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**ARGYLL AND BUTE COUNCIL**

**Planning, Protective Services and  
Licensing Committee**

**Development & Economic Growth**

**18<sup>th</sup> September 2024**

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**Development Management Charter 2024**

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**1.0 EXECUTIVE SUMMARY**

## Development Management Charter 2024

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### 2.0 SUMMARY

- 2.1 This report seeks the endorsement of the Development Management Charter which is attached as **Appendix A**.
- 2.2 The Charter is intended as a complimentary document to the Development Management Service Plan 2024 – 2026. The Charter provides customers with a summary overview of the Development Management Service and its key functions.
- 2.3 The Charter also sets out expectations in relation to the service standards that all customers can expect in their dealings with the Development Management Service.
- 2.4 Whilst the related Development Management Service Plan 2024 – 2026 sets out a wide range of performance targets and improvement actions it is recognised that the content of that document is aimed at driving the internal management of the Development Management Service. The Service Standards set out within the Development Management Charter 2024 are a summarised version of the key performance targets relating to the progression of planning applications and are intended to inform expectations on how casework will be progressed, and performance monitored.
- 2.5 The Development Management Charter also seeks to direct customers to relevant sources of information that is available online and will assist them to  
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Management Service or to raise issue process.
- 2.6 It is recommended that the Committee:- approve and endorse the Development Management Charter 2024 (Appendix A)

### 3.0 IMPLICATIONS

- 3.1 **Policy:** None
- 3.2 **Financial:** None
- 3.3 **Legal:** None
- 3.4 **HR :** None

### **3.5 Fairer Scotland Duty:**

**3.5.1 Equalities Protected Characteristics:** None

**3.5.2 Socio-**