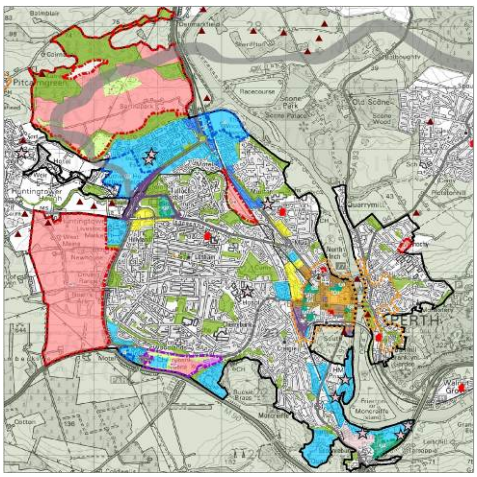
PLANNING PERFORMANCE FRAMEWORK 2011/12



PERTH & KINROSS COUNCIL
PLANNING PERFORMANCE FRAMEWORK ANNUAL REPORT
2011-2012

1. National Headline Indicators (NHIs)

Key outcomes	2011-2012
Development Planning: • age of local/strategic development plan(s) (full years) • *Requirement: less than 5 years* • development plan scheme: on track? (Y/N)	 **TAYplan** - 4 months **Perth Area LP** (Alteration No 1 – Housing Land) – 12 years **Perth Central Area LP** – 15 years **Eastern Area LP** – 14 years **Highland Area LP** – 12 years **Strathearn Area LP** – 11 years **Kinross Area LP** – 8 years Yes
***Effective Land Supply and Delivery of Outputs** • effective housing land: years supply • effective housing land supply • housing approvals • effective employment land supply • employment land take-up • effective commercial floor space supply • commercial floor space delivered	 3 years 2692 units 870 units 74 ha (gross) / 58 ha (net) N/A 30, 000m^2 19, 000m^2 (consented)
Development Management **Project Planning** • percentage of applications subject to pre-application advice • number of major applications subject to processing agreement or other project plan • percentage planned timescales met **Decision-making** • application approval rate • delegation rate	 N/A 0 N/A 87.2% 92.3%
Decision-making timescales Average number of weeks to decision: • major developments • local developments (non-householder)	 61.8

• householder developments	19.8 8.3
Enforcement • time since enforcement charter published / reviewed (months) *Requirement: review every 2 years* • number of breaches identified / resolved	29 months 313 / 271

National Headline Indicators (NHIs) : Contextual Statement

Effective Land Supply and Delivery of Outputs

- The effective housing supply is based on no. of units capable of development within 5 years of the audit date (as per PAN 2/2010)
- Housing Information is based on 2011 Housing Land Audit as although the draft 2012 Audit is available, it is still to be agreed with Homes for Scotland.
- Figures are an average across the Perth and Kinross area but will vary between different housing market areas.
- The number of housing approvals includes: change of house types; modifications to existing consents (to create additional units); ancillary accommodation (e.g. granny flats); replacement houses; subdivision (all new units created); reserved matters; agricultural workers; change of use; conversions; affordable houses; renewal of consent; certificate of lawfulness.
- Figures exclude HMOs; alterations to existing houses (where no additional units being created); holiday lets.
- commercial and retail floorspace figure is from the annual GOAD surveys by Experian of Perth city centre and the town centres of Auchterarder, Blairgowrie, Crieff, Kinross and Pitlochry. All figures are gross.

Project Planning

- Although 1478 pre-application enquiries were received during 2011-12 and the advice given is recorded, the database currently links enquiries to a site rather than a specific application. It also does not currently differentiate between the levels of advice given. In most cases written advice is provided about the relevant planning policies and key issues together with what needs to be done and what supporting information will be required. However the advice does not normally anticipate the prospects of success, nor does it set out an anticipated timetable for the processing and assessment of the application. An improvement action will be to record an appropriate form of pre-application response against any subsequent associated planning application received.

- Whilst all major applications are routinely the subject of project plans, these are used internally and have not so far been agreed or shared with the applicant. An improvement action will be to ensure such project plans and any amendments thereto are agreed and shared with the applicant.

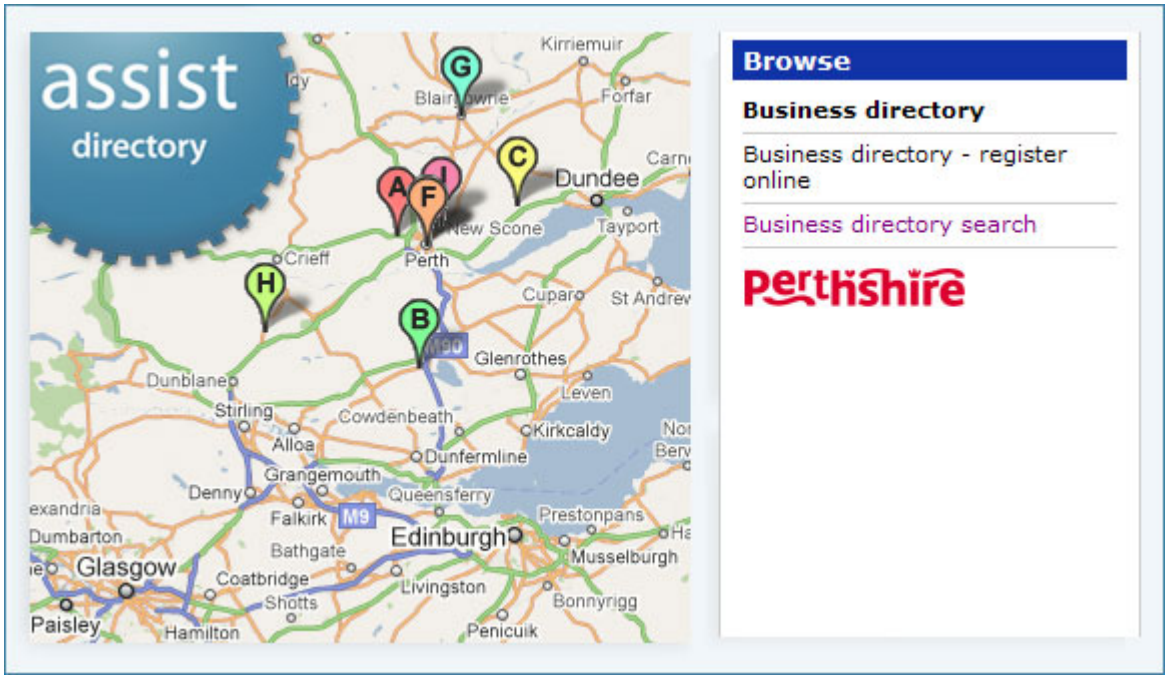
PLANNING PERFORMANCE FRAMEWORK

2. Defining and measuring a high-quality planning service

Open for business

The new combined Planning & Regeneration service has been in operation since April 2011. Since then the Planning service has been fully integrated with the both the previously separate economic development and commercial estates sections of the Council. One of the key drivers for this change was to ensure a more "joined up" service to businesses and prospective developers.

The Business Growth team leader reviews the weekly Planning Applications list & identifies "business priority" applications these are then given priority by the Development Management team. The Business advisers within the Business Growth team encourage any clients with development proposals to engage at early stage with planning officers and facilitate meetings with their colleagues in the Development Management section.



This early engagement is carried out through a pre-application service which allows prospective developers/applicants to get advice on whether or not a proposal would require planning permission. Where possible advice is also given in terms of the likely acceptability or otherwise of such proposals. Such engagement can be either by written/electronic submissions or by visiting the office where a duty officer is available throughout normal office hours.

For major investment enquiries, a holistic and proportionate service is provided by

the wider Planning & Regeneration “team”. The team can identify possible site and building opportunities, outline the planning process, and identify what other support may be available, including for example business advice, loan and grant funding, and potentially recruitment advice and support.

Perth and Kinross Council is revising its strategic performance monitoring framework through its Corporate Plan and Single Outcome Agreement. These reflect commitments to social economic and physical regeneration outcomes and subsidiary outputs and indicators. Specific priority is being given to creating the conditions for supporting business growth and inward investment through prioritisation of support for planning applications with a business impact, project management frameworks to support this and by providing a comprehensive support service to investors and increasing the supply of business and industrial land and premises.

Other features of the Planning and Regeneration which may be highlighted are:

- The availability of a comprehensive and up to date web site with 24h access to generic email accounts
- Ability to make, view and comment on planning application on a 24/7 basis
- An Online interactive Proposed LDP is available 24/7.
- There is closer working between development management, property and economic development
- There is current work on a developer contributions policy to unlock infrastructure constraints and make it clear what is expected at an early stage in the planning application process.
- We have a dedicated Affordable Housing Enabler who liaises with developers and Registered Social Landlords to smooth the planning process.

High quality development on the ground

Perth and Kinross Council is developing Supplementary Placemaking Guidance to identify local place characteristics and architecture and sustainable development criteria to provide context and guidance to improve the quality of development on the ground. Local best practice

has been promoted and efforts are made to encourage further promotion of high quality through national awards and engagements with professional institutes.

Proposal for conversion of a listed former air control tower in Perthshire

The nature of the Perth and Kinross area is such that it is characterised by high standards of natural and built heritage and significant elements of this are subject to statutory protection.

We have:

- Around 3000 listed buildings;
- Over 750 Scheduled Ancient Monuments;
- 35 conservation areas;
- 40 historic Gardens and Designed Landscapes
- 2 historic Battlefields

As a result of this and the need to ensure that such qualities are successfully maintained and enhanced, the Service has ensured that resources are made available to deal with and provide appropriate expertise and advice on both natural and built heritage through the deployment of 2 conservation officers and the through the support of a Tree and Biodiversity Officer elsewhere within the Environment Service.

The Queen's View at Loch Tummel. Perthshire

Certainty

Project management frameworks have been developed to allow accelerated processing of applications to meet timescales associated with developer requirements. Perth and Kinross Council was recently awarded a commendation in the Scottish Quality in Planning Award for this approach.

The Service targets a project plan approach for all major applications and this is specifically aimed at being collaborative and inclusive to ensure that all key stakeholders are involved at the earliest and most appropriate stage.

The Service operates a strict validation process and there is full and clear guidance for prospective applicants available on the Council's web site. The process allows for 2 attempts to correctly validate the application and the

applicant has the reasons why submissions cannot be made valid set out fully.

The pre-application service also provides certainty as what supporting information will be essential when an application is submitted. There is also a Developer Contributions Policy which makes clear from the outset the financial implications of gaining planning consent for specified types of development.

Communications, engagement and customer service

Communications, engagement and customer service are monitored to meet corporate customer service standards and monitor customer feedback and satisfaction with the planning service

Planning & Regeneration engages with a range of customers regularly in the form of a Planning User Forum with this additionally providing an interface between developers, agents and the wider public through community councils representation. There are also bi-annual liaison meetings with Homes for Scotland involving key officers and Members.

There has been significant improvement in the provision of online information and interactive facilities, The Council's website has scored highly in national surveys. The use of e-Planning is well developed with over 50% of planning applications made online and most consultations now carried out electronically. The vast majority of applications are viewed online by customers and stakeholders using Public Access, which is also becoming the most popular means of submitting representations. The Council also makes use of the tellmescotland website to provide an electronic copies of Public Information Notices including those relating to planning.

In order to up skill Community Councils and other community groups the Planning Service delivers through Planning Aid for Scotland a minimum of 2 events per year to improve public involvement with the planning system. Working with colleagues in Education an additional event each year is targeted at interesting young people in planning again delivered through Planning Aid for Scotland.

To raise awareness of the publication of the Proposed Local Development Plan (LDP) and the opportunity to make representations, a number of methods were employed including: statutory adverts in local press and on internet; letter/email to all interested parties; articles in Community Newsletters; neighbour notification and public information events and workshops with Community Councils. The public information events were a significant success and gave the public an opportunity to view exhibition material relevant to their area as well as an opportunity to discuss the

Proposed Plan with Officers – not only concerns and issues, but opportunities for clarification and guidance on how to make an effective representation to the Proposed Plan. These events were very well received and attended by 1374 members of the community. A total of 1526 representations making in excess of 2750 comments were received evidencing the success of the overall awareness raising exercise. It is also worth noting that 550 of these comments were in support of the plan.

There is proactive encouragement for constructive feedback of customer experiences and the Council has a formal corporate complaints handling system. Where complaints are upheld it is ensured that service improvements are introduced where appropriate.

Efficient and effective decision-making

The Council has an approved Scheme of Delegation which allows for the level of decision making, in terms of delegated or committee decisions, to be taken at the appropriate level to allow for a more timeous decision. The delegation rate was 92.3% during 2011-12.

The Development Management Committee and the Local Review Body generally meet on a monthly and are not subject to any formal recess. The Development Management Committee process includes regular pre-agenda meetings to set out forthcoming business and also allows for discussion over allowing certain applications to be dealt with under the Scheme of Delegation rather than being referred to committee.

A protocol is in place to ensure speedy responses are supplied to developers and Registered Social Landlord's over affordable housing requirements, reduced contributions, credit applications and grant applications.

Each planning application is given a target decision date following registration and regular planning application progress meetings are held to assist on meeting targets.

The LDP Project Plan has and continues to provide an effective management tool to ensure the delivery of the LDP within statutory requirements.

Effective management structures

The current management structure provides for close linkage between Planning Policy, Development Management, Building Standards, Property Management and Economic Development.

The Development Management Team was restructured in October 2011 to address issues of performance and to also reflect the Hierarchy of Applications, creating both Local and Major applications teams. In addition a third team to deal with householder applications was established. To support this a monitoring mechanism was set up to ensure that applications within the respective teams were being dealt with effectively and efficiently

The Service operates an Employee Review and Development programme which assesses the development needs of all members of staff on an annual basis. This has been supplemented with Individual Performance reviews within Development Management.

Financial management and local governance

Care is taken to direct resources towards identified priorities within planning and regeneration whilst ensuring the commitment of resources is proportionate to the value added. Corporate structures are in place to procure services and there is regular detailed monitoring to ensure budgets are adhered to.

Culture of continuous improvement

A culture of continuous improvement is fostered through cultural change programmes and identifying opportunities for staff development and sharing of expertise through employment review and development and performance management. Surveys and feed back are sought on all major consultations with lessons learned being incorporated into the Improvement Plan

Training has ensured that the Modernising Planning agenda has been fully embraced and that there has been a smooth and effective transition through recent changes in planning legislation.

All staff recognise the benefits of efficient working, with procedural changes having been introduced at the instigation of staff to improve planning application processes.

Members have received training on Development Management and Local Review Body procedures following the elections in May 2012.

Senior officers participate in Heads of Planning Scotland and liaison groups to share, learn and benefit from best practice and issues in planning in Scotland

3. Supporting evidence

Part 2 of this report was compiled, drawing on evidence from the following sources.

- The national rating of Planning Authority websites.

- meetings held with the Perth and Kinross Planning Users Forum and Homes for Scotland.
- Skills capacity building events held with Community Councils and other community groups in conjunction with Planning Aid for Scotland with positive feedback being received.

- Performance figures for planning application processing times following the restructuring of development management

4. Service improvements: 2012-13

In the coming year we will:

- **Develop a protocol ensure speedy responses are supplied to developers on developer contributions**
- **Review our Planning Enforcement Charter.**
- **Produce Supplementary Guidance as part of the Proposed Local Development Plan.**
- **Work with our customers to seek the delivery of faster planning decisions.**
- **project plans for major planning applications and any amendments thereto are agreed and shared with the applicant.**
- **Establish a key stakeholder liaison group to take forward and monitor the LDP Action Programme**
- **Investigate and solve the difficulties we had with the online comments form, work with Scottish Government and other LA's to improve the Online Local Development Plan system**
- **Develop a protocol to ensure planning applications requiring planning obligations are progressed by both the planning authority and the applicant within agreed timescales.**

- **Match recorded pre-application responses to any subsequent associated planning application received.**

Delivery of our service improvement actions in 2011-12:

Committed improvements and actions	Complete?
To increase the total effective housing land supply by 500 units per year. • *The target for 2011/12 was 5300 and 5879 was achieved. This increase exceeds expectations during the current financial climate and is unlikely to be sustainable until the economic situation improves.*	*ongoing*
Review of Development Management Processes • *Procedures produced in response to new legislation and placed on Sharepoint*	*ongoing*
Reduce delays caused by Internal Consultees • *Delays identified and resolved*	*completed*
Review requirements for planning obligations • *Protocol agreed with SNH and SEPA over Loch Leven catchment and phosphate mitigation.* •	*ongoing*
Review scheme of delegation • *Reconsidered by MOWG and agreed not to change current scheme*	*completed*

Appendix I

PLANNING PERFORMANCE FRAMEWORK OFFICIAL STATISTICS

Decision-making timescales 2011-12

Category	Total number of decisions	Average timescale (weeks)
Major developments	**30**	**59.8**
Local developments (non-householder)		28.9
• Local: less than 2 months	389(44.6%)	
• Local: more than 2 months	484(55.4%)	
Householder developments		12.6
• Local: less than 2 months	539(74.8%)	
• Local: more than 2 months	182(25.2%)	
Housing developments		
Major	10	76.0
Local housing developments		36.7
• Local: less than 2 months	163(37.2%)	
• Local: more than 2 months	275(62.8%)	
Business and industry		
Major	10	70.9
Local business and industry		18.8
• Local: less than 2 months	131(58%)	
• Local: more than 2 months	95(42.0%)	
EIA developments	0	0.0
Other consents*	262	15.1
Planning/legal agreements**	65	91.6
Local reviews	58	12.1

* Consents and certificates: Listed buildings and Conservation area consents, Control of Advertisement consents, Hazardous Substances consents, Established Use Certificates, certificates of lawfulness of existing use or development, notification on overhead electricity lines, notifications and directions under GPDO Parts 6 & & relating to agricultural and forestry development and applications for prior approval by Coal Authority or licensed operator under classes 60 & 62 of the GPDO.

** Legal obligations associated with a planning permission; concluded under section 75 of the Town and Country Planning (Scotland) Act 1997 or section 69 of the Local Government (Scotland) Act 1973

Decision-making: local reviews and appeals 2011-12

Type	Total number of decisions	Original decision upheld	
		No.	%
Local reviews	58	46	77.6
Appeals to Scottish Ministers	21	10	47.6

Enforcement activity 2012-12

Cases taken up	414
Breaches identified	313
Cases resolved	271
Notices served* **	54
Reports to Procurator Fiscal	1
Prosecutions	0

*** Enforcement notices; breach of condition notices; planning contravention notices; stop notices; temporary stop notices; fixed penalty notices, and Section 33 notices.

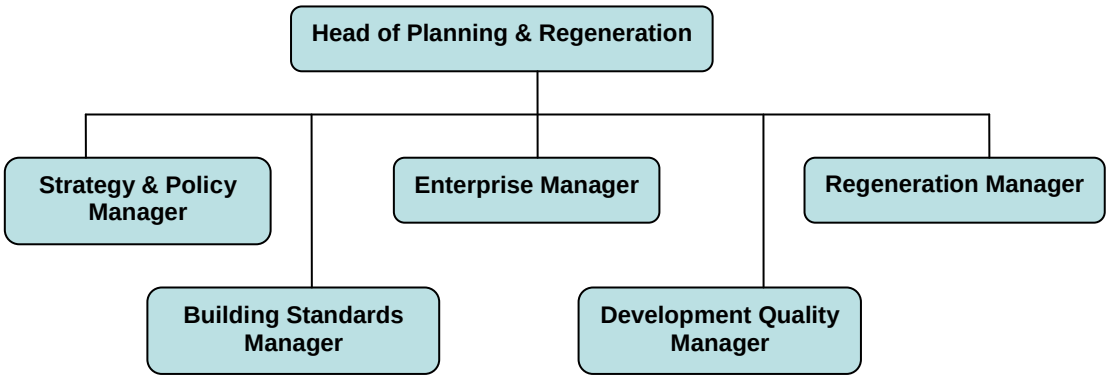
Context

Perth and Kinross is highly accessible with quality of life and natural and built environment that help fuel inward migration. It has one of the highest predicted population growth rates in Scotland which are driving demand for services and creating conditions for economic growth. Demographic change puts pressure on specific development types associated with an ageing population and other health and social services. The area's built and natural environment, (including 35 Conservation areas and 3132 Listed Buildings) impact on required design quality and interface with statutory agencies necessitating a need for strong partnership working. The Council has been granted power for the determination of Listed Buildings locally on the basis of local need and expertise resulting in accelerated processing of certain applications. The need to stimulate business investment and prioritisation of these has resulted in accelerated handling of such applications.

Appendix II

WORKFORCE AND FINANCIAL INFORMATION

Planning & Regeneration Senior Managerial Structure



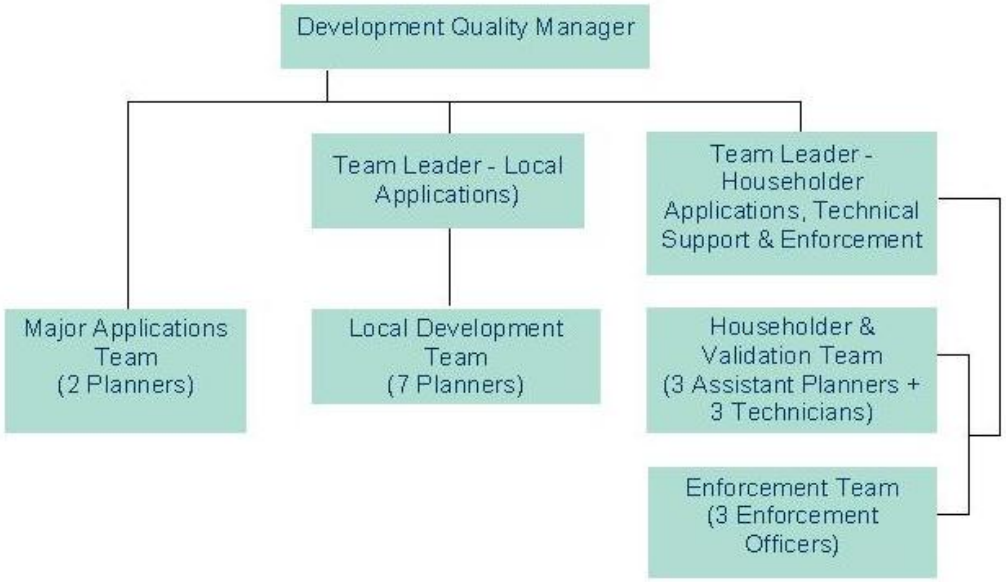
Development Management

The Development Management Section comprises:

- The Development Quality Manager
- 2 Team Leaders
- 8 Planning Officers
- 4 Assistant Planning Officers
- a Senior Technician
- 2 Planning Technicians
- 3 Enforcement Officers,

- making 21 staff in total excluding administrative support.

The section is structured as shown in the diagram below



Development Management 2011-2012 – Contextual Information

- Number of Planning Applications Received – 2189
- Number of Pre-Application Enquiries Received – 1479
-

Development Management 2011-2012 – Financial Information

Staff Costs	
Gross Pay – Agency	18,000
Gross Pay - Service Managers	54,528
Gross Pay - Team Leaders	83,416
Gross Pay - Professional	440,016
Gross Pay - Technical	161,407
Supn - Service Managers	9,815
Supn - Team Leaders	15,015
Supn - Professional	79,203
Supn - Technical	29,053
NI - Service Managers	5,264
NI - Team Leaders	6,990
NI - Professional	34,313
NI - Technical	11,627
TOTAL STAFF COSTS	**948,647**
Supplies & Services	
External Consultants	3,000
Catering	500

Protective Clothing	1,000
Legal Fees - Other Appeal Costs	21,000
Mobiles/radio - Rental/Calls	1,200
Advertising/Publicity	110,000
TOTAL SUPPLIES & SERVICES	136,700
Transport	
Transport - Public	700
Subsistence - Single Status	630
Car Allowances - Single Status	17,700
TOTAL TRANSPORT	19,030
Enforcement Activities	10,000
TOTAL THIRD PARTY PAYMENTS	10,000
Support Services	
Recharge - Management Core	168,000
TOTAL SUPPORT SERVICES	168,000
TOTAL EXPENDITURE	**1,282,377**
Income	
Charge Copy Planning Approval	(5,000)
Advertising Income	(70,000)
Charges Planning Applications	(1,038,033)
Enforcement Income	(10,000)
TOTAL INCOME	**(1,123,033)**
NET EXPENDITURE	**159,344**

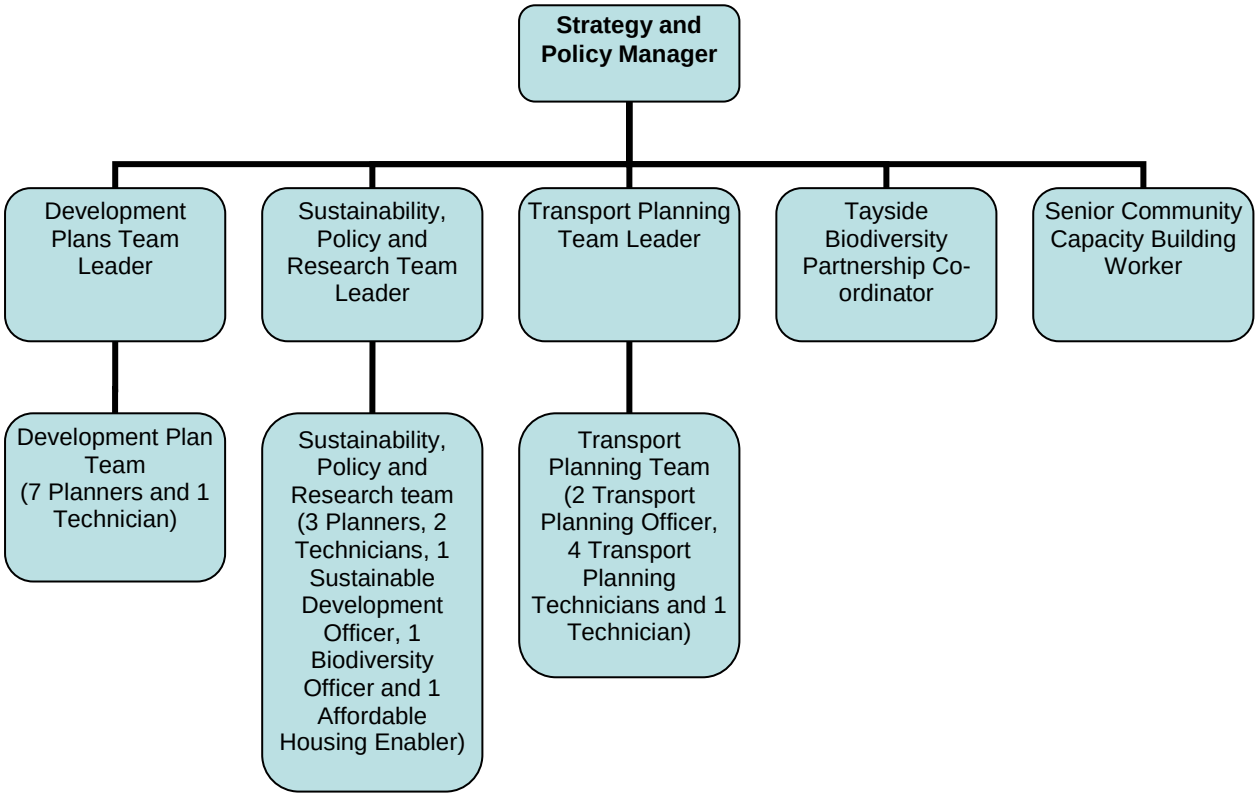
Strategy and Policy 2011-2012

The Strategy and Policy Team comprises:

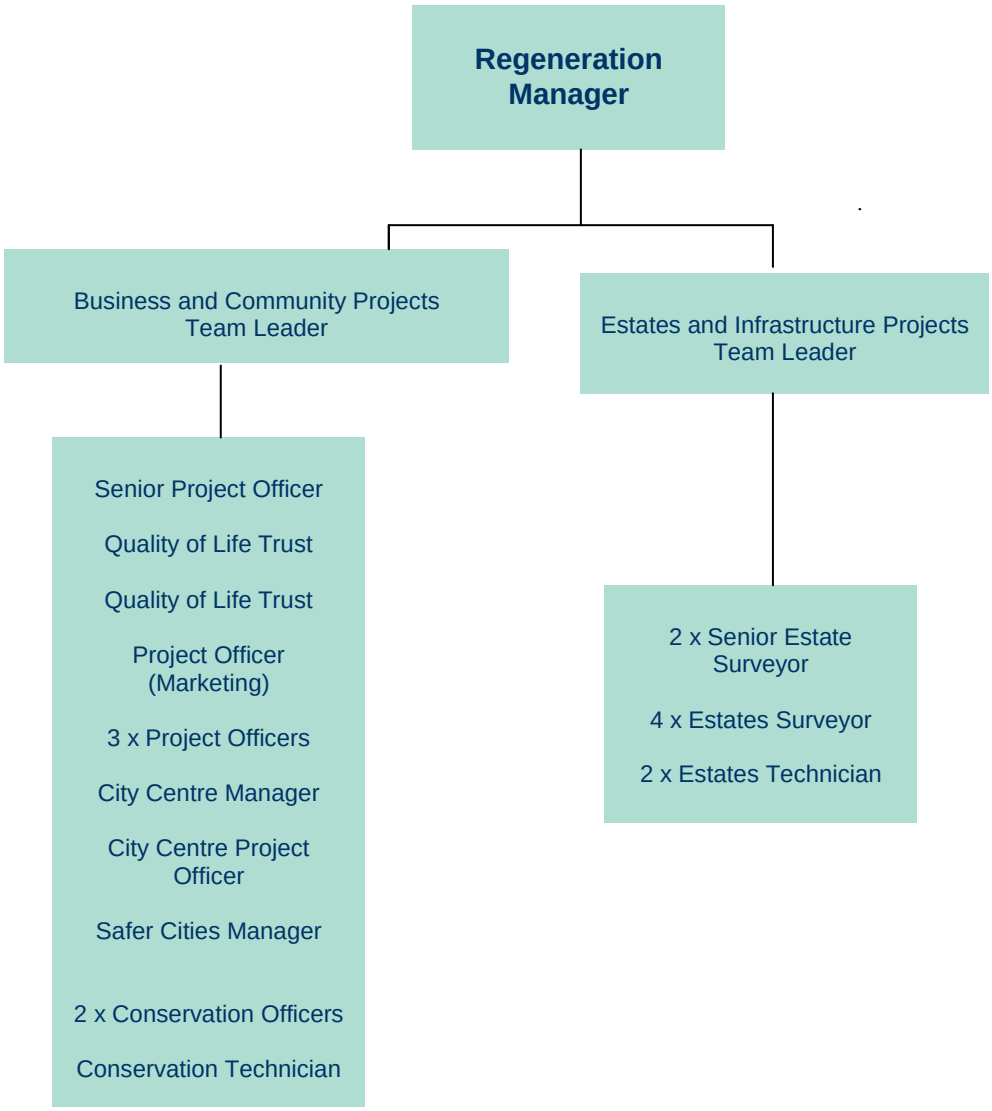
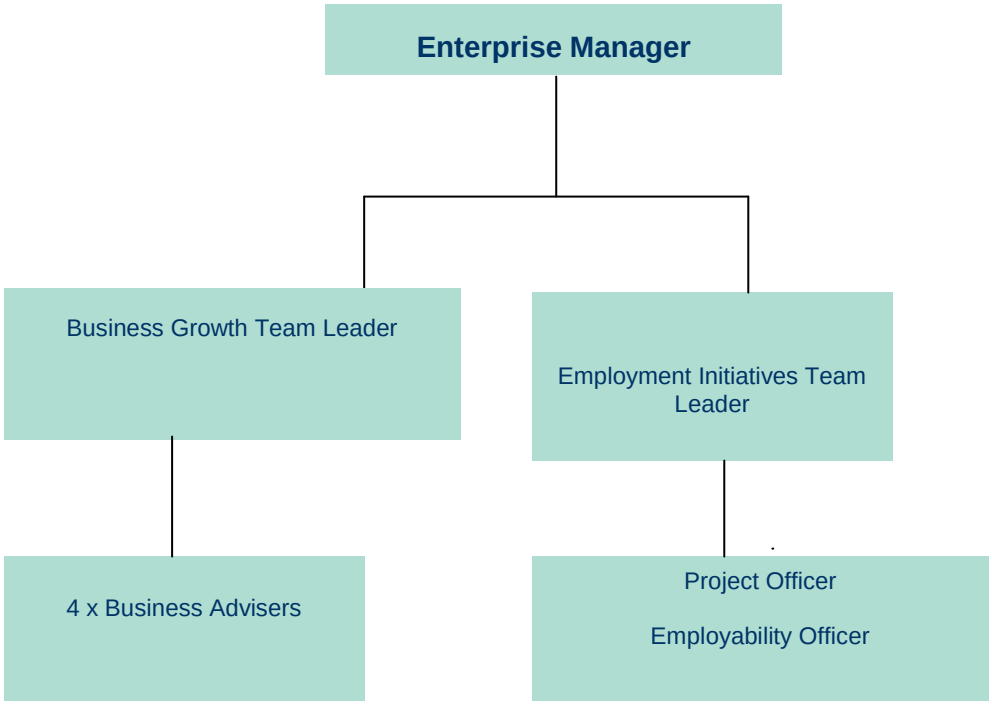
- The Strategy and Policy Manager
- 3 Team Leaders
- 1 Biodiversity Partnership Co-ordinator
- 1 Senior Community Capacity Building Worker
- 10 Planning Officers4 Technicians
- 1 Sustainable Development Officer
- 1 Biodiversity Officer
- 1 Affordable Housing Enabler
- 2 Transport Planning Officer
- 4 Transport Planning Technicians

- making 29 staff in total (some of these staff members are part time)

The section is structured as shown in the diagram below



Regeneration Structure



Enterprise Structure