

**Cultural Vitality**  
Economic Prosperity    Social Equity  
Environmental Sustainability



# Development Performance Indicators



City of  
Norwood  
Payneham  
& St Peters

# Contents

	Page
FIGURE 1: DEVELOPMENT APPLICATIONS LODGED BY QUARTER DURING 2021 .....	3
FIGURE 2: DEVELOPMENT APPLICATIONS LODGED BETWEEN 2011-2021 .....	3
FIGURE 3A: DEVELOPMENT APPLICATIONS LODGED ACCORDING TO PROCESSING CATEGORY - FIRST QUARTER OF 2021 (excluding Land Division applications) LODGED UNDER DEVELOPMENT ACT .....	4
FIGURE 3B: DEVELOPMENT APPLICATIONS LODGED ACCORDING TO PROCESSING CATEGORY – REMAINDER OF 2021 LODGED UNDER PLANNING AND DESIGN CODE .....	5
FIGURE 4: DEVELOPMENT APPLICATIONS GRANTED AND REFUSED PLANNING CONSENT DURING 2021 .....	6
FIGURE 5: NUMBER OF APPLICATIONS THAT WERE PUBLICLY NOTIFIED BETWEEN 2012 – 2021 .....	7
FIGURE 6: TOTAL VALUE OF APPROVED DEVELOPMENT BETWEEN 2012- 2021 .....	8
FIGURE 7: NUMBER OF NEW DWELLINGS APPROVED IN 2021 (includes all forms of dwellings including residential apartments) .....	8
FIGURE 8A: NUMBER OF DEVELOPMENT APPLICATIONS LODGED FOR BUILDING RULES CONSENT 2021 .....	10
FIGURE 8B: DEVELOPMENT APPLICATIONS FOR BUILDING RULES CONSENT LODGED BETWEEN 2012 – 2021 .....	10
FIGURE 9: LAND DIVISION APPLICATIONS LODGED AND NEW ALLOTMENTS CREATED BETWEEN 2011-2021 .....	11
FIGURE 10: REGULATED TREE APPLICATIONS BETWEEN 2011-2021 .....	12
FIGURE 11: CUSTOMER REQUESTS 2011-2021 .....	13
FIGURE 11A: CUSTOMER REQUESTS BY TYPE 2021 .....	13
FIGURE 12: RANDOM DEVELOPMENT COMPLIANCE INSPECTIONS DURING 2021 .....	15

**DEVELOPMENT PERFORMANCE INDICATORS**

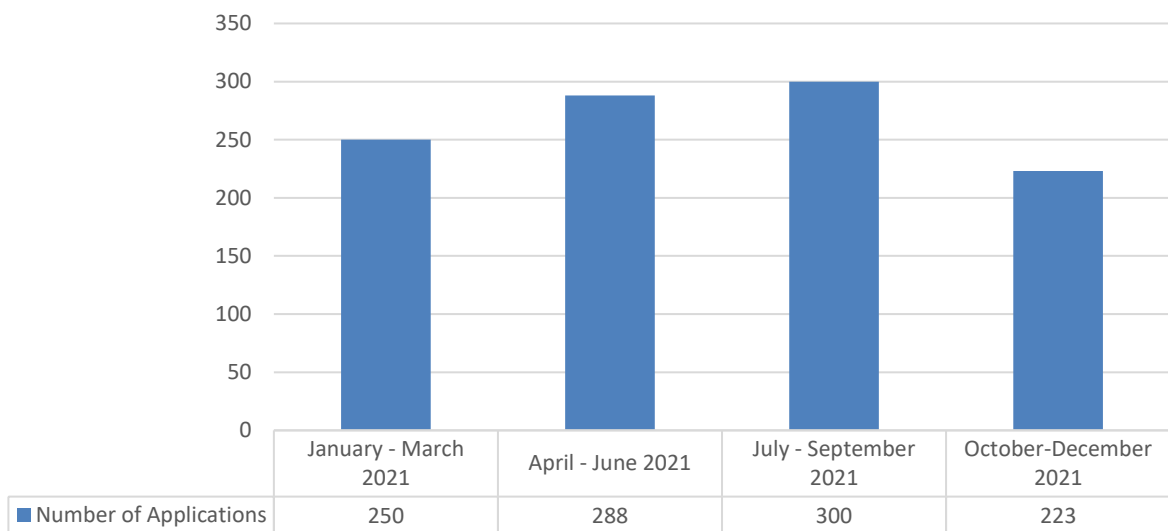
The graphs and data contained in this document have been prepared to provide a ‘snapshot’ of the number and type of development related services that are undertaken by the Council’s Development Assessment Unit.

In addition to the ‘System Indicator’ statistics, a range of data on other key services are collected and analysed, in the interest of monitoring our own performance and striving for continuous improvement. The additional statistics include a summary of Land Division Applications, statistics relating to Regulated Trees, a summary of customer requests that have been received by the Council and a summary of Random Development Compliance Inspections.

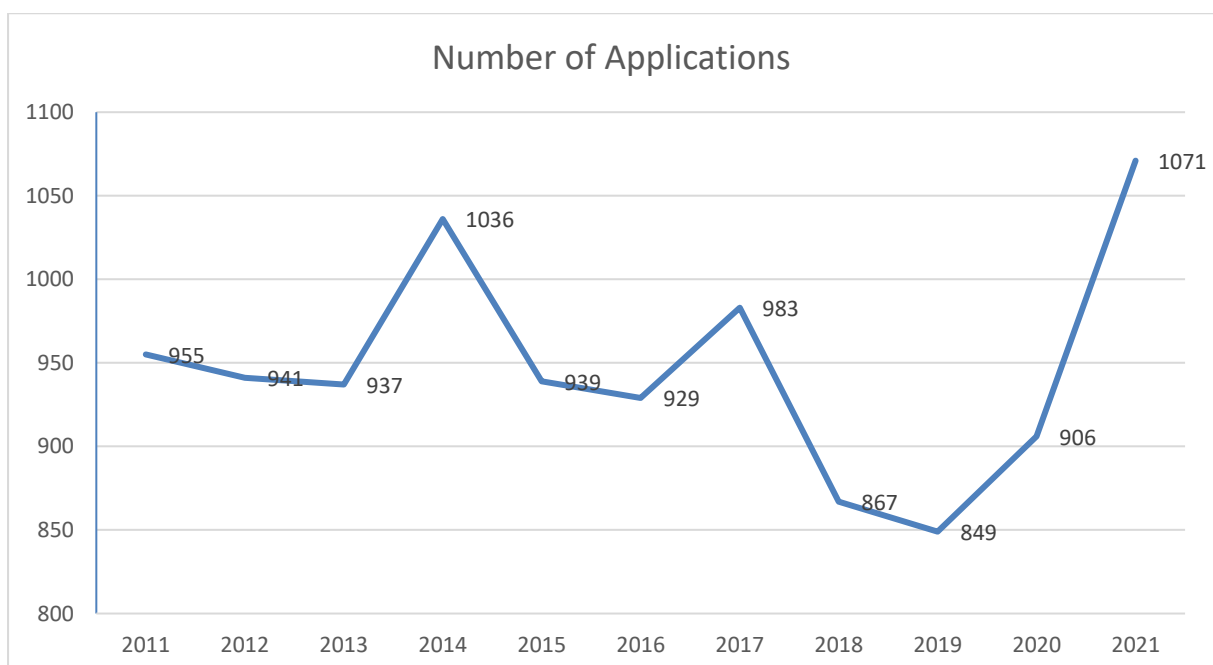
The Development Performance Indicators is updated and uploaded onto the Council’s website on a Quarterly basis. Many of the charts and figures include statistics from previous reporting periods for the purposes of comparing performance and determining long term trends.

Development Application Lodgments

**FIGURE 1: DEVELOPMENT APPLICATIONS LODGED BY QUARTER DURING 2021**

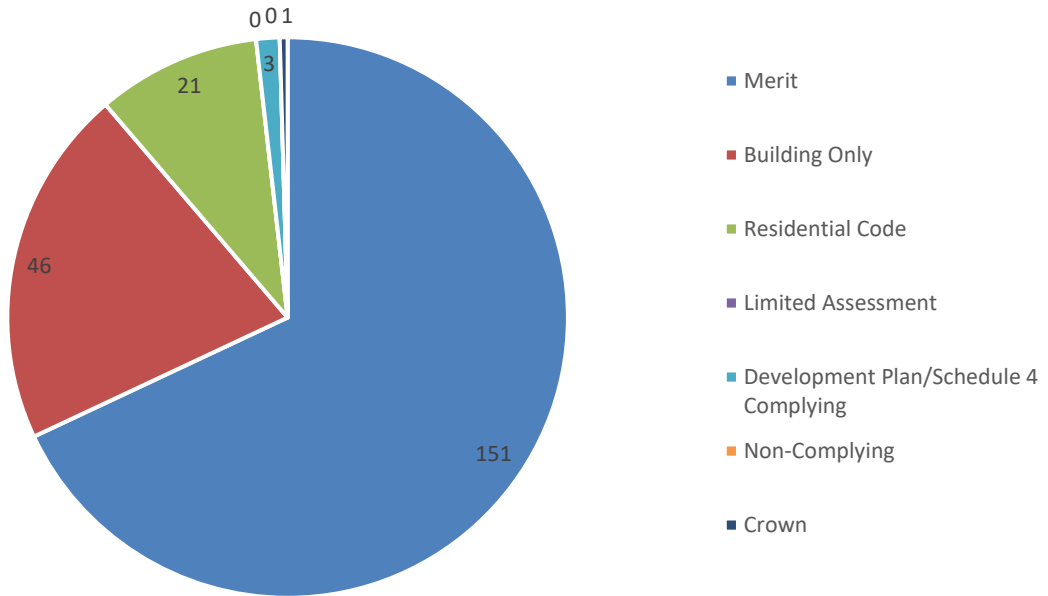


**FIGURE 2: DEVELOPMENT APPLICATIONS LODGED BETWEEN 2011 2021**

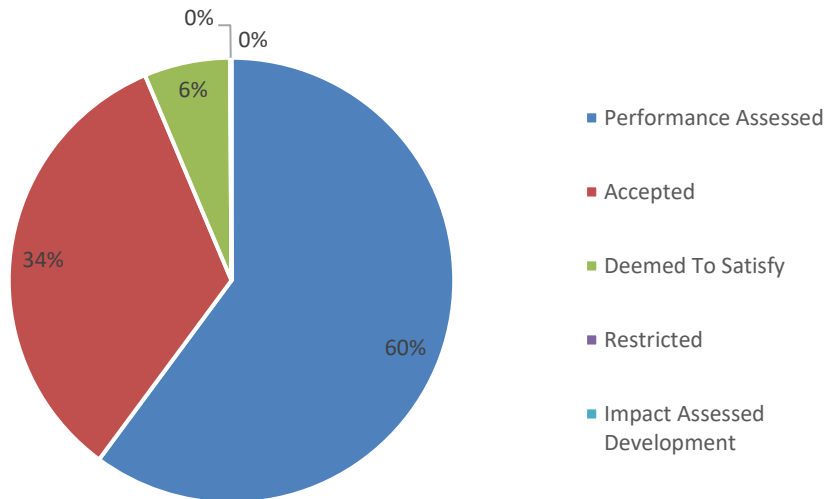


A total of 1071 Development Applications were lodged with the Council during 2021, which presents an upward trend over the previous two years.

**FIGURE 3A: DEVELOPMENT APPLICATIONS LODGED ACCORDING TO PROCESSING CATEGORY - FIRST QUARTER OF 2021 (excluding Land Division applications) LODGED UNDER DEVELOPMENT ACT**



**FIGURE 3B: DEVELOPMENT APPLICATIONS LODGED ACCORDING TO PROCESSING CATEGORY – REMAINDER OF 2021 LODGED UNDER PLANNING AND DESIGN CODE**



The planning and design code came into effect on the 19th of March, 2021, which altered the assessment pathways for development. The equivalent name change for each category is detailed within the table below:

Development Act	Planning & Design Code
Building Only	Accepted
Complying/Residential Code	Deemed to Satisfy
Limited Assessment	No Pathway
Merit	Performance Assessed
Non-complying	No Pathway
New Pathway – not assessed by Council	Restricted
New Pathway – not assessed by Council	Impact Assessed Development

There are six (6) generic processing categories identified within the *Development Act 1993*, which are Merit, Building Only, Residential Code Complying, Limited Assessment, Development Plan/Schedule 4 Complying and Non-complying. In addition to this, the Council occasionally receives Crown Development Applications in order to provide comment to the relevant State Government agencies for development affecting government land (e.g. essential infrastructure work, building work to public schools) within the Council area. The introduction of the Planning and Design Code, has seen changes to these categories. A description of each category is detailed below:

'Building Only' Applications do not require Planning Consent, however an assessment against the Building Code (Building Rules Consent) is required. Building Rules Consent can be obtained either through the Council or a registered Private Certifier, as provided for in the *Development Regulations 2008*. This application pathway now sits within the Planning and Design Code rather than the Planning, Development and Infrastructure Regulations and has been named 'Accepted'.

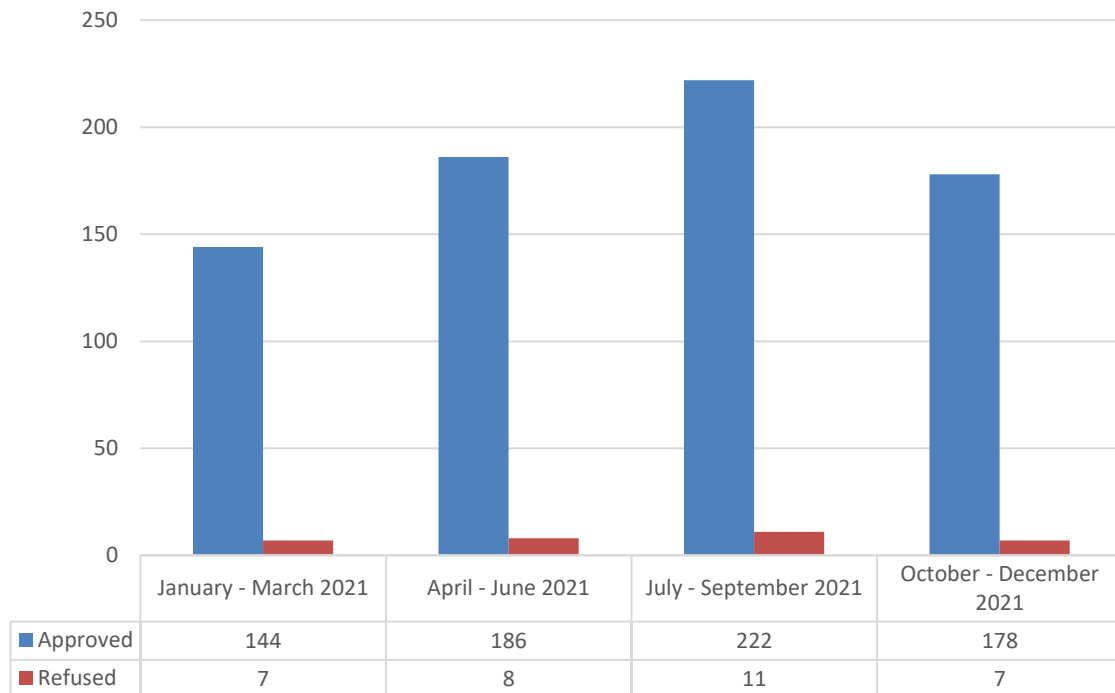
'Complying' forms of development must be approved by the relevant planning authority. There are two (2) types of Complying Development. Firstly, 'Development Plan Complying/Schedule 4 Complying' where specific types of development are listed as Complying forms of development within the Council's Development Plan, subject to conditions and Schedule 4(1) *Building works*, within the *Development Regulations 2008*. Secondly, 'Residential Code Complying' developments, which are identified in Schedule 4 of the *Regulations*. Residential Code Complying developments are those which achieve a set of 'tick box' criteria, which were introduced by the State Government in 2009. This application pathway now sits within the Planning and Design Code rather than the Planning, Development and Infrastructure Regulations and has been named 'Deemed to Satisfy'.

'Limited Assessment' Applications are Development Applications which meet all of the quantitative criteria for Complying development, except one. For these types of Applications, the relevant authority is only able to consider that one (1) aspect of the development on its merits and must accept all other aspects of the development as 'Complying'. This pathway no longer exists within the Planning and Design Code.

'Merit' forms of development include any development proposal which is not identified as Building Only, Development Plan Complying, Residential Code Complying or Non-complying. These developments are assessed, on their merit, against the relevant provisions of the Council's Development Plan. This pathway is now called 'Performance Assessed' under the Planning and Design Code.

'Non-complying' developments include any form of development that is listed within the Council's Development Plan as a 'non-complying' form of development. Each Zone contained within the Council's Development Plan, has a list of developments that are 'non-complying' within that Zone. Non-complying developments are those forms of development that are clearly at odds with the desired character of a Zone. This pathway no longer exists within the Planning and Design Code, however is similar to Restricted and Impact Assessed Development which are new pathways. These assessment pathways are not assessed by Council, rather are assessed by either the State Planning Commission or The Minister.

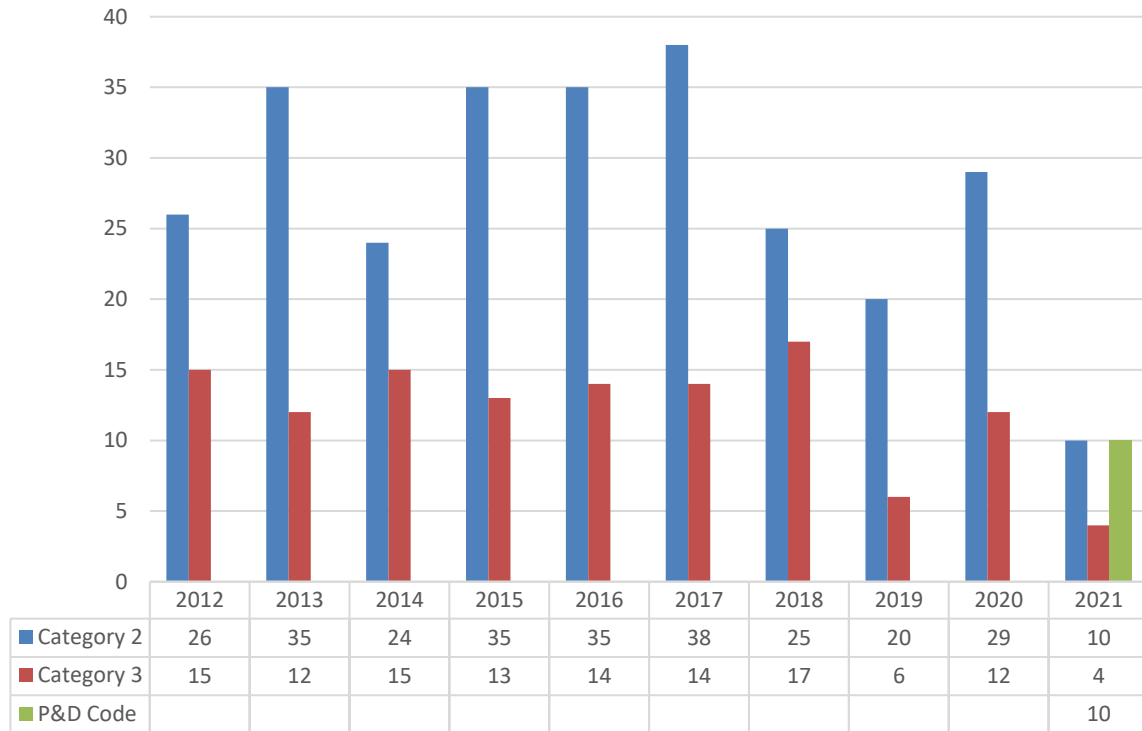
**FIGURE 4: DEVELOPMENT APPLICATIONS GRANTED AND REFUSED PLANNING CONSENT DURING 2021**



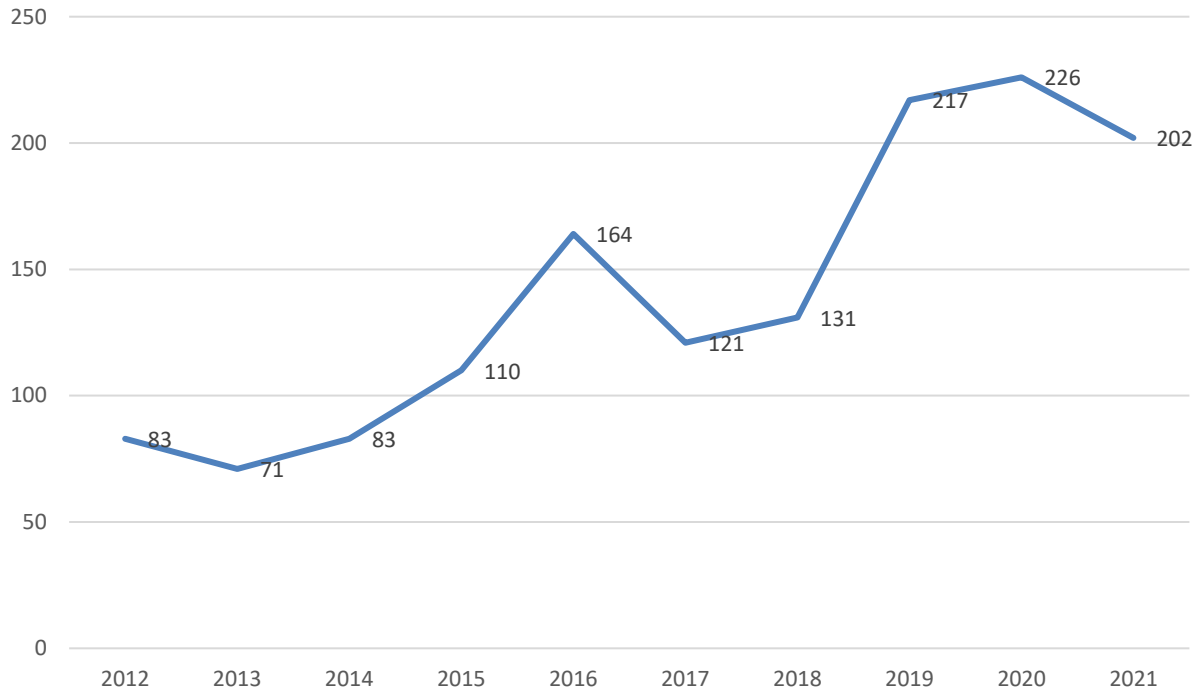
The majority of Development Applications are sufficiently consistent with the Planning & Design Code and are approved in a timely manner. Applications that are not sufficiently in accordance with the Planning & Design Code or where the Applicant has failed to provide required information within Statutory timeframes, are refused.

A total of 730 Development Applications were granted Planning Consent during 2021 whereas 33 Development Applications were refused Planning Consent, which represents an approval rate of 96%.

**FIGURE 5: NUMBER OF APPLICATIONS THAT WERE PUBLICLY NOTIFIED BETWEEN 2012 – 2021**

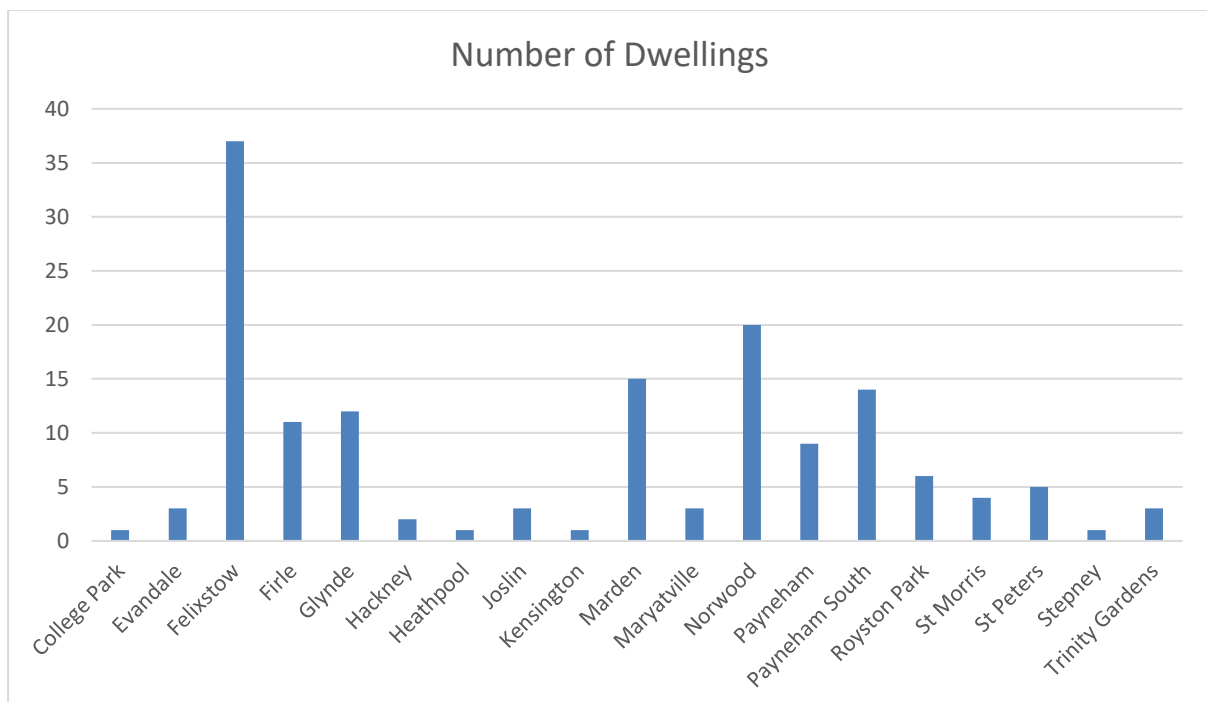


Category 2 Applications are required to be notified to all adjacent property owners and occupiers, while Category 3 Applications are also required to be notified to any other person that, in the opinion of the relevant authority (the Council), may be adversely affected by the proposed development. In respect of Category 3 Applications, an advertisement is also placed in the local newspaper. The introduction of the Planning and Design code simplified the notification process, with applications either requiring notification or not, rather than the two different notification categories of the previous system. Those notified as category 2 & 3 applications were applications lodged under the *Development Act*, while 10 applications were notified under the Planning and Design Code. In total, 24 applications were notified in 2021.

**FIGURE 6: TOTAL VALUE OF APPROVED DEVELOPMENT BETWEEN 2012- 2021**

Despite the uptake in development applications in 2021, this has not translated to an increase in the tta value of approved development, with an average development cost of \$396,530 per application. Part of this can be attributed to the fact that transitional applications are not included in the above figure (applications which span both the *Development Act* and *PDI Act*), which would have impacted developments approved in the second quarter of the year. As a result, the total value of approved development is down on both 2019 and 2020 callander years.

### New Dwellings

**FIGURE 7: NUMBER OF NEW DWELLINGS APPROVED IN 2021 (includes all forms of dwellings including residential apartments)**



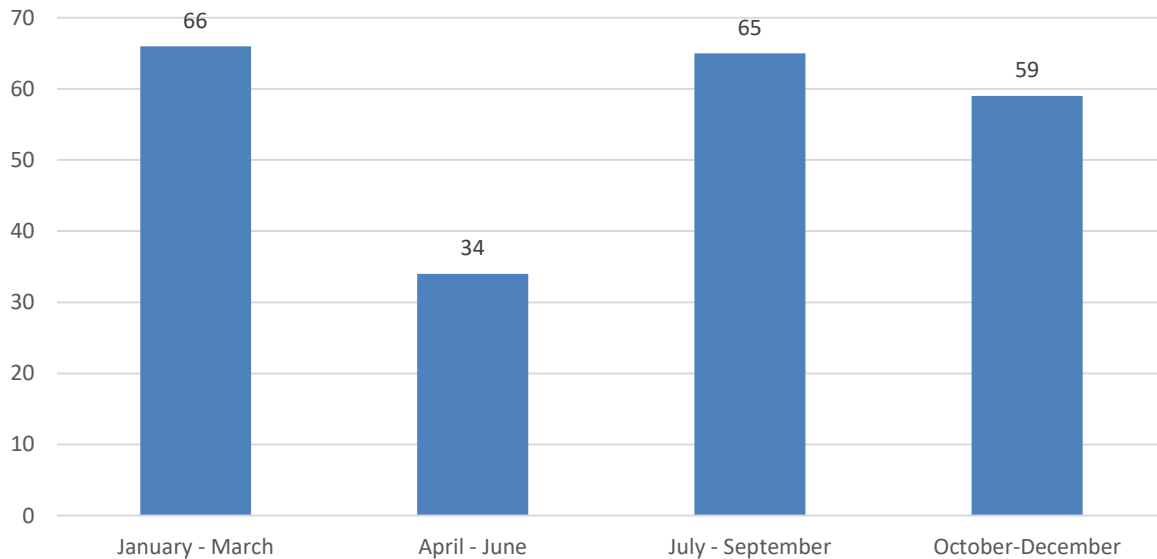
A total of 151 new dwellings were granted Development Approval in 2021. The suburb with the most number of approved dwellings was Felixstow, with 37 dwellings or 25% of the total number of approved dwellings within the Council area.

It is anticipated that Norwood will continue to experience strong growth over the next two years due to the Norwood Green Development, located at 100 Magill Road, Norwood, with a further 224 dwellings still yet to receive Development Approval in further stages, the Coles redevelopment on The Parade (68 dwellings), and the former Otto's Timberyard re-development adjacent Magill Road (74 dwellings).

### Building Rules Assessments

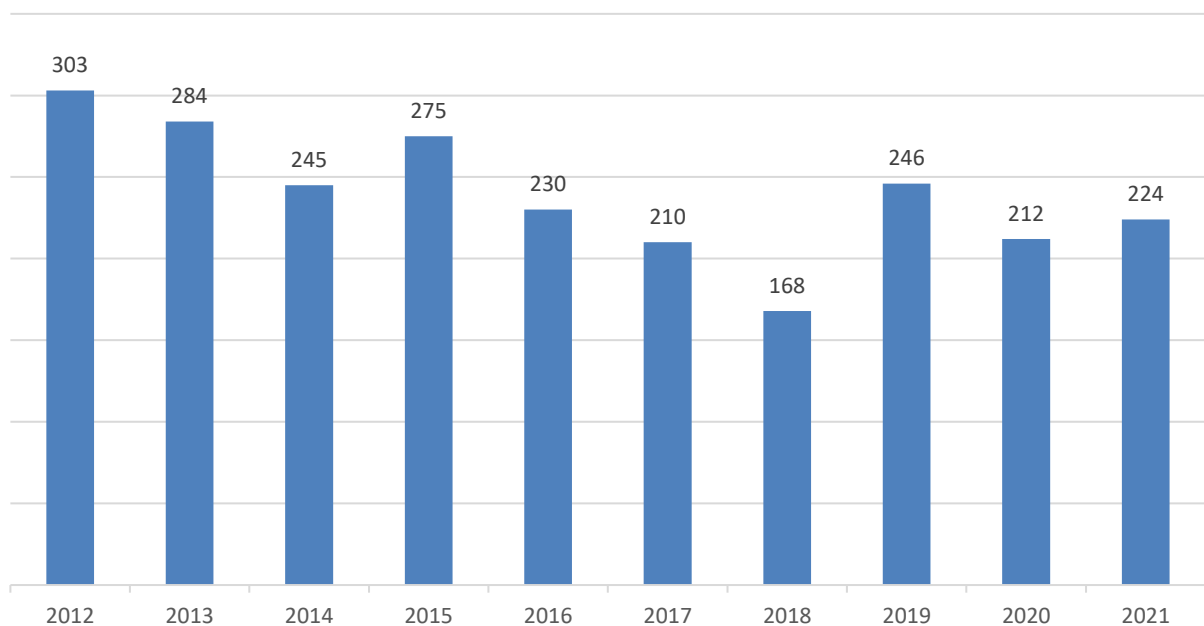
The following statistics relate only to Building Rules Assessments that have been undertaken by the Council. Applicants are able to use a 'Private Certifier' to undertake an assessment against the Building Code of Australia. If a Private Certifier grants 'Building Rules Consent', the Applicant must then forward details of the Consent to the Council in order for Development Approval to be issued by the Council.

**FIGURE 8A: NUMBER OF DEVELOPMENT APPLICATIONS LODGED FOR BUILDING RULES CONSENT 2021**



A total of 224 Development Applications for Building Rules Consent were lodged with the Council during 2021.

**FIGURE 8B: DEVELOPMENT APPLICATIONS FOR BUILDING RULES CONSENT LODGED BETWEEN 2012 – 2021**

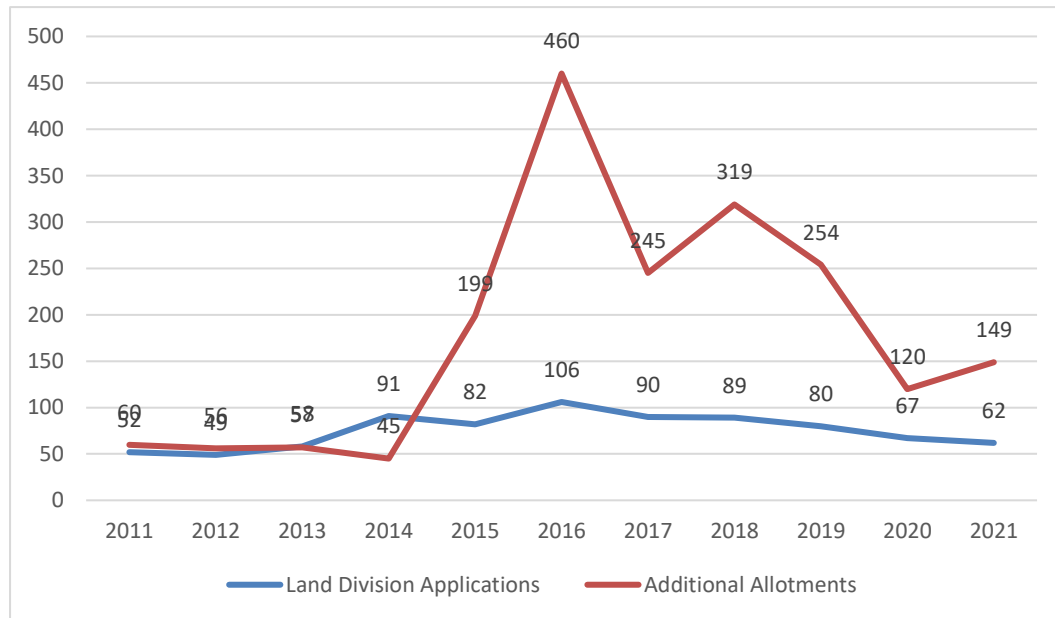


The above table (Figure 8B) displays the number of building rules applications lodged with the Council over the last 10 years, which shows an uptake in assessments within 2021.

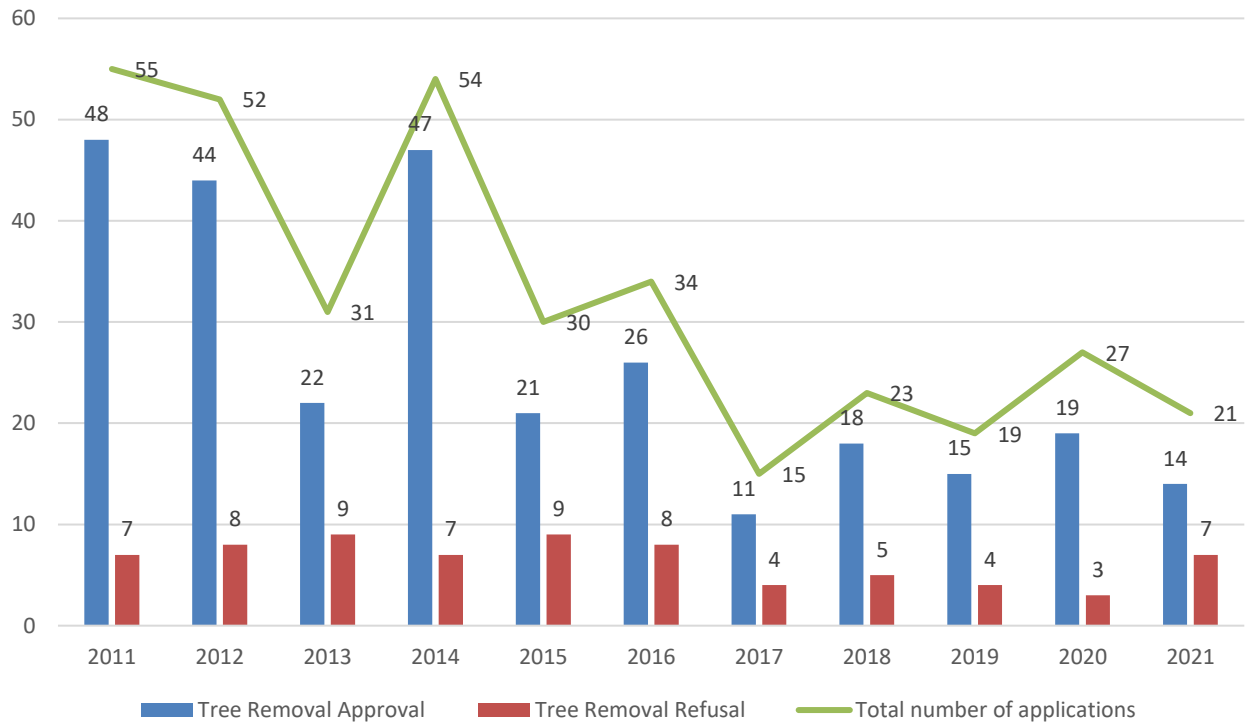
The introduction of the Planning and Design Code has removed the requirement for an application in the case of complete demolition of a building (with exception of a Local Heritage Place, State Heritage Place, or building within a Historic Area Overlay), which in 2019 accounted for almost half of Council's building rules assessments(46% of council assessed building rules assessments). This makes the increase in assessments over previous years more remarkable.

Land Division Applications

**FIGURE 9: LAND DIVISION APPLICATIONS LODGED AND NEW ALLOTMENTS CREATED BETWEEN 2011-2021**



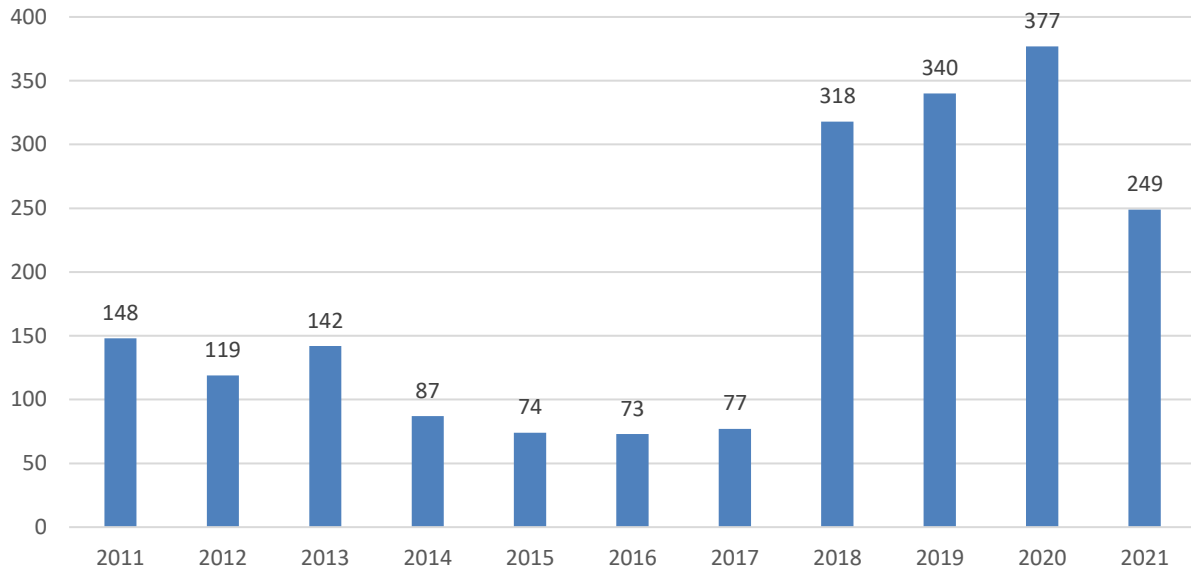
Land Division Applications include boundary realignments, the amalgamation of land, as well as the division of land into two (2) or more allotments. While the number of applications has taken a downward trend from 2016, it still remains consistently higher than pre 2015 numbers due to a higher proportion of multi dwelling sites within the Council area.

**FIGURE 10: REGULATED TREE APPLICATIONS BETWEEN 2011-2021**

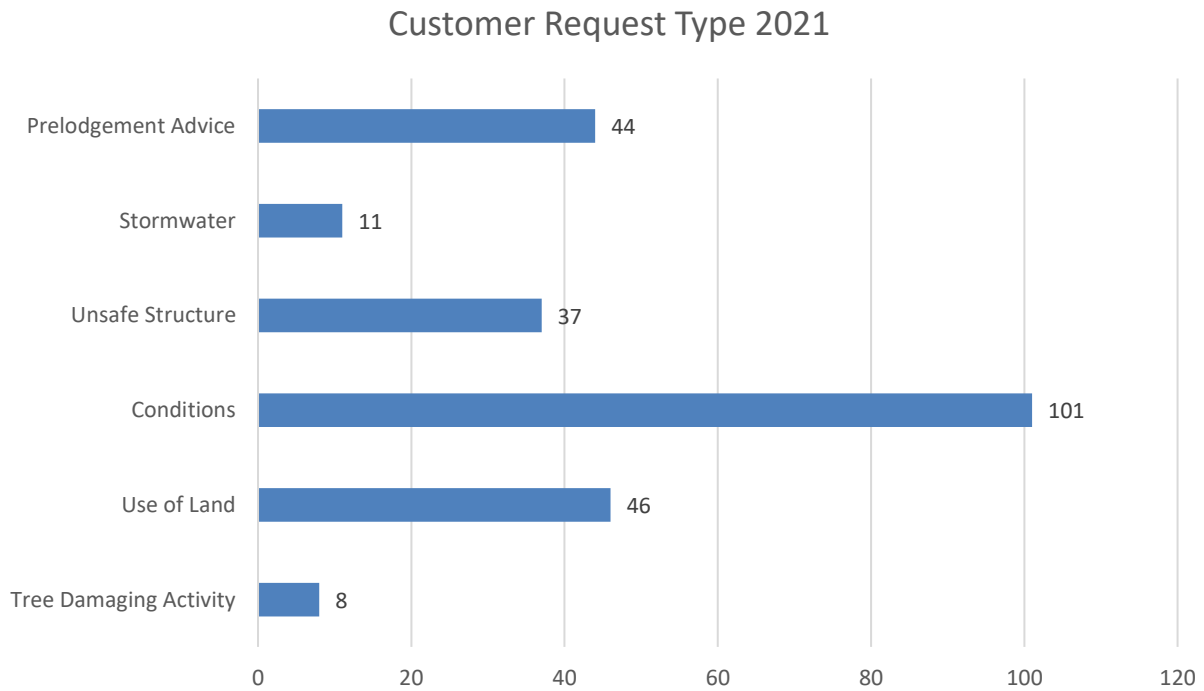
The Council has received 21 Development Applications for tree damaging activity in relation to regulated trees in 2021, which includes the removal of 20 regulated trees. Of these, fourteen (14) tree removal applications have been approved and seven (7) tree removal applications have been refused.

Customer Request Management Enquiries

**FIGURE 11: CUSTOMER REQUESTS 2011-2021**



**FIGURE 11A: CUSTOMER REQUESTS BY TYPE 2021**



The above figures represent customer requests which have resulted in investigations and/or further action. The number of categories has evolved over time since the introduction of the electronic Customer Request Management (CRM) system in 2013-2014 which provides a more accurate representation of requests investigated by planning staff.

The Council also receives a large number of development related enquiries which are responded to without being recorded in these statistics. Customer request categories include:

- conditions of approval;
- outdoor dining;
- fences/walls;
- overlooking;
- stormwater;
- regulated trees;
- unauthorised development;
- unsafe structures;
- use of land;
- visual impact;
- noise;
- dust/odour/smoke;
- unsightly property;
- Vibration;
- pre-lodgement advice (added in mid-2018); and
- liquor licencing (added in 2019)

Council staff investigate all development related customer requests. In circumstances where a breach of the relevant legislation has been identified, staff use a range of enforcement procedures in order to rectify the breach. These procedures can include negotiated compliance, written warnings, Enforcement Notices, Court proceedings and Criminal Prosecutions.

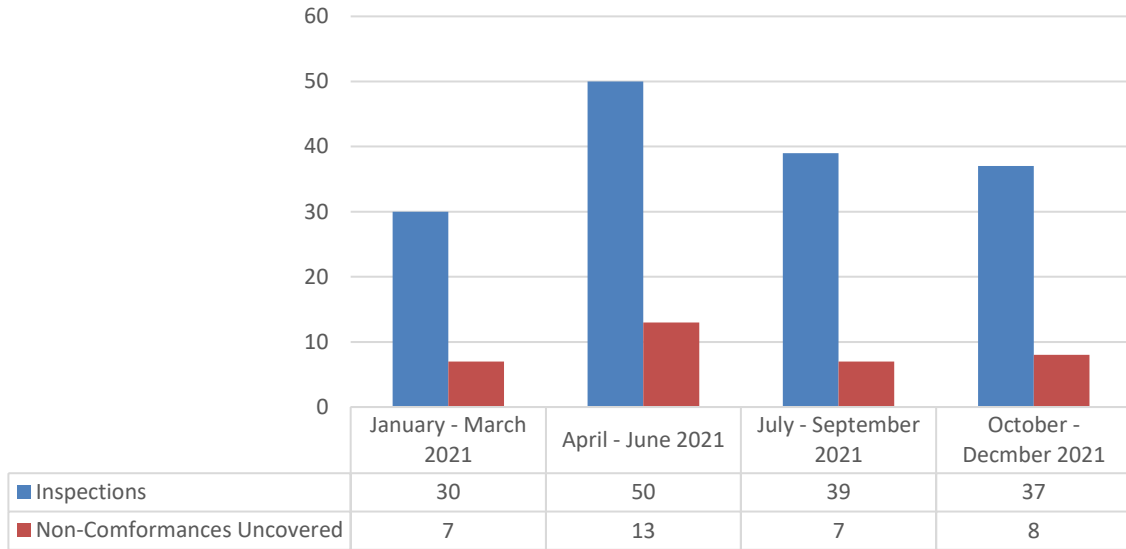
As part of the process, Staff are conscious of following due process and trying to negotiate a satisfactory outcome, with the underlying principle being that legal action, and particularly criminal prosecutions, are pursued as a last resort.

The Council has recently commenced collecting statistics regarding average and median timeframes for dealing with and resolving complaints. Information on this will be presented in this format as it becomes available.

Figure 11 displays an increase in Customer Requests over the 2021 period. This volume can be partially attributed to an increase in reporting of development matters and by the addition of new categories for pre-lodgement advice in mid-2018. Traditional requests (illegal development/unsafe structures/conditions of approval etc.) made up 203 requests, which is still a sizable increase over years prior to 2018.

Random Development Compliance Inspections

**FIGURE 12: RANDOM DEVELOPMENT COMPLIANCE INSPECTIONS DURING 2021**



The Council undertakes random development compliance inspections on at least 25 percent of Development Applications that are approved with priority given to verifying that conditions of approval have been complied with in relation to commercial developments. Where inconsistencies or breaches of the Act are observed (non-conforming development), the matter is added to the Council’s Complaints Register (CRM) to be followed up with the relevant party. For the 2021 calendar year, 27.2% of all development applications were inspected (147 inspections), which exceeds the 25% target. Of the 147 inspections undertaken, 35 non-conformances were identified. While this represents 24% of all applications as an average, a number of inspections revealed multiple breaches.

For any questions regarding the contents of this report, please contact the Council’s Development Assessment Team on 8366 4530.