

# Planning Performance Framework



2017-2018

## Foreword

I am delighted to be able to present this year's Planning Performance Framework which represents the 7th annual report undertaken by the Planning & Development Service on behalf of Perth & Kinross Council.

This has been a year in which the Proposed Local Development Plan 2 has been approved by full Council following extensive public engagement and indeed engagement has been a key component to much of the Planning and Development work. Critical to this were several sessions of member induction to develop closer working relations and understanding of core issues with officers and embracing 'Place agenda' as a theme through the work of the service. This has been a positive year for investment in the economy with significant progress being made on the roll out of Perth Transport Futures with the first phase of the Cross Tay Link Road opening up the strategic development site at Bertha Park including a new secondary school. Officers have also worked closely on the Tay City Deal as part of the longer term development and investment strategy. All of this has demonstrated the key role that Planning and Development makes in delivering the wider aspirations of the Council for the sustainable economic growth of the region. This is also illustrated through the wide variety of events which have been promoted throughout the year show casing the attraction of Perthshire for both investors and visitors alike.

I am also pleased that this Council has taken an active role in contributing to the debate and consultation on the Planning Bill to ensure that the Act is as effective and positive for the economy, communities and place within Perth and Kinross and indeed Scotland as a whole.

However, there continues to be increasing pressures on resources to deliver an ever greater work load and to this end, officers across all the teams, have demonstrated their commitment to continue to maintain the high levels of performance. Strong leadership and co-operative working ensure that planning permissions are in place to enable investment in the economy to be realised. I am confident that this can be continued through 2018/2019.

**Councillor Murray Lyle**, *Convenor of Planning & Development Committee and Leader of the Council*



## Introduction

Our 7th Planning Performance Framework has built upon all of our previous PPFs and the feedback we received from both the Scottish Government and from within our Benchmarking Group, to strive towards further improving the service we deliver.

With the feedback from PPF6, we recognised there were some issues to be addressed; receiving seven green and six amber markers (feedback based on the Scottish Government RAG ratings). This gave us the opportunity to re-focus our efforts on specific areas and we continue to work on improving the service we in Planning & Development provide. Some of the amber markers were received due to lack of evidence being provided within PPF6. This has been improved upon with evidence of our progress in the past year included within this year's case studies.

The case studies we have included throughout PPF7 illustrate our drive towards achieving a more rounded performance during the past year while our committed service improvements for the year ahead will ensure we continue to make progress. The case studies provide a good representation of the breadth and diversity of the work which has been undertaken during the year. Increasingly, Planning & Development is involved in a wider area of activity which is considered to demonstrate the contribution to growing the economy and communities, whilst protecting the environment. From the protection of habitats and the built heritage through to delivering technological infrastructure, the work range reflected in the case studies has never been greater, more diverse or challenging.

Hyperlinks throughout the document are highlighted in **blue text** along with this icon .

## Get in touch

We welcome any comments you may have about our service and suggestions about how we can improve. This might include comments about things that have gone well, what has not, and what we should continue to do.

Please feel free to contact us with your views:

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@PKCplanning

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

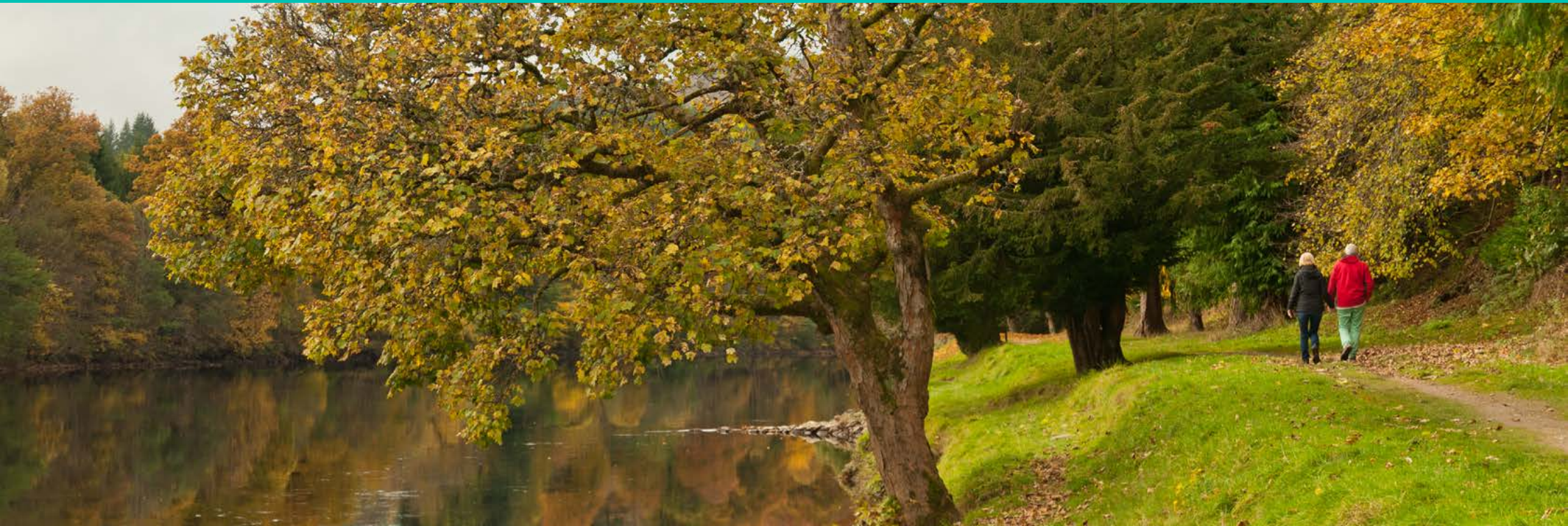
Tel 01738 475000

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# Part 1

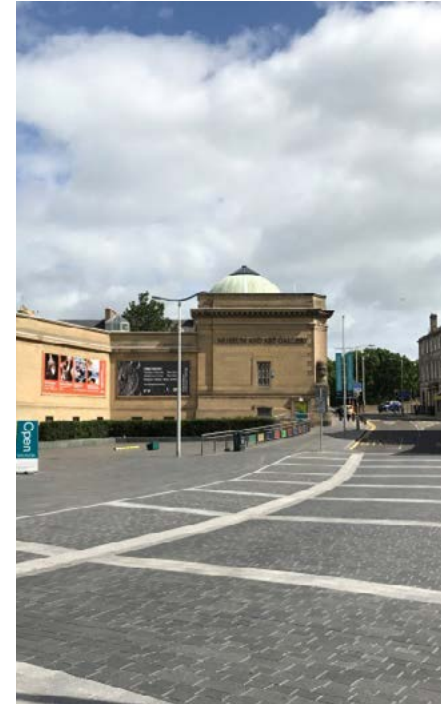
## Defining and Measuring a High-Quality Planning Service



## Quality of Outcomes

In order to ensure a quality outcome, a high standard of input into the process is also required. Over the past years, our Planning & Development officers have consistently supported good-quality developments and, in many instances, negotiated improvements in schemes to ensure the best outcomes for all. The quality of a selection of recently completed developments are illustrated in many of the case studies below and we are confident that many schemes which we have supported this past year will, in turn, be evidence that this is a continuing trend for Perth & Kinross Council (PKC).

We will continue this development of quality of outcomes with the identification of a number of related service improvements which we will be focussing on in the coming year. More details of the specific improvements are provided in Part 3.



Top: Perth Theatre and Mill Street, Perth • Bottom left: Kinross public realm • Bottom centre and right: Courtyard at Caledonian Road School redevelopment, Perth



# Quality of Service and Engagement

Encouraging engagement in the planning system is a challenge for all authorities but, with the introduction of the [Story Map](#) to our Local Development Plan process, we ensured the Proposed Plan (LDP2) was easy to access, understand and comment upon. We also produced a [YouTube video](#). This, in addition to an [interview](#) with Heartland FM, a local radio station, raised the profile of the consultation process which in turn resulted in more and better quality public feedback. Refer to Case Study 6 for more information.

You Retweeted

 **Heartland FM @heartlandfm** · 8 Dec 2017

Brenda Murray from @PKCPlanning talks to @heartlandfm about the Local Development Plan 2 - Drop In Meeting in Pitlochry Town Hall on 12th of December. Listen here [bit.ly/2j8u9kr](https://bit.ly/2j8u9kr)



## Period of Representation

1 December 2017 - 2 February 2018

Perth & Kinross Council has considered your views through the Main Issues Report and has now published the Proposed Plan. This sets out the framework to guide development across your area to 2028. You have a final opportunity to let us know if you support the Proposed Plan or want changes made.

### Find the Proposed Plan

All the Proposed Plan documents and information on how to make a representation are available at:  
[www.pkc.gov.uk/proposedLDP2](http://www.pkc.gov.uk/proposedLDP2)



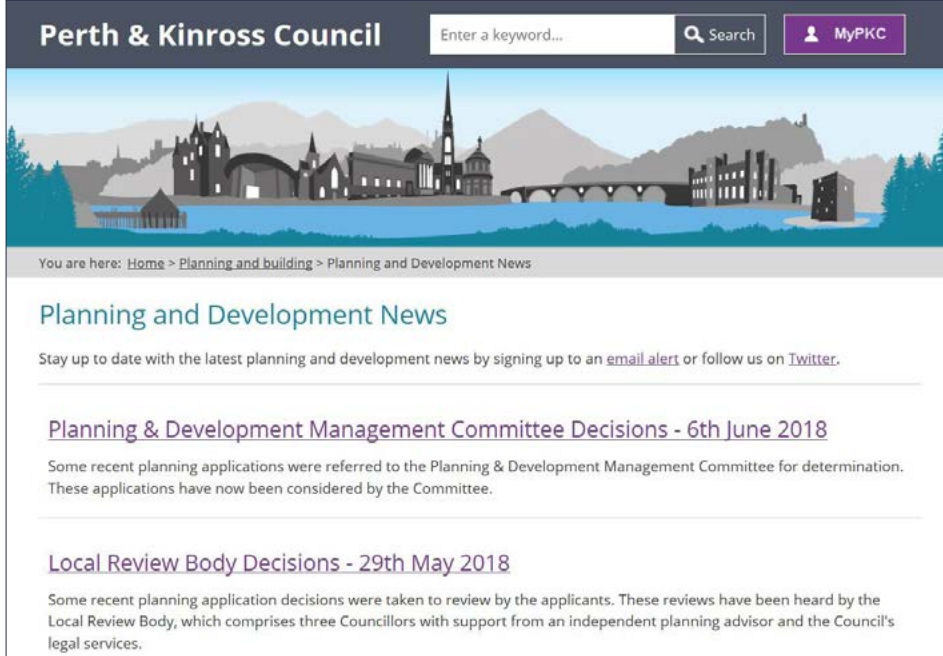
Documents can also be viewed at your local library, Pullar House and your local Council area office.

### Information Drop-In Events

To see the Proposed Plan, and associated documents including the Strategic Environmental Assessment and to talk to Planning Officers, come along to an information drop-in event.



We continually update our web pages, ensuring that our customers have access to the latest [information and guidance](#), such as our updated Additional Supporting Information Guidance. We notify the public of changes via a [News page](#) on our website and through social media such as Twitter and Facebook.



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## Planning and Development News

Stay up to date with the latest planning and development news by signing up to an [email alert](#) or follow us on [Twitter](#).

### [Planning & Development Management Committee Decisions - 6th June 2018](#)

Some recent planning applications were referred to the Planning & Development Management Committee for determination. These applications have now been considered by the Committee.

### [Local Review Body Decisions - 29th May 2018](#)

Some recent planning application decisions were taken to review by the applicants. These reviews have been heard by the Local Review Body, which comprises three Councillors with support from an independent planning advisor and the Council's legal services.

## Governance

Reductions in both budgets and staffing levels over recent years have necessitated alternative working practices, some of which have been greatly beneficial to the staff involved, although these are not generally evident to those outwith the authority.

In order to accommodate these constraints, Development Management has established a consultation protocol with a number of internal consultees such as colleagues from Environmental Health and Community Waste. Together we have identified the types and scales of applications which do need internal consultation. This has resulted in more relevant consultations being carried out early in the process, with colleagues then able to programme their workloads, spending appropriate time on each consultation they receive, enabling a quality response to be provided timeously. This has then allowed case officers to process planning applications without unnecessary delay. It has also allowed internal consultees to focus their resources where required.

Collaborative working and early stakeholders meetings in respect of large-scale planning applications is also a trend we have seen develop over the past year, and one which will continue with a number of service improvements relating to this area. These are detailed more fully in Part 3.

Our engagement and collaboration with stakeholders external to the Council is readily illustrated by our involvement in the [steering group](#) for the Environmental Assessment & Report stages of the A9 dualling programme. The steering group members have had a direct input to the development, overview and detail driven through the Design Manual for Roads and Bridges process, dovetailed with the Environmental Impact Assessment (EIA) regulation requirements. Key elements and project stages have been both informally and formally consulted upon, in the first instance led through the steering group forum, which has given PKC as planning and local roads authority a direct input.

We at PKC, along with other key stakeholders, have found the opportunity of an organised collaborative working platform to be highly beneficial, resulting in shared understanding and effective consultation. Earlier sections of the project did not benefit from this strong, collaborative approach though, now this has been established, it is hoped and expected this will continue for the remainder of the project until the final sections are completed by the target date of 2025.

## Culture of Continuous Improvement

It is recognised that we need to keep striving to improve our service and our outcomes. As part of this process, it is important to establish where the areas of concern might be. The feedback from the Scottish Government on our PPF6 identified a few areas where we had not performed or evidenced as well as we might and this has been our starting point for this year's PPF. How we have succeeded in implementing our service improvements identified in last year's PPF is expanded upon in Part 3.

# Case Study 1: Redevelopment of Caledonian Road School, Perth

## Elements of a High-Quality Planning Service this study relates to:

- Quality of outcomes
- Quality of service and engagement

## Key Markers:

- 3 Early collaboration on planning applications
- 15 Developer contributions

## Stakeholders involved:

- Key Agencies
- Authority Planning Staff
- Registered Social Landlord

## Name of Key Officer:

Joanne Ferguson, Planning Officer, Development Management

The site is occupied by the **Category B** listed Victorian former Caledonian Road Primary School, a distinctive red sandstone building with the later Advanced Department building standing in the North-East corner fronting Kinnoull Causeway. The remainder of the site comprised of the tarmac playground and ancillary accommodation including shelter, toilet blocks and bin stores. The school was closed in 2009 and had lain vacant since.

The proposal was to convert the school buildings to form 28 flats and erect 21 flats with a communal garden and parking area.

The applicant was a Housing Association, which had very specific design standards that had to be met.

At the time of the submission of the application the building was on the Buildings at Risk Register for Scotland. The Perth Central Conservation Area Appraisal 2008 identified the site as a development and regeneration opportunity:

*"A variety of potential uses can be considered for the building once it ceases to function as a school, including affordable housing and artistic/cultural uses. Potential re-use schemes should retain, and be sensitive to, the special architectural and historic character of the building."*

The key design concepts for the redevelopment were to:

- retain and reuse the existing buildings;
- improve the setting of the landmark school building;
- reinstate the street frontage to Kinnoull Causeway;
- mark the corner of Kinnoull Causeway and Caledonian Road;
- provide a high-quality landscaped area to the interior of the development which links all buildings together and can be enjoyed by all residents.

The development also provided affordable housing in a sustainable edge of city centre location.

Previous planning and listed building consent applications had been withdrawn after discussions with PKC planning and conservation officers and Historic Scotland. The key concern with the previous scheme was the proposed demolition of the Advanced Department. Further pre-application discussions took place and it was agreed that the scheme would be revised in order to retain the Advanced Department. The new application increased the overall number of dwelling units, partly in order to offset the cost of remediating the Advanced Department building.



The submission also proposed the replacement of all windows in the listed buildings with uPVC as this is the preference for Housing Associations due to the low maintenance and cost implications. However the use of a man-made, non-traditional material in a prominent Category B listed building would set an undesirable precedent and was not able to be supported. Through the submission of a detailed window survey and extensive discussion between Historic Environment Scotland, Development Management planning officer and conservation officer a compromise was reached. This led to the retention of the central Dutch gable sections of the west (principal) and east elevations and the replacement windows being of timber construction.

The project demonstrated the difficulties of converting the use of a listed building whilst meeting the budget and needs of the end user, in this case a housing association. The proposal shows how compromises on both sides are sometimes required to move a project forward and to achieve the best all round result. In this case, the willingness of the developer to retain an important building and the planning authority's acceptance that the loss of some of the original windows could be managed in such a way as to maintain the character of the listed building, which is all to the significant benefit of the surrounding community.

The most evident success of this scheme is in the overall design approach which marries the new and old development. Works on the site are nearing completion with a number of the flats recently occupied.

*The door is locked for the last time as an operational school on 22 October 2009. The key is handed over by Dave Munro, Headteacher at the time, to Peter McAvoy from PKC Education & Children's Services.*



## Testimonial

*"Caledonian Road School has played a major part of my life, firstly as the primary school I attended for seven years, secondly as a trainee teacher on placement and thirdly returning as Headteacher making a total of 27 years.*

*The Victorian building is unique in many ways, designed to give pupils and staff air, natural light and space with innovative design features allowing fresh air circulation.*

*The school was and is a major architectural feature of Perth City and has a 'soft spot' with former pupils and staff members alike over the years.*

*The recent renovation transforming the primary school into flats has been carried out sensitively and sympathetically retaining many of the original features with minimal alteration to the building fabric.*

*One more recent former pupil has been fortunate in gaining residency of one of the 24 flats in the main building and she is 'over the moon' to be living in her 'old school'. She has had many requests from other former pupils 'just to come in and see' their old school again."*

### **Dave Munro**

*Headteacher of Caledonian Road School when it closed*

## Case Study 2: Bertha Park Village, Perth 2012 to present

### Elements of a High-Quality Planning Service this study relates to:

- *Quality of outcomes*
- *Governance*
- *Quality of service and engagement*
- *Culture of continuous improvement*

### Key Markers:

- 3 *Early collaboration on planning applications*
- 12 *Corporate working across services for customer benefit*
- 15 *Developer contributions*

### Stakeholders involved:

- *General Public*
- *Local Developers*
- *Key Agencies*
- *Authority Planning Staff*
- *Authority Other Staff*
- *Elected Members*

### Name of Key Officers:

John Russell, Planning Officer, Development Management  
Euan McLaughlin, Planning Officer, Strategy & Policy

TAYplan Strategic Development Planning Authority (**TAYplan SPDA**) defines the spatial strategy for the city region, supporting sustainable economic growth through the delivery of strategic development sites and improved transport linkages. The **Cross Tay Link Road** (CTLR) will deliver improved journey times within the city region while also creating additional capacity within the Perth Core Area. Throughout the development of the Local Development Plan (LDP), one of the key challenges was identifying deliverable sites which would meet the projected demographic change while also creating high-quality sustainable places. In line with the TAYplan spatial strategy the Local Development Plan identifies strategic development areas which would benefit from the delivery of the CTLR. It was essential to this delivery that the CTLR and the wider transport infrastructure project received continuing support from elected members. This was given through the scheme's inclusion in the Council's capital budget.

Bertha Park is the largest of the strategic development sites and lies to the north of Perth; comprising 3,000+ dwellings, 25+ ha of employment land, Secondary and Primary School, extensive parkland and sports facilities. The site had been identified as a long-term strategic site for a number of years but was constrained by significant infrastructure requirements.

The Council identified that, from the outset, significant partnership working would be required in order to bring all parties together and deliver the site within the Plan period.

In 2012 during the consultation on the Main Issues Report, Springfield Properties PLC and the landowner approached the Council with a view to developing Bertha Park with construction envisaged to begin in 2017. The Council had secured funding for the delivery of the first new Secondary School in Scotland for 20 years with a requirement that it would be completed by 2019. The Council identified Bertha Park as the optimum site for the Secondary School. It was clear to all parties that close partnership working would be required to meet these ambitious timescales.

Springfield and the landowner committed to a long-term partnership through the development of the joint venture company Bertha Park Limited. This approach allowed the Council to have the confidence that the site would be delivered and allowed for the commitment to the location of the Secondary School and also to the early delivery of the roads infrastructure. In tandem, Springfield committed to bring forward the wider development masterplan and delivering the necessary wider infrastructure to service the site.

Springfield undertook extensive engagement with the Council and external partners through the development of the Masterplan with the vast majority of issues raised overcome in advance of submission of the application for planning permission in principle (application reference 15/O1112/IPM) and the terms of the Developer Contribution requirement established. This front-loading approach allowed the determination of the application with only a single representation to the application.

The creation of a working group comprising of Council Heads of Service, Springfield Directors and the landowner ensured that effective and quick decision-making could be made ensuring that all aims were aligned. This approach extended into the delivery of the masterplan with collaborative engagement overcoming issues at an early stage and allowing the projected timescales to be met.

The Masterplan was submitted as part of the planning permission in principle application and set out the principal components of the development, identifying 3 principal phases or cores of development at Bertha Park defined by the structural landscape components, taking account of existing and proposed landscape. The Masterplan thoroughly analysed the site's assets and constraints while looking at its relationship with the City of Perth and the surrounding hinterland. As a consequence the Masterplan comprehensively set out a vision and robust identity for Bertha Park. The high standard of work incorporated into the Masterplan was translated into the Design Statement for the detailed planning application. The Design Statement took account of the

landscape Masterplan Strategy and defined specific character areas within Phase 1 with development blocks to meet the place making policies of the LDP.

The Council took the lead on the delivery of the roads infrastructure, front funding the route into Bertha Park and securing proportional repayment through Developer Contributions as the development at Bertha Park, and other development sites, progresses. Land for the school was transferred to the Council with an agreed reduction against future contribution requirements.

The early and consistent engagement along with clear commitment and partnership working from the outset allowed this project to progress from conception to delivery within 5 years with the first properties due for occupation in summer 2018 and the secondary school open in August 2019.

The partnership approach to the delivery of Bertha Park with the Council, developer and landowner all working collaboratively has allowed a major strategic planning application to be supported by the Council, resulting in the project being delivered within the projected timescale with limited delays. The infrastructure issues have been overcome through taking a long-term approach to the site delivery which has supported the financial position of both the Council and developer.

One of the key principles underpinning the modernised planning system and the draft planning bill is a plan-led system and the front-loading of engagement to support best planning outcomes. The development and delivery of the Bertha Park site showcases these aims by showing that significant partnership and engagement from the outset can deliver quality planning outcomes.

## Aerial photos of the ongoing development



20 January 2017



28 February 2018



28 May 2018

## Landscape Masterplan map



## Testimonial

*"From our perspective, the collaborative approach between the Council and external partners greatly assisted in moving the project forward. As with many aspects of planning, there might not be 100% agreement on all matters, but there was an overall positive spirit in making it happen, whether this was through the regular meetings in terms of design or the discussions with respect to developer contributions. All parties wanted to make it work and worked proactively together. The proof of this is that we are now delivering the new village."*

**Springfield Priorities PLC**

## Case Study 3: Emergency Services Network Rollout

### Elements of a High-Quality Planning Service this study relates to:

- *Quality of outcomes*
- *Quality of service and engagement*

### Key Markers

- 1 *Decision-making: reducing timescales*
- 3 *Early collaboration on planning applications*
- 11 *Proportionate policy advice and supplementary guidance*
- 12 *Corporate working across services for customer benefit*

### Stakeholders involved:

- *General Public*
- *Key Agencies*
- *Authority Planning Staff*
- *Authority Other Staff*

### Name of Key Officer:

Sean Panton, Planning Officer, Development Management

The Home Office were responsible for commissioning a project to improve the **Emergency Services Network** (ESN) across the country. Today, the ESN uses a mobile radio system (airwave) to communicate; however this is in need of replacement as the equipment can no longer deliver broadband data services as required by modern day technology. To combat this issue and improve the network coverage, the Home Office announced a project to upgrade and install a new network of telecommunications equipment in association with the phone network provider EE (Everything Everywhere). The project is to ultimately improve network coverage for the ESN and to extend commercial 4G coverage in line with providing 90% geographic coverage. This involved the identification of 25 new sites within the PKC area, many of which fell within sensitive locations and presented various challenges within a spatial planning context.

In order to achieve the goals of the developer and the planning authority, which included ensuring that the best design and sites were used, contributing to the quality of place and improving interdisciplinary working between PKC and external bodies, we decided that the project required a sole, dedicated Development Management planning officer to provide extensive pre-application advice, help select the most appropriate sites for the roll out, and to determine the applications within a strict deadline to meet Scottish Government targets for the project.

Working collaboratively with the dedicated agents led to a number of benefits, resulting in high-quality outcomes. These are discussed further overleaf.

## Quality of Design Sites

By carrying out extensive pre-application consultations for each of the sites, we were able to encourage the best possible design for masts and the most appropriate sites. In order for our pre-application responses to be of value, we had to demonstrate to the agents that pre-application enquiries would be processed promptly and provide an informative response that was beneficial for the progression into live applications.

An early meeting was held with the agents of the ESN rollout to identify potential constraints and issues which could impact the project. This meeting also helped us to familiarise ourselves with the project, discuss the projects goals, gather essential information and establish expected deadlines. Due to effective engagement from the outset, the agent was able to submit pre-application enquiries for all potential sites with confidence that we would deliver robust responses within the set deadlines.

These pre-application enquiries allowed us to advise against sites with constraints which the agents may have been unaware of, whilst encouraging the best sites. It also provided the opportunity to request further information on any site of concern (eg flood risk sites, etc). The quality of the pre-application enquiry submissions allowed for the applications themselves to be submitted and determined promptly as all potential issues or constraints had already been investigated and advice given.

## Interdisciplinary Working with a Positive Outcome

Unanticipated challenges were encountered at various stages throughout the project. An application for a site prominently located within a National Scenic Area (NSA) was submitted contrary to our pre-application advice. This could have ultimately led to the refusal of the application which was considered to be contrary to policy.

This raised a spatial planning consideration as the conservation of the environment had to be assessed against the delivery of development. However, we worked hard with the agents to have the application withdrawn and resubmitted to be more in line with our pre-application advice. Again, through being prompt with all responses to date, the agent was aware that by withdrawing and resubmitting a new proposal this would not impact upon the overall deadlines of the project as set by the Scottish Government. Positive interdisciplinary working resulted in more suitable sites being achieved within the timescales for the overall project.

## Project Management with a Positive Outcome

On commencing the ESN project, a dedicated planner was assigned the project to lead all pre-application responses and the determination of applications. This gave the agents for the project a dedicated point of contact whilst building positive working relationships. This made the application process more flexible as the agents and the planning authority could negotiate to achieve the best quality outcomes. The strong project management of the case officer resulted in all the applications for the ESN rollout to date being determined well within the 2 month statutory date, with the majority of applications being determined only one day after the end of the formal consultation period.

In conclusion, we have shown that we can be a leading authority in the processing of large projects which require multiple applications. Establishing good relationships through the planning application process will also allow the monitoring of the implementation of the approved ESN sites to be more effective in the future.

# Case Study 4: Aberargie Distillery, Aberargie

## Land Adjacent to Netherton Mains, Aberargie 2017

### Elements of a High-Quality Planning Service this study relates to:

- *Quality of outcomes*
- *Quality of service and engagement*

### Key Markers:

- 1 *Decision making: reducing timescales*
- 3 *Early collaboration on planning applications*
- 12 *Corporate working across services for customer benefit*

### Stakeholders involved:

- *General Public*
- *Local Developers*
- *Authority Planning Staff*

### Name of Key Officer:

John Williamson, Planning Officer (Business Priority),  
Development Management

The project relates to the relocation of the Scottish Liqueur Centre (SLC) from an existing site in Bankfoot to the north of Perth to a bespoke, purpose-built new development close to Aberargie.

The applicant operated from Bankfoot since 1998 and employed 18 people (11 full-time and 7 part-time). The SLC has links with a range of local suppliers who distribute liqueurs and whisky products throughout the UK. The applicant was seeking to expand

the business on the back of increasing demand for the products from the UK and overseas. The existing site at Bankfoot was not considered appropriate for a larger business, incorporating a commercial distillery, due to its size and lack of key infrastructure. Spirit was also transported to the Bankfoot site from independent distillers and an element of off-site storage was required due to the lack of space at the Bankfoot site.

The applicant sought a new site which included provision of an on-site distillery to ensure a steady supply of spirit to enable the expansion of the liqueur business. This was considered an important element of the proposal given that demand for spirit at the time of the submission was outstripping supply. The additional storage space proposed at the application site would reduce the requirement for off-site storage and would contribute to a more sustainable development proposal.

The proposed scheme sought to provide a complete process cycle from 'barley to bottle'. Locally grown barley, from adjacent fields owned by the applicant, was proposed to be stored on-site for the production of malt. This is then processed and stilled into spirit which is casked and stored on-site for further processing into a whisky liqueur and for single malt production. By-products of the process would be used in local farming.

Transport to and from the site is therefore minimised with key processes taking place on site improving sustainability of the business. The new site allowed all existing staff to relocate from Bankfoot to Aberargie with an additional 8 full-time jobs created.

It was recognised that the proposal sought significant investment into the Perth and Kinross economy in a growing and popular business type. A pre-application process enabled an understanding of the constraints, opportunities and development potential associated with the site at Aberargie so that an understanding of the key planning policy considerations could be provided. The applicant explained that key to the progression of the business was to enable the distilling of spirits on its own site so that it maintained control over the raw materials required to

create its products and the existing site at Bankfoot did not have scope to achieve this. The applicant was keen to relocate to a site within Perth and Kinross in order to retain existing employees and the Council was keen to help to facilitate this whilst recognising the needs of the local community. Collaboration with PKC Business Growth and Economic Development departments identified the business needs for the company and enabled the applicant to prepare an appropriately worded business statement to be submitted with the planning application. Furthermore detailed discussion occurred on how the applicant could utilise a site specific resource to meet the policy requirements relating to rural diversification. This identified the possibility of utilising the local watercourse running adjacent to the site to provide water for the distilling process and to utilise the surrounding agricultural land to provide grain for production and also to enable waste products to be used as fertilizer. The pre-application response also enabled the applicant to understand the likely planning fee level, timescales for decision-making and other administrative advice.

Early discussion was undertaken with PKC Environmental Health relating to noise and odour. This collaborative approach allowed an understanding of the mitigation required on-site to protect the residential amenity at an early stage to allow the application to be progressed through the planning system as quickly as possible. An odour management plan and noise impact assessment accompanied the application. The flat open nature of the site was also identified at an early stage as being a constraint which required to be addressed through an appropriate design and landscape strategy. The approved design sought to address the rural context of the site by mirroring a simple agricultural grouping but with individual tweaks to acknowledge the use of the site for distilling purposes.

In terms of sustainability the initial discussions with the applicant identified the possibility of relocating to an identified employment site within the City of Perth. This enabled the applicant to focus on the reasons as to why Aberargie was considered to be the most suitable site in planning and operational terms. This included a

location close to agricultural uses to ensure the source of grain for the distilling process was nearby and to allow waste product from the production process to be re-used on the agricultural land. Furthermore the site is within close proximity to the M90 motorway network which provides significant improvements in terms of distribution to and from the site. A robust justification as to why the application site was most appropriate was required with evidence of consideration of alternative designated employment sites. The application site benefited from direct links with the surrounding agricultural operation which was in the applicant's ownership and farmed on a partnership basis with a local farmer. As such, a commercial relationship existed between Netherton Farm and the proposed operator of the development site which will allow barley to be produced on the farm for the distilling process. The existing water supply availability on the site was also key to the site selection. Overall the proposal to produce and make spirit on site significantly reduced the number of deliveries requiring to be made to the site. This early understanding of the proposal allowed the applicant to be informed of the relevant criteria within the Council's rural diversification policies.





Early dialogue also occurred with SEPA in order for an understanding of their thoughts on the proposal to be understood in relation to drainage, waste and alcohol storage. The applicant was also provided with an understanding of other policy issues associated with the site including biodiversity, light pollution and the impact on the nearby core path network. This allowed these matters to be specifically referred to within the submission and to allow the application to be determined as quickly as possible to allow business and economic certainty. Whilst not being of a scale to merit statutory public consultation the applicant was advised to discuss the proposed submission with the local community at an early stage and this resulted in only 5 letters of objection being received and 11 supporting the application. This allowed this important application to be determined under delegated powers within the 8 week statutory period.

Following submission of a further application to make amendments to the overall layout of the site a further planning permission was granted and once again priority given to the discharge of the relevant planning conditions. Works subsequently commenced on-site with the single malt distillery producing its first cask of single malt on 1 November 2017.

It is considered that PKC planning can provide a proactive and innovative approach to responding to the needs of its customers and applicants to secure the delivery of quality built development and allow a successful business to diversify its operations, expand and grow to a more appropriate site to serve its needs to help boost the regional and national economy and deliver a development which contributes towards an important growing industry in Scotland. The priority treatment of the application and subsequent discharge of conditions enabled the applicant to have an element of certainty in terms of the timescales of the planning application and to make business decisions on the back of this. This allowed the business to fill and lay down its first cask of single malt within 14 months of planning consent being granted. This is considered to be a prime example of best practise which can be shared amongst benchmark Councils.



## Case Study 5: Loch Leven Memorandum of Understanding with SNH & SEPA and Associated Breach of Legal Agreement

### Elements of a High-Quality Planning Service this study relates to:

- *Quality of outcomes*
- *Quality of service and engagement*
- *Culture of continuous improvement*

### Key Markers:

- 11 *Proportionate policy advice and supplementary guidance*
- 12 *Corporate working across services for customer benefit*

### Key Areas of Work:

- *Local Development Plan & Supplementary Guidance*
- *Enforcement*
- *Community Engagement*
- *Performance Monitoring*

### Stakeholders involved:

- *Local Developers*
- *Key Agencies*
- *Authority Planning Staff*
- *Authority Other Staff*

### Name of Key Officers:

John Russell, Planning Officer, Development Management  
Eddie Jordan, Development Monitoring Officer, Development Management

Loch Leven is the largest naturally nutrient-rich freshwater loch in lowland Scotland and is internationally important for its wintering and breeding wildfowl. Over the last 150 years Loch Leven has been degraded by the addition of nutrients such as phosphorus and nitrogen entering the loch from man-made sources. This has caused problems with water quality and resulted in a negative impact on the conservation, economic, recreational and social interests of the loch and local area. Extensive media attention covered the nutrient problem in June 1992 as Loch Leven was visibly blighted by a serious algal bloom resulting in the temporary closure of the fishery. The event, known locally as 'Scum Saturday', was estimated to have cost the local community more than £1M in lost revenue and led to questions in parliament.

The use of the planning system to improve the ecological recovery of the Loch stems back to the 1999 Loch Leven Catchment Management Plan (CMP). The CMP included recommendations associated with built development that were then translated, through the planning process, into the Kinross Area Local Plan 2004. This required developments with a new private waste water discharge within the loch catchment to contribute, through mitigation, to a 125% net reduction in the amount of phosphorus entering the loch. Since 2004 this mitigation was secured by a planning obligation/legal agreement.

While the use of legal agreements discharged the competent authority's duty under the Habitats Directive to avoid "the deterioration of natural habitats and the habitats of species" associated with the loch, it resulted in the preparation of expensive and time consuming planning obligations.

A revised planning procedure was appraised and agreed with Scottish Natural Heritage (SNH) and Scottish Environment Protection Agency (SEPA) at liaison meetings and came into effect in August 2013. This liaison meeting platform allowed the use of planning conditions to deliver phosphorus mitigation to be explored rather than using legal agreements. This allows applications to be assessed faster and enables the decision



notice to be released without the burden and expense of securing phosphorus mitigation via legal agreements. This reduces risk in the development process and allows development on-site to proceed quickly.

The improved procedure associated with Loch Leven Phosphorus Mitigation Procedures has previously been recognised at the Scottish Planning Awards and the National Planning Awards. However, the main outcome is to ensure the recovery of the loch.

The Centre for Ecology & Hydrology (CEH), who has led the Loch Leven monitoring programme for 25 years, has confirmed:

*"The enormous improvements in water quality at Loch Leven over the last 25 years have provided a better habitat for wildlife and increased its amenity value. The loch is now a world-leading example of the benefits to nature and*

*communities of using scientific evidence to inform restoration and management decisions.*

*With tangible improvements to the loch, SNH and partners (including PKC) submitted the project to the Natura 2000 awards. While the Loch Leven project didn't win, to be shortlisted from 75 entries to the final 25 entries, and invited to attend the Awards ceremony in Brussels, was a major achievement in itself.*

*The need to ensure not only the signing up to legal agreements but their subsequent implementation is essential if the planning system is to secure the benefits of the agreed Procedures. This has, on occasion, resulted in enforcement interest. One such case is illustrated here."*

## Associated Breach of Legal Agreement

In August 2016, our Development Monitoring Officer was contacted by SEPA relating to a private wastewater treatment facility serving 14 properties that had frequently failed to meet consented limits licenced under Controlled Activities Regulations (CAR) since installation in 2002. Once obtaining sufficient evidence through Planning history, Building Standards, and CAR Licence an enforcement case was opened in February 2017.

The affected residents were notified of our concerns and that a legal agreement secured under section 75 of the Town & Country Planning (Scotland) Act 1997 (as amended) was in place and had undertaken to provide a bond of £50,000 to maintain a private Wastewater Treatment Plant (WwTP) until such time as it was adopted by the Water Authority. At the time East of Scotland Water Authority was in transition to Scottish Water. The policy on adoption of private systems by the statutory undertaker was changed at this time and the Water Authority was no longer adopting private systems and as such the bond had never been returned to the developer and was still in place. A Residents Association (RA) was formed to liaise with the planning authority/ SEPA and deal with the breach of section 75 obligations.

PKC, as planning authority, instructed the Council's Legal Services to retrieve the bond to facilitate replacement WwTP and deliver the required planning and licence mitigation for the development. Between the development being completed and our pending enforcement action, the developer had passed away. Holders of the bond were at first reluctant to release the bond but through persistent contact the bond was released in April 2017.

The Council obtained three quotes to remove the failing WwTP, replace with new and reinstate the affected resident's garden ground in line with PKC procurement processes. As all quotes exceeded the value of the bond the RA was given voice on the acceptable quote as the residual costs would be shared between the affected properties. A quote of £53,500 was accepted, the contractor appointed and a date agreed for the works to be carried out. In January 2018, the final payment was made to the contractor exhausting the bond and discharging the obligation under section 75 of the act.

Without the need for any formal enforcement proceedings we, through negotiation and determination, secured the release of a bond, secured under section 75, on a 15 year old development, which had almost exclusively failed to meet its requirement under CAR since implementation. The WwTP has exceeded compliance requirements since remedy in January 2018 and the RA is now the licence holder under CAR and has taken full responsibility for their WwTP.



*Loch Leven*

## Case Study 6: Local Development Plan 2 Story Map

### Elements of a High-Quality Planning Service this study relates to:

- *Quality of outcomes*
- *Governance*
- *Quality of service and engagement*
- *Culture of continuous improvement*

### Key Markers:

- 6 *Continuous improvements in relation to PPF*
- 12 *Corporate working across services for customer benefit*

### Stakeholders involved:

- *General Public*
- *Hard to Reach Groups*
- *Local Developers*
- *Key Agencies*
- *Planning Committee*
- *Authority Planning Staff*
- *Authority Other Staff*

### Name of Key Officer:

Susan Norrie, Technician, Strategy & Policy

Consultation and engagement for the current adopted Local Development Plan (LDP) was undertaken using the Online Local Development Plan (OLDP) system developed by Idox for the Scottish Government and local authorities. The OLDP system was no longer available; therefore we required an alternative system to present the LDP Proposed Plan (Proposed LPD2) for public consultation.

The main aim was to present the Proposed LPD2 in an engaging way that was easy to access and simple to digest and comment on for all users. Therefore, we took a new approach to displaying the Proposed LPD2 by using a Story Map application, in accordance with one of our service improvements identified in PPF6.

Story Maps are ArcGIS web maps which are supplied by the software provider ESRI. The Story Maps are interactive multimedia platforms which combine narrative text, images, maps and video. In addition, ESRI QuestionWhere (a location-based consultation/survey tool) was utilised within the Story Map to obtain online representations.

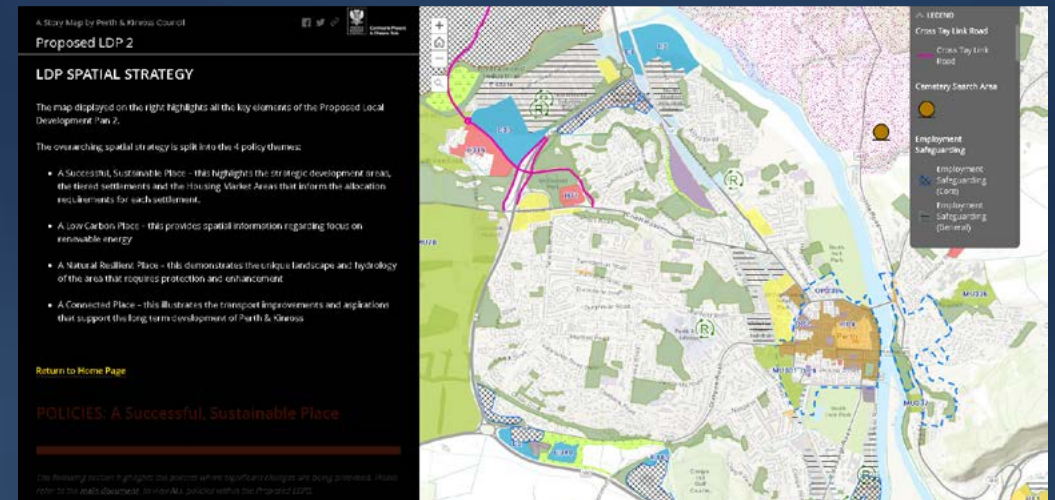
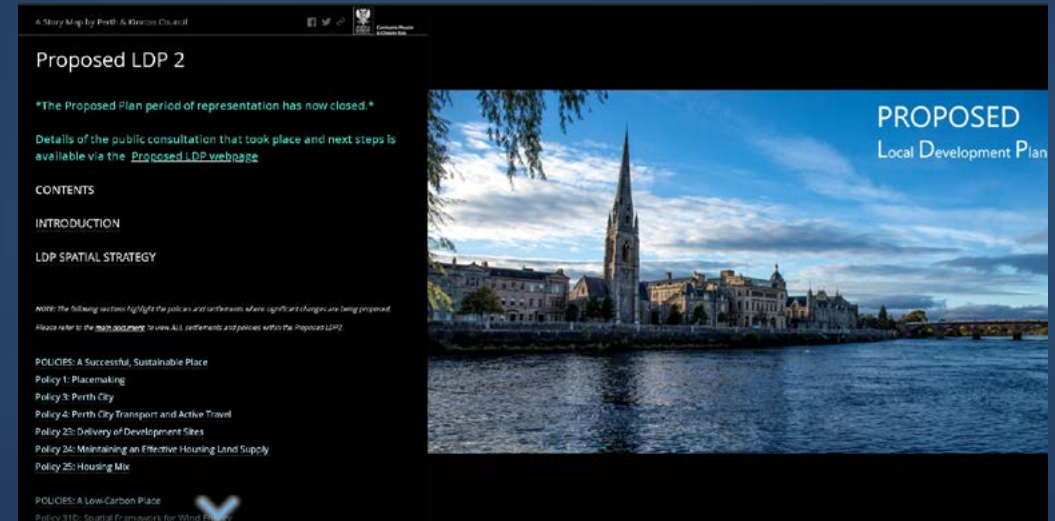
Staff from the Strategy & Policy Team liaised with the Council's Corporate GIS Team, Communications Team and ESRI, to develop the **LDP Story Map**, by digitizing maps, importing spatial data, capturing and uploading media, compiling text, and providing hyperlinks to the main Proposed Plan document. In addition, certain features within the mapping element have been linked to the associated documents and web pages. These features include the Cross Tay Link Road (CTLR), A9/A85 development, major planning applications and Conservation Area Appraisals.

The resultant Story Map is simple to use, accessible by computer, tablet or mobile phone and engages non-technical users, by virtue of its multimedia format. It is light on jargon, visually attractive and intuitive to use. The sole instruction for viewers to follow is to scroll down from the home page to access succeeding pages, in order, like reading a 'story'. Users do not have to switch between mapping and text, with all the information relevant to the narrative on a particular page, including constraints, accessible from that page, whether via a hyperlink or the interactive mapping. The Proposed LPD2 Story Map is entirely consistent with the Scottish Government's desire for development plans to be succinct, proportionate and publicly accessible land use documents. Given 63.68% of persons accessing the Council's website do so now via tablet or mobile phone, it is particularly important the Proposed LPD2 Story Map can be viewed readily on those platforms.

The Proposed LPD2 Story Map received 3,406 views between the date of publication (01/12/17) and 31 March 2018. Within the consultation period (1/12/17 to 02/02/18) the Story Map received 2,996 views.

The success of Story Map has been demonstrated through the statistics gathered and the positive feedback submitted by the users. The statistics highlight this method of displaying information has increased public interest, especially during the consultation period as 87.9% of the total views occurred within this particular time frame. It is intended to use the Story Map format for LDP2 when the Plan is adopted and also for a number of other planning documents such as Supplementary Guidance and the LDP Action Programme. As the Council is no longer subscribed to QuestionWhere, we will be using a tool developed in-house called 'Firm Step' to provide the consultation functionality.

## Current and ongoing project, various locations



## Case Study 7: Eyesore Buildings Task Force, Perth and Kinross

### Elements of a High-Quality Planning Service this study relates to:

- *Quality of outcomes*
- *Quality of service and engagement*

### Key Markers:

- 3 *Early collaboration on planning applications*
- 12 *Corporate working across services for customer benefit*

### Stakeholders involved:

- *Local Developers*
- *Authority Planning Staff*
- *Authority Other Staff*
- *Other (Perth and Kinross Heritage Trust and Owners/ Occupiers)*

### Name of Key Officers:

Isobel Butt, Vacant Property Development Officer  
Jamie Scott, Team Leader (Major Applications and Enforcement), Development Management

The Eyesore Buildings Task Force was created to focus on targeted properties within settlement centres, or other prominent locations, across Perth and Kinross that are either empty or subject to significant physical impairment. This work complements that of the Council's Vacant Property Development Officer, with a unique remit in targeting both commercial and residential property with 146 long-term empty properties back in to use during 2017/2018.

This exceeds the Council's target of 130 and includes a number of 'eyesore buildings'.

This Task Force's work is facilitated through a 'Prioritised List' of properties which forms the basis for action. The list contains approximately 40 buildings which is reviewed on an ongoing basis and are scored in terms of priority against the building's potential economic impact; prominence and listed status. The group convenes quarterly to determine appropriate action for buildings. Representatives from throughout the Council contribute to the group, including: Economic Development; Property; Planning (covering Development Management, Conservation and Enforcement); City Development; Environmental Health; Building Standards and; Housing. Additionally the **Perth and Kinross Heritage Trust** (PKHT) is also represented. A lead officer is appointed for each building to seek a new use and/or improvements.

The objective is to deliver on the Vacant Property Strategy by recognising that empty property in disrepair can limit inward investment by presenting negative perceptions of an area which leads to an adverse economic impact. Encouraging the rehabilitation of buildings reverses this neglect and brings in more foot fall for local businesses adding to the vitality, amenity and civic pride of the area. While other social or amenity issues are often also addressed. This approach proactively addresses complaints or enquiries to the Council about the condition of buildings and a plan for action being progressed or implemented.

The objectives of the Task Force are in parallel to key areas of work and associated outcomes within the Planning Service. The current Perth and Kinross Local Development Plan 2014 (LDP) recognises place-making and protecting valuable assets as being central to achieving these outcomes. The objectives of the Task Force are directly aligned to the Planning Service's vision and outcomes.

These common goals are embedded in the Service Improvements identified in the 2016-17 PPF6 in respect of the **Perth City Plan** and a specific theme in the Plan for Cultural Investment initiatives. Investment through the development and regeneration of prominent neglected buildings, whether by the Council directly or third parties, simultaneously improves the quality of our places and very often securing the future of heritage assets. The development of key Council-led projects include **Perth Theatre** (shortlisted for the **RIAS/RIBA Awards 2018** ), St. Paul's and **Perth City Hall** , as well as innovation, skills and education and retention and attraction of graduates and young talent and specific projects such as the **Creative Exchange** in Perth. This work also includes public and private sector participation and collaboration in key working groups focusing on skills, education, business and sector support and investment in business, cultural, education, tourism and transport infrastructure in the city.

The Task Force met on four occasions in this PPF period and have either facilitated an end use or completed the rehabilitation of six projects in this time. The early intervention approach is a positive and effective means to directly address and achieve Council's objectives for improved place making, cultural investment and sustainable economic development.

The achievements of the Task Force against these objectives are best demonstrated through the quality of the outcomes achieved. These are both physical – improvements to the buildings, streetscapes and settlements – and the tangible social and economic benefits, through increased provision or improved quality of commercial and residential premises.

Two projects have been selected to illustrate examples of the outcomes achieved through the group:



### **Project 1: Securing a new operator and physical enhancements to the former McEwens Department Store/Beales Department Store, 56 St John Street, Perth, PH1 5SN**

This building was assigned the highest priority within the list; because of the potential economic impact in returning the building to use and the poor condition of the external fabric of the **Category B** listed building. One of the largest retail units in Perth, it occupies a prominent location in the Perth Conservation Area and a key area of the retail core of the city centre.

To address this significant vacancy, the Council approved, through its Strategic Policy & Resources Committee on **13 September 2017**, a programme for Assistance to Business Occupation of Key Vacant Property, for non-domestic rates relief to be granted to the premises for 12 months. The value of this relief was central to the viability in the start-up of the new operator in the premises. Support for the project was also given by a number of teams within the Council, particularly the City Development team, to realise the reintroduction of the retail use. Following advice, the building was repaired and repainted externally in its original colours in advance of the reopening in November 2017. This work brought an iconic building back in to use and generates increased vitality and confidence in the city centre.

Further enhancements to the building's fabric internally and externally are planned, including façade repairs and repainting.



Further liaison with the Planning Service will be undertaken in advance of the submission of a Listed Building Consent application.

This project demonstrates the extremely strong and positive intervention by the Council as a whole, with collaboration across a number of teams taking place to secure a new operator and reuse of a very significant building. Beyond the positive physical outcomes, in terms of conservation and regeneration, the active use brings significant benefits to the city centre and economic wellbeing of the city as a whole.

### Project 2: Rehabilitation of tenement block of flats at 6-12 Main Street, Bridgend, Perth, PH2 7GD

The Vacant Property team have worked with the various owners/residents in these blocks for over 2 years as part of a concerted effort to realise improvements. The works were completed in November 2017.

The wider group of buildings were identified as being the fifth highest priority; scoring highly because of the very poor condition of the **Category C** listed buildings, which are located on a prominent corner of a main arterial route within the Perth Conservation Area.

Agreement was reached between the several owners for extensive communal repairs to be undertaken. This involved the repair of the roof, rationalising and repairing downpipes and guttering and, most noticeably, overhaul of the entirety of the building's façade. This resulted in a drastically improved appearance. These works secure the fabric and useful life of the building and enhance the appeal of the commercial activity in this district centre. This intervention has secured one long-term empty home (a 5-bed property) being brought back in to use.

The Task Force continues to liaise with the owners of the adjacent and remaining blocks (2-8 Main Street) to undertake complementary works to these buildings for a wider benefit.

Support is being actively offered through a Vacant Property Feasibility Grant. This aspect of the project has the potential to bring one empty commercial unit back to use.

There was strong project management by, and collaboration between, Planning Service and other authority staff with the owners and occupiers of the buildings. This case demonstrates the understanding for the potential wider enhancement conservation-led regeneration can achieve with this engagement ultimately leading to very positive regeneration and conservation outcomes.



## Case Study 8: Proportionality within Enforcement

### Elements of a High-Quality Planning Service this study relates to:

- *Quality of outcomes*
- *Quality of service and engagement*

### Key Markers:

- 5 *Enforcement charter*
- 6 *Continuous improvements in relation to PPF*

### Stakeholders involved:

- *General Public*
- *Authority Planning Staff*
- *Authority Other Staff*
- *Other (Scottish Fire and Rescue Service)*

### Name of Key Officer:

Dave Rennie, Enforcement Officer, Development Manager

As for all planning authorities, the question of when to take enforcement action, and when not to, is a thought-provoking one. Deciding which cases are in the public interest to follow up can be challenging, especially when the breach has been raised by concerned locals. We have had experience of both sides of this dilemma and came to a different conclusion in each case.

## Rumbling Bridge, near Kinross July 2017 - March 2018

In July 2017, concerns were raised with the planning enforcement team that a holiday chalet at a chalet and caravan site was being rebuilt without planning permission. Our task was to investigate an alleged breach of planning control and to take appropriate action in the public interest, taking into account any planning harm and the Enforcement Charter.

An initial search of our records showed that there was no planning history and no building warrants for the site. An enforcement officer visited the site and noted that a new chalet was being erected at the site. He also noted that the site appeared to be a well-established recreational/holiday site, with a range of huts, chalets and caravans of various ages. Many of the huts and chalets had been altered and extended over time. The landowners believed that the site had been used as a recreational hutting site for a lengthy period, and the initial tenants had been soldiers returning from the Second World War.

The enforcement officer visited the site for a second time, accompanied by an environmental health officer, who was assessing whether a caravan site licence was required for the site. These officers were concerned about the possible lack of fire safety measures at the site and passed these concerns to the Scottish Fire and Rescue Service.

Some of the tenants became aware of the enforcement investigations and became concerned that they may have had to stop using the site or remove their chalets and caravans. The Council concluded that no further enforcement action would be taken on anything that currently existed at the site (including the new chalet), given that the site was well-established, was not causing significant planning harm and no complaints had previously been raised about the site. The Council wrote to all of the tenants to advise them of this position, whilst also highlighting that any future works may require planning permission.

The person who raised the initial concerns was unhappy with the Council's decision and submitted a formal complaint to the Council. When the Council did not uphold the complaint, the complainant contacted the Scottish Public Service Ombudsman (SPSO). In March 2018, following a review of the Council's information about the case, the SPSO decided not to take the complaint further, and highlighted that *"enforcement powers are discretionary"* and *"the Council appear to have acted within their discretion."*

The Council used its discretionary power not to take further action and consider that this was proportionate in the circumstances described above. We took into account the historic use of the site and the desire of the tenants to keep using the site for their occasional recreational use. The enforcement officer ensured Environmental Health & Building Standards officers were aware of the concerns, and forwarded concerns to the Scottish Fire and Rescue Service. The Council was pleased to note that the SPSO supported their decision.

### **Springfield Road/Whinfield Drive, Kinross** Enforcement started July 2016, resolved June 2017

In 2015, a planning application was submitted for the change of use of landscaped open space to garden ground and the erection of a fence. The area of open space provided a pleasant entrance to a residential street. Fifteen letters of objection were received, including one from Kinross Community Council. The application was refused, and the Council's Local Review Body (LRB) later dismissed the review and upheld the refusal.

In July 2016, concerns were raised with Councillors and an enforcement officer that a fence was being erected around the open space, contrary to the refusal of the application. The complainant raised concerns about the loss of the area of greenspace, and said that the area had been a pleasant well-tended area and he would be annoyed if it was allowed to fall into disrepair.

The Council were of the opinion that the erection of the fence facilitated an unauthorised change of use of the land from landscaped open space to enclosed private garden ground. The Council tried to negotiate a resolution with the landowner; however, he refused to remove the fence or restore the open space voluntarily. In October 2016, the Council served an enforcement notice that required the fence to be removed and the unauthorised change of use of the land to cease. The notice also prevented any form of boundary, including a hedge, being erected around the land in the future.

The owner appealed the notice to the Planning and Environmental Appeals Division (DPEA) of the Scottish Government. During the appeal, a member of the public highlighted the concerns of the local community about the loss of greenspace to the DPEA. The Reporter upheld the requirements of the enforcement notice.

The landowner failed to comply with the enforcement notice within the required timescales. In May 2017, the Council served a Fixed Penalty Notice (FPN). In June 2017, probably due to the serving of the FPN, the fence was removed and the open space was restored, to the benefit of the local community and the appearance of the street. A range of enforcement measures (including informal negotiation and formal notices) resulted in the restoration of an area of open space, to the benefit of the local community.

Policies RD1 and PM1A of the Perth and Kinross Local Development Plan 2014 seek to retain small areas of public open space where they are of amenity value in order to preserve existing residential amenity and to respect the character and amenity of the place. The unauthorised change of use reduced the welcoming feeling of the street scene, diminished the established identity of the area and reduced the quality of life for visitors and surrounding residents, all of which are contrary to Planning Advice note 77, Scottish Planning policy 2014, Designing Places, Designing Streets and Creating Places. The enforcement action upheld the provisions of these documents.

## Case Study 9: Infrastructure Studies for Tiered and Perth Core Settlements

### Elements of a High-Quality Planning Service this study relates to:

- *Quality of outcomes*
- *Quality of service and engagement*
- *Governance*
- *Culture of continuous improvement*

### Key Markers:

- 3 *Early collaboration on planning applications*
- 12 *Corporate working across services for customer benefit*

### Stakeholders involved:

- *Key Agencies*
- *Authority Planning Staff*
- *Authority Other Staff*
- *Local Councillors*

### Name of Key Officer:

*Hajnalka Biro, Assistant Planning Officer, Strategy & Policy*

The aim of this exercise was to inform the preparation of the Proposed Local Development Plan (PLDP) and ensure transparency in the process by:

- *compiling data on infrastructure provision in a single source;*
- *highlighting the potential impact of development and growth*

*on local infrastructure and identifying opportunities for improvements through development.*

The Infrastructure Studies compiled a range of datasets which are used to inform the preparation of the PLDP. They were prompted by Councillors who felt that a single source of information would allow for more transparency and improve access to the evidence base to a wider range of stakeholders.

The study involved collecting and analysing data at a settlement level regarding different types of infrastructure:

- *Population Projections*
- *Community Facilities & Recreation*
- *Open Space*
- *Transport*
- *Health*
- *Education*
- *Retail & Employment*
- *Energy & Water*

Data collection involved desktop studies, site visits and a number of relevant stakeholders were approached to provide further information (eg Scottish Water, NHS Tayside, Education department). The majority of data was analysed using ArcGIS which allowed for a spatial representation of the distribution and accessibility of assets such as open spaces, community and health care facilities.

The analysis highlighted shortfalls as well as opportunities for facilitating improvements to local infrastructure through new development. The summary of findings was presented in the form of a SWOT analysis, showing threats and opportunities in each settlement.

The outcome of the process is a set of Infrastructure Reports covering tiered and Perth Core settlement. The profiles give an overview of existing infrastructure and evaluate its potential to support future growth. They provide an easy to read resource which is well illustrated and can be referred to by various stakeholders in the planning process.

The studies helped raise awareness about the infrastructure constraints of settlements and will ensure that the PLDP responds to current gaps and opportunities. The process also highlighted gaps in the availability of data (eg capacity of health facilities) and the need to improve collaboration with key agencies.

The studies were made available to the public to view and comment on as part of the consultation on the PLDP. They remain working documents and will be updated to reflect changes over time and incorporate any feedback from communities and other stakeholders. The Infrastructure Reports will provide a basis for assessing the needs of communities and gathering the evidence base for the next Development Plan review cycle.

## Case Study 10: High Hedges (Scotland) Act 2013

### Location and Dates:

*Scottish Parliament - 10 May 2017*

### Elements of a High-Quality Planning Service this study relates to:

- *Quality of service and engagement*
- *Governance*

### Key Markers:

*13 Sharing good practice, skills and knowledge between authorities*

### Stakeholders involved:

- *General Public*
- *Authority Planning Staff*

### Name of Key Officer:

*Paul Kettles, Enforcement Officer, Development Management*

The **High Hedges (Scotland) Act 2013** came into force on 1 April 2014, and to date Perth & Kinross Council have received 23 High Hedge Notice applications and, like most Councils, decided to utilise staff within the local planning authority to process the applications.

Two planning enforcement officers currently deal with high hedge enquiries and the processing of applications, and they have found, like most Scottish authorities, aspects of the legislation ambiguous and lacking clarity, but have been committed to assessing applications received consistently within the local authority area.

The Local Government and Communities Committee undertook a review of the legislation, and as part of this review, Scottish authorities were consulted. As a consequence of their submissions, an officer from Perth & Kinross Council was invited to attend the Scottish Parliament to give evidence, and did so on 10 May 2017. The Council considers that in contributing to the review it played a part in influencing improvements to the legislation, for the benefit of Scottish local authorities. The Scottish Government published their response on 26 October 2017, highlighting seven recommendations.

Following on from the review and the Government's response, a consultation has been issued by the Scottish Government to all authorities in respect of the post scrutiny process. It is hoped that all authorities will take the opportunity to feed into this process with a view to shaping future legislation for high hedges which will hopefully result in a more consistent approach, with additional clarity for all and perhaps more effective powers.



Boatland House, Isla Road, Perth, Ref: [14/00794/HH](#)

# Continuing Professional Development and Training Events

We have found that, over the past few years, our training budget has been effectively reduced year on year. In order to ensure the continuing professional development of all our staff we have become more proactive in sourcing training and development opportunities. In part, this has been provided by the Council establishing an internal online training resource, Learn Innovate Grow online (LIGo). This provides many opportunities for all members of the Council to keep up-to-date with statutory training, topical training matters and some more specific topics as well. In addition to this, and to ensure our staff has access to relevant professional opportunities, we have developed some staff-led sessions.

## Conservation CPD Sessions

The [Tayside Traditional Buildings Forum \(TTBF\)](#) is part of a national network of traditional building forums working to raise the profile of specific issues relating to traditional buildings and building practices. In partnership with the TTBF and the [Perth City Heritage Fund](#), a series of free accredited CPD sessions were delivered by industry and agency representatives for Council officers covering three different aspects of traditional building conservation: slate and lead roofing, and climate change adaptation. The sessions on lead and slate roofing were delivered by representatives from the National Federation of Roofing Contractors, and the session on climate change adaptation by representatives from Historic Environment Scotland's Conservation Directorate.

The aim of these sessions was to open up discussion of - and provide detailed advice on - issues that have been problematic in dealing with planning and listed building consent applications and provision of guidance to internal and external customers in relation to historic and traditional buildings in the PKC area.

The sessions were attended by representatives from different teams across the Council including Planning, Building Standards, Property and Estates, and included informal discussion to set out different perspectives on each issue.

Bringing together colleagues from different teams was also intended to strengthen collaborative working across the Council in particular in relation to Council-owned listed buildings.

Our local authority area has a particularly high number of listed buildings and conservation areas, which contribute to its unique character and sense of place. Improved knowledge and awareness of traditional building conservation issues ensures that even small-scale change to historic buildings is sensitively managed through the development management system.

This aligns with the key objectives of the Perth and Kinross Local Development Plan 2014, which set out the importance of protecting and enhancing the cultural and historic environment.

As well as improving knowledge and awareness of traditional building conservation, it was intended to offer these three sessions to assess the level of interest and ascertain the topics that building professionals within the Council were interested in learning more about. Following the high take-up of these sessions and the positive feedback, the Perth City Heritage Fund team has now taken this forward as part of the wider outreach aims of the scheme, and is offering further monthly lunchtime CPD sessions which expand on the pilot sessions and are open to Council employees, homeowners and building professionals.

## Staff Visit to Public Realm Schemes

The City Development Team has been keen to involve internal teams at the earliest opportunity in respect of bringing forward new public realm schemes, promoting multi-disciplinary development of projects, proactive engagement with key stakeholders and implementing best practice, as well as delivering on government policy (Designing Streets). Recent projects

delivered in Kinross and Perth's Mill Street have developed a good working relationship across The Environment Service (TES) (Note: due to services merging TES is now part of Housing & Environment), which focused on learning from past schemes and fostering a 'Team TES' approach, whereas previously this might not have always been the case. In order to build on this, it was agreed a team of representatives from across TES would visit a variety of sites for a 'warts and all' assessment of the schemes, in order to develop an informed opinion ahead of developing future public realm proposals.

Organised by our City Development Team, the multi-disciplinary team visited a series of sites across the UK in order to identify both best and bad practice from recent public realm enhancement schemes, which were promoted as 'shared space'. The sites visited included a number of prominent schemes which have been referred to in recent years as exemplars for 'shared space' schemes, including Poynton. Other schemes visited included Kirkintilloch, Preston, Altrincham, Coventry and Nottingham.

The different approaches to vehicle and pedestrian segregation and integration across the schemes visited, and how they have held up over time (both materials and maintenance), have been extremely useful for our team to see first-hand. Indeed, it has been recommended that Councillors, along with representation of the City Development Team, visit the exemplar cities identified in the Perth City Plan, in order to drive forward positive change. It is further recommended a review of current documentation and the collation of a 'Design Manual', which would provide a consistent, baseline design provision for future public realm projects.

## Service Improvements

Our established [pre-application enquiry service](#) allows us to identify numerous key issues at an early point in the planning process, making potential applicants aware of [policy](#) matters, the need for [supporting information](#) or [developer contributions](#). In order to provide wider assistance to applicants, we carried out a trial of a pre-validation service for a number of major, complex local

and EIA applications with a view to ensuring these applications are valid on receipt, allowing officers to start consideration immediately. Due to the positive feedback we have received from developers in response to this service, we will roll this out on a more formal basis in the coming year.

In order to ensure both applicants and agents are aware of the time implications of the statutory planning process and how they can influence these with the provision of supporting information or subsequent clarification of issues, we continue to promote the use of [processing agreements](#). We have more clearly signposted these on our web pages with the hope that this, in addition to identifying their potential benefits through the pre-application enquiry process, will encourage more developers to make use of them.

We are aware that the number of legacy applications has not substantially improved over the past years, with a number of applications being cleared but replaced by different legacy applications. With a view to resolving those affected by delays associated with planning obligations we clearly identify the timescale we expect agreements to be concluded within in our Reports of Handling (see examples [17/00806/FLM](#) or [17/00203/FLL](#)). Applicants are advised that should an agreement not be concluded within four months of the recommendation being agreed, we may revisit the recommendation with the potential of refusing as being contrary to the developer contributions policy where no progress has been made. This target time is not always possible to meet due to resource issues within our legal services team and we intend to investigate methods of working further in the coming year.



## Testimonials

*The [pre-application enquiry] service was efficient in that the response turn around was within a week. We have generally found that pre-application enquiries can come back within 5 days, rather than the anticipated 21 days. This is significantly beneficial to ourselves and our client. The benefit to our client was for us to either avoid making a planning submission that would clearly be against policy and hence likely to fail - or to amend the proposals. In this specific case, the proposal was amended from a Major Application to a Local, simply by adjusting site boundaries and managing our clients' expectations. By carrying out the pre-validation service, we caused significant abortive costs to be avoided.*

*The service was significantly quicker than we anticipated and the result of the consultation allowed the required reports needed to accompany the planning application to be prepared, so that once submitted, all the relevant information was in place at validation stage.*

*We continue to use these services and are very happy with its results.*

**Rob McPherson**, Fearn Macpherson Chartered Architects

*Shirley and I wished to thank you (Mary) and your colleagues for your assistance and support through our recent planning application. We were very pleasantly surprised by how speedily and efficiently the whole process was managed and we greatly appreciated the help and guidance that was provided.*

**Allan Finlay**, Business Applicant

*Just a quick word of thanks from me for all your help with the planning process last month. I can see that the application is approved and we're good to start planning the work. Keith and Andrew were both very helpful.*

**Jim Willsher**, Householder Applicant

# Part 2

## Supporting Evidence



# Supporting Evidence

In compiling PPF7, we drew on evidence from the following sources.

## Perth & Kinross Council

- [Community Plan/SOA 2013-2023](#)
- [Communication and Consultation Toolkits](#)
- [Complaints Policy](#)
- [State of the Environment Report](#)
- [Integrated Appraisal Toolkit](#)
- [Perth & Kinross Council website](#)
- [Local Review Body](#)
- [Customer Service Standards](#)

## The Environment Service

- [The Environment Service Business Management and Improvement Plan](#)
- [Perth Transport Futures](#)

## Planning and Regeneration

- [Perth City Plan](#)
- [Strategic Development Plan](#)
- [Planning User Forum](#)
- [Invest in Perth](#)
- [Planning Performance Framework](#)
- [Community Council Portal](#)
- [Scottish Cities Alliance](#)

## Development Plan

- [Enterprise and Infrastructure Committee](#)
- [Environment and Infrastructure Committee](#)
- [Past Consultation and Engagement Events](#)
- [Developer Contributions](#)
- [Affordable Housing](#)
- [Local Development Plan Scheme](#)
- [Adopted Local Development Plan](#)
- [Supplementary Guidance](#)
- [Local Development Plan 2](#)
- [Development Briefs](#)
- [Background Information and Studies](#)
- [Supplementary Guidance Progress Update](#)
- [TAYplan SDPA](#)

## Development Management

- [Development Management Committee](#)
- [Planning and Development Management Committee](#)
- [Planning Processing Agreement guidance](#)
- [Scheme of Delegation](#)
- [Planning Application Checklist](#)
- [What Needs Planning Permission?](#)
- [Planning Enforcement Charter](#)

Case Study Topics	Issue is covered in case study
<i>Design</i>	1, 2, 3, 4, 6, 7
<i>Conservation</i>	1, 5, 7, 8
<i>Regeneration</i>	1, 7
<i>Environment</i>	2, 3, 5, 10
<i>Greenspace</i>	2, 5, 8, 9
<i>Town Centres</i>	9
<i>Masterplanning</i>	2
<i>Local Development Plan &amp; Supplementary Guidance</i>	2, 3, 4, 6, 9
<i>Housing Supply</i>	1, 2, 7, 9
<i>Affordable Housing</i>	1, 2, 7
<i>Economic Development</i>	2, 4, 5, 7, 9, 10
<i>Enforcement</i>	7, 8, 10
<i>Development Management Processes</i>	2, 3, 4, 5
<i>Planning Applications</i>	2, 3, 4, 5
<i>Interdisciplinary Working</i>	2, 3, 5, 7, 8, 9, 10
<i>Collaborative Working</i>	2, 3, 4, 5, 7, 8, 9
<i>Community Engagement</i>	2, 4, 6, 8, 10
<i>Placemaking</i>	1, 3, 7

Case Study Topics	Issue is covered in case study
<i>Charrettes</i>	
<i>Place Standard</i>	
<i>Performance Monitoring</i>	
<i>Process Improvement</i>	5, 6, 9
<i>Project Management</i>	2, 3, 5, 7
<i>Skills Sharing</i>	2, 5, 7
<i>Staff Training</i>	
<i>Online Systems</i>	6
<i>Transport</i>	4, 9
<i>Active Travel</i>	2, 9

# Part 3

## Service Improvements 2018-2019



# Service Improvements 2018-19

In the coming year we will:

- **Change our approach to Community Council Workshops**  
*Based on feedback from previous events, we intend to move towards workshop led events which should allow greater interaction between groups and result in an improved learning experience.*
- **Introduce a chargeable pre-application and pre-validation service**  
*Having a more formalised approach will reassure customers that we are committed to providing a quality pre-application response within a defined timeframe, with the pre-validation service ensuring that larger scale and complex applications are valid at the time of submission, reducing delays and encouraging the front-loading of applications. In order to ensure we can resource this service, we will have to charge fees.*
- **Offer multi stakeholder pre-application meetings on major applications**  
*This would allow early engagement with developers and interested parties, with a view to subsequent applications progressing through the system smoothly. It will also afford the opportunity to clearly identify relevant matters such as developer contributions, requisite supporting information, or to complete processing agreements, all of which would facilitate the formal application process.*
- **Introduce further project management improvements for major applications**  
*We have, through a process of continual review, identified reducing average handling times as a key area for improvement. In particular, it is noted that the Legacy Cases NHI remains consistent, where 5 planning applications have become legacy cases this year as a result of delays with concluding planning obligations, 4 of which relate to major*

*developments. Improvements in project management will be introduced to better inform and front-load the planning obligation process, in particular we will seek to establish a practice of obtaining evidence from developers at an early stage that they and other relevant parties would be in a position to sign up to a planning obligation, should it be required. A wider review of our approach to instructing and concluding obligations will also be undertaken.*

- **Work towards an online system for the submission of pre-application enquiries and for the reporting of enforcement issues**  
*This would allow customers to complete an online form which would be directed straight to the appropriate mailbox. There would also be the potential to allow online payment for pre-application services.*
- **Explore options with a view to establishing a design panel to identify and promote quality design in our area**  
*We would hope to include associated training for officers, members and other relevant stakeholders.*
- **Support further integration between the planning and housing functions**  
*Perth & Kinross Council decided to merge The Environment Service (including the Planning function) with the Housing Service from 1 April 2018. As pointed out elsewhere, the planning and housing functions already employ two joint posts (Affordable Housing Enablers) to help facilitate the delivery of affordable housing. The service merger offers further opportunities to integrate the work of both functions, further improving the alignment of the Development Plan and Local Housing Strategy. This will assist in ensuring the increased delivery of affordable housing, contributing towards the delivery of the Scottish Governments target of 50,000 new affordable homes, during the life of this parliament.*

- Integrate energy planning and land use planning**  
*The Council approved a 2 year Transformation Project to help prepare for the emerging duties and legislation surrounding the Climate Change Act and the Energy Efficient Scotland agenda. The Council recognises the importance of integrating energy and land use planning and planning is currently leading a cross service team, working with consultants and other stakeholders to deliver a pilot Local Heat and Energy Efficiency Strategy.*
- Develop an in-house professional development training programme**  
*This would provide staff more opportunities to continue their professional development, enhancing their skill sets and knowledge without placing a greater burden on the restricted training budget. There would be the potential to roll out a linked programme to elected members where that need is identified.*

## Delivery of Our Service Improvement Actions Identified in PPF6 2017-18


Committed Improvements and Actions	Complete?
<p><b>Improve Online Presence for Enforcement</b>  <i>Provide additional direct contact tools and online submission for enforcement issues - embedded within website. We will also create a new dedicated email inbox for enforcement issues and provide the details for this on the website.</i></p> <ul style="list-style-type: none"> <li> <i>A dedicated email box for planning enforcement issues has been created: <a href="mailto:PlanningEnforcement@pkc.gov.uk">PlanningEnforcement@pkc.gov.uk</a> This mailbox has been added to the Council's web pages and other public documents to encourage it as the first point of contact. The mailbox is managed by the four users in the team - allowing quicker access to communications and tasked to the appropriate individual.</i> </li> <li> <i>A 'Report a Breach of Planning Control' form has been developed as an interactive PDF document and is available for users to submit enforcement observations directly to the Enforcement Team (via the new mailbox). Longer term development of an eForm, embedded in to the website, is planned - which has been scheduled within a wider corporate roll out of this technology.</i> </li> </ul>	<p>Yes</p>

Committed Improvements and Actions	Complete?
<p><b>Annual Planning Enforcement Report</b> will be undertaken in accordance with Part 1 Governance of the PPF.</p> <ul style="list-style-type: none"> <li>• A template for the content for the first Annual Planning Enforcement Report has been developed. This report will illustrate the extent of the work of the Enforcement Team, going beyond performance measurement against key and headline indicators, to demonstrate the success and value of the work. The analysis will also assist workload and resource planning through the analysis of trends and emerging areas of work.</li> <li>• A Service decision was taken to defer the reporting of annual performance until the annual statistics for 2017/18 have been published. The Report has been programmed and will be presented to the Council's Scrutiny and Environment &amp; Infrastructure Committees from September 2018. This Report will conclude the Scrutiny Review of Planning Enforcement referred to in the 2016-17 PPF.</li> </ul>	Yes
<p><b>Enhance the Software for LDP Consultation</b> Due to the limited opportunities for development of this system we are taking a new approach to LDP2. It will be done using a <b>Story Map</b> and <b>QuestionWhere</b> (a location-based consultation/survey tool). The interactive Story Map will present the LDP in an engaging way that's easy to access and simple to digest for all users. Refer to Case Study 6 for more information.</p>	Yes

Committed Improvements and Actions	Complete?
<ul style="list-style-type: none"> <li>• Story Map created to display the LDP - The Story Map is simple to use, accessible by computer, tablet or mobile phone and engages non-technical users, by virtue of its multimedia format. It is light on jargon, visually attractive and intuitive to use. The sole instruction for viewers to follow is to scroll down from the home page to access succeeding pages, in order, like reading a 'story'. Users do not have to switch between mapping and text, with all the information relevant to the narrative on a particular page, including constraints, accessible from that page, whether via a hyperlink or the interactive mapping.</li> <li>• ESRI QuestionWhere (a location-based consultation/survey tool) was utilised within the Story Map to obtain online representations - The success of Story Map has been demonstrated through the statistics gathered and the positive feedback submitted by the users. The statistics highlight this method of displaying information has increased public interest, especially during the consultation period (1/12/17 to 02/02/18) as 90.9% of the total views occurred within this particular time frame.</li> </ul>	



Committed Improvements and Actions	Complete?
<p><b>Perth City Plan</b>  The Council will continue to collaborate with key business representatives and stakeholders through the Perth City Development Board to drive forward investment and participation in business development support, education and infrastructure to support growth of the city, the surrounding region and the economy.</p> <ul style="list-style-type: none"> <li>• The <b>Perth City Plan</b>  is currently being reviewed within the context of the <i>Tay Cities Deal</i>, LDP and additional economic development opportunities identified in the ongoing assessment of market opportunities. It is important not to lose sight of the strategic framework of the City Plan as part of the review. A number of projects, notably <i>Perth Theatre and Mill Street</i>, have now been successfully delivered and a number of other projects, including <i>City Hall and Creative Exchange</i>, are in the early stages of delivery. However, there is the opportunity to extend the framework to recognise opportunities particularly the emerging importance of innovation, energy and housing themes and additional challenges in the rural context. A sharper, more focused action-oriented agenda with a greater input from business/partners leading on key elements of delivery is being developed. The aim is to maximise the collective influence of the Board and their ability to target resources to agreed partnership to lead substantive economic work streams focusing on key sector strengths to continue to deliver desired economic and quality place-based outcomes.</li> </ul>	Yes

Committed Improvements and Actions	Complete?
<p><b>Promoting More Commercial Land</b>  A Corporate Group was setup to develop a strategic overview of commercial land supply over the medium and long-term. In addition, specific employment land sites are promoted through our 'Invest in Perth' strategy.</p> <ul style="list-style-type: none"> <li>• Corporate Group has reviewed employment land audit to improve data collection and identification of effective employment land.</li> <li>• Corporate Group have reviewed relevant policies such as rural policy which is now being taken forward into LDP2.</li> <li>• Existing and proposed employment land sites have been promoted through Invest in Perth and are included in pitch books (Scottish Development International, Department for Trade and Investment) and promoted online and at events (eg <b>MIPIM</b> ).</li> <li>• Memorandum of Understanding has been finalised to be used as a framework to engage with private landowners to promote specific sites.</li> <li>• Commercial Property Investment Programme has been reviewed with an emphasis on developing effective employment land sites in rural areas.</li> </ul>	Yes

Committed Improvements and Actions	Complete?
<p><b>Increasing the Capacity to Deliver Affordable Housing</b></p> <p>In order to assist in the delivery of the Scottish Government's ambitious targets for 50,000 new affordable houses, the Council proposes to appoint a second Affordable Housing Enabler.</p> <ul style="list-style-type: none"> <li><i>The second Affordable Housing Enabler was appointed and commenced work on 1 August 2017.</i></li> <li><i>Both Affordable Housing Enablers are jointly employed by the Planning and Housing services of the Council to work with developers on their affordable housing requirements and to assist both the Council and RSLs deliver housing to contribute towards the Scottish Governments targets for 50,000 new affordable houses. This post has assisted the Council and RSLs to increase the delivery of new Affordable houses from 99 in 2016-17 to 190 in 2017-2018. The Affordable Housing Enablers have also developed the Councils own shared equity product further increasing the tenure options within the affordable housing category.</i></li> </ul>	Yes

Committed Improvements and Actions	Complete?
<p><b>Cultural Investment</b></p> <p>Cultural investment and regeneration of the city and surrounding area is identified as a key area of activity in the Perth City Plan. Although unsuccessful in reaching shortlisting for UK City of Culture 2021, planned investment will still go ahead and includes new cultural venues, infrastructure and support for growth of the creative industries to drive forward innovation, and collaboration within the city and surrounding area.</p> <ul style="list-style-type: none"> <li><i>Appointment of contractors and architects to develop proposals for development of new cultural venue at Perth City Hall and improvement of Perth Museum &amp; Art Gallery.</i></li> <li><i>Development of proposals and funding for Creative Exchange to provide workspace and entrepreneurial support for the creative industries in collaboration with WASPS and Perth College UHI.</i></li> <li><i>Completion of permanent interactive lighting infrastructure at Norie-Miller Park to support Riverside Light Nights and additional events.</i></li> </ul>	Yes

## Part 4

# National Headline Indicators (NHIs)



Key Outcomes	2017-18	2016-17
Development Planning		
<b>Local and Strategic Development Planning</b>		
<ul style="list-style-type: none"> <li>Age of local/strategic development plan(s) at end of reporting period Requirement: less than 5 years</li> </ul>	<b>4 years and 4 months</b>	3 years and 4 months
<ul style="list-style-type: none"> <li>Will the local/strategic development plan(s) be replaced by their 5th anniversary according to the current development plan scheme?</li> </ul>	<b>Yes</b>	Yes
<ul style="list-style-type: none"> <li>Has the expected date of submission of the plan to Scottish Ministers in the development plan scheme changed over the past year?</li> </ul>	<b>No</b>	Yes - later due to delay in approval of TAYplan
<ul style="list-style-type: none"> <li>Were development plan scheme engagement/consultation commitments met during the year?</li> </ul>	<b>Yes</b>	Yes
<b>Effective Land Supply and Delivery of Outputs<sup>1</sup></b>		
<ul style="list-style-type: none"> <li>Established housing land supply</li> </ul>	<b>14,798 units</b>	14,878 units
<ul style="list-style-type: none"> <li>5-year effective housing land supply programming</li> </ul>	<b>4,115 units</b>	4,610 units
<ul style="list-style-type: none"> <li>5-year effective land supply total capacity</li> </ul>	<b>14,302 units</b>	-
<ul style="list-style-type: none"> <li>5-year housing supply target</li> </ul>	<b>4,230 units</b>	4,230 units
<ul style="list-style-type: none"> <li>5-year effective housing land supply (to one decimal place)</li> </ul>	<b>4.9 years</b>	5.4 years
<ul style="list-style-type: none"> <li>Housing approvals</li> </ul>	<b>768 units</b>	2,000 units
<ul style="list-style-type: none"> <li>Housing completions over the last 5 years (2013-18)</li> </ul>	<b>2,561 units</b>	2,359 units
<ul style="list-style-type: none"> <li>Marketable employment land supply</li> </ul>	<b>270.50 ha</b>	294.03 ha
<ul style="list-style-type: none"> <li>Employment land take-up during reporting year</li> </ul>	<b>4.06 ha</b>	0 ha

Key Outcomes	2017-18	2016-17
Development Management		
<b>Project Planning</b>		
<ul style="list-style-type: none"> <li>Percentage and number of applications subject to pre-application advice</li> </ul>	<b>17.9% 287</b>	8.1% 139
<ul style="list-style-type: none"> <li>Percentage and number of major applications subject to processing agreement</li> </ul>	<b>42.8% 3</b>	55.5% 5
<b>Decision-Making</b>		
<ul style="list-style-type: none"> <li>Application approval rate</li> </ul>	<b>88.5%</b>	89.2%
<ul style="list-style-type: none"> <li>Delegation rate</li> </ul>	<b>97.7%</b>	97.1%
<ul style="list-style-type: none"> <li>Validation (applications valid on first receipt)</li> </ul>	<b>34.8%</b>	33%
<b>Decision-Making Timescales</b>		
Average number of weeks to decision:		
<ul style="list-style-type: none"> <li>Major developments</li> </ul>	<b>18.5</b>	20.9
<ul style="list-style-type: none"> <li>Local developments (non-householder)</li> </ul>	<b>8.4</b>	8.1
<ul style="list-style-type: none"> <li>Householder developments</li> </ul>	<b>6.8</b>	6.5
<b>Legacy Cases</b>		
<ul style="list-style-type: none"> <li>Number cleared during reporting period</li> </ul>	<b>9</b>	5
<ul style="list-style-type: none"> <li>Number remaining</li> </ul>	<b>11</b>	11

<sup>1</sup> These figures come from the final Housing Land Audit 2017.

Key Outcomes	2017-18	2016-17
Enforcement Activity		
<ul style="list-style-type: none"> <li>Time since enforcement charter published/reviewed Requirement: review every 2 years</li> </ul>	17 months (October 2016)	8 months (October 2016)
<ul style="list-style-type: none"> <li>Complaints lodged and investigated</li> </ul>	316	296
<ul style="list-style-type: none"> <li>Breaches identified – no further action taken</li> </ul>	119	-
<ul style="list-style-type: none"> <li>Cases closed</li> </ul>	353	234
<ul style="list-style-type: none"> <li>Notices served***</li> </ul>	27	32
<ul style="list-style-type: none"> <li>Direct Action</li> </ul>	4	-
<ul style="list-style-type: none"> <li>Reports to the Procurator Fiscal</li> </ul>	0	0
<ul style="list-style-type: none"> <li>Prosecutions</li> </ul>	0	0

*It remains disappointing that the take-up of processing agreements by applicants is low. We will continue to offer agreements at an early stage of the process and are confident that uptake will increase in the coming year when the agreements are offered in parallel through our new pre-application processes.*

*Pre-application enquiries are being more accurately recorded now, resulting in a significant increase over last year's figure. It is however worth noting that although 287 of the applications determined within the reporting period had recorded pre-application enquiries, we received a total of 837 enquiries, the majority of which have not yet resulted in applications.*

*With regard to legacy applications, although 9 were cleared during the relevant period, a further 9 applications were added, 5 of which are awaiting S75 obligations to be signed.*

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

# Part 5

## Official Statistics



## A: Decision-Making Timescales

(based on 'all applications' timescales)

Category	2017-2018	Average Timescale (weeks)	
		2017-2018	2016-2017
<b>Major Developments</b>	<b>7</b>	<b>18.5</b>	20.9
<b>Local Developments (non-householder)</b>	<b>771</b>	<b>8.4</b>	7.4
<ul style="list-style-type: none"> <li>Local: less than 2 months</li> </ul>	77.8%	6.2	6.4
<ul style="list-style-type: none"> <li>Local: more than 2 months</li> </ul>	22.2%	16.4	14.5
<b>Householder Developments</b>	<b>502</b>	<b>6.8</b>	6.5
<ul style="list-style-type: none"> <li>Local: less than 2 months</li> </ul>	95.6%	6.5	6.4
<ul style="list-style-type: none"> <li>Local: more than 2 months</li> </ul>	4.4%	11.9	9.8
<b>Major Housing Developments</b>	<b>6</b>	<b>18.9</b>	26.3
<b>Local Housing Developments</b>	<b>350</b>	<b>9.3</b>	8.6
<ul style="list-style-type: none"> <li>Local: less than 2 months</li> </ul>	73.1%	6.2	6.6
<ul style="list-style-type: none"> <li>Local: more than 2 months</li> </ul>	26.9%	17.9	15.3

Category	2017-2018	Average Timescale (weeks)	
		2017-2018	2016-2017
<b>Major Business and Industry</b>	<b>0</b>	-	13.4
<b>Local Business and Industry</b>	<b>173</b>	<b>7.7</b>	7.4
<ul style="list-style-type: none"> <li>Local: less than 2 months</li> </ul>	82.1%	6.2	6.3
<ul style="list-style-type: none"> <li>Local: more than 2 months</li> </ul>	17.9%	14.4	12.7
<b>EIA Developments</b>	<b>1</b>	<b>10</b>	22.3
<b>Other Consents<sup>2</sup></b>	<b>320</b>	<b>6.4</b>	6.5
<b>Planning/Legal Agreements<sup>3</sup></b>			
<ul style="list-style-type: none"> <li>Major</li> </ul>	<b>1</b>	<b>22.3</b>	32.3
<ul style="list-style-type: none"> <li>Local</li> </ul>	<b>22</b>	<b>19.0</b>	16.4

<sup>2</sup> 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 & 8 relating to agricultural and forestry development and applications for prior approval by Coal Authority or licensed operator under classes 60 & 62 of the GPDO.

<sup>3</sup> 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.

## B: Decision-Making: Local Reviews and Appeals

Type	Total Number of Decisions	Original Decision Upheld			
		2017-2018		2016-2017	
		No.	%	No.	%
Local Reviews	50	40	80	43	83
Appeals to Scottish Ministers	5	2	40	3	60

## C: Context

Although some of our decision-making timescales have slipped when compared to PPF6, we are pleased that they have remained as high as they have when taking into account the effective loss of a planning officer post (due to internal backfilling resulting from a managerial secondment), a planning officer (conservation) post vacant for some eight months and long-term sick leave of a further officer. We are confident that once all posts are filled again (late 2018) our performance will lift again.



# Part 6

## Workforce Information



## Workforce Information

The information requested in this section is an integral part of providing the context for the information in parts 1-5. Staffing information should be a snapshot of the position on 31 March.

	Tier 1 Chief Executive	Tier 2 Director	Tier 3 Head of Service	Tier 4 Manager
Head of Planning Service <sup>4</sup>	0	0	1	0

RTPI Qualified Staff <sup>5</sup>	Headcount	FTE
Development Management	15	15
Development Planning	12	11.3
Enforcement	3	3
Specialists	9	8.8
Other (including staff not RTPI eligible)	6	6

<sup>4</sup> This is the tier of the most senior member of Planning staff.

<sup>5</sup> This is the number of staff employed by the Planning service who are eligible to be RTPI Chartered/Licentiate/Associate/Student members. It is a headcount and full-time equivalent of the staff in each section. Where members of staff have dual roles they are included only under the area which they spend more time working.

Staff Age Profile	Headcount	Staff Age Profile	Headcount
Under 30	4	40-49	18
30-39	15	50 and over	10

The Planning Service is split into 2 teams: Development Management and Strategy & Policy.

The **Development Management** team deals with all planning and associated applications along with the enforcement and conservation functions.

The **Strategy & Policy** team supports the Strategic Development Plan and prepares the Council's Local Development Plan. In addition it provides GIS capabilities, monitoring, research and information functions. The Transport Planning function is also embedded in the team supporting both the development management and development plan functions.

Committee and Site Visits <sup>6</sup>	Number per Year
Full Council Meetings	0
Planning Committees	12
Area Committees (where relevant)	n/a
Committee Site Visits	1
Local Review Body <sup>7</sup>	12
Local Review Body Site Visits	14

<sup>6</sup> References to committees also include National Park Authority Boards. Number of site visits is those cases where visits were carried out by committees/boards.

<sup>7</sup> This relates to the number of meetings of the LRB. The number of applications going to LRB are reported elsewhere.

If you or someone you know would like a copy of this document in another language or format, (on occasion only a summary of the document will be provided in translation), this can be arranged by contacting Customer Service Centre on 01738 475000.

إن احتجت أنت أو أي شخص تعرفه نسخة من هذه الوثيقة بلغة أخرى أو تصميم آخر فيمكن الحصول عليها (أو على نسخة معدلة لمملخص هذه الوثيقة مترجمة بلغة أخرى) بالاتصال ب: الاسم: Customer Service Centre رقم هاتف للاتصال المباشر: 01738 475000

اگر آپ کو یا آپ کے کسی جاننے والے کو اس دستاویز کی نقل دوسری زبان یا فارمیٹ (بعض دفعہ اس دستاویز کے خلاصہ کا ترجمہ فراہم کیا جائے گا) میں درکار ہے تو اس کا بندوبست سروس ڈیولپمنٹ Customer Service Centre سے فون نمبر 01738 475000 پر رابطہ کر کے کیا جاسکتا ہے۔

如果你或你的朋友希望得到這文件的其他語言版本或形式

(某些時候，這些文件只會是概要式的翻譯)，請聯絡

Customer Service Centre 01738 475000

來替你安排。

Jeżeli chciałbyś lub ktoś chciałby uzyskać kopię owego dokumentu w innym języku niż język angielski lub w innym formacie (istnieje możliwość uzyskania streszczenia owego dokumentu w innym języku niż język angielski), Proszę kontaktować się z Customer Service Centre 01738 475000

P ežete-li si Vy, anebo n kdo, koho znáte, kopii této listiny v jiném jazyce anebo jiném formátu (v n kterých p ípadech bude p eložen pouze stru ný obsah listiny) Kontaktujte prosím Customer Service Centre 01738 475000 na vy ízení této požadavky.

Если вам или кому либо кого вы знаете необходима копия этого документа на другом языке или в другом формате, вы можете запросить сокращенную копию документа обратившись Customer Service Centre 01738 475000

Ma tha thu fhèin neo duine a dh'aithnicheas tu ag iarraidh leth-bhreacadan phàipear seo ann an cànan eile neo ann an cruth eile, (aig amannan cha bhith ach gearr-chunntas a-mhàin ri fhaighinn air eadar-theangachadh) faodar seo fhaighinn le bhith a' cur fios gu: Customer Service Centre 01738 475000

You can also send us a text message on 07824 498145.

All Council Services can offer a telephone translation facility.

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(PKC Design Team - 2018015)