

Agents / Developers Briefing

17th May 2023

Staff vacancies and response times

The Planning Service is currently operating with a high number of staff vacancies and recruitment is proving to be challenging. This staffing position is in turn having a direct impact upon officer workloads and thus determination timescales. Due to these circumstances, we ask you to bear with us and not to contact us for an update on your application within the two-month application process period – if there are any issues, we will be in contact directly with you. Please note that you can follow the progress of your application online via the [planning register](#). If your application takes longer than two months, especially due to our staffing circumstances and current levels of work, we will be in contact to inform you of the delay. Note that there is also a [step-by-step guide](#) online detailing the planning process which we will be encouraging applicants to follow.

Due to the high number of staff vacancies, we are currently looking at how we can streamline and deliver our services and we will inform you in advance of any further changes. An ongoing process of recruitment is being undertaken and it is hoped that additional staff resources will be in place as soon as is practical. If you have any concerns or difficulty with the above you can contact the Planning Service Manager, Mairi Stewart and / or any of the Team Managers, see contact details below:

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Thanks for your assistance,

Kind regards,

Mairi Stewart
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