

NATIONAL PLANNING IMPROVEMENT FRAMEWORK

# Improvement Action Plan 2024

Dundee City Council





A high performing planning authority needs to have the right number of people to do the work expected of it with the rights skills set. It also needs to have a strategy to ensure that it retains and recruits the right staff in the future. It supports staff to upskill and to be prepared for changes in policy, legislation, and new circumstances.

Attribute	Score (1=Making excellent progress, 5= No progress)
1. The planning authority has sufficient resources and skills to maximise productivity	4
2. The planning authority has a valued and supported workforce	3

Based on the grading above, outline any areas of improvement that are required and by whom and their level of importance (High/ Medium/ Low) and by when (short/ medium/ long term).

Improvement Action <small>What action will you take? What will the outcome be?</small>	Owner	Importance <small>High Medium Low</small>	Timescale <small>Short term – 1 year Medium term – 3 years Long term – 3+ years</small>	Resources
Attribute 1: Implement monthly meetings with Environmental Health regarding key planning applications to streamline application process	Planning Team	High	Long term	Senior Management
Attribute 1: Undertake a review of the discretionary charging framework to enable service investment and support cost recovery. This will be monitored to ensure that the level of discretionary charging is	Planning Team	High	Short	Senior Management



regularly reviewed to ensure an effective service for customers				
Attribute 2: The creation of a Planning Training coordinator role, enabling upskilling of members of the team	Planning Team	High	Medium	Senior Management
Attribute 2: Develop a student work experience and internship placement with the University of Dundee to promote a career in planning and develop planning skills	Senior Management	High	Medium	Senior Management





A high performing planning authority has a positive culture through ensuring it has sound governance, effective leadership and a commitment to continuous improvement. The authority has an identified chief planner, who is supported by a strong leadership group to advise on decision-making, policy and operational management.

Attribute	Score (1=Making excellent progress, 5= No progress)
3. This Planning Authority has embedded continuous improvement	2
4. This Planning Authority has sound governance	4
5. This Planning Authority has effective leadership	3

Based on the grading above, outline any areas of improvement that are required and by whom and their level of importance (High/ Medium/ Low) and by when (short/ medium/ long term).

Improvement Action What action will you take? What will the outcome be?	Owner	Importance High Medium Low	Timescale Short term – 1 year Medium term – 3 years Long term – 3+ years	Resources
Attribute 3: Introduction of the annual Quality Conversations process	Chief Planning Officer	High	Short	Senior Management
Attribute 3: Training to community groups on planning matters	Planning Team Communities Team	High	Short	In partnership with Communities Team/ Planning Aid Scotland



Attribute 4: Review Scheme of Delegation, where it relates to planning, and suggest changes as required	Chief Planning Officer	High	Short	In partnership with legal colleagues
Attribute 4: Provide Councillor briefings and training on specific topic matters e.g. affordable housing, short term lets	Chief Planning Officer	High	Medium	Senior Management





A high performing planning authority needs to have an effective local development plan and other strategies in place to provide a vision for the future of the area. It needs to be able to set and deliver on policy ambitions and priorities by clearly informing decision making and providing certainty and predictability for communities, developers and investment. The authority’s development management systems need to be effective in making the right decisions about development and be as efficient as possible in doing this. The planning authority makes best use of digital technology and how it manages and uses data.

Attribute	Score <small>(1=Making excellent progress, 5= No progress)</small>
6. The planning authority has a robust policy and evidence base	3
7. The planning authority makes best use of data and digital technology	2
8. The planning authority has effective and efficient decision-making processes	3

Based on the grading above, outline any areas of improvement that are required and by whom and their level of importance (High/ Medium/ Low) and by when (short/ medium/ long term).

Improvement Action <small>What action will you take? What will the outcome be?</small>	Owner	Importance <small>High Medium Low</small>	Timescale <small>Short term – 1 year Medium term – 3 years Long term – 3+ years</small>	Resources
Attribute 6: Joint working to produce an Open Space Strategy to support the progression of the review of the LDP	Planning Team/ Environment Team	High	Short-Medium	Planning Team



Attribute 7: Utilise key GIS tools such as Survey123, StoryMaps, and Dashboards in Local Development Plan (LDP) consultation processes, especially the Place Standard Tool and Play Sufficiency Survey	Planning Team	High	Medium	Planning Team
Attribute 8: Improvement Meeting – Reducing average timescales for determination of householder applications	Planning Team	High	Short	Senior Management
Attribute 8: Address resource issues on Enforcement	Chief Planning Officer/Planning Team	High	Long	Senior Management





A high performing planning authority should ensure a wide range of people are involved in shaping their future places. Engagement should be fair and inclusive, early, collaborative, meaningful and proportionate and should include difficult to reach groups. The authority should engage with a wide range of partners at a national, regional and local level to ensure a joined-up approach and that links are made across policies and programmes. The planning authority should demonstrate good customer care, transparency and effective communication.

Attribute	Score (1=Making excellent progress, 5= No progress)
9. This planning authority has good customer care	2
10. The planning authority has effective engagement and collaboration with stakeholders and communities.	3

Based on the grading above, outline any areas of improvement that are required and by whom and their level of importance (High/ Medium/ Low) and by when (short/ medium/ long term).

Improvement Action What action will you take? What will the outcome be?	Owner	Importance High Medium Low	Timescale Short term – 1 year Medium term – 3 years Long term – 3+ years	Resources
Attribute 9 – Review the customer feedback procedure	Planning Team	High	Short term	Planning Team
Attribute 9 – Develop a process to allow objections/representations to planning applications to be visible on the planning portal	Planning Team	High	Short term	Planning Team



Attribute 10 - Enhance Planning webpages to improve customer pre-application advice and provide improved response timescales	Planning Team	High	Short term	Planning Team
Attribute 10 – Improve and encourage active participation in the customer satisfaction surveys	Planning Team	High	Long Term	Planning Team
Attribute 10 – Review and enhance an approach to collaborative engagement with Community Groups	Planning Team	High	Short-Medium Term	Planning Team Communities Team





A high performing planning authority should demonstrate place leadership by taking a collaborative place-based approach in line with the Place Principle. It should use the Place and Wellbeing Outcomes in decision-making processes, to achieve the three spatial principles outlined in NPF4: sustainable places, where we reduce emissions, restore and better connect biodiversity; liveable places, where we can all live better, healthier lives; and productive places, where we have a greener, fairer, and more inclusive wellbeing economy. The planning authority should seek to ensure that there are no impediments to delivering agreed development.

Attribute	Score <small>(1=Making excellent progress, 5= No progress)</small>
11. The planning authority supports the delivery of sustainable, liveable and productive places	2
12. This planning authority supports the delivery of appropriate development	3

Based on the grading above, outline any areas of improvement that are required and by whom and their level of importance (High/ Medium/ Low) and by when (short/ medium/ long term).

Improvement Action <small>What action will you take? What will the outcome be?</small>	Owner	Importance <small>High Medium Low</small>	Timescale <small>Short term – 1 year Medium term – 3 years Long term – 3+ years</small>	Resources
Attribute 11 – Implement the actions of the City Centre Strategic Investment Plan	Planning Team	High	Long Term	Working with developers and interested parties



Attribute 12 - Implementation and monitoring of Local Development Plan Action Programme	Planning Team	High	Long term	City Development lead with input from full Council
Attribute 12- Undertake an audit of the Section 75 process	Senior Management	High	Short Term	Working with finance and legal colleagues

