

PERTH AND KINROSS COUNCIL

2013/14

PLANNING PERFORMANCE FRAMEWORK





## Introduction

This is the third Planning Performance Framework (PPF) for Perth & Kinross Council and builds on the positive feedback contained in the second PPF where the Minister was *“particularly encouraged by the progress you have made in reducing the decision-making timescales for major, local (non-householder) and householder applications. Your continuing efforts to engage with stakeholders and provide information on your website shows that you are committed to improving communications and customer service.”*

It was also recognised in the feedback that a start had been made in supporting the Council’s enhanced commitment to business growth and inward investment and building a reputation of an ‘open for business’ planning authority.

The suggested improvements contained in the Scottish Government’s feedback on our performance for 2012-2013 have been addressed and evidence in this third report covering 2013-2014.

The Framework is supported by hyperlinked references to key evidence throughout. A full index of evidence is detailed in Part 3 – Supporting Evidence.

Overall, during 2013-2014 good progress was made with the adoption of the Local Development Plan (LDP) and the development and adoption of Supplementary Guidance to support it.

Perth and Kinross has a Planning and Regeneration service with an ethos of continuous improvement. New initiatives such as Invest in Perth and the creation of Perth Ambassadors are designed to show that Perth and Kinross is Open for Business. Good progress has been made on gaining a Customer Service Excellence award for the Planning and Building Standards services. Work has also started on a new Planning Concordat which will bring together the business community, community councils and other third sector organisations - moving us towards a consensual way of working to achieve high quality development on the ground.

In order to enhance our reputation as a top performing service we must continue to improve and adapt to the changing needs of the area. This is being achieved through joint working across all service areas.

Put simply, our ambition is to become a dynamic, international city region offering unrivalled business, artistic, educational, cultural and leisure opportunities to our citizens and visitors. Perth – where people want to be.



## Community Planning Context

### Our Vision

“Our vision is of a confident and ambitious Perth and Kinross with a strong identity and clear outcomes that everyone works together to achieve. Our area will be vibrant and successful; a safe, secure and healthy environment; and a place where people and communities are nurtured and supported.”

### Community Planning Partnership Outcomes

The principal Planning Service contribution to community planning partnership objectives are to:

- promote a prosperous, inclusive and sustainable economy
- create a safe and sustainable place for future generations





## Feedback from PPF 2012-2013

The Planning service has made a substantial progress over the past few years in improving its performance, particularly over speed of application determination. This is reflected in the feedback received on the 2012-13 Report:

*“I was particularly impressed with the dedication of the planners and their willingness to play a role in the improvement of the services they provide. Many of the challenges for planners are not new but what we need are new approaches and renewed determination.”*

*“I am particularly encouraged by the progress you have made in reducing the decision-making timescales for major, local (non-householder) and householder applications*

*“You have made good progress in reducing decision making timescales for major, local (non-householder) and householder developments. This is especially so for major developments, where average timescales are well below the national figure. “*

*“Your continuing efforts to engage with stakeholders and provide information on your website shows that you are committed to improving communications and customer service”*

*“We welcome the provision of figures for applications subject to pre-application advice and note that a reasonable proportion of applications have used this service. This*

*demonstrates a strong commitment to an open for business approach which provides increased certainty for applicants. “*

*“You have described a range of customer-focused activities that applicants and developers will find helpful, which are delivered in a manner that is open for business and recognises the important role of the planning service in delivering sustainable economic growth”*

*“Your commitment to promoting high quality design is supported by your LDP, guidance and involvement in regeneration projects.”*

*“The emphasis on providing information on your website is welcomed, as this can contribute to greater certainty and enhance overall customer experience of your planning service.”*

*We are pleased to see that you place a strong emphasis on engagement with a wide range of stakeholders, including community groups, developers and key agencies. Your Planning Users Forum appears to be an effective way of gaining customer feedback to help identify service improvements.”*



## Part 1: National Headline Indicators 2013-2014



Key outcomes	2013-2014	2012-2013
<b>Development Planning:</b> <ul style="list-style-type: none"> <li>age of local/strategic development plan(s) (full years)</li> <li>Development plan scheme: on track?</li> </ul>	Perth and Kinross LDP - 0 Yes	Local Plans 8 to 17 years Yes
<b>Effective Land Supply and Delivery of Outputs</b> <ul style="list-style-type: none"> <li>effective housing land: years supply</li> <li>effective housing land supply</li> <li>The 5 YEAR EFFECTIVE aggregates programming for the first 5 years only</li> <li>housing approvals</li> <li>effective employment land supply</li> <li>employment land take-up</li> </ul>	<b>16 years<sup>1</sup></b> <b>14,445 units</b> <b>3,328</b> <b>262 units</b> <b>188 ha</b> <b>1.76 ha</b>	<b>19 years</b> <b>17,471 units</b> <b>3,546</b> <b>303 units</b> <b>Not available</b> <b>Not available</b>
<b>Development Management</b> <b>Project Planning</b> <ul style="list-style-type: none"> <li>percentage of applications subject to pre-application advice</li> <li>number of major applications subject to processing agreement or other project plan</li> <li>percentage planned timescales met</li> </ul> <b>Decision-making</b> <ul style="list-style-type: none"> <li>application approval rate</li> <li>delegation rate</li> </ul>	<b>11.8%</b> <b>0</b> <b>Not applicable</b>  <b>89.9%</b> <b>94.6%</b>	<b>22%</b> <b>0</b> <b>Not applicable</b>  <b>88.8%</b> <b>91.6%</b>
<b>Decision-making timescales</b> Average number of weeks to decision: <ul style="list-style-type: none"> <li>major developments</li> <li>local developments (non-householder)</li> <li>householder developments</li> </ul>	<b>55.4<sup>2</sup></b> <b>10.6</b> <b>7.8</b>	<b>37.5</b> <b>10.4</b> <b>8.1</b>
<b>Enforcement</b> <ul style="list-style-type: none"> <li>time since enforcement charter published / reviewed (months)</li> <li>number of breaches identified / resolved</li> </ul>	<b>0/12</b> <b>219 / 115</b>	<b>36/0</b> <b>271 / 145</b>

<sup>1</sup> The number of year's effective supply is calculated by dividing total effective supply by the annual housing land requirement (as set by the Strategic Development Plan). This is a change to the methodology used in the 2012/13 reporting period which instead divided the supply by an average of past completions. The change in methodology is considered appropriate as it now reflects the amount of houses which could be built annually to meet identified demand rather than reflecting what the market has actually delivered. The figures are the draft position as at 31 March 2014 (from the Draft 2014 Housing Land Audit) but are subject to consultation with Homes for Scotland.

<sup>2</sup> Major development performance has decreased primarily as a consequence of a push to determine legacy applications, particularly during the first half of 2013-14. The drop in performance is also less marked for post 3 August 2009 applications compared to all determined application (39.2 weeks compared to 55.4 weeks)





## Commentary on National Headline Indicators

The following paragraphs in this section provides some supporting commentary on the key outcomes shown in the above table.

### Development Planning

We delivered an up to date LDP following submission to Scottish Ministers on 15 February 2013 for [examination](#). The [Proposed LDP with Modifications](#) was submitted to Scottish Ministers, together with a summary of [Proposed LDP modifications](#) on 6th January 2014 and was subsequently adopted by the [Council on 3 February 2014](#). The process was project managed throughout and delivered within the planned timescale. All stakeholders are actively engaged in delivering the LDP action programme.

### Development Plan Scheme

The [Development Plan Scheme](#) is up to date and was agreed by the [Enterprise and Infrastructure Committee](#) on 2 April 2014 and published thereafter.

### Local Development Plan Action Programme

The [Action Programme](#) has been prepared to support the delivery of the Perth and Kinross LDP. It sets out the actions, timescales and partnerships required to implement the policies, proposals and strategies contained within the

LDP through to 2024. In preparing the Action Programme we have undertaken extensive engagement with the Key Agencies to ensure co-ordination of their actions and activities in order to provide certainty to developers. The intention is to build on the content of the Action Programme updating it regularly with information from site owners and developers in relation to their programme for development. This will give confidence to the providers and funders of the required infrastructure and services to commence early planning and implementation.

Legislation states that Action Programmes should be regularly reviewed and updated at least every 2 years. Perth & Kinross Council intend to maintain the Action Programme as a working document and re-publish an updated version every 6 months to ensure that it remains a robust and effective document that will aid delivery of development. We aim to work closely with landowners and developers to ensure the Action Programme is kept up-to-date and sets out the timescales for delivery.

### Effective Land Supply

The Council's [Housing and Employment Land Audits](#) provide a factual statement on the amount of housing and employment land available in our area. There is sufficient land identified to provide an effective supply of housing land for the next 16 years amounting to some 14,445 units. In addition, there is an effective employment land supply of 188 hectares. In addition we have published the [Perth and](#)



[Kinross Retail Study](#) which comprises forecasts of spare retail expenditure capacity for the Council area up to 2024, together with health checks for Perth City Centre and for the town centres of Crieff and Kinross. This shows the forecasts of spare retail expenditure capacity over the next five and ten years are supportive of additional floorspace, mostly in Perth. For convenience retailing the forecast spare capacity is limited (1,600 m<sup>2</sup>). For comparison retailing, the forecast spare capacity is substantial (10,000 m<sup>2</sup>) and it is largely based on the projected growth in comparison retail expenditure in the UK by economists. It is important to recognise that capture of this forecast spare expenditure will be highly dependent on the retail market.

### Project Planning

We are now able to monitor the percentage of applications which were subject to [pre-application advice](#), which was 11.8% last year. As would be expected, these tended to involve the more complex proposals. We have continued to use project plans to assist accelerated processing which can be agreed and shared with applicants. [Processing agreements](#) have been offered from the beginning of April 2013.

Planning Processing Agreements are routinely offered at the pre-application stage to all prospective applicants for major developments. [Advice on Processing Agreements](#) is provided on the Council's website together with a guidance note which includes a template. During 13/14 there was one

case where a draft document was prepared and signed by the applicant. However, the applicant then failed to submit a number of key documents when the application was submitted, so the terms and agreed timescales failed to be met by the applicant from the outset. In another case, involving a wind farm, an agreement was signed but again the applicant failed to adhere to the agreed terms from the point at which the application was lodged. In the case of the remaining major applications, most developers were content to progress their applications in accordance with the general timescales dictated by the Environmental Impact Assessment and Development Management Regulations.

### Decision-making timescales

Both the application approval rate and the delegation rate increased in 2013-2014, with the latter being influenced by the fact that local authority applications no longer need to be reported to Committee. This has resulted in an improvement in performance.

Major development performance has decreased primarily as a consequence of a push to determine legacy applications, particularly during the first half of 2013-14. The drop in performance is also less marked for post 3 August 2009 applications compared to all determined applications (39.2 weeks compared to 55.4 weeks) Local development (non-householder) applications took slightly longer (by 0.2 weeks), which again was affected post May 2013 by the clearing of a sizable batch of applications which had been



previously delayed by legal agreements not being concluded. It should be noted however that there was an improvement in the percentage of (non-householder) local applications being determined within 2 months (64.8% which was up from 62.4%)

Tighter timescales for dealing with all applications involving planning obligations have been introduced since May 2013, so further improvements in performance should be achieved during 2014/15. Last year the average number of weeks for these applications increased from 64.9 to 66.9, but again this reflects the impact on performance of clearing a significant number of the 'legacy' applications.

We are also endeavouring to use the "Stop the Clock" facility where appropriate on all cases where the delay in progressing an application is solely down to the applicant or their agent.

Performance for householder applications however improved from 8.1 to 7.8 weeks. The percentage of householder applications being determined within 2 months also improved (85% which was up from 79%). This has been due primarily to improved workload management which has been assisted by the addition of a case management mode referred to on page 21 of the framework and below.

We have a dedicated case officer for 'business priority' applications which primarily cover the development of new businesses. Last year these applications were dealt with

within an average of 8.3 weeks which an improvement from 8.6 for 2012-13 and with 79% approved within 2 months (up from 75%).

### **Idox Enterprise**

Idox Enterprise is used to monitor and improve performance by allowing case officers and managers to view current individual and team workloads on a graphical basis. It enables individual officers to better understand and deal with their priorities and appreciate the impact of not doing so. This is primarily achieved by the early warnings about target date expiries which the system provides. The program allows managers to take action on imbalances in workload by simply and visually reallocating or re-prioritising work. In doing so it allows potentially serious issues to be visualised and acted on before they become critical. The outcome is that using Enterprise increases the potential to meet performance by highlighting potential problems in advance.

### **Legacy Applications**

Between April and September 2013, 55 of the applications determined were over a year old. That figure dropped to 33 for the subsequent 6 month period. This figure represents a drop of 40% of 'legacy' applications being determined by the second half of 2013-14. The number of stalled and legacy cases continues to be monitored and actioned in accordance with the protocol introduced in May-June 2013.



There is a single point of contact for the duration of an application. In addition, it is recognised that the time taken to negotiate legal agreements is a significant factor affecting application determination times. With that in mind:

- All legal agreements are reviewed/progress chased with the Legal Manager at the monthly liaison meeting
- A legal instruction sheet/guidance note has been developed to ensure earlier legal engagement and establish clear roles, responsibilities and timescales

### Enforcement

The [Enforcement Charter](#) was reviewed in late 2013 with only minor changes being made. Committee approval was obtained and the Charter has subsequently been re-published in electronic format on the Council's [website](#).

[Enforcement activity](#) is lower than the previous year but higher than the two years before that. There was no readily identifiable reason for the lower level of activity, other than the relatively short process of replacing and inducting a new officer to replace an experienced officer who retired. Otherwise the team remained very busy throughout the year.



## Part 2: Defining and Measuring a High Quality Planning Service



This section of the document reports on those matters which deliver a High Quality Planning Service.

## Open for business

### Employment Land and Property

A new property search facility and customer relationship management system, [Tractivity](#), is being used. This allows a comprehensive search of all available land and property to be undertaken, monitor whether customer's needs have been met and track demand for different types of development to inform future decision making in land use allocations.

The revised [Commercial Property Investment Programme](#) was approved by the Council on [18 September 2013](#). This identifies priorities for the delivery of site infrastructure and development of business space utilising an additional £3.544m capital funding allocated in the 2013/14 and 2014/15 budgets.

### Development Activity

£138 million of development was delivered over the reporting period. This development ranged in scale from house extensions to a new hotel development in the city centre. The LDP promotes a range of potential uses in the city centre to improve the economy of the city and

surrounding area and is therefore being used as a key document to attract investment.

The [Perth Transport Futures Project](#) was approved by Council on 26 June 2013 and will play a vital part in opening up land for new development, reducing congestion and improving air quality.

### Invest in Perth

The Invest in Perth Team is in place to provide a single point of contact for investors. Our [Invest in Perth](#) website is an invaluable resource for those seeking to do business in Perth and Kinross. Perth Ambassadors have been recruited to promote investment in Perth and Kinross and a private sector chaired City Development Board established. The [City Investment Plan](#) outlines investment opportunities.

### Perth Food and Drink Park

Following a sector mapping exercise undertaken by the Scottish Cities Alliance, it was agreed that Perth has a particular opportunity to help grow Scotland's food and drink industry.

Working closely with Scotland Food and Drink, the Council has recently completed the creation of serviced business land at the Perth Food and Drink Park to provide 16 acres of [serviced development land and business support facilities](#), made possible by the close collaboration of planning, roads, estates and economic development officers.



Following the successful launch of the [Perth Food & Drink Park](#), other initiatives are being progressed including the creation of a [Food & Drink Eco-Innovation Hub](#) and food specification small business units.

### **North West Perth Heat Network, Feasibility Workshop**

We are exploring the potential to develop a heat network in the north west of Perth and have had an exploratory meeting with the potential developers to determine whether there was interest in developing one. The outcome of that meeting was positive and a workshop was held (14 February 2014) with representatives from relevant stakeholders involved in the project including housebuilders A&J Stephens and Springfield Homes, energy firms Carbonarius and O-Gen UK, McDermott Group, Savills, University of the Highlands and Islands (UHI), Resource Efficient Scotland, the Energy Savings Trust, Scottish Futures Trust, Scottish Enterprise and the Council. The outcome of the workshop was to explore the potential for developing the network by commissioning a technical feasibility study.

### **Business Month 2013**

As a result of the success of the 2012 Business Week collaboration between the Council, Enterprise North East Trust, Perthshire Chamber of Commerce, Perth College UHI, Scottish Enterprise and the Federation of Small Businesses delivered [Business and Enterprise Month for 2013](#). The event covered almost every topic related to business including innovation, digital marketing, accessing

finance, sustainability and enterprise. 958 people attended the events.

### **Corporate Working**

All major schemes involve collaborative working across numerous departments within the Council and key stakeholders. Case Conferences have been used for impending major planning applications which have been beneficial for all involved. All parties are aware of what is required and what issues may need to be overcome at an early stage of the planning process. Extensive community consultation is being promoted and used e.g. Murray Royal Hospital proposal for a mixed used development has involved working closely with all the key stakeholders, Council departments and the community through meetings, workshops and events.

### **Clear and proportionate advice**

Requests for developer contributions are made in accordance with the [comprehensive guidance](#) published on the Council's website. As a part of the pre-application response, the potential requirement for developer contributions is always highlighted.

Policy PM3: Infrastructure Contributions in the adopted LDP clearly indicates the requirement for developer contributions towards necessary infrastructure and sets out the areas of Supplementary Guidance which provide further detail. Affordable housing provision is supported through Policy



RD4: Affordable Housing and the associated Supplementary Guidance. All [Supplementary Guidance](#) is available on the Perth & Kinross Council website.

Each of the Developer Contributions Supplementary Guidance sets out the level of contributions which are required from different types of development towards a range of infrastructure. These have been developed in line with the tests of Circular 3/2012 and have been agreed by Scottish Ministers.

#### Primary Education

[This Guidance](#) applies to all residential development within catchments of primary schools with an identified capacity issue. Contributions used to create additional capacity. It does not apply to single bedroom properties, affordable housing or residential properties which are unlikely to impact on the school role. The contribution is £6,395 per dwelling.

#### A9 Contributions

[This Guidance](#) applies to all development within the defined area to support the delivery of the necessary junction improvements. The contribution is £3,450 per dwelling. A pro rata rate is applied for non-residential developments.

#### Transport Infrastructure

[This Guidance](#) applies to all development within the defined area to support the delivery of the necessary transport infrastructure improvements. It is applied in two tiers. The higher tier covers the Perth Core Area and a reduced rate by

25% is applied to the outer area within the defined Guidance boundary. Applies to all residential units with a reduced rate applied for affordable housing. Applies to all development types with individual rates calculated on the size and type of development.

Residential:	£2,639 or £3,549 per unit
Affordable Housing:	£1,319 or £1,775 per unit

#### Affordable Housing

[This Guidance](#) applies to all residential developments of 5 or more units. It seeks provision of an affordable housing contribution amounting to equivalent of 25% of the total number of units proposed. This provision can be delivered through a range of tenure on site or where appropriate a commuted sum.

All pre-application discussions will flag up the relevant Supplementary Guidance which will be applied to what is being proposed. Where required the Development Negotiator or Affordable Housing Enabler will attend pre-application meetings to discuss the requirements of the appropriate Guidance.

Each area of Guidance provides clear and concise explanation of how and where it is applied. This approach is supported by the development industry with one developer stating *'it is useful to be able to see how PKC have reached their conclusions and useful to be able to see how they have carried out their calculations, using valid statistics to reach their cost conclusions. We have found that councils who*





*highlight the required planning gain per unit and give a breakdown of that requirement help us to understand both the breakdown of costs and to give us certainty as to what costs are likely to be expected per plot and for each development.'*

**Contribution to Performance Markers: 3, 11, 12, 15**

## High quality development on the ground

### Design Improvements

Following last year's PPF feedback we introduced a monitoring and reporting system using the appropriate section in our UNI-form database to record where we have added value to the planning application process.

We continue to encourage applicants and agents to provide a satisfactory planning application at the initial submission stage using the pre-application process where possible and by promoting our specific guidance on making a valid application. Examples of where we have pro-actively sought to influence the quality of development on the ground are listed below:

[13/01547/FLL](#) – single house in Rattray, withdrawn to take account of house design, street context, setting of listed building (church)

[13/02330/FLL](#) – revised application with design and layout revisions

[14/00269/AMM](#) – improved layout of the scheme overall, including open spaces, movement patterns and character areas, street edge definition (no push on architecture of buildings in this context)

[13/00819/FLL](#) - design changes to reflect the dwelling to be demolished and the adjacent dwelling which was to be retained as the original proposal did not work in the site context.

### Sustainable Design and Zero Carbon Development Supplementary Guidance and Checklist

This [Supplementary Guidance \(SG\)](#) expands on policies set out within the Perth and Kinross LDP (LDP) and provides additional guidance on the integration of sustainable design and construction measures in new and existing developments.

In August 2013 Perth & Kinross Council published the draft Sustainable Design and Zero Carbon Development Supplementary Guidance (SG) for consultation. Comments were invited from the public on the content and application of the SG during a six week period ending on the 11 October 2013. This consultation period sought the views of local people and all other stakeholders. Following this consultation period a stakeholder workshop was held on the 19th November 2013. The workshop discussed the SG in greater detail with specific interested parties and stakeholders. The following interest groups were in attendance:



- Government Agencies (Scottish Water)
- Council (Development Management, policy, sustainability, architects)
- Housing Developers
- Architects
- Private Planning and Development Consultancies
- Local Councillors
- Interested Individuals

The SG aims to ensure that sustainable development, and the contribution that sustainable design can have, is considered from the outset of the planning and design process. The guidance seeks to identify the various techniques that contribute to the delivery of low and zero carbon development. In this way, the SG aims to reduce the environmental footprint of developments in Perth & Kinross, whilst ensuring that new and existing buildings are economically, aesthetically and structurally viable for the foreseeable future.

A significant message from this guidance is to consider sustainability at the earliest possible opportunity in order to save costs and fully engage with the planning authority, ensuring that sustainability is integrated into schemes wherever possible.

*“Scottish Water .... acknowledge the Council's proactive drive and commitment towards the promotion of water efficiency through the inclusion of specific advice within the emerging guidance.”*

*“SEPA.....welcome the positive approach taken in this Supplementary Guidance to sustainable design and zero carbon development.”*

### **Working with Communities**

This [recently completed regeneration project](#) was comprised of a series of related schemes aimed at enhancing the natural and built environment of Blairgowrie and Rattray. The aim was to improve the area's appearance and facilities as well as improve public transport links to attract more visitors to the town.

In support of the Council's desire to support communities in achieving their aspirations, the Planning & Regeneration service is working with Crieff Community Council to develop a Crieff Business Improvement District (BID).

### **Empty Homes Initiative**

The [Empty Homes Initiative](#) is a cross-service project involving close and on-going partnership working with private landlords, who work in conjunction with local Architects, Surveyors, Contractors and Builders Merchants. The initiative aims to make better use of the existing housing stock or enable prospective tenants to access accommodation in sectors which they may otherwise have been unable to access. By March 2014, thirty-eight properties have been rejuvenated for use.

**Contribution to Performance Markers: 3, 11, 12, 13**



## Certainty

### Advice

There is comprehensive advice on the Council's website as regards what a [developer needs to consider before submitting an application](#). The advice includes a guidance note which assists applicants in seeking pre-application advice from the Council and sets out the form and extent of the advice which will normally be provided.

The use of Case Conferences when a PAN has been submitted for a major planning application has ensured the applicant is aware of consultee issues and requirements at a very early stage in the process.

All [Supplementary Guidance](#) is available on the Perth & Kinross Council website.

### Collaborative Working

All major schemes involve collaborative working across numerous departments within the Council and key stakeholders. Case Conferences and the offer of a Processing Agreement have been used for impending major planning applications which have been beneficial for all involved. All parties are aware of what is required and what issues may need to be overcome at an early stage of the planning process. Extensive community consultation is being promoted and used e.g. Murray Royal Hospital proposal for a mixed used development has involved working closely with all the key stakeholders, Council

departments and the community through meetings, workshops and events. Case conferences have also been successfully used for proposals including the redevelopment of the former Friarton Detention Centre, Edinburgh Road, Perth and a new primary school at Duchlage Road, Crieff.

**Contribution to Performance Markers: 2, 3, 9, 10, 11, 12**

## Communications, engagement and customer service

### Customer Service Excellence

Benchmarking has been commenced with other councils and in particular discussions with Angus Council who have achieved Customer Care Excellence (CSE). We have identified key customer service improvements and have implemented Customer Service Care Development Management training for staff with an associated guidance document. Draft customer service questionnaires have now been prepared for introduction by the end of 2014.

### Homes for Scotland Liaison

The Planning and Regeneration Team have bi-annual liaison meetings with representatives from Homes for Scotland, TAYplan, Scottish Water and the Scottish Government Housing Investment Division. In addition, Homes for Scotland have input to the annual Housing Land Audit.



### Carse of Gowrie Community Mapping

[The project](#) sought to build on the earlier climate change work reported in the PPF 12/13 and sought to engage and empower the local community to record and visualise what matters to them to help inform and shape decisions about their local environment and community.

It also set out to give the community the skills and confidence to develop a plan for the Carse of Gowrie using free open source software and maps whilst addressing their concerns about the management of the area's built heritage, the maintenance of drainage ditches known locally as pows, flooding and how to strengthen the local economy.

PKC noted that the project demonstrated the value of a collaborative, area based approach bringing together communities with common interests in a geographic area. This work has helped inform both the Strategic and Local Development Plans and laid the foundations for further collaborative work with the communities throughout Perth and Kinross.

<http://scotgovplanningarchitecture.com/2014/07/08/carse-of-gowrie-community-mapping-project/>

<http://www.sniffer.org.uk/news-diary/community-creates-unique-map-get-climate-ready/>

<http://www.carsesus.org/community-mapping-project.html>

### Climate Change

The [Council spoke about partnership working with communities across the Carse of Gowrie](#) to share

information and learn from local knowledge at [Scotland's Adaptation Conference](#) which was held at Our Dynamic Earth on 9 September 2013. The event was organised by Adaptation Scotland and Sniffer, and sponsored by SEPA, SNH and The Scottish Government.

### Perth on the Go

[Perth on the Go](#) is a social marketing campaign which aims to change people's travel behaviour. The project was primarily aimed at reducing congestion and improving air quality on the roads between Scone and Bridgend. This project included the distribution of 4,500 travel guides; educating more than 300 pupils on sustainable transport; providing travel advice to over 200 staff and has since seen an increase of 5% in the PKC/NHS car sharing scheme.

### Community Engagement

The Environment Service employs a Senior Community Capacity Builder with specialist skills and experience in community engagement to work with departments across the service and integrate engagement activities. This worker links with community planning partners, assists with facilitating engagement events, helps prepare communities for engagement in the LDP and organises community training related to planning issues. The population of Perth and Kinross is forecast to grow rapidly in the next few years, with one of the highest growth rates in Scotland.

A series of workshops were organised in communities that have development sites approved in the LDP, to find out



what people think they need to cope with the proposed increased population. Pilot workshops have been organised in 3 communities so far. This is the first stage of working in partnership with these communities on improving them as places to live and work as it is important to involve these communities in dialogue at an early stage so they are fully involved in the future of their community. Following this stage the communities will be involved in Masterplanning.

### Planning user forum & training for community groups

The suggestion of training workshops for clusters of Community Councils was raised at the [Planning User Forum](#), where we agreed to organise a pilot workshop for Community Councils in the Highland Perthshire area. Following the success of this workshop in October 2013, we agreed to repeat the workshop in the Strathearn area in March 2014. All Community Councils and other key organisations from the chosen areas were invited to take part.

We investigated what training had previously been offered to Community Councils and realised there was a need for better support and training for them. These workshops are not about specific Planning issues, but focuses on process and good community engagement. The workshops offered an update on the latest Planning issues and equipped participants with some skills and knowledge to enable them to improve community engagement in their areas. Offering this training should encourage [Community Councils](#) to carry more effective community engagement in the future when

they are asked to contribute to the next LDP or considering Planning Applications and when engaging their communities on other issues. Feedback from participants was very good and the plan is to roll out a programme of workshops across Perth and Kinross.

*“Sorry to be so slow in saying thank you for last night, and for all the information, help and encouragement you and the team gave us. A very helpful evening. Thank you very much indeed.”* Strathearn Community Council.

**Contribution to Performance Markers: 3, 12, 13**

## Efficient and effective decision-making

### Development Management Performance

Against the background of a changing approach to performance measurement and the introduction of the PPF there was a drive to improve performance in development management. When compared with the other large rural authorities against which Perth and Kinross Council were previously benchmarked, we were the second best for major and local (non-householder) applications in 2013/14 (average weeks to decision), and also above the Scottish average in terms of local applications. As regards householder applications, we performed above the average within the aforementioned benchmarking group and lie within the third quartile of all Scottish authorities as evidenced by the [national statistics](#)



## Improving Performance

Active monitoring of the Development Plan and planning application performance is embedded into the ethos of the service through the Planning and Regeneration Service Plan. In terms of planning applications, processing agreements are now firmly established as the most effective and efficient way of dealing with major planning applications. Our performance figures in 2012/13 were affected by time taken to complete legal agreements which skewed our performance. During 2013/14 we developed a protocol to reduce the number of legacy cases and the length of time it takes for applications requiring planning obligations to be dealt with. The Development Management team leaders monitor performance and proactively deal with any potential delays in determining planning applications.

The number of live applications which were undetermined more than 6 months after a resolution to grant, dropped from 97 at the end of March 2013 to 33 at the end of March 2014. This significant reduction in applications awaiting the conclusion of a planning obligation was mainly due to the introduction of a protocol which was given committee approval in June 2013. The protocol states that:

- A paragraph is now included in all Reports of Handling advising that if a Section 75 is not concluded within a period of 4 months following a decision to approve, then the application will be refused.

- Applicants are advised about the 4 month timescale in the initial letter regarding the arrangements for concluding a Section 75 Agreement.
- A procedure has been put in place to alert case officers when the 4 month period lapses so they can quickly progress to a refusal unless there are special circumstances to delay issuing such a decision.
- Applicants are advised when we give the option of making an upfront payment for a developer contribution that the payment should be made as soon as possible failing which the application will be refused. If the money is not paid within one month then there will be a follow up letter giving a final 14 day period before which the application will be refused on non-compliance with Council policy.
- A procedure has been put in place to alert officers about the two time periods.

The report to committee also successfully sought agreement to refuse 5 legacy applications on the basis of a failure by the applicant to conclude the required planning obligation. Prior to the committee, a significant number of legacy applications had been determined under delegated powers and a further 10 were withdrawn by the applicant.



## Enforcement

The [Enforcement Charter](#) was reviewed in late 2013 with only minor changes being made. Committee approval was obtained and the Charter has subsequently been re-published in electronic format on the Council's [website](#).

[Enforcement activity](#) is down on the previous year but was higher than the two years before that. There was no readily identifiable reason for the lower level of activity other than the relatively short process of replacing and inducting a new officer to replace an experienced officer who retired. Otherwise the team remained very busy throughout the year.

## Delivering the ecological recovery of Loch Leven through the planning system

[This project](#) highlights the legal complexities associated with protecting Loch Leven and the drive and collaboration between public sector bodies to improve the water quality of the Loch through the planning system whilst reducing the lengthy timescale of securing phosphorus mitigation by legal agreement. The [revised planning procedure](#) agreed between Perth & Kinross Council Planning and Legal Services, Scottish Natural Heritage (SNH) and Scottish Environment Protection Agency (SEPA) came into effect in August 2013 following approval from the Council's Enterprise and Infrastructure Committee.

The new approach does not absolve the competent authority of its duty under the Habitats Directive but delivers decisions with greater certainty and improved efficiency by:-

- Reducing the expense and time associated with preparing the legal agreements/planning obligations
- Securing mitigation and maintenance by the most appropriate statutory body.

## Local Review Body

Perth & Kinross Council receives a large number of Notices of Review and to date these have totalled over 310. Due to the number of reviews involved and the fact that they cover a diverse range of application types, it was considered to be essential that full detailed feedback and analysis of the decisions was undertaken. This was to enable an understanding of any implications on policies or other issues and where necessary to consider whether any review of particular policies or procedures, including the format of the Reports of Handling, was required.

To address this effectively, a Senior Planner attends all Local Review Body (LRB) meetings and prepares a feedback summary note of the decisions that were taken and any specific issues which arose from that. This note is circulated to all relevant officers and, where appropriate, discussed at a team meeting. In addition, Democratic Services who service the LRB, produce a regular statistical review of the decisions taken.



All of these are considered to provide a much better understanding of areas where a review of policy or procedure needs to be addressed and in turn assists in a more responsive approach to dealing with planning applications.

**Contribution Performance Markers: 2, 4, 5, 6, 11, 12, 14, 15**

### **Effective management structures**

We have effective decision making structures in place to support efficient decision making and this is supported by flexible approaches to the workforce to enable us to respond to priorities. This is achieved by regularly monitoring and reviewing the workload of each team through weekly meetings and allocating new applications to the team which has spare capacity. This may mean that in practice some major applications will be dealt with by a suitably experienced member of the local applications team and some, usually more complex, local applications may be dealt with by the major applications team. A similar arrangement exists between the local and householder teams.

**Contribution to Performance Marker 12**

### **Financial management and local governance**

#### ***Procuring services and spending effectively.***

Managers are responsible for ongoing budget monitoring to ensure that we are efficient and effective in procuring services and in spending. Monthly meetings with the Finance Team ensure budgets are on target. The Council uses the Pecos system for procurement and purchasing.

### **Culture of continuous improvement**

#### **Learning and improving**

We have a strong commitment to staff development comprising of the Employee Review and Development appraisals, an annual target of five days staff development per officer and bespoke monthly training workshops. The appraisals also allow staff to express their areas of interest and can facilitate team moves.

Members' decisions are important to investor confidence and a full programme of training is delivered throughout the year to support Planning Committee members.

There is evidence that staff, management and members have been well trained and given clear sense of priorities.

The Council has its own training programme including over 16 online bespoke courses, and over 1000 tutorials available





through an online portal which all staff can access. Staff are encouraged to pursue continuous learning for example attending external seminars, workshops and conferences or applying for further or higher educational courses. This is discussed through Employee Review and Development appraisals which are linked to our planning service priorities as set out in our annual Service Plan.

A rolling programme of both Planning and separate LRB training has been carried out to ensure all Elected Members on the relevant Committees are trained.

Full staff workshops are held twice a year which focus on service priorities, culture and continuous improvement – led by the Head of Service. Service and Team Plans are developed with staff involvement and these set out clear priorities. Many of the staff in Planning and Regeneration have been trained in project management and the use of associated software in the first quarter of 2014. This has been particularly useful within Development Management where project management techniques are being applied to the processing of major and complex local applications.

### Graduate Opportunities

We continue to offer opportunities to Graduate Planners and trainees in addition to offering short term placements to students and placements over the summer. This allows the Strategy and Policy Team to undertake short life projects within Development Plans and assists with fluctuations in Development Management caseload.

### Sharing good practice

This authority is currently in the Group 2 Benchmarking group which is being coordinated by Heads of Planning Scotland and the Improvement Service.

Active participation with Scottish Government in 2 main strands of “Planning Reform: the next Steps” (Aligned Consents, Processing Agreements)

The authority had an active involvement in the “*Approaches to Affordable Housing Conference*” run by the Improvement Service by sharing our good practice, skills and knowledge with other authorities. We also liaised with Shelter and other authorities to assist in the production of the Shelter document “[Planning to meet the need: delivering affordable housing through the planning system in Scotland](#)” This involved attendance at meetings to discuss and share good practice along with the provision of a case study.

**Contribution to Performance Markers: 2, 6, 12, 13**



## Part 3: Supporting Evidence Sources



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

### **Council Documents**

- [Community Plan / SOA 2013-2023](#)
- [Communication and consultation toolkits](#)
- [Complaints Policy](#)
- [State of the Environment Report](#)
- [Integrated Appraisal Toolkit](#)
- [The Council website](#) which includes a range of guidance notes
- 2014 Better Connected Report
- [Local Review Body](#)
- [Customer Service Charter](#)

### **The Environment Service**

- [The Environment Service Business Management and Improvement Plan](#)
- [The Environment Service Annual Performance Report \(2012/13\)](#)

### **Planning and Regeneration**

- [Perth City Plan](#)
- [The Strategic Development Plan](#)
- [Planning User Forum](#)
- [Invest In Perth](#)
- [City Investment Plan](#)

### **Development Plan**

- [Enterprise and Infrastructure Committee](#)
- [Consultation and engagement events](#)
- [Developer Contributions](#)

- [Affordable Housing](#)
- [Local Development Plan Scheme](#)
- [Adopted Perth and Kinross Local Development Plan](#)
- [Supplementary Guidance](#)
- [Development briefs](#)
- [Background information and studies](#)
- [Community Council Portal](#)

### **Development Management**

- [Development Management Committee](#)
- [Guide to the Use of Processing Agreements](#)
- [Planning Processing Agreement Template](#)
- [Scheme of Delegation](#)
- [Planning Application Checklist](#)
- [Permitted Development Rights](#)
- [Planning Enforcement Charter](#)
- [Planning Authority Performance Statistics - 2013/14 – Annual](#)



## Part 4: Service Improvements



## Completed improvement actions 2013-14

<b>Performance</b>	<p><b>Action:</b> Continue to develop processes to improve the processing times for planning applications. In particular, to ensure that individual milestone targets for all applications are introduced, irrespective of scale or type. To be implemented within the final quarter of 2013.</p> <p><b>Comment:</b> Officers were issued with the following milestone targets which it is possible to monitor using our UNI-form database system:</p> <ul style="list-style-type: none"> <li>• Visit the site within the first 2 weeks.</li> <li>• Review all representation and consultee responses within one week of the respective expiry dates.</li> <li>• In the case of a complex or controversial case, provide a preliminary view to the line manager no later than 3 weeks prior to the determination date.</li> <li>• Prepare a report of handling no later than 2 weeks prior to the statutory determination date.</li> </ul> <p><b>Responsible:</b> Householder Applications, Technical Support and Enforcement Team Leader</p>
<b>Community</b>	<p><b>Action:</b> Develop a series of community engagement workshops and training sessions by the end of the first quarter of 2014 to be delivered (2014/15) in partnership with Planning Aid for Scotland and other organisations as appropriate, thus enabling the community to engage with and influence the content of the LDP and associated Supplementary Guidance.</p> <p><b>Comment:</b> Three workshops have been held with Community Councils in the Highland, Strathearn and Kinross-shire areas aimed at updating the Community Councils on: changes to procedures within Development Management; the LDP process and the opportunities for them to get involved in its preparation and the preparation of supplementary Guidance; and encouraging CCs to evaluate the techniques they currently employ when engaging with the community, and providing them with new ideas and methods. The events were well attended and the feedback received was informative and mostly very positive. The evaluation results have been considered by the Planning User Forum and it has been agreed that a further 3 events should be held in the Perth, Strathmore and Carse areas.</p> <p><b>Responsible:</b> Development Plans Team Leader</p>



<b>Customer</b>	<p><b>Action:</b> Create and publish an employment land and commercial floorspace audit in partnership with the Regeneration Team</p> <p><b>Comment:</b> <a href="#">Employment land audit</a> completed and published. <a href="#">Tractivity</a> provides real time land and property availability in Perth and Kinross.</p> <p>Commercial land definition could not be agreed by HOPS and as a consequence dropped from the NHIs.</p> <p><b>Responsible:</b> Team Leader Sustainability Policy &amp; Research</p>
	<p><b>Action:</b> Review and update web pages in light of SOCITM review – look at ways of providing more advice etc. on PublicAccess and increasing our use of social networks and new technology within the first quarter of 2014.</p> <p><b>Comment:</b> Better Connected 2014 - Results from the Better Connected survey confirmed the Council’s four star rating (highest possible) for the third year in a row and PKC was also listed in the top 20 most developed sites.</p> <p>The reviewer undertook the following task “Find out about a planning decision” and concluded that the planning pages provided a “Well-structured access to good information about the planning process and about decisions taken but little help for anyone who then wants to protest further, possibly because there is little they can do but would be helpful to explain this.”</p> <p>This will be addressed as part of our continuous review of web page content.</p> <p>Key messages to be addressed in reviewing and updating web pages:</p> <ul style="list-style-type: none"> <li>• Think mobile</li> <li>• Keep pages simple, provide fewer choices on each page and focus on the customer.</li> <li>• Keep it simple</li> </ul> <p>Prune pages and remove pages / information which doesn’t help / gets in the way of a customer completing a task</p> <ul style="list-style-type: none"> <li>• Be relentless about top tasks</li> <li>• Get the customer journey right</li> <li>o Review sub navigation</li> <li>o Don’t hide important information in PDFs or add as a related download</li> </ul> <p>Ensure content is linked in a logical way. Don’t expect users to search for every piece of information.</p> <p><b>Responsible:</b> Team Leader Sustainability, Policy &amp; Research</p>



	Householder Applications, Technical Support and Enforcement Team Leader
People	<p><b>Action:</b> Employ an additional planning officer in Development Management. The additional resource will be used to improve performance and target areas of increased activity i.e. renewables and is aimed to be filled within the final quarter of 2013</p> <p><b>Comment:</b> An additional Planner was appointed in January 2014 and this has enabled a greater resource to be directed to areas of pressure in terms of application types. Although not exclusively for renewables it has enabled further resource to be provided to this area, to assist in performance.</p> <p><b>Responsible:</b> Development Quality Manager</p>



## Medium term improvement actions 2013-14:

Performance

**Action:** Develop a robust monitoring framework by the end of the first quarter of 2014 to understand the implementation of policy and inform policy development to increase certainty in decision making show the robustness of the development plan: measure percentage of applications decided contrary to plan; benchmark level of departures considered acceptable.

**Comment:** A framework has been put in place for monitoring the recently adopted LDP. This includes:

- A Policy Interpretation & Improvement Monitor which documents any queries raised (mainly by Development Management) in relation to a specific policy. The policy team respond to this in a combined word document and any suggestion for policy improvement is recorded. Where there is an application associated with the query this information feeds back to it as well as being stored in the policy monitor allowing all Planning & Regeneration staff to view it, thus ensuring consistency in use of policy.
- Policy Use Monitoring – to show the use of policies in planning decisions. This uses the Uniform System to record which policies have been used in making decisions on planning applications. Through running specific reports from Uniform we can then use this information to measure the percentage of applications decided contrary to the plan. We can also build a picture of the frequency of policy use and of whether some policies may no longer be required.
- Sites Monitor – All the site assessments for the LDP and pre-MIR sites are recorded in this. Each site assessment contains information in relation to various issues including existing uses and planning history, neighbouring land uses proximity to services and facilities, green infrastructure, biodiversity, landscape, cultural heritage, access, flooding etc. Any enquiries that are made on any of the sites are recorded as are planning applications. This builds a picture of interest in the sites to be used in reviewing the plan in future and also in inputting to the housing and employment land audit process.

**Responsible:** Development Plans Team Leader





**Action:** Complete the programme of supplementary guidance planned as part of the LDP in line with the priorities agreed by the Environment and Infrastructure Committee on 7 November 2012.

**Comment:** The programme of Supplementary Guidance agreed by the Environment & Infrastructure Committee on 7 November 2012 has been met in relation to all of the proposed Policy and Design Guidance. Timescales in relation to the preparation of the Development Briefs and Masterplans have to a large extent been out with the control of the LDP team as some were dependant on the outcomes of the LDP examination and obviously all are dependent on the landowners demonstrating a desire to progress. Contact has been made with all the landowners to ascertain their intentions for development and this has been fed into the LDP Action Programme. The annual update report on progress of the Supplementary Guidance is scheduled to go to the Enterprise & Infrastructure Committee on 12 November 2014 at which time Members will have an opportunity to review the timescales.

**Responsible:** Development Plans Team Leader

**Action:** Develop an online interactive information portal which will bring together, economic, social and environmental data for Perth and Kinross for use and analysis by the community and businesses in support of the open data and Smart Cities agenda for introduction in 2014/15.

**Comment:** Business case being developed to upgrade existing information portal which contains environmental information used to provide baseline data for developers, the public and for use in SEA.

**Responsible:** Sustainability Policy & Research Team Leader

**Action:** Prepare a Development Activity Bulletin to show the amount of investment and its benefits, to the area through the consenting and completion of development at the end of the first quarter of 2014.

**Comment:** £138 million pounds worth of development was delivered over the reporting period. This development ranged in scale from house extensions to the Premier Inn development. This investment supported the local economy through creating employment in local businesses.

**Responsible:** Sustainability Policy & Research Team Leader



	<p><b>Action:</b> Prepare for the introduction of Public Bodies Duties under the Climate Change Act and develop a climate change adaptation strategy for introduction in 2014/15.</p> <p><b>Comment:</b> Sustainable Design and Zero Carbon Development Supplementary Guidance, Forest and Woodland Strategy, Flooding SG, and Placemaking Supplementary Guidance, incorporate guidance on climate change adaptation and mitigation measures. Overarching Climate Change Adaptation Framework for the Council in development which will incorporate land use planning measures.</p> <p><b>Responsible:</b> Sustainability Policy &amp; Research Team Leader</p>
<p>Community</p>	<p><b>Action:</b> Develop a Planning Concordat with the Chamber of Commerce and local business interests designed to show Perth and Kinross is Open for Business whilst delivering Customer Service Excellence for introduction in 2014/15.</p> <p><b>Comment:</b> Requirements set out and benchmarking with another successful CSE Council undertaken. Group established to progress CSE and customer surveys drafted. Engagement with Chamber of Commerce commenced towards agreeing a concordat.</p> <p><b>Responsible:</b> Development Quality Manager</p> <p><b>Action:</b> Develop protocols / concordats with other Council services and public agencies about reliability of advice and working timescales for development management and development planning by the end of the first quarter of 2014.</p> <p><b>Comment:</b> regular liaison meetings now held with SEPA and SNH which are looking to developing more formal concordats. Specific concordat completed in respect of Loch Leven Catchment as a multi-agency concordat with SEPA and SNH. This has also now been incorporated in to <u>supplementary guidance</u>. In addition, a concordat has been introduced with the council's Community Greenspace service to address consultations and areas of joint working with particular emphasis to larger schemes.</p> <p><b>Responsible:</b> Development Quality Manager</p>



## Our service improvement actions for 2014-15

The Service Plan for 2013 / 2014 sets out the actions that we aim to deliver for the continuous improvement of our services. Whilst pursuing more effective and efficient systems, the focus is increasingly on outcomes and performance. In the coming year we will:

<b>Performance</b>	<p><b>Action: Improved and sustained performance in processing Planning Applications</b> - Increased Decision within 2 months targets (Link to Added Value Framework): 65% non-householder and 86.5% householder per quarter. The objective is to exceed the Scottish average performance for these categories.</p> <p><b>Responsible:</b> Householder Applications, Technical Support and Enforcement Team Leader</p>
	<p><b>Action: Pre-Application Engagement with Elected Members</b> – Introduce by end of 2014 a procedure for reporting Proposal of Application Notices (PAN) in respect of major planning applications, to the Development Management Committee. This will bring greater awareness of PAN to Members and the public generally and ensure that subsequent major planning applications are more comprehensive in terms of the issues that they address.</p> <p><b>Responsible:</b> Development Quality Manager</p>
	<p><b>Action:</b> Raise awareness of Planning amongst young people - Identify opportunities to involve young people in the review of the LDP by March 2015 through preparation of a programme of engagement events to be held at each stage in the plan making process, allowing for continuity of involvement of the young people throughout the entire process.</p> <p><b>Responsible:</b> Development Plans Team Leader</p>
	<p><b>Action:</b> Maintain and enhance the vitality and viability of town Centres. Finalise Town Centre guidance pilots by December 2014 and publish 2nd batch in draft by March 2015.</p> <p><b>Responsible:</b> Regeneration Manager</p>
<b>Community</b>	<p><b>Action:</b> Raise awareness of climate change adaptation and planning amongst young people. Identify opportunities to involve young people (3-18) in developing more resilient individuals, families and communities through community mapping. In partnership with Education Scotland and Sniffer.</p> <p><b>Responsible:</b> Sustainability, Policy &amp; Research Team Leader</p>



<b>Customer</b>	<p><b>Action:</b> Review format and content of the LDP</p> <p>Set up a panel to review the format and content of the Adopted LDP in the Autumn of 2014. This will include consideration of matters such as whether the balance between policy content in the Plan and Supplementary Guidance is correct, a review of the usability of the document, should it be glossier, use of jargon etc. The panel is to be made up of a cross sector of users including Development Management, community groups, Planning Consultants, the public, Key Agencies and other organisations.</p> <p><b>Responsible:</b> Strategy &amp; Policy Manager</p> <p><b>Action: Review of Pre-Application Advice Service including resources and recording</b></p> <p>Review current pre-application service by October 2014 and implement new service by March 2015</p> <p><b>Responsible:</b> Householder Applications, Technical Support and Enforcement Team Leader</p> <p><b>Action:</b> Review of Development Plan engagement process by March 2015.</p> <p><b>Responsible:</b> Development Plans Team Leader</p>
<b>People</b>	<p><b>Action: Staff Training</b> - Implement a system to monitor the training undertaken by staff to ensure that training needs identified through the employee review and development process are being prioritised when allocating funding from the staff training budget by March 2015. Implement a procedure for cascading training to other members of staff to ensure maximum benefit is accrued from the staff training budget by March 2015.</p> <p><b>Responsible:</b> Development Plans Team Leader</p> <p><b>Action: Engage staff in progressing organisational improvements.</b> - Engage staff in the preparation of an action plan to address areas of improvement identified from the annual staff survey. A cross section working group to be formed involving staff at all levels and chaired by a team leader. Action Plan to be prepared by November 2014 for agreement of Senior Management Team before the end of year and implementation starting January 2015.</p> <p><b>Responsible:</b> Environment Service Senior Management Team</p>



## Part 5: Official Statistics



Category	2013-2014		2012-2013
	Total number of decisions	Average timescale (weeks)	Average timescale (weeks)
<b>Major developments</b>	<b>14</b>	<b>55.4</b>	<b>37.5</b>
<b>Local developments (non-householder)</b>	<b>895</b>	12.5	<b>12</b>
<ul style="list-style-type: none"> <li>Local: less than 2 months</li> <li>Local: more than 2 months</li> </ul>	64.8% 35.2%	7.1 22.6	7 20.3
<b>Householder developments</b>	<b>609</b>	7.8	8.1
<ul style="list-style-type: none"> <li>Local: less than 2 months</li> <li>Local: more than 2 months</li> </ul>	85.2% 14.8%	7.1 11.4	7.4 10.8
<b>Housing developments</b>			
<b>Major</b>	<b>6</b>	67.9	56.8
<b>Local housing developments</b>	<b>427</b>	13.8	13.5
<ul style="list-style-type: none"> <li>Local: less than 2 months</li> <li>Local: more than 2 months</li> </ul>	61.8% 38.2%	7.2 24.7	7 23.5
<b>Business and industry</b>			
<b>Major</b>	<b>2</b>	94.6	18.2
<b>Local business and industry</b>	<b>208</b>	9.9	11.2
<ul style="list-style-type: none"> <li>Local: less than 2 months</li> <li>Local: more than 2 months</li> </ul>	74.5% 25.5%	6.9 18.7	7.1 19.8
<b>EIA developments</b>	8	26.2	8.2
<b>Other consents*</b>	275	9.2	7.9
<b>Planning/legal agreements**</b>	29	66.5	64.9
<b>Local reviews</b>	56	16.2	18.5

\* 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

Type	Total Number of decisions	Number	Original decision upheld		
			2013-2014	2012-2013	
			%	Number	%
<b>Local reviews</b>	56	29	51.8	42	84.0
<b>Appeals to Scottish Ministers</b>	14	8	57.1	6	58.3

## Enforcement activity

	2013-2014	2012-2013
<b>Cases taken up</b>	298	375
<b>Breaches identified</b>	219	271
<b>Cases resolved</b>	115	145
<b>Notices served <sup>3</sup></b>	29	46
<b>Reports to Procurator Fiscal</b>	0	0
<b>Prosecutions</b>	0	0

<sup>3</sup> Enforcement notices; breach of condition notices; planning contravention notices; stop notices; temporary stop notices; fixed penalty notices, and Section 33 notices.



## Part 6: Workforce and Financial information



## WORKFORCE AND FINANCIAL INFORMATION

(As at 31 March 2014)

Head of Planning Service	Tier									
	1	2	3	4						
			1							
	Managers		Main Grade Posts		Technician Posts		Office support			
	Posts	Vacant	Posts	Vacant	Posts	Vacant	Posts	Vacant	Total	
Development Management	1	-	19	1	4		9		34	
Development Planning	1	-	11	-	3	1	-	-	16	
Enforcement Staff	-	-	3	-	-	-	-	-	3	
<b>Total</b>	<b>2</b>	<b>-</b>	<b>33</b>	<b>1</b>	<b>7</b>	<b>1</b>			<b>53</b>	

Staffing profile	Number		Number		Number		Number		Total
Under 30	-		1		2	-	2		5
30-39	-		14		2		3		19
40-49	-		8		2		2		12
50 and Over	2		10		1		2		15

Committees & site visits	Number per year
Full Council committees	5
Planning Committees	17
Committee site visits	0
LRB	12
LRB site visits	4

Budgets	Costs		Income
	Direct	Indirect	
Development Management	£925,303	£517,010	£1,186,392
Development Planning	£1,032,933	£852,676	Nil
Enforcement	£188,128	£67,436	Nil

## Your comments

We welcome comments about our Service and suggestions about how we can improve. This might include comments about things that have gone well and that we should continue to do.

Please feel free to contact us with your views at any time:

Write to:

Planning and Regeneration  
Perth & Kinross Council  
Pullar House  
35 Kinnoull Street  
PERTH  
PH1 5GD

Email [planning@pkc.gov.uk](mailto:planning@pkc.gov.uk)

Telephone 01738 47500

Web You can contact us with your queries, comments, and compliments or anything else you need to get in touch with us by completing our [online enquiry form](#).