

The Development Assistance Centre (DAC)

Presentation to the Jamaica Mortgage Bank Housing
Development Seminar

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*Managing and protecting
Jamaica's land, wood and water*

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Overview of the DAC Project

- The Development Assistance Centre Project (DACP) is an initiative of the Office of the Prime Minister (OPM) and the United States Agency for International Development (USAID) funded Jamaica Chamber of Commerce (JCC) Legislation and Regulations (Legs and Regs) Project
- The JCC Legs and Regs Project Team had the task to develop a conceptual framework for establishing a vehicle through which advice, review and recommendations could be made on major projects/applications.
- The project was charged with the establishment of a one year pilot Development Assistance Center (DAC) within the National Environment and Planning Agency (NEPA).

Mission

- **To promote sustainable development by ensuring protection of the environment and orderly development in Jamaica through highly motivated staff performing at the highest standard.**
 - **Overarching guidelines for DAC**
 - **To streamline and enhance the development approval processes in such a way as to foster an environment of growth and investment in Jamaica**
 - **To develop a predictable and transparent development approval process with 100 % compliance and customer satisfaction**

Vision

- **That Jamaica's natural resources are being used in a sustainable way and that there is broad understanding of environment, planning and development issues, with extensive participation amongst citizens and a high level of compliance to relevant legislation.**

DEVELOPMENT ASSISTANCE CENTRE

- **The Development Assistance Centre (DAC) will be responsible for providing assistance to applicants for development approvals of major projects including projects of subdivision ten (10) lots and over.**

Objectives of the DAC

- **To monitor and assist the project applications process from project concept to practical completion.**
- **To advocate the client's interest to ensure the on time processing of projects.**
- **To be the point of contact for NEPA with other agencies/departments/ministries.**

Functions of the DAC

- 1. Pre-consultation and assistance/assessment**
- 2. Coordination and Facilitation Processes**
(Agencies & Local Planning Authorities (LPAs))
- 3. Management and Tracking activities**
- 4. Reporting (Performance etc.)**
- 5. Offer Recommendations**

Functions of the DAC

Pre-consultation

- **Provide information concerning project applications process**
- **Determine completeness and readiness of applications**
- **Determine completeness and readiness of project concept before submission for approval**
- **Assistance to clients**
- **Provide relevant checklists/guidelines for the submission**
- **Coordinate assessment from external agencies**
- **Provide definition of processes pertinent to the type of project proposed by the client**

Functions of the DAC

Coordination and Facilitation

- **Interagency collaboration and coordination**
- **The facilitation process will involve external agents/agencies being present “in house” as may be required and may require ongoing communication in order to provide accurate and timely information to the client.**

Functions of the DAC

Management and Tracking

- **Projects that have been within the system beyond the expected timeline will be flagged and reported**
- **Generate and analyze reports concerning the performance of the project applications process**
- **Guarantee a timely response to clients and amongst agencies.**

Functions of the DAC

Reporting -Performance

- **Number of projects received**
- **Time taken to process projects received in house and amongst agencies**
- **Number of projects outstanding and reasons**
- **Indicators of poor or below standard performances**
- **Inferences for improvements**
- **Sustainability and Cost**

Functions of the DAC

Offer Recommendations

- **Identify main issues constraining the efficient and effective operation of the project applications process**
- **Make relevant recommendations to the Chief Executive Officer (CEO), NEPA**
- **CEO will provide management to the process and may make direct reports to the Office of the Prime Minister for action if required**

What will Distinguish DAC

- **Having a Customer Service Warranty -**
 - Clean & comfortable environment
 - Internet access to applications, forms, updates etc.
 - Provide prompt & quality service
- **Having Clear Measures of Success –**
 - Predictability
 - Timeliness
 - Transparency
- **Distinct Operating Principles –**
 - Promoting: safety, environmental sustainability, livability and economic viability

Key Success Factors

- **Empowered to call upon the resources across Commenting Agencies to assist with facilitation/assessment**
- **Legal framework, instructions and directives to support the DAC operations**
- **All guidelines and regulations governing Commenting Agencies accessible and available.**
- **Persons from Commenting Agencies must be given authority to act on behalf of the Agencies.**
- **Directives to Head of Agencies, Mayors and responsible officers of LPAs by Portfolio Ministers**
- **Prescribed meeting dates to be established for pre consultation meetings**

Key Success Factors Cont'd

- **Establish Guidelines for pre – assessment:**
 - **Project Concept and Enquiries**
 - **Preliminary Design**
 - **Detailed Design**

- **Relevant existing Data made available to assist in the facilitation process**

- **Building Act for the New Building Code of Jamaica**
- **Building code training for staff of LPAs and related Approval Agencies**

Before DAC

NEPA, LPAs & Agencies

- **Separate offices**
- **Lost time transporting plans back and forth**
- **Overlapping functions**
- **Time lost waiting on Inter-Agency responses**
- **Multiple tracking points**
- **Unpredictable and inconsistent approval process**

DAC-After

Expected Benefits for the Customer

- Improved levels of code compliance
- Single point of contact
- Process fits the project
- Tools of transparency
- Provide consistency
- Improved quality and efficiency
- Increased partnership with applicant

The Way Forward

- **The new system will operate on the basis of the combined functions of Agencies coordinated from one point**
- **Management to focus on the efficiency of the re-engineered process.**

DEVELOPMENT ASSISTANCE CENTRE

- **The DAC is scheduled to be officially opened on March 31, 2010 at 11 Caledonia Avenue, Kingston 5**