



NATIONAL PLANNING IMPROVEMENT FRAMEWORK

# Improvement Action Plan 2024

Perth and Kinross Council





A high performing planning authority needs to have the right number of people to do the work expected of it with the right skills set. It also needs to have a strategy to ensure that it retains and recruits the right staff in the future. It supports staff to upskill and to be prepared for changes in policy, legislation, and new circumstances.

Attribute	Score (1=Making excellent progress, 5= No progress)
1. The planning authority has sufficient resources and skills to maximise productivity	2
2. The planning authority has a valued and supported workforce	2

Based on the grading above, outline any areas of improvement that are required and by whom and their level of importance (High/ Medium/ Low) and by when (short/ medium/ long term).

Improvement Action	Owner	Importance	Timescale	Resources
What action will you take? What will the outcome be?		High Medium Low	Short term – 1 year Medium term – 3 years Long term – 3+ years	
<b>Implement a Workforce Strategy including skills gap (continued learning). Will allow single dependency situations to be highlighted and identify Officers with skills to help.</b>	Service Managers	High	Short	
<b>Review career grade structure across the Planning Service.</b>	Service Managers and Team Leaders	High	Short	
<b>Increase Student Placements.</b>	Service Managers	Medium	Medium	



<b>Introduce a protocol for communications between community and Planning Officers and to consider a single point of contact.</b>	Service Manager: Development Management and Building Standards	High	Short	
<b>Consideration of a clear progression route from Graduate to Officer and support through the RTPI APC process.</b>	Service Managers	Medium	Medium	





**A high performing planning authority has a positive culture through ensuring it has sound governance, effective leadership and a commitment to continuous improvement. The authority has an identified chief planner, who is supported by a strong leadership group to advise on decision-making, policy and operational management.**

Attribute	Score (1=Making excellent progress, 5= No progress)
3. This Planning Authority has embedded continuous improvement	3
4. This Planning Authority has sound governance	2
5. This Planning Authority has effective leadership	2

Based on the grading above, outline any areas of improvement that are required and by whom and their level of importance (High/ Medium/ Low) and by when (short/ medium/ long term).

Improvement Action	Owner	Importance	Timescale	Resources
What action will you take? What will the outcome be?		High Medium Low	Short term – 1 year Medium term – 3 years Long term – 3+ years	
<b>Review the Scheme of Delegation regularly.</b>	Service Manager: Development Management and Building	High	Medium	



<b>Update Service Improvement Plan once NPIF process completed.</b>	Place Strategies Manager and Chief Planning Officer	High	Short	
<b>Continue to deliver training for Elected Members</b>	Service Manager: Development Management and Building Standards	High	Ongoing	
<b>Consider whether further information can be gathered on Local Review Body process.</b>	Service Manager: Development Management and Building Standards	Medium	Medium	
<b>Review the Officers and the use of communication channels.</b>	Service Manager: Development Management and Building Standards.	High	Short	





**A high performing planning authority needs to have an effective local development plan and other strategies in place to provide a vision for the future of the area. It needs to be able to set and deliver on policy ambitions and priorities by clearly informing decision making and providing certainty and predictability for communities, developers and investment. The authority's development management systems need to be effective in making the right decisions about development and be as efficient as possible in doing this. The planning authority makes best use of digital technology and how it manages and uses data.**

Attribute	Score (1=Making excellent progress, 5= No progress)
6. The planning authority has a robust policy and evidence base	1
7. The planning authority makes best use of data and digital technology	2
8. The planning authority has effective and efficient decision-making processes	2

Based on the grading above, outline any areas of improvement that are required and by whom and their level of importance (High/ Medium/ Low) and by when (short/ medium/ long term).

Improvement Action	Owner	Importance	Timescale	Resources
What action will you take? What will the outcome be?  <b>Investigate opportunities to improve digital engagement on general planning issues to ensure that the service is utilising emerging digital technologies effectively to aide the decision-making process.</b>	Service Managers and Team Leaders	High Medium Low	Short term – 1 year Medium term – 3 years Long term – 3+ years	



<b>Improved monitoring of Appeals data</b>	Service Managers	Medium	Short	
<b>Review the Enforcement Charter.</b>	Enforcement Team	High	Medium	
<b>Review process for internal consultation responses.</b>	Service Managers	High	Short	





**A high performing planning authority should ensure a wide range of people are involved in shaping their future places. Engagement should be fair and inclusive, early, collaborative, meaningful and proportionate and should include difficult to reach groups. The authority should engage with a wide range of partners at a national, regional and local level to ensure a joined-up approach and that links are made across policies and programmes. The planning authority should demonstrate good customer care, transparency and effective communication.**

Attribute	Score (1=Making excellent progress, 5= No progress)
9. This planning authority has good customer care	3
10. The planning authority has effective engagement and collaboration with stakeholders and communities.	2

Based on the grading above, outline any areas of improvement that are required and by whom and their level of importance (High/ Medium/ Low) and by when (short/ medium/ long term).

Improvement Action	Owner	Importance	Timescale	Resources
What action will you take? What will the outcome be?		High Medium Low	Short term – 1 year Medium term – 3 years Long term – 3+ years	
<b>Introduce a customer service survey measuring satisfaction with the level of collaboration in the preparation of the local development plan/local place plans.</b>	Service Managers and Team Leaders	High	Short	
<b>Ensure Duty Officer contact details are clear on PKC website.</b>	Service Manager: Development	High	Short	



	Management and Building Standards			
<b>Access the level of community engagement from PKC for major applications and Local Place Plans and training around national planning applications.</b>	Service Managers	Medium	Short	





**A high performing planning authority should demonstrate place leadership by taking a collaborative place-based approach in line with the Place Principle. It should use the Place and Wellbeing Outcomes in decision-making processes, to achieve the three spatial principles outlined in NPF4: sustainable places, where we reduce emissions, restore and better connect biodiversity; liveable places, where we can all live better, healthier lives; and productive places, where we have a greener, fairer, and more inclusive wellbeing economy. The planning authority should seek to ensure that there are no impediments to delivering agreed development.**

Attribute	Score (1=Making excellent progress, 5= No progress)
11. The planning authority supports the delivery of sustainable, liveable and productive places	2
12. This planning authority supports the delivery of appropriate development	2

Based on the grading above, outline any areas of improvement that are required and by whom and their level of importance (High/ Medium/ Low) and by when (short/ medium/ long term).

Improvement Action  What action will you take? What will the outcome be?	Owner	Importance  High Medium Low	Timescale  Short term – 1 year Medium term – 3 years Long term – 3+ years	Resources
Training around Place and Wellbeing Outcomes.	Service Managers	Medium	Short	
Established clearer routes for monitoring delivery.	Service Managers and Team Leaders	High	Medium	



<b>Consider the role of ensuring Development Implementation and that fits particularly following LDP3 being adopted.</b>	Service Managers	Medium	Medium to Long	
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