



Aberdeen City Council

DEVELOPMENT MANAGEMENT SERVICE CHARTER

Development Management is the process of making decisions about planning applications. More detail can be found in our [Development Management Guide](#).

Development Management is part of Strategic Place Planning and consists of three teams:

- **Major applications team** (larger, more significant developments and enforcement)
- **Applications team** (all other applications)
- **[Masterplanning, design and conservation team](#)**

Further
information via
the [hyperlinks](#)



WHAT YOU CAN EXPECT FROM US

We are committed to providing a high quality, customer focused service that plays an important role in delivering sustainable economic growth. To achieve this:

We will be:

Effective

- Promoting high quality, sustainable development.
- Promoting a culture that delivers the strategic aims of the Council.
- Providing accurate and useful planning advice.

We will be:

Honest

- Acting with honesty and integrity.
- Treating all service users fairly, objectively, with respect and discretion.
- Making all decisions based on their planning merits.

We will be:

Accessible

- Making information about decisions clear and easy to access on the Council's website.
- Making it easy to contact us and comment on applications.

We will be:

Responsive

- Keeping you up to date when requested on the progress of your application,
- Providing prompt advice and timely decisions.
- Taking customer feedback into account to continuously improve our service.

OUR SERVICE STANDARDS

The service standards that show we are delivering these expectations are set out below. We will monitor these with the aim of identifying opportunities for change and improvement.

Applications:

We will:

- Provide written pre-application advice within 20 working days in accordance with our [pre-application advice guidance](#).
- Write to acknowledge validation, or request further information necessary to validate your application, within 5 working days of receiving an application.
- Promote [processing agreements](#) for major, and larger local, developments to effectively manage the time constraints in the development process.
- Give you one opportunity to amend, and offer one meeting to discuss, your proposal prior to determining it.
- Provide an online [register](#) that allows you to view all applications and comment on current ones.
- Publish an annual [Planning Performance Framework](#) to report on our performance.

We aim to determine:

- 85% of householder applications within 2 months
- 70% of local (non-householder) applications within 2 months
- 100% of applications with a processing agreement in the agreed timescale
- Applications subject to a legal agreement within 6 months from willingness to approve

Correspondence:

We will:

- Respond to correspondence within 10 working days.
- Ensure responses are written in plain English and address all the issues raised.

Telephone calls:

We will:

- Answer calls within 6 rings.
- Respond to voicemail messages by the end of the next working day.

When you visit us at Marischal College:

You will find that:

- Reception areas are clean, tidy and accessible.
- We always wear identification badges.
- A duty planner is available between 10am and 4pm for planning enquiries.
- If you have an appointment we will meet you within 5 minutes of the appointment time.
- If you do not have an appointment we will attend to you within 10 minutes of being informed of your arrival.

Our up-to-date performance against our measurable service standards can be found [here](#).



WHAT WE EXPECT FROM YOU

Some of our service standards can only be achieved, or are easier to achieve, with assistance from you.

You can help by:

- Seeking **pre-application** advice where appropriate and submitting an application complying with the advice given.
- Engaging a professional person to assist with the submission of your application or enquiry.
- Agreeing to a **processing agreement** or time extension where requested .
- Submitting your application via the **planning portal**.
- Providing all relevant supporting information and correct fee with your application.
- Providing additional information within a timescale we have requested.
- Submitting representations (objection or support) via our **website** and within our specified timescales.
- Asking us to explain anything you are not sure of.
- Treating staff with the same courtesy which you would expect from them.
- Letting us know If you have any special needs.
- Giving **feedback** on our service.

Failure to meet expectations:

If you are aggrieved about the decision on your application you have a **right of appeal**. This will mean that the planning merits of the decision will be looked at again.

When you are unhappy about the standard of our customer service, rather than the merits of the decision, we want you to let us know immediately what has gone wrong so that we can explain and, where appropriate, apologise and put things right.

In the first instance, please discuss your concerns with the **case officer**. Should your concerns remain, please contact the relevant **team leader** for further investigation.

If you remain dissatisfied, then you can complain more formally using the Council's **complaints procedure**.



PLANNING ADVICE AND APPLICATIONS

You can find further information on the planning system, decision making and the service we provide on the [planning pages](#) of our website and in our [Development Management Guide](#)

You can find out about enforcement and related service standards in our [Enforcement Charter](#)

You can view all planning applications and comment on current ones [here](#)

You can give feedback and suggestions on our service using our short online [questionnaire](#)

You can contact our planning officers by e-mailing pi@aberdeencity.gov.uk or by using our [contacts list](#)

The Development Management Team is located at:

Marischal College, Broad Street, Aberdeen AB10 1AB. Telephone: 01224 523470

OUR CURRENT PERFORMANCE

The table below show performance against indicators adopted across our service to ensure that they meet our customer charter obligations.

Performance Indicator	Target (%)	Results – from September 2018*
Response to postal correspondence within 15 working days	90	90
Response to emails – within 10 working days	90	95
Telephone calls answered within 6 rings	85	100
Telephone message returned by the end of the next working day	85	94
Visitors to reception (with an appointment) will be seen within 5 minutes of their appointment time	90	100
Visitors to reception (without an appointment) will be seen within 10 minutes of arrival	85	100

* The response times in relation to telephone calls, e-mails and visitors to reception were compiled by random sampling and reflect the findings for the whole of the Strategic Place Planning Service.