

## **Development Management Service**

### **Duty Planner**

Dumfries & Galloway Council offers a Duty Planning Service which is available by telephone between **10am and 12.30pm Tuesday and Thursday** only. Please call 01387 260199. The Duty Planner will not be available outside of these times. A limited service is available and it best to contact us with your enquiry by email to [planning@dumgal.gov.uk](mailto:planning@dumgal.gov.uk)

A pre-booked appointment can be made with a Duty Planner. Each booking is limited to 15 minutes. To book an appointment, please email [planning@dumgal.gov.uk](mailto:planning@dumgal.gov.uk) or telephone 01387 260199. To ensure your enquiry fits the criteria for this service, you will be asked to provide a brief summary of your enquiry along with your name, contact details and the full address of the site. An officer will then contact you in the first instance to discuss your enquiry before an in-person appointment is arranged. A Duty Planner will not be available to be seen at the Council's reception without a pre-arranged appointment.

Please note that this service is not suitable for project specific advice such as the likelihood of your development scheme gaining planning permission. If you require project specific advice, you should consider our formal [pre-application service](#).

The duty service is aimed at the general public / homeowners / occupiers; it is **not** a service for professional agents or developers. These parties are required to apply for advice via [our pre-application chargeable service](#).

As the advice being provided by this service is general advice and you may require assistance on more than one occasion, the Duty Planner will not usually provide their name and will refer to themselves as the Duty Planner. This ensures your call will be directed to Duty Planner if you contact the service again seeking general advice.

The Duty Planner will be able to provide informal advice on:

- **Permitted Development** (for householders only) - This is not intended as a review of whether or not a scheme is permitted development but will advise on Dumfries and Galloways Council's interpretation of the General Permitted Development Order and what can be built without the need to apply formally for planning permission. If you wish confirmation of whether a development / change of use is permitted development a more appropriate route would be to go through the [pre-application advice service](#) or submit an application for a [Lawful Development Certificate](#). The intention is to explain how the Council interpret and apply the permitted development categories and guidance. We will not advise on individual properties but give general guidance.
- **Pre-submission validation check** - This will cover whether you have provided the correct documentation to make sure that your application can be assessed and determined within relevant timescales (for householder and minor applications only). Please note that this validation check does not include a review of the content or quality of the documentation but is meant to

capture whether or not the correct documentation will accompany the application. For example, have sufficient drawings been provided to enable validation? Do the drawings provide sufficient information to assess the proposal?

- explain planning procedures, including consultation, publicity and decision-making processes once an application is submitted.
- to assist you with understanding what a current application is proposing and the type of application. If you have queries regarding a current application or appeal, you should contact the relevant case officer directly.
- general queries on planning policy including interpretation and application (Householder and Minor development only).

The Duty Planner will **not**:

- provide an opinion on whether planning permission may or may not be supported by officers (this would be [chargeable pre-application advice](#)).
- discuss enquiries relating to current applications or appeals (you will need to contact the case officer).
- discuss the technical merits (principle, design, submitted reports, consultee responses, neighbour comments) of any applications, refusals or appeals.
- discuss enforcement enquiries (new enforcement complaints should be submitted by email to [planningenforcementteam@dumgal.gov.uk](mailto:planningenforcementteam@dumgal.gov.uk)).
- discharge any planning conditions on a decision notice.
- determine requests for specific non-material amendments (you will need to submit a request for a non-material amendment).
- carry out searches; such as whether Permitted Development Rights exist for properties, planning history of sites.
- answer questions or offer advice on national and local planning policy and processes except for where these may be related to householder applications (extensions, alterations, and outbuildings to residential premises).

Any planning advice provided by officers of the Council to members of the public, either verbally or in writing, in the course of their duties is offered in good faith and is based on the information and evidence provided to them at the time. Such views are the personal opinion of that officer and are not a formal decision of, nor binding on, the Council.

We will:

- always be courteous, polite and helpful;

- deal with all customers equally and fairly regardless of race, gender, age, ability, sexuality or religion;
- answer all telephone calls as soon as possible.

What can you do to help us:

- Provide full information about the nature of your call to reception staff receiving your telephone call;
- Please be patient as there are times when we are exceptionally busy / short staffed;
- Treat the duty planner respectfully, noting that we will not tolerate abusive or aggressive behaviour.

How to contact us

Email

[Planning@dumgal.gov.uk](mailto:Planning@dumgal.gov.uk)

Telephone

01387 260199

Information

Additional information on our services can be found online at

[www.dumgal.gov.uk/planning](http://www.dumgal.gov.uk/planning)