council and the Scottish Government as expressed through the Development Plan.

- **Efficient**

Where it is identified that an application is unable to be supported then we will clearly communicate the issues of concern in a timely manner, accompanied where appropriate by advice on what action/clarification is required by the applicant to prospectively overcome those issues. Where such issues are unable to be resolved within a reasonable and agreed time period, then applications will be progressed to a formal determination at the earliest opportunity thereafter.

The Development Management Process in Scotland



[Extract from "A Guide to the Planning System in Scotland" - The Scottish Government 2009](#)

Service Standards

General: We will aim to provide customer service in accordance with the standards set out in Argyll and Bute Council's [Customer Service Charter](#).

Planning Applications:

- We will aim to undertake an initial validation check within 5 working days from receipt.
- Where a site visit is required, we will aim to undertake this within 20 working days from receipt of a valid application.
- We will aim to determine more than 65% of 'householder' applications within 2 months, and all 'householder' applications in an average timescale of less than 10 weeks^{\$\$}.
- We will aim to determine more than 45% of 'local' (non-householder) applications in less than 2 months, and all 'local' (non-householder) applications in an average timescale of less than 16 weeks^{\$\$}.
- We will aim to determine all 'major' applications within an average timescale of less than 43 weeks^{\$\$}.
*\$ time measured from date of validation.
* excluding applications which are subject to a processing agreement or an agreed extension.
#Performance targets are set to be within 10% of the 'National Average' based on Scottish Government Statistical reporting.*
- We will aim to determine 90% of Prior Notification submissions within the statutory time period.
- Where it is not possible to determine an application within the statutory time period then we will, wherever possible, seek in advance to formally agree an extension to that time period (Processing Agreement).
- Where an extension to statutory time periods are agreed and/or a processing agreement is put in place, we will aim to determine:
 - 80% of householder applications[#];
 - 70% of 'local non householder' applications[#]; and,
 - 60% of 'major' applications[#]within the agreed extended time period.
- We will aim to issue decisions within 2 working days of an application being determined.

Pre-Application Enquiries:

- We will aim to issue a response to 75% of 'local' pre-application enquiries within 30 working days
- We will aim to issue a response to 75% of 'major' pre-application enquiries within 40 working days
- Where it is not possible to respond to a pre-application enquiry in time we will in advance seek to advise of the reason for delay and the extended time period required to issue a response.

Post Determination Submissions:

- We will acknowledge receipt of submission of a Notice of Initiation of Development / Notice of Completion of Development within 5 working days.
- We will aim to issue a decision on submissions for the discharge of planning conditions within 30 working days from date of receipt;
- We will aim to determine requests for a Non-Material Amendment within:
 - 20 working days for 'householder' permissions;
 - 30 working days for 'local' permissions; and
 - 40 working days for 'major' permissions.

Monitoring Our Performance

We will undertake annual reporting via a National Planning Improvement Framework report, biannual statistical returns to the Scottish Government, and quarterly performance through reporting to the Council's Senior Management and Planning, Protective Services & Licensing Committee to check whether we are meeting our service standards and these targets will be reviewed annually.

We Want to Hear From Customers

How to provide feedback:

Customers views and opinions are important to help us improve the Development Management Service. You can contact us in the following ways:

Email: planning.hq@argyll-bute.gov.uk

Post: The Development Manager,
Argyll and Bute Council - Development & Economic Growth
1A Manse Brae,
Lochgilphead
Argyll,
PA31 8RD

Complaints:

We aim to always provide a high standard of service. However, it is recognised that sometimes problems do arise. If you wish to raise a complaint, then please refer to the Council's formal Complaints Procedure: www.argyll-bute.gov.uk/my-council/complaints

Please note that the complaint procedure is not an avenue to formally appeal against the interpretation of policy or the outcome of a planning decision. The Complaint Procedure is an appropriate route to raise concerns about the processing of an application or the conduct of officers.

If, having followed the Council's Complaint Procedure, you remain unhappy then you may take your complaint to the Scottish Public Service Ombudsman (SPSO). Please note that the Ombudsman does not ordinarily accept complaints that have not first been the subject of the Council's own complaint procedure.