

# Development Management Service Customer Charter April 2018

Dumfries and Galloway Council  
Planning and Building Standards Service  
English Street, Dumfries  
DG1 2HS



## Our vision / values:

The Planning and Building Standards Service is part of the Council's Economy Environment & Infrastructure department. A set of values has been created which define the culture we aim to promote within EEI:-

- **Open For Business** - We will proactively attract and facilitate investment through promoting an 'open for business' culture.
- **Best Value** - We will provide the right services in the right place, at the right time and at the right cost to meet the needs of individuals and communities across Dumfries and Galloway.
- **Customer First** - We strive for excellence and continuous improvement and always put the customer first. We will ensure that our customers have a voice and influence in the design and delivery of our services.
- **Partnerships** - We recognise the importance of partners in everything we do and believe that our aims and objectives are best delivered through successful partnership working.
- **Diversity** - We will treat people equally and with respect, irrespective of social or cultural differences.
- **Workplace** - We will continue to cultivate a supportive and fulfilling work environment where our staff are skilled, resourced and empowered to play their part in delivering our services.
- **Sustainability** - We will ensure that the way in which we deliver services contributes to the long term economic, social and environmental wellbeing of our region. Sustainability will be at the heart of everything we do.



## Services Provided:

- Process applications for planning permission, Listed Building and Conservation Area Consent, advertisement consent, works to protected trees, certificates of lawful use or development, determinations of prior approval, and other statutory applications.
- Maintain and make publicly available a register of planning and other statutory applications.
- Offer a pre-application service to applicants and / or their agents (please note that this service is chargeable).
- Provide general advice on submitting a planning or related statutory applications.
- Keep customers informed when an appeal or Notice of Review against a decision is made.
- Carry out enforcement of planning control in accordance with our [Planning Enforcement Charter](#).
- Provide licensing consultations.
- Provide development management property enquiry information (please note that this service may be chargeable).
- Accept and process applications and drawings electronically.
- Provide information on the progress of applications online through our [ePlanning system](#).
- Provide an enquiry system for historic planning permissions and other statutory applications including the production of certified copies of documents (please note that this service is chargeable).



**We will**

- Always be courteous, polite and helpful.
- Be experienced and appropriately qualified to deal with your query.
- Deal with all our customers equally and fairly regardless of race, gender, age, ability, sexuality or religion.
- Wear identification cards. The cards give the name and position of the cardholder and include a photograph. If our staff are calling at your home or place of business, you are entitled to see their identity card.
- Be open for business: we will undertake positive actions to support sustainable economic growth.
- Provide effective customer service by communicating and engaging with customers for a positive customer experience.
- Create a culture of continuous improvement, by listening to customers.
- Answer all telephone calls as soon as possible.
- If you leave a telephone message, we aim to return your call within 24 hours.
- Endeavour to see customers at reception within 20 minutes (for general enquiries only - meetings with case officers or specific pre-application meetings must be pre-booked).
- Respond to letters and emails within 20 working days or, where the enquiry cannot be dealt with within that timescale, provide an acknowledgement within 5 working days.

## Our Measurable Performance Targets:

### We will:-

- Promote processing agreements for Major developments and larger Local applications and then determine these within an agreed timetable.
- Promote take up of e-planning with at least 70% of all planning applications to be submitted electronically.
- Acknowledge registration or otherwise of planning applications within 5 working days.
- Publish Committee papers, and advise interested parties, 5 working days before a Committee meeting.
- Publish and review our [Planning Enforcement Charter](#) every 2 years.
- Provide a pre-application service as set out at [here](#). *[NB – there is a charge for this service]*
- Provide a response to requests for non-material variations as set out [here](#).
- Prepare and publish a [Planning Performance Framework](#) every year.

## What you can do to help us:

- Attend any appointment on time, or let us know if you cannot do so.
- Promptly provide us with all requested information.
- Read information sent to you carefully and follow any instructions given.
- Please be patient as there are times when we are exceptionally busy / short staffed.
- Engage professional assistance when submitting your application.
- Treat our staff respectfully noting that we will not tolerate abusive or aggressive behaviour.

## Complaints, Feedback & Accountability:

Our processes and procedures will be regularly monitored and reviewed to ensure that we offer an effective service. Comments and suggestions from customers are very important in helping us improve. We will undertake regular customer satisfaction surveys, and publish this information. Copies of our survey form are available [here](#). Whilst we will always aim to deliver the best possible service at the first point of contact, we understand that we may sometimes fall short of your expectations. When this happens we promise to:-

- Listen to your views
- Explain what happened and how if necessary we are going to put it right
- Put things right as quickly as possible where required / we can
- Learn from our experience
- Do all we can to prevent a similar occurrence.

If you are not satisfied with any aspect of our service, please contact us and we will try and resolve any problems quickly, and explain what we have done and why. If you are not satisfied with the response, you can take your complaint further by using the Council's complaints procedure. Further details on how to do this are available [here](#).

The Head of Planning & Regulatory Services is accountable for the administration of the planning service on behalf of Dumfries and Galloway Council.



## HOW TO CONTACT US

We can be contacted at:-

### **Dumfries office**

Kirkbank House, English Street,  
Dumfries, DG1 2HS  
Tel: 01387 260199

### **Stranraer office**

Ashwood House, Sun Street  
Stranraer, DG9 7JJ  
Tel: 01776 888468

Both offices are open from 9am to 5pm Monday to Friday.

General planning enquiries can be emailed to: [planning@dumgal.gov.uk](mailto:planning@dumgal.gov.uk)

Representations to planning applications can be emailed to  
[planningrepresentations@dumgal.gov.uk](mailto:planningrepresentations@dumgal.gov.uk)

You can contact the Council in an emergency 24 hours a day 365 day of the year on the main Council Number 030 3333 3000.

If you would like information in an alternative format or language, please speak to a member of staff. You may also telephone your local planning office as detailed above or ask someone to call on your behalf.

Please speak to a member of staff if you would like help understanding our information or completing a form.

## Information:

Additional information on our services can be found at

<http://www.dumgal.gov.uk/planning>