

**Development Management Charter 2024**

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**1.0 EXECUTIVE SUMMARY**

- 1.1 This report seeks the endorsement of the Development Management Charter that is attached as **Appendix A**.
- 1.2 The Development Management Charter is intended to inform customer expectations by providing an overview of the Development Management Service, the Development Management Process, and to set out the standard of service that customers should expect in terms of both performance and the manner in which a service is delivered.
- 1.3 It is recommended that the Committee approve and endorse the Development Management Charter 2024 (Appendix A)

**Development Management Charter 2024**

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**2.0 SUMMARY**

- 2.1 This report seeks the endorsement of the Development Management Charter which is attached as **Appendix A**.
- 2.2 The Charter is intended as a complimentary document to the Development Management Service Plan 2024 – 2026. The Charter provides customers with a summary overview of the Development Management Service and its key functions.
- 2.3 The Charter also sets out expectations in relation to the service standards that all customers can expect in their dealings with the Development Management Service.
- 2.4 Whilst the related Development Management Service Plan 2024 – 2026 sets out a wide range of performance targets and improvement actions it is recognised that the content of that document is aimed at driving the internal management of the Development Management Service. The Service Standards set out within the Development Management Charter 2024 are a summarised version of the key performance targets relating to the progression of planning applications and are intended to inform expectations on how casework will be progressed, and performance monitored.
- 2.5 The Development Management Charter also seeks to direct customers to relevant sources of information that is available online and will assist them to 'self-serve' where possible; details on how to contact the Development Management Service or to raise issue via the Council's Corporate Complaint process.
- 2.6 It is recommended that the Committee:- approve and endorse the Development Management Charter 2024 (Appendix A)

**3.0 IMPLICATIONS**

- 3.1 **Policy:** None
- 3.2 **Financial:** None
- 3.3 **Legal:** None
- 3.4 **HR :** None

**3.5 Fairer Scotland Duty:**

**3.5.1 Equalities – Protected Characteristics:** None

**3.5.2 Socio-economic Duty:** A consistent and proportionate approach to planning enforcement is essential for natural justice.

**3.5.3 Islands:** None

**3.6 Climate Change:** None

**3.7 Risk:** None.

**3.8 Customer Service:** The DM Charter identifies key performance indicators for measuring the performance of the DM Service, and in doing so, setting customer expectations on the service level to be provided.

**3.9 The Rights of the Child (UNCRC) -** None

**Executive Director of with responsibility for Development & Economic Growth:-  
Kirsty Flanagan  
Policy Lead:- Cllr Kieron Green**

10<sup>th</sup> September 2024

**For further information contact:** Peter Bain – 01546 604204

**APPENDICES**

Appendix A – Development Management Charter 2024