

Development Management Survey - Action Plan

Area	Issue	Solution	Yes/No or date
Banff & Buchan	Improve contact in informing of refusals	Promote standard practice via updated Development Management and best practice procedure	
	Improve explanation of why application is being refused	Promote standard practice via updated Development Management manual and best practice procedure and facilitate training for less experienced team members	
	Promotion of pre-app advice and ensure that responses are provided in a consistent and timely manner	Facilitate via best practice procedure and regular monitoring at 1-1s with Senior Planners	
	Planners not returning calls within agreed timescales	Planners to make better use of IT communications (emails, skype calls/messaging) to be regularly monitored at 1-1s and team meetings	
	Improve availability of staff working between area offices	Improved coordination of working patterns, and promotion of use of IT (skype messaging/calls/IP phones)	
Buchan	Dissatisfaction with communications	Respond to written communication within 5 working days. Promote use of email/telephone rather than hard copy letters	
	Promotion of pre- app advice and ensure that responses are provided in a consistent and timely manner	Facilitate via best practice procedure and regular monitoring at 1-1s with Senior Planners	
	Improve contact in informing refusals and explanation of why application is being refused	Promote standard practice via updated Development Management manual and best practice procedure	
Formartine	Improve contact with applicants and agents	Promote better engagement, and create more opportunity to meet and discuss planning issues.	
	Inconsistent advice given at pre-application stage	Ensure that when applications are received cognisance is given to the pre-app given (if relevant) if not communicate why. Ensure that where pre-app is given it is appropriate in terms of the policies in place without prejudice with caveat that policies may change.	
	Dissatisfaction with advice given	Ensure that advice given, when negative, is adequately	

		explained and potential alternatives offered.	
Garioch	Accessibility of officers	Better co ordinate working patterns and time management	
	Promotion of pre-app advice and ensure that responses are provided in a consistent and timely manner	Promote standard practice via best practice procedure and regular monitoring at 1-1s with Senior Planners	
	Correspondence on application progress	Promote standards working practice and ensure regular updates provided by Planners and monitored by Senior Planers at 1-1s.	
	Dissatisfaction with communication	Ensure regular contact with applicant/agent throughout process and monitor by Senior Planners. Promote use of email/telephone/skype messaging and calls to facilitate prompt and regular correspondence	
	Improve standard of explanation of recommendation, particularly if refusal	Promote standard practice and facilitate training for less experienced team members	
Kincardine & Mearns	Improve availability of staff	Better co ordinate working patterns and time management promote better use of IT equipment, emails, skype messaging and IP phones	
	Improve standard of explanation	Promote standard practice facilitate training for less experienced team members	
Marr	Improve availability of staff	Co-ordination of working patterns and time management promote better use of IT equipment (emails, skype messaging and IP phones)	
	Improve helpfulness at Pre application discussion	Encourage participation at Agent Forums, clearer guidance and more certainty in advice given.	
	During application process, need to give more quality assistance, be approachable, be available	Ensure staff have appropriate training for effective communication, more scope for engagement	
	Improve e-mail/phone call response speed	Continue good practice and respond at earliest opportunity	
	No contact received prior to decision	Promote standard practise via best working practice and updated Development Management Manual. Reiterate importance of keeping applicants/agents in the loop	
	Poor explanation of decision	Promote standard practise, monitoring and coaching of in-experienced staff via best working practice and updated Development Management manual	