



**ABERDEEN**  
CITY COUNCIL

# **PLANNING PERFORMANCE FRAMEWORK**

**CAPITOL**

**Annual  
Report  
2016-2017**



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Marischal Square  
development  
Broad Street  
Aberdeen



# 1 Introduction

- 1.1 Aberdeen City Council's sixth Planning Performance Framework Report (PPF), highlights the achievements delivered from April 2016 up to March 2017. The year has seen continuous improvement and achievements on a number of fronts – notably the timely adoption of a Local Development Plan, the successful transition to a new computerised operating system for planning applications, Customer Service Excellence accreditation reconfirmed and rolled out to other part of the service and a further reduction in planning application processing times.
- 1.2 Despite continued uncertainty, green shoots are appearing in the City's oil and gas industry. This factor, coupled with considerable public-private investment and action to improve infrastructure and diversify and broaden the City's economic base, has meant that there is no significant let up in the volume or scale of work that the planning service has been involved in.
- 1.3 The City became the first Council in Scotland and one of the first in the UK to secure a bond issue on the London Stock Exchange; the sum of £370M being the largest ever achieved by any local authority. The City Region Deal heralded a further £250 million of investment from the UK and Scottish Governments. The Regional Economic Strategy and the Oil and Gas Technology Centre will help anchor Aberdeen as a global energy hub whilst investment through the Strategic Infrastructure Plan into projects such as the Aberdeen Western Peripheral Route, the Berryden Corridor improvement and Third Don Crossing are set to result in significant enhancement to connectivity and infrastructure. The new Aberdeen Exhibition and Conference Centre and the Aberdeen Harbour development are further examples of projects underway that will help kick-start transformational change and adaption.
- 1.4 The planning service continues to be actively involved in almost all these projects as well as the implementation of the City Centre Masterplan (CCMP) with a Conservation Area Regeneration Scheme secured for Union Street and projects such as Marischal Square, Aberdeen Art Gallery and Music Hall transformations well underway. The Category B Listed Capitol building on Union Street, the sensitive refurbishment of which owed a lot to planning service input, was named best office development outside central London by the Office Agents Society.
- 1.5 From the 2015/2016 report it was clear that planning performance, when measured in terms of speed of decision making, was improving but that there were still further improvements to be put in place to deliver significant impact on performance figures and levels of customer service.
- 1.6 The work focus for this reporting year has been on the drive to continue to improve performance. Despite the disruption caused by downtime associated with implementation of a new application processing system there has, nonetheless, been, almost a continued improvement in application determination times across the board, the exception being major applications where extended determination times were incurred by the issue of decisions on several legacy applications.
- 1.7 This report focuses on improvements and new developments in the planning service since the submission of PPF5. Unless otherwise stated it should be read that all the activities/ service actions detailed in the PPF5 are still being undertaken. As soon as the Scottish Government's commentary on this PPF 2016-17 is received both the PPF and commentary will be reported to the Council's Planning Development Management Committee so that commentary and Members' views can be used to inform the action plan of service improvements.

## 1.8 Planning Performance Framework Feedback 2015/16

- 1.8.1 The feedback from the Scottish Government on the Planning Performance Framework Report for 2015-16 is summarised below against the relevant performance marker (PM). For the first time Aberdeen City did not receive a red RAG grading (i.e. no improvement on previous year). Furthermore, only three of the fifteen performance markers were graded as amber (i.e. improvement on previous year but below Scottish average performance).

PM1	Decision-making	Continuous reduction in average timescales. Major applications (24.1 weeks) faster than the national average (47.6 weeks). Improvement in Local Non-Householder (14.3 weeks) and Householder Applications (10.8 weeks) but below Scottish average (12.3 and 7.5 weeks respectively)
PM2	Processing Agreements	On offer for major/complex developments and on website
PM3	Early collaboration	Pre-application enquiries promoted on website. Pre-application forums for all major applications
PM4	Legal Agreements	Average timescale for applications with legal agreements has increased although intention to reconfigure legal team is noted
PM5	Enforcement Charter	Up to date
PM6	Continuous Improvement	Improvement in application determination times, Local Plan on schedule and service improvement commitments progressed
PM7	Local Development Plan	Less than 5 years old (4 years)
PM8	Development Plan Scheme	Plan on schedule and project planned
PM9/ PM10	Not applicable	
PM11	Policy advice	Technical advice notes produced in response to issues
PM12	Corporate Working	Protocols with other services in place. Joint working agreements with Historic Environment Scotland and Aberdeen City Heritage Trust. Service Level Agreement agreed with Aberdeenshire for Archaeology
PM13	Sharing Good Practice	Active participation in HOPS
PM14	Legacy Cases	Inroads made but new cases have reached legacy status (undetermined after one year)
PM15	Developer Contributions	Expectation clearly set out and effectively negotiated

- 1.8.2 A benchmarking critique<sup>1</sup> was also carried out with Falkirk Council - Aberdeen City Council's PPF Review Partner for 2015-16. The positives identified by Falkirk were evidence good use of public engagement through social media and in case studies, involvement of students in masterplanning/generating ideas, positive comments from stakeholders and cross referencing to performance markers. The suggestions for strengthening the document included page numbering, more illustrations, [newsletter](#) online and service improvements in a table with timescales. All these have been taken on board and actioned as detailed in this report.



RIAS Award winning student accommodation at  
Powis Place  
Aberdeen



# 2 Defining & measuring a high-quality planning service

## 2.1 Quality of outcomes

### Delivering Quality Places: Past, Present and Future

The [Masterplanning, Design and Conservation](#) (MDC) within Development Management continues to provide design and place-making guidance to support the planning process. The Masterplan Process guides Development Frameworks adopted as supplementary guidance for all major allocated greenfield sites in the Aberdeen Local Development Plan (ALDP). These inform progress through phased masterplanning, planning permission in principle or detailed planning applications, ensuring that place-making criteria for the city are robust, relevant and translated into high-quality development on the ground. The Team also gives specialist built heritage conservation advice, manages the City’s 11 Conservation Areas and contributes to supplementary guidance relating to the historic environment

#### 2.1.1 Case Study: City Centre Masterplan Broad Street public realm



The [City Centre Masterplan](#) (CCMP) was approved in 2015 with unanimous political support. In 2016/17 the Council’s dedicated City Centre Programme Management Team maintained the momentum by actively driving forward identified CCMP projects working in partnership with the planning service. For instance retail, office and hotel development at Marischal Square and the Art Gallery and Music Hall refurbishment - now nearing completion coupled with a significantly enhanced programme of events eg. Tour Series Cycling and Nuart Festival.

A particular case study is the transformation of [Broad Street](#) currently underway to create an exemplary civic mixed use space in the city centre between the Marischal Square redevelopment (case study in PPF5) and the iconic Marischal College Council Headquarters: a new destination acting as a catalyst for wider area regeneration. The Planning Service worked in partnership with Asset Management, Roads and Transportation colleagues and in consultation with the City Centre Community Council, Disability Equity Partnership (DEP) and external consultants to scope the project brief and to lead on the development of the detailed design layout and specifications, until the design was fixed by contract for delivery. The planning service will maintain a role in site inspection as part of the client body until the project is completed.



### 2.1.2 Case Study: Aberdeen in Colour (lighting strategy and implementation plan)

As part of the ongoing delivery of the Aberdeen City Centre Masterplan, this is a comprehensive [lighting strategy](#) to bring forward innovative and imaginative proposals that will transform the city centre in terms of inclusion, legibility, identity, movement, night time safety, public art and events. The strategy will demonstrate how it is unique to the City, how it will enhance safety, vibrancy and the economy, encourage activity and respond dynamically to changing circumstances.

Lighting will form a key component of all project sites as they are designed and developed. The Aberdeen in Colour strategy will be used to inform how dynamic lighting proposals will be incorporated and delivered in these projects. The strategy will be used as a basis to negotiate appropriate developer obligations for future city centre development.

The strategy will cover the city centre area as identified in the city centre masterplan and is currently being commissioned. It is expected to be complete and supported by a delivery plan by the end of 2017.

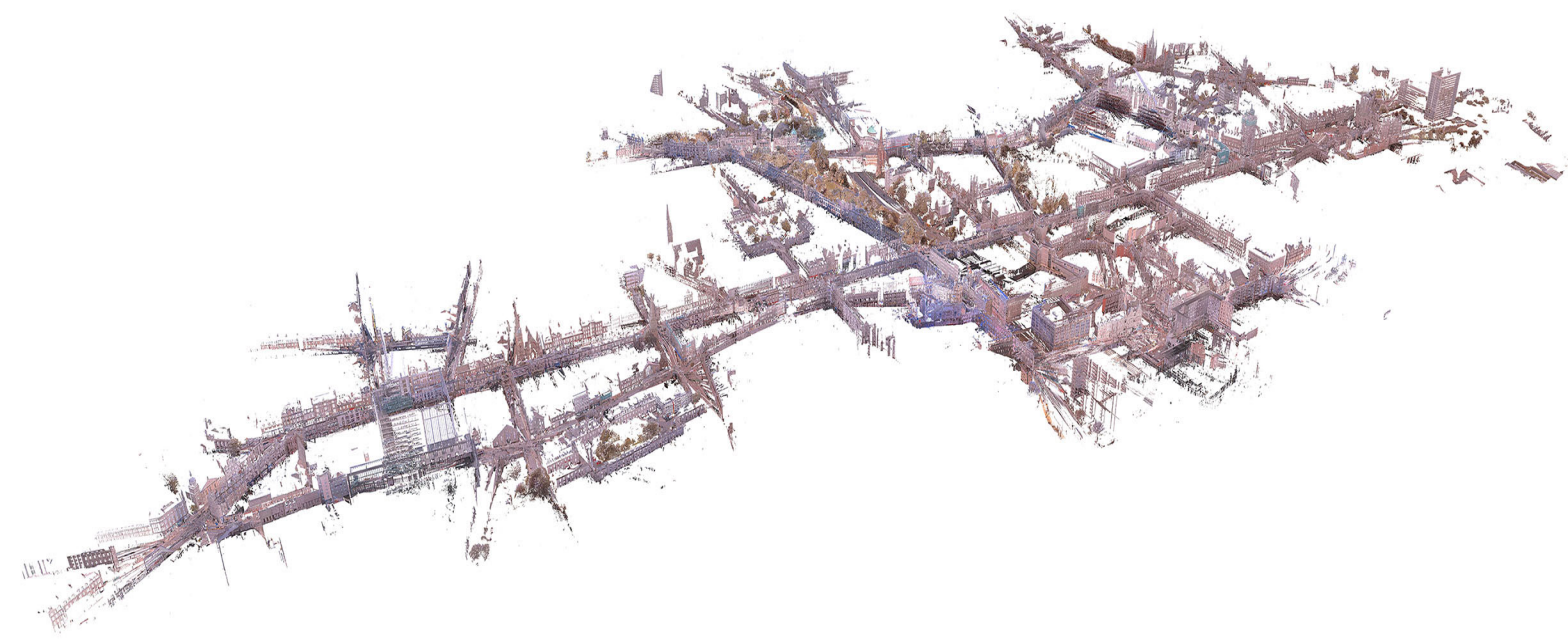
### 2.1.3 Case Study: 3D Data Capture and Modelling of Aberdeen City Centre Phase 1



The Service, in co-operation with the Robert Gordon University, has completed phase one of constructing a detailed [three dimensional model of the City Centre](#). This partnership approach has led to the development of a detailed data point laser scan of the area covered by the City Centre Masterplan. This is now being scoped to develop a detailed rendered model of the city centre.

The model will be used to independently assess urban development proposals in the city centre, ranging from large buildings to streetscape improvements. Other practical applications for the model include examination of movement and wayfinding.

The model is an example of how the planning service is engaging with external partners to maximise resources.





## Built Heritage and Conservation

### 2.1.4 Case Study: Rosemount and Westburn Conservation Area Character Appraisal

This is the penultimate Conservation Area Character Appraisal to be undertaken within the City (with Union Street to be completed this year). The appraisal involved consultation with a number of internal services as well as onsite assessment. It provides an aid for decision making within the planning process as well as identifying positive elements for protection within the area including opportunities and threats that may affect the conservation area's character. The document was consulted publicly and approved formally at Planning Committee in June 2017.

The public consultation can be found here [Rosemount and Westburn Conservation Area Character Appraisal](#)





## Environmental Policy

### Protecting the irreplaceable, promoting the sustainable

The Environmental Policy aims to help to shape development which better protects and enhances Aberdeen's natural assets for current and future generations through collaboration across and beyond the organisation to develop and set policy and guidance as well as providing expert advice on a wide range of environment and sustainability matters.

#### 2.1.5 Seaton Park Wetland Project

[Seaton Park](#) is a much loved 27 hectare oasis on the banks of the River Don with formal beds, a walled garden, mature deciduous trees, open green spaces and a children's play park. A lovely riverside walk forms part of the Core Paths network around this former meander of the River Don, which also acts as an important floodplain. A section of the park has suffered from flooding in recent years and attempts to drain have had little success. A number of wetland plants had colonised and different birds had started to use the standing water. This resulted in the [Seaton Park Wetland Project](#)

A scoping study and community consultation was commissioned by the planning service and undertaken by CBEC eco-engineering and Walking-the-Talk. These investigated and recommended options for tackling the problem, including access improvements, a viewing platform and wetland planting to help increase biodiversity and visual amenity - all structured to discourage children and dogs from entering the wildlife area.

The Council has since worked with the contractors, the Friends of Seaton Park and the local community, including schools, to help implement and get involved in looking after the scheme. The access works have also delivered an improved section for non-motorised transport along the strategically important coast to country 'Donside Way', which takes in Seaton Park and the wetland area.

The project was funded by a mix of Aberdeen City Council, Sustrans and Nestrans and has helped to deliver aspirations for the Open Space and Nature Conservation Strategies, Core Paths Plan and Active Travel Action Plan.





### 2.1.6 Delivering a sustainable community

**Aberdeen Community Energy** is a multi-award winning Community Benefit Society, established, owned and run by the community to oversee the building, owning and operating Aberdeen's first community energy project, the Donside Hydro - the UK's widest Archimedean screw turbine.

The ACE team raised £1.25m through community share and bond offers and successfully delivered the fully functioning Donside Hydro in September 2016. ACE and the Donside Hydro have achieved a number of high profile accolades, including scooping two Scottish Green Energy Awards.

The project will help deliver a sustainable community that truly works for local residents, visitors and the area's natural riverside setting, and which is also aligned with local and national government policy on energy, climate change and sustainable communities.

The Donside Hydro harnesses energy from the River Don to create electricity which is sold to the national grid. Income generated from the project is channelled into initiatives that achieve social and environmental benefits for the local regeneration area with a short term focus on the improvement of the local riverside for recreation and wildlife.

Donside Village is on the site of the former Donside Paper mill that occupied the site until its closure in 2001 and has an enviable riverbank location approximately 4km from the city centre of Aberdeen. The site has been, and continues to be re-developed into a sustainable mixed community under the aegis of one of the UK's largest Registered Social Landlords; Sanctuary Housing.

Inside the original boundary of the former paper mill, new modern energy efficient flats and houses have been built, with a mix of social housing, part buy and owner occupied properties. The properties overlook the river which will be designed and landscaped by the community as an amenity for people and wildlife from the local community and beyond.





## 2.2 Quality of service and engagement

### 2.2.1 Cross Sector and Inter-Authority

The Service has continued to actively participate in Heads of Scotland, [Development Management](#) and [Development Planning](#) Sub-Groups and regular liaison has occurred between Aberdeenshire and Aberdeen City planning managers to share best practice. **(PM13)**

ACC was one of three Scottish Local Authorities to provide written and verbal evidence to the Committee on Local Government and Communities on the [Post-Legislative Scrutiny](#) on the High Hedges (Scotland) Act 2013.

The Trinity Group<sup>2</sup> continues to provide a high level partnership between the Council officers, elected members, public and private sector leaders - meeting formally twice in October 2016 and March 2017 - the former meeting the year including a question and answer session with the Planning Minister, Kevin Stewart

### 2.2.2 Service Review

A Full Service Review has been initiated by the Interim Head of Planning and Sustainable Development. This is scheduled to be completed in September 2017 and seeks to ensure a planning service that:

- is able to proactively shape, deliver and manage places in a fully integrated way whilst still providing day to day customer service
- as response to government reforms
- refreshes and re-aligns working procedures/practices to follow best practice and corporate requirements embedded within a customer focussed and enterprising approach
- ensures that the service improves efficiency, enhances cost effectiveness, takes advantage of revenue generating opportunities and is capable of living within its means

### 2.2.3 Customer Service Excellence

Development Management and Building Standards were reaccredited in June for Customer Service Excellence for a further three years and with no partial compliances. The report<sup>3</sup> highlighted nineteen areas of good practice and four areas were awarded the highest grading of "compliance plus". Whilst noting that the Service could further improve engagement between staff and customers, the auditor highlighted the improved performance figures and response to customers, the introduction of the duty planner role, the improvements to customer survey questions, the introduction of a newsletter, the development of the trainee planner role, the CPD sessions run in-house and our involvement in benchmarking groups across Scotland.

Compliance plus was awarded for the Service's customer journey maps. Subsequently the Service has assisted other organisations in both the private and public sectors in customer journey mapping; demonstrating how to use these maps as a tool to drive improvement. Compliance plus was also awarded for staff involvement in the improvements to surveys and participation in working towards reaccreditation through the working group. The Agents forum interactions also achieved compliance plus with evidence of customer feeding into planning improvements and the service adapting based on customer suggestions. The final compliance plus was for community involvement, supporting students and wider events.

In January five other service teams – Transportation (3 teams), Environmental Policy and Local Development Plan were successful in achieving Customer Service Excellence for the first time. The work for the coming year is to integrate the two awards across the service providing greater consistency and clarity for customers and introduce further customer based improvements.

Quite a large number of compliments are received from customers throughout the year – some examples can be found on the next page.

***"Can I please express my thanks for your exceptionally quick and invaluable assistance in this matter. Your communication of the issues was an exemplary example of communication with members of the public. I hope your bosses recognise, and acknowledge, your exceptional work"***

***"Just fYI, lots of very positive comments today for the planners presentation and sensible summary of the proposals, very impressive, I hope he is the case officer on some of my stuff!"***

***"Hi I would like to provide feedback on my planning application action. The planner was extremely helpful and a great point of contact for my many questions. He always replied promptly and offered superb support and advice. I feel he went the extra mile and was able to give me a final decision just before your systems changed. Because of this I was then able to organise the ordering of my windows and doors and the painting of my house. All of this work will get done within the next few weeks. He was a pleasure to deal with and made the whole planning process so much simpler. Because of his support I am a very happy customer!"***

***"Thanks again for your help. We think we might give the form a try for the trees we would need to be considered for removal. We are currently living in ...,. There is blanket order on all trees there and I can assure you they are neither as speedy in response nor nearly as helpful as you folks in Aberdeen Council. Perhaps you might pop down and give them some tuition. Keep up the good work".***



### 2.2.4 Pre application Advice and Procedure

A formalised procedure for [Pre-Application Enquiries \(PM3\)](#) was drafted and consulted in Spring 2017 including a dedicated presentation to the Agent's [Forum](#)<sup>4</sup> and the Trinity Group. The protocol is scheduled to go live in June. The aim is to ensure consistency and certainty in planning advice from the very earliest stage possible in the evolution of development proposals so that they are both of high quality and also directed by the policies and proposals in the Aberdeen Local Development Plan. The procedure will result in better customer service as well as an increase in the speed and efficiency of decision making - minimising costs and wasted effort on the part of both applicants and the planning service.

Linked to the foregoing, and as a logical extension to it, will be the finalisation of an application processing protocol. This will clearly lay out the expectations of the planning service of applicants, and vice versa, (for example in terms of timescales for information requirements and decision making) at both pre-application and application processing stage. This will be an action for the first part of 2017-18.

### 2.2.5 Protocols

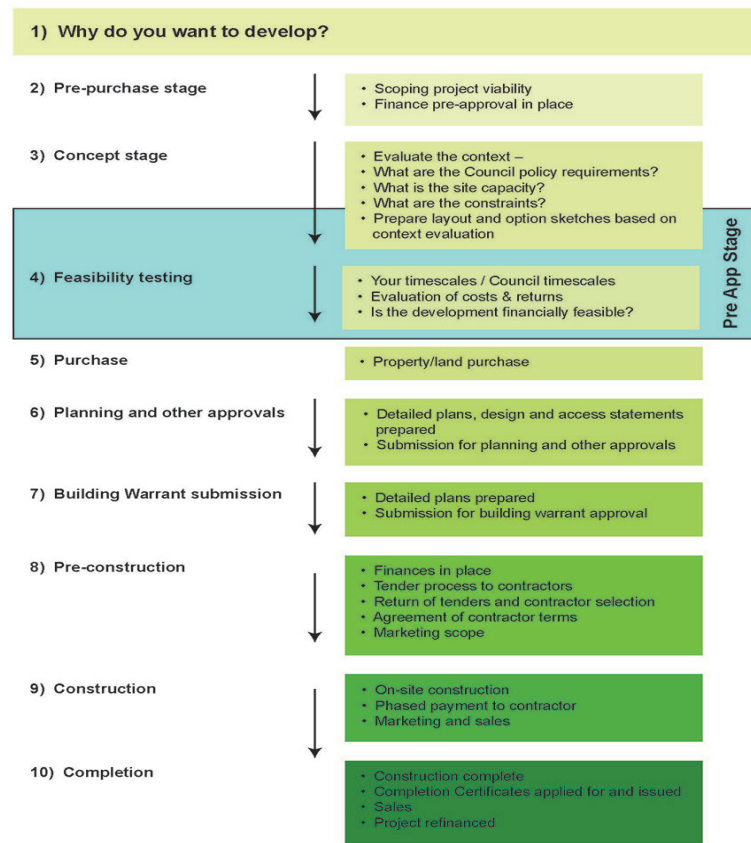
Protocols remain in place with all key development management consultees to give clarity and focus on roles, responsibilities, target response times and service standards - including roads, legal services and environmental health teams, key agencies, and Community Councils.

This year new and revised protocols have been put in place with both the Environmental Policy<sup>5</sup> and the Roads Development Management Team<sup>6</sup>. (**PM12**)

### 2.2.6 Agents Forum

Two Agents Forum Meetings have been held to focus on and discuss specific identified service improvement such as the Legal Agreement Template and the Pre Application Protocol.

Figure 1 - Property Development Process



### 2.2.7 Aberdeen Local Development Plan (ALDP)

The [Aberdeen Local Development Plan](#) (ALDP) has been progressed on time (**PM7**) in full accordance the Development Plan Scheme and has been carefully project managed throughout. (**PM8**)

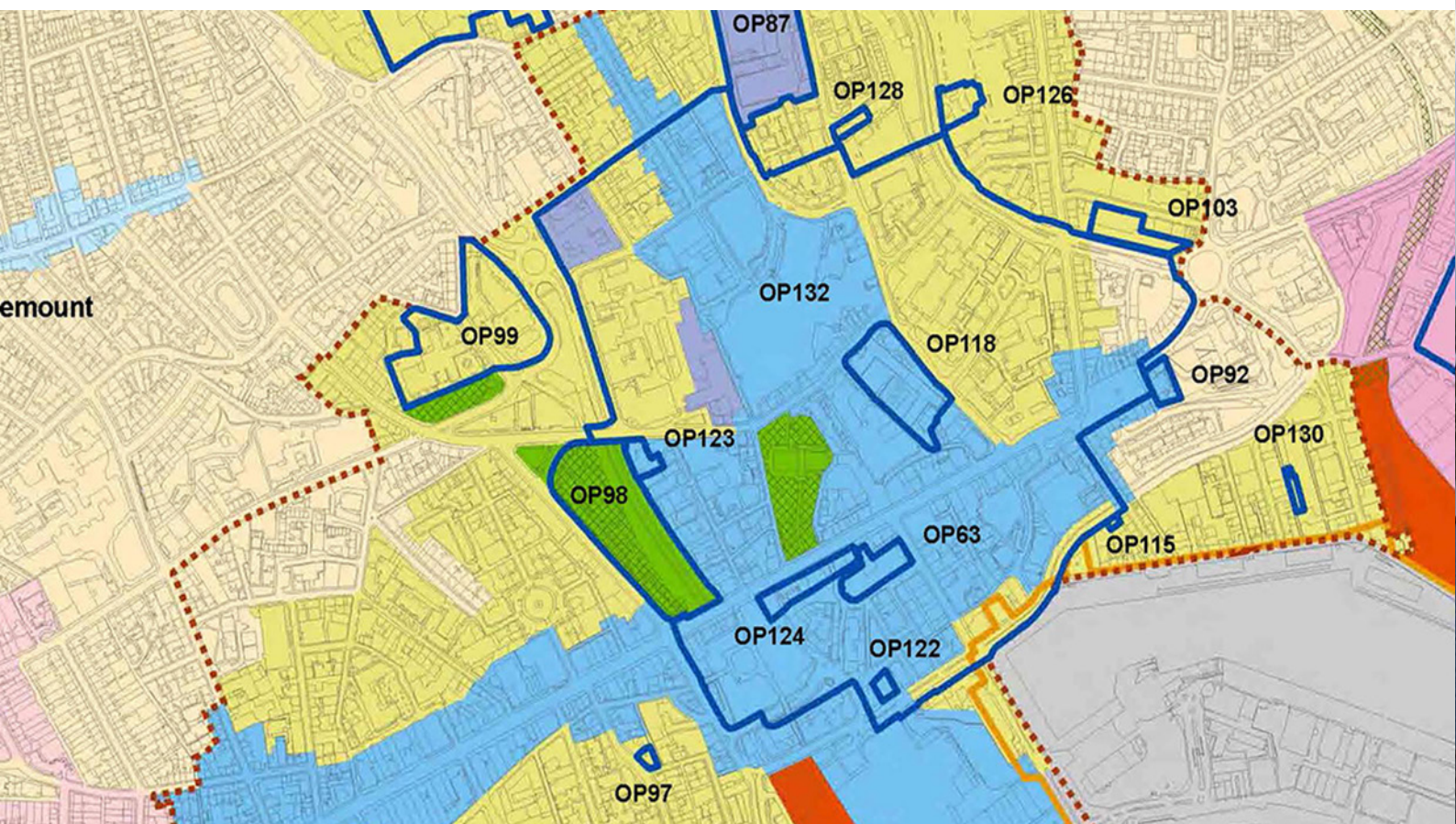
The ALDP was formally adopted on 20 January 2017. The majority of [Supplementary Guidance](#) associated with the Local Development Plan was formally adopted on 18 April 2017. (**PM11**)

As part of the preparation and updating of policies for both the Aberdeen Local Development Plan 2017, and associated [Supplementary Guidance](#), examples of policies, approaches and plan layouts were examined from across Scotland the UK and beyond. Particular attention was given to the most recently adopted LDP's from Scotland focusing on those with similar challenges to Aberdeen such as housing, developer obligations, sustainability etc. A lessons learned log was set up and regular contact maintained with Aberdeenshire Council (who were at a similar stage of plan preparation) (**PM13**) helped to ensure a process of continuous improvement.

The [ALDP Action Programme](#) is up to date. The latest update was completed and submitted to Scottish Government in April 2017, within 3 months of the 2017 ALDP adoption. The Action Programme will continue to be updated 3 or 4 times a year to provide a more responsive update.

The [Development Plan Scheme](#) for the third ALDP was published in January 2017. The Participation Programme shows that consultations will be carried out at various stages of the development plan process over the next three years. (**PM10**)

Member involvement will begin once again later this year as preparation for the Main Issues Report commences (**PM9**). The Development Plan Team continues to respond to new issues as they emerge.



Extract from ALDP proposals mapping.



### 2.2.8 Case Study: Collaboration with stakeholders: Aberdeen Harbour

The planning service has continued to work collaboratively with applicants and stakeholders to ensure delivery of key projects important to the economy at both local and national level. One example is the [Aberdeen Harbour Expansion](#)

This project is identified in National Planning Framework 3 and seeks to provide additional capacity at this nationally-important facility to support the oil and gas industry and passenger and freight links.

Officers from a variety of disciplines in the Planning Service worked closely with Aberdeen Harbour Board and Transport Scotland throughout the process for the Harbour Revision Order (HRO), including attending fortnightly meetings.

As part of the liaison with the Harbour Board, a planning officer relocated (on a part time basis) to the Board's offices in order to facilitate the smooth progression of the HRO. In parallel to that process, an application for Planning Permission in Principle for onshore elements of the development was progressed and following the appointment of Dragados as main contractor for the project in December 2016 by the Harbour Board, a number of Approval of Matters Specified in Conditions applications were subsequently submitted to the City Council.

The Planning Service has worked closely with Aberdeen Harbour Board and Dragados to ensure timeous and effective delivery of the planning consents (as well as input into other consenting regimes – e.g. HRO and Marine Licences) to enable works to commence on the project in Spring 2017. Continuous liaison with interested parties is ongoing where necessary to facilitate this nationally-important piece of infrastructure.



### 2.2.9 Case study: Collaboration with Stakeholders Aberdeen Inspired to deliver NuArt.

The Service's Development Management Team worked in partnership with Aberdeen Inspired (Business Improvement District) to facilitate the delivery of the [NuArt festival](#)

Site visits and meetings were held to discuss suitable sites. Advice was given for various locations and relevant consents required. Due to the artistic nature of the project, it was impossible to determine the specific scope and content of each installation. With this in mind the planning service proactively agreed specific locations and guidelines for implementing the project which allowed it to proceed with a single application for advertisement consent that was dealt with in just one week from submission to meet festival deadlines.

The key outcome was the proactive delivery of an innovative street art festival in Aberdeen for the first time with all relevant consents in place on schedule.

Lessons learned include the key importance of early pre-application engagement and collaboration with Aberdeen Inspired (**PM3**). This resulted in developing a good working relationship which lasted for the duration of the project (and beyond to further projects).



Nuart  
Aberdeen Market  
The Green  
Aberdeen



## 2.3 Governance

### 2.3.1 Project Management

Whilst uptake by applicants remains disappointing, planning processing agreements continue to be actively promoted at the proposal of application stage. A new [processing agreement](#) template has been drafted and promoted through the Agents Forum. The project management approach flagged last year has been rolled out and project plans are in place for all new applications including requirements for supporting information, a timeline with expected dates for key milestones such as neighbour notification, consultation and decision. **(PM2)**

The Schedule of Major Developments (now Casework Tracker<sup>7</sup>) has been further refined enabling greater monitoring and high level project management of significant and sensitive applications and proposals.

Aberdeenshire Council continues to provide a shared Developer Obligation and Archaeology Service for Aberdeen City **(PM13)** within a framework provided by the adopted [Supplementary Guidance on Planning Obligations](#). **(PM15)**

### 2.3.2 Streamlining Committee Procedures

The inception of a new Council will enable the introduction of more efficient and streamlined Committee structures, protocols and procedures. Actions will be taken forward in 2017-18 by the planning service in consort with Committee and Legal Services. These include the introduction of paperless Committee agendas and, as part of the Council-wide Governance Review, a comprehensive review and refinement of the Scheme of Delegation and Local Review Body (LRB) membership and convenorship.

### 2.3.3 Case Study: Union Street Conservation Area Regeneration Scheme; making best use of resources

The CCMP and ALDP put Aberdeen City Centre at the heart of the City's ambitions for regeneration and renewal. The Council is aware that transformation of the City Centre has to be delivered in a climate of financial stringency where maximum and most efficient use has to be made of all funding sources and delivery mechanisms. With this in mind, and as an integral part of this City Centre focus, the planning service in consort with the city centre masterplan team has led on successfully bidding for [Conservation Area Regeneration Scheme](#) (CARS) to enable transformational change to Union Street - the city centre's main artery.

Historic Environment Scotland has awarded £1.177 Million to deliver a CARS that will extend over five years and help fund restoration and conservation works to Union Street's outstanding legacy of historic buildings. Support also comes from Historic Environment Scotland and the Council working in partnership with private owners and the Aberdeen City Heritage Trust. As a result, around £2.4 Million will be available to help conserve and enhance the historic environment and as a means to foster environmental, social and economic regeneration.

The CARS will be administered by a dedicated Project Officer within the planning service. As well as supporting a conservation programme for priority projects, there will be a small grants scheme for the restoration of architectural detail,





shopfronts or conservation of historic buildings. Community engagement will be integral to the scheme through education programmes and the provision of training opportunities in traditional skills.

The funding will help enable vacant and semi-vacant buildings to be brought back into use in line with CCMP objectives (Changing Perceptions, Growing the City Centre Employment base, A Living City for Everyone, Technologically Advanced and Environmentally Responsible).

### **2.3.4 Dubford Development Framework Review: learning from outcomes**

The half-day Dubford Development Framework Review workshop<sup>8</sup> allowed officers from the Planning Service the opportunity to review development on the ground that has followed the adoption of a Development Framework for a new place north of the Bridge of Don.

The review analysed the development, comparing it with the vision of the Dubford Development Framework in order to assess the process and value of Development Frameworks in the Masterplanning process. The review findings question whether Development Framework and Masterplan visions are carried through in terms of the consents granted and the development implemented and whether the place-making vision is translated into a valued sense of place.

The review findings will shape how the Service approaches the creation, assessment and delivery of planned areas in order to ensure that the energy and vision behind the creation of new places in Aberdeen is carried through and that the added value planning gives is apparent through all stages in the development process providing new high quality environments for new communities.

The review continues the series of informal internal urban design CPD with four events throughout the year and it is intended that the Council will undertake a Development Framework review once or twice a year to influence future practice.



A view of the Dubford development, Aberdeen.



### 2.3.5 Staff Development: Training

A full and varied programme of planning training events (**PM6**) has been held during the course of the year with the aim of supporting corporate working and enhancing the resilience and flexibility of the staff skill base.

Seminars and workshops<sup>9</sup> covered the following topics – Archaeology & Development Management, Building Performance and Planning Policy (BREEAM), Climate Change & Planning, Environmental Impact Assessment (EIA) and Habitats Regulations Appraisal (HRA), Flooding/ Water Management, Heritage Conservation, Landscape and Visual Impact Assessment (LVIA), Natural Heritage, [badgers and development](#), Open Space/Green Space Network, Outdoor Access and Trees and TPOs, Redevelopment of the Art Gallery, Provost Skene's House and the [Treasure Hub](#).

A session on Development Viability Training for officers and elected members is to be arranged in the summer led by members of the Trinity Group

The pioneering Aberdeen Conservation Education scheme supported by the Institute of Historic Building Conservation (IHBC) continues. Three participants intend to submit applications for IHBC accreditation this year and the remaining five to submit once relevant experience and qualifications have been obtained.



The Treasure Hub on Granitethill Road Aberdeen.

The image is courtesy of Aberdeen Art Gallery and Museums [www.aagm.co.uk](http://www.aagm.co.uk)

### 2.3.6 Staff Development: Summer School 2017

For the second year Aberdeen City Council welcomed a number of postgraduate students from University of South Florida (School of Architecture and Community Design) for an [urban regeneration workshop](#) – Collaborative Urban Path. This annual event is part of a long term vision for a collaborative approach between the Planning Service and academic institutions to generate good practice and make the most of scarce resources through innovative shared working.



Students, along with with a number of local facilitators, generated spatial ideas for the Station Gateway project which is one of the seven key interventions forming part of the Aberdeen City Centre Masterplan. The ongoing collaboration allows students to exchange thoughts with several practitioners and was an opportunity for the local planning authority to explore and re-think different design strategies for this important site.

### 2.3.7 Elected Member Training

This year planning training has been incorporated as an integral part of the induction training programme for all new Members. A full training session<sup>10</sup> was held for in September 2016. Although lying outside the reporting time period of this review, three further planning 3 to 4 hour training sessions and a focussed local review body training session were held in early May 2017 following the local government election to ensure all Members were trained prior to the first meeting of the Planning Development Management Committee.



## 2.4 Culture of continuous improvement

The Planning and Sustainable Development Service has progressed a number of actions committed to in last year's PPF.

### 2.4.1 New Computerised Application System

A new planning application system (IDOX Uniform) was procured and rolled out successfully and went live in August 2016. Electronic Tablets have since been procured and rolled out to officers that have enabled paperless viewing of plans onsite and for use at Committee. The Council is working with Idox Uniform with a view to testing a new Planning App for site visits.

### 2.4.2 Decision Making Timescales

With the exception of major development applications the speed of planning decision making has continued to improve across the board as anticipated in PPF5. This illustrated in the table below (**PM1**):

	Average determination time in weeks		
	2016-17	2015-16	2014-15
Major Developments	43.9	24.2	47.6
Local Developments (non-householder)	13.0	14.1	16.6
Householder Developments	8.7	10.8	12.8
Local - Business and Industry	10.0	15.4	15.5
Other Consents	8.9	12.5	17.1

These improved determination times have been achieved by continuing the systematic use of project planning and application of stop the clock (**PM1, PM6**) and despite the unavoidable adverse effects on performance resulting from the transition to the new computerised planning application system that resulted in downtime of four weeks in the summer of 2016. Performance was also affected by the loss of several staff from the Development Management team and the fact that recruitment has been slow to progress given current budgetary pressures applicable to local authorities throughout Scotland.

Whilst faster than 2014-15, it is acknowledged that the determination times for major developments have lengthened considerably when compared with last year's figures. One of the causative factors has been the legal challenge to the Strategic Transport Fund Guidance that meant that previously agreed strategic transport contributions have had to be negotiated or renegotiated from scratch eg Phase 3 Dubford - 115 homes. Also a factor has been the extended determination times inherent in project managing determination of few exceptionally large or complex major developments including applications for an Energy from Waste Plant for the region, new Maternity and Cancer Hospitals at Aberdeen Royal Infirmary, new £333M Aberdeen Exhibition and Conference Centre, Rowett South (an 1700 home mixed use community), Countesswells (a 3000 home mixed use community), Broadford Works (an 890 home mixed use conversion of Scotland's largest complex of Category A Listed buildings) and Cornhill Hospital (323 home development involving demolition/relocation of granite/listed buildings in a conservation area).

The resource available to deal with major development applications has been further stretched by a further increase in the number of cases considered by the Local Review Body - to which, until now, all Senior Planners have acted as a pool of Planning Advisors. As of April 2017, in order to address this issue, and to improve consistency of advice to the LRB, the role of Planning Advisor to the Local Review Body will be filled by a single dedicated Senior Planner.

### 2.4.3 Legal agreement timescales

As was flagged in last year's Planning Performance Framework (PPF) from June 2016 legal agreements have no longer been outsourced to Brodies. All new legal agreements are now dealt with by the Council's newly created in-house dedicated Planning and Environment Legal Team. **(PM4)**

In accordance with last year's PPF action plan, and following consultation and a workshop session with the developers and private sector legal agents, the Council's Legal and Planning teams have collaborated to put in place standard templates for legal agreements associated with planning permission and planning permission in principle **(PM12)**. It is expected that this will improve the consistency, certainty and speed of finalisation of legal agreements and, thereby, the efficiency and effectiveness of the planning process. The templates will form the basis for the drafting of all new Section 75 legal agreements and are available to [view](#) on the Council website.

Evidence of the positive effect of the new legal team and template is the average timescale for determining applications with legal agreements which has decreased from 49.9 weeks in 2015-16 to 43.8 weeks in 2016-17. Further improvement is expected in 2017-18 as the new legal team gain experience and the templates are applied to all new agreements.

Approval has been given to create a new in house post for a Developer Obligations Officer. Upon appointment later this year, this postholder will have responsibility for tracking and managing the process and co-ordinating consultation with internal services (eg. education and housing) and ensuring that developer obligations are paid and used to mitigate the impact of development in a timely manner and in the context of the adopted [SG on Developer Obligations](#) **(PM15)**.

### 2.4.4 Legacy Cases

In 2016-17 the number of legacy case was further reduced from 39 to 29 continuing the downward trend in outstanding legacy cases in the two previous years. This will be a continuing focus in the coming year. **(PM14)**

Legacy Cases	2016-17	2015-16	2014-15
Numbers cleared during reporting period	21	71	48
Number remaining	29	39	57

As part of the Governance Review a report to Full Council will seek delegated powers to conclude or reconsider legal agreements within 4 months of giving a willingness to approve.

### 2.4.5 Processing Agreements

The Processing Agreement used by the Council has been simplified and streamlined and publicised through the Agents Forum and on the [website](#).







### 3 Supporting evidence

Most documents referred to in this report are included as weblinks in the PPF text. Further electronic reference documents are indicated by superscript numbers <sup>1</sup> as indicated below. Documents are sent with the PPF under separate cover.

1	Falkirk Peer review
2	Trinity Group minute
3	Agents Forum agenda
4	Environmental Policy Protocol
5	Roads DM Protocol
6	Agents Forum meetings
7	Casework tracker
8	Dubford Development Framework Review workshop report
9	Seminars and workshops
10	Elected member training

AWPR construction  
Pitmedden Road  
Dyce  
Aberdeen





## 4 Service Improvements 2017-18

In the coming year we will:

### 4.1 Service Wide

1	Scope and undertake a Planning and Sustainable Development service review	Sept 2017
2	Review and refresh Customer Charters, consultation strategy, survey methods and website text working towards re-accreditation of the Customer Service Excellence award Service-wide	Oct 2017
3	Continue to support development and knowledge sharing for staff, Members and external parties	Ongoing

### 4.2 Local Development Plan Team

4	Tailor the review of the next LDP in anticipation of changes practices emerging from the planning review, including; (i) Foster closer working with community organisations (ii) Explore hybrid Main Issues Report/Draft Plan (iii) Rationalise supplementary guidance	Mar 2017 - Apr 2018
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### 4.3 Environmental Policy Team

5	Implement an updated EIA Regulations, including audit of organisation's competencies	End of 2017/18
6	Complete the Landscape Study, including a review of the Landscape Strategy	End of 2017/18
7	Develop a Food Growing Strategy, including a map of food growing land	End of 2017/18

### 4.4 Development Management Team

8	Implement the pre-application protocol	Jul-Aug 2017
9	Draft, consult and adopt an application processing protocol	Aug 2017
10	Review and refinement of the Scheme of Delegation and Local Review Body as part of City Council-wide Governance Review	Jul-Dec 2017

### 4.5 Masterplanning, Design and Conservation

11	Complete Aberdeen Streetscape Manual and develop urban realm project delivery programme	March 2018
12	Prepare and publish Technical Advice, including Mews Developments Along Lanes	October 2017

### 4.6 Local Development Plan and Development Management Teams

13	Appoint an in-house Developer Obligations Officer. Complete the review of the developer obligation process and introduce improvements.	By end of 2017
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### 4.7 Development Management and Roads Teams

14	Implement an action plan to align Planning and the Roads Construction Consent processes	
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## 4.8 Delivery of our Service Improvement Actions 2016-17

	Committed improvements and actions	Complete?
1	<b>Roll-out of Customer Service Excellence Accreditation service-wide</b> <ul style="list-style-type: none"> <li>Development Management and Building Standards were re-accredited for the Customer Service Excellence (CSE) award in June 2016. CSE was further rolled out to the Transportation and Environmental policy teams with accreditation achieved in January 2017</li> </ul>	Yes
2	<b>Conduct a lessons learnt exercise and review plans and policies from other Local Authorities to establish an action plan for improvements to the next Local Development Plan</b> <ul style="list-style-type: none"> <li>An internal lessons learnt folder has been set up with ongoing input</li> <li>A good practice review has looked at examples from other UK Local Authorities. Particular attention was given to the most recently adopted LDPs from Scotland focussing on those with similar challenges to Aberdeen such as housing, developer obligations, sustainability etc.</li> </ul>	Yes
3	<b>Introduce a new operating system for planning and applications and building warrants</b> <ul style="list-style-type: none"> <li>The operating system was successfully changed over to IDOX Uniform during the Summer months of 2016, although 4 weeks "downtime" and bedding in and training demands had an unavoidable, albeit temporary, impact on performance</li> </ul>	Yes
4	<b>Review and streamline processes and procedures in processing planning applications and administrative support and reconfigure roles and responsibilities as required</b> <ul style="list-style-type: none"> <li>Processes and procedures for processing planning applications have been streamlined as the new IDOX Uniform system is bedded in as detailed earlier in this report</li> <li>A new Head of Service was in post as of the start of 2017 and has initiated a fundamental Service-wide structural review which is likely to reconfigure roles and responsibilities in all teams over the coming year</li> </ul>	First stage completed. Service review will be completed during 2017-18
5	<b>Review of the developer obligation process</b> <ul style="list-style-type: none"> <li>Approval has been given to create a new in house post for a Developer Obligations Officer will lead this review</li> </ul>	Partially completed with the review and improvements to be introduced next PPF year
6	<b>Progress alignment of Planning and Roads Construction Consent Processes</b> <ul style="list-style-type: none"> <li>Scoping and review of this work has been carried out during March and April 2017</li> <li>An action plan is underway from May 2017 which will deliver new ways of working and drive for a more efficient process with more customer focused outcomes</li> <li>A protocol has been adopted between DM and RCC/DM teams (<b>PM12</b>)</li> </ul>	Complete  Ongoing  Complete



<b>7</b>	<b>Gain Committee approval and produce supporting guidance to enable consideration of applications with legal agreements within 4 months of 'willingness to approve'</b> <ul style="list-style-type: none"> <li>• Since last year's PPF the City Council has initiated a Governance Review that will be reported to Full Council for approval in October - incorporating this proposed service improvement as part of a streamlined Scheme of Delegation (<b>PM4</b>)</li> </ul>	Ongoing
<b>8</b>	<b>Improve the application processing performance delivered in the last year in particular by continuing to drive down decision making timescales in line with clearly established targets</b> See the PPF above	Ongoing
<b>9</b>	<b>Complete the Aberdeen Streetscape manual/guidance</b> <ul style="list-style-type: none"> <li>• A final draft has been prepared. The last stage of discussion of the palette of materials with Roads/Transportation and maintenance teams is progressing and a document will be finalised over the next few months</li> </ul>	Ongoing
<b>10</b>	<b>Complete the Tree Preservation Order, Open Space Audit and Core Path Plan Review</b> <ul style="list-style-type: none"> <li>• TPO Review is ongoing. Consultation on Stage 1 has been completed</li> <li>• Open Space Audit review is underway. The terms of reference, project plan and a multi-stakeholder steering group have been established. On site audits will take place next and the Audit Review will be completed in 2017-18</li> <li>• Core Paths Plan review was deferred as Guidance on the review process is awaited from the Scottish Government. Meantime, the focus has been shifted to delivering core path improvement projects</li> </ul>	Ongoing
<b>11</b>	<b>Adopt the Section 75 legal agreement template</b> Section 75 Agreement template has been agreed and is available on the Council's website	Complete
<b>12</b>	<b>Carry out a review of the Local Design Review Panel</b> The review carried out by the Shire and City has concluded that the Panel has limited value in its current format including: <ul style="list-style-type: none"> <li>• difficulties in ensuring appropriate case officer input</li> <li>• perception as a tick box exercise</li> <li>• too small a pool of design professionals in the area from which to draw the panel</li> <li>• charring quality varied and inconsistent</li> </ul> Discussions have now taken place with Aberdeenshire to determine what they require out of future Design Review Panel. Both councils are to review their requirements and meet again to discuss further.	Ongoing and will be concluded by end of 2017
<b>13</b>	<b>Develop and publish an historic environment strategy for Aberdeen</b> The Union Street Conservation Area Appraisal and Conservation Areas Management Plan documents are currently under review and will be complete in October. These documents in conjunction with the Union Street CARS will inform the strategy and need to be completed before the strategy can be progressed further.	End of 2017
<b>14</b>	<b>Complete the processing agreement guidelines and template</b> <ul style="list-style-type: none"> <li>• Processing agreement guidelines and template have been reviewed and streamlined</li> </ul>	



15	<b>Continue to support staff development and knowledge sharing</b> <ul style="list-style-type: none"><li>• Information has been summarised on this earlier on in this report</li></ul>	Ongoing
16	<b>Review the Open Space Strategy</b> <ul style="list-style-type: none"><li>• Open Space Strategy review awaits completion of the Open Space Audit review, which provides the data and information for a reviewed Strategy</li></ul>	Ongoing



Art Gallery  
detail of transformation  
Schoolhill  
Aberdeen



## 5 National Headline Indicators (NHIs)

Key Outcomes	2016-2017	2015-2016
<b>Development Planning</b> <ul style="list-style-type: none"> <li>• Age of local/strategic development plan(s) (years and months) at end of reporting period. <i>Requirement: less than 5 years</i></li> <li>• Will the local/strategic development plan(s) be replaced by their 5th anniversary according to the current development plan scheme?</li> <li>• Has the expected date of submission of the plan to Scottish Ministers in the development plan scheme changed over the past year?</li> <li>• Were development plan scheme engagement/consultation commitments met during the year?</li> </ul>	<p>3 months</p> <p>Yes</p> <p>No</p> <p>Yes</p>	<p>4 Years</p> <p>Yes</p> <p>No</p> <p>Yes</p>
<b>Effective Land Supply and Delivery of Outputs<sup>1</sup></b> <ul style="list-style-type: none"> <li>• Established housing land supply</li> <li>• 5-year effective housing land supply</li> <li>• 5-year housing supply target</li> <li>• 5-year effective housing land supply (to one decimal place)</li> <li>• Housing approvals</li> <li>• Housing completions over the last 5 years</li> <li>• Marketable employment land supply</li> <li>• Employment land take-up during reporting year</li> </ul>	<p>20,489 units (City)</p> <p>6,469 units (City)</p> <p>7,509 units (AHMA*)</p> <p>7.2 years (AHMA)</p> <p>2,034 units</p> <p>3,993 units (to 1/1/16)</p> <p>205 ha</p> <p>27 ha</p>	<p>22,438 units (City)</p> <p>7,362 units (City)</p> <p>7,668 units (AHMA)</p> <p>8 years (AHMA)</p> <p>1,966 units</p> <p>3,795 units (to 1/1/15)**</p> <p>169 ha</p> <p>45 ha</p>

\* AHMA - Aberdeen Housing Market Area

\*\* Altered to reflect the latest Housing Land Audit figures.

Development Management			
Project Planning			
•	Percentage and number of applications subject to pre-application advice	Not available***	36.1%
•	Percentage and number of major applications subject to processing agreement	11.7% (2)	
Decision-making			
•	Application approval rate	84.7%	92.3%
•	Delegation rate	93.4%	96.1%
Validation			
•	Percentage of applications valid upon receipt	39.3%	N/A
Decision-making timescales			
Average number of weeks to decision			
•	Major developments	43.9	24.2
•	Local developments (non-householder)	13.0	14.1
•	Householder developments	8.7	10.8
Legacy Cases			
•	Number cleared during reporting period	21	71
•	Number remaining	29	39
Enforcement			
•	Time since enforcement charter published/reviewed <i>Requirement: review every 2 years</i>	15 months	3 months

\*\*\* Measures are being put in place to enable to report on this figure next year.

Contextual information on the Figures is given in the body of the report.



## 6 Official Statistics

### A: Decision-making timescales (based on 'all applications' timescales)

		Average timescale (weeks)	
Category	2016-2017	2016-2017	2015-2016
<b>Major Developments</b>	17	43.9	24.2
<b>Local developments (non-householder)</b>	383	13.0	14.1
• Local: less than 2 months	171 (44.6%)	6.1	6.3
• Local: more than 2 months	212 (54.4%)	18.5	21.7
<b>Householder developments</b>	500	8.7	10.8
• Local: less than 2 months	292 (58.4%)	6.2	6.9
• Local: more than 2 months	208 (41.6%)	12.1	14.0
<b>Housing developments</b>	77		
<b>Major</b>	6	77.0	37.4
<b>Local housing developments</b>	71	18.2	21.8
• Local: less than 2 months	12 (16.9%)	6.1	5.5
• Local: more than 2 months	59 (83.1%)	20.7	30.5
<b>Business and industry</b>	38		
<b>Major</b>	2	16.2	8.9
<b>Local business and industry</b>	36	10.0	15.4
• Local: less than 2 months	20 (55.6%)	5.8	56.3
• Local: more than 2 months	16 (44.4%)	15.2	25.3
<b>EIA developments</b>	0	0	2
<b>Other consents<sup>2</sup></b>	262	8.9	11.5
<b>Planning/legal agreements<sup>3</sup></b>	19	43.8	49.9
• Major: average time	7	68.4	40.9
• Local: average time	12	29.5	59.8
<b>Local reviews</b>	32	6.9	8.0

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

3 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			
		2016-2017		2015-2016	
		Number	%	Number	%
<b>Local reviews</b>	32	16	50	20	70.9
<b>Appeals to Scottish Ministers</b>	7	4	57.1	11	68.8

## C: Enforcement activity

	2016-2017	2015-2016
<b>Complaints lodged*</b>	Not available	Not available
<b>Cases taken up</b>	210	195
<b>Breaches identified</b>	176	155
<b>Cases resolved</b>	117	108
<b>Notices served**</b>	8	7
<b>Reports to Procurator Fiscal</b>	1	0
<b>Prosecutions</b>	0	0

### Context for enforcement activity

Of the 210 cases taken up and investigated, 176 were identified as having planning related breaches warranting further action to resolve either through negotiation or formal enforcement action. The remaining 34 cases were, after investigation, identified to be 'permitted development', or works/activities established to be in compliance with a valid planning approval or permitted planning uses.

\*The planning service has not systematically recorded all complaints over the last year in order to be able to accurately report. ACC has put in place recording mechanisms to be able to report on this next year.

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



## 7 Workforce and Financial Information

	Tier 1 Chief Executive	Tier 2 Director	Tier 3 Head of Service	Tier 4 Manager
<b>Head of Planning Service<sup>5</sup></b>	-	-	1	-

		DM	DP	Enforcement	Other
<b>Managers/ Team Leaders<sup>6</sup></b>	No. Posts	3	1	-	1
	Vacant	-	-	-	-
<b>Main grade posts</b>	No. Posts	16	6	2	8
	Vacant	2.79	1.17	-	-
<b>Technician</b>	No. Posts	4	-	-	-
	Vacant	0.4	-	-	-
<b>Office Support/Clerical</b>	No. Posts	8.5	-	-	-
	Vacant	1	-	-	-
<b>Total</b>		31.5	7	2	9

Staffing Age Profile	Number
Under 30	9
30-39	21
40-49	11
50 and Over	11
	Total above 52 Number of staff in staffing table 51.8

\*Estimate based on year before estimate.

Committees and site visits <sup>7</sup>	No. per year
Full Council committees	8
Planning Committees	16
Area Committees (where relevant)	Not applicable
Committee site visits	5
LRB <sup>8</sup>	14
LRB site visits	1

5 Please note only the tier in which the most senior member of the planning service falls under

6 Managers are those staff responsible for the operational management of a team/division, in addition please log staff that are identified as team leaders or line managers under this heading.

## Appendix 1 - Performance Markers

### Driving Improved Performance

Performance Marker	Measure	Source/ Evidence	Policy Support	PPF
1. Decision making: authorities demonstrating continuous evidence of reducing average timescales for all development types	TBC	Statistics and National Headline Indicators	Official Statistics and PPF reports	NHIs
2. Project management: offer of processing agreements (or other agreed project plan) made to prospective applicants in advance of all major applications and availability publicised on planning authority website	Y/N	PA to provide	Modernising the Planning System (Audit Scotland); SG website/template	NHIs; Quality of Service and Engagement;
3. Early collaboration with applicants and consultees on planning applications: <ul style="list-style-type: none"> <li>• availability and promotion of pre-application discussions for all prospective applications</li> <li>• clear and proportionate requests for supporting information</li> </ul>	Y/N  Examples	PA to provide	White Paper; Delivering Planning Reform; Planning Reform Next Steps	NHIs; Quality of Service and Engagement
4. Legal agreements: conclude (or reconsider) applications within 6 months of 'resolving to grant' * <i>*this will require production of supporting guidance, following wider stakeholder input</i>	Reducing number of live applications more than 6 months after resolution to grant (from same time last year)	PA to provide	Official statistics; PPF reports; evidence of delays to major developments	Quality of Service and Engagement; Governance
5. Enforcement charter updated/re-published	Within 2 years	PPF report	Planning Act (s158A)	NHIs



Performance Marker	Measure	Source/ Evidence	Policy Support	PPF
6. Continuous improvement: <ul style="list-style-type: none"> <li>• show progress/improvement in relation to PPF National Headline Indicators</li> <li>• progress ambitious and relevant service improvement commitments identified through PPF report</li> </ul>	Progress on all commitments	PPF report	Delivering Planning Reform; PPF Report	Culture of Continuous Improvement; Service Improvement Plan

### Promoting the Plan-led System

Performance Marker	Measure	Source/ Evidence	Policy Support	PPF
7. LDP (or LP) less than 5 years since adoption	Y/N	PPF report	Planning Act (s16); Scottish Planning Policy	NHIs; Quality of Outcomes; Quality of service and engagement
8. Development plan scheme demonstrates next LDP: <ul style="list-style-type: none"> <li>• on course for adoption within 5-year cycle</li> <li>• project planned and expected to be delivered to planned timescale</li> </ul>	Y/N Y/N	PPF report	Planning Act (s16); Scottish Planning Policy	NHIs; Quality of Outcomes; Quality of service and engagement
9. Elected members engaged early (pre-MIR) in development plan preparation	Evidence of activity	PA to provide		Quality of Service and Engagement Governance
10. Cross-sector stakeholders, including industry, agencies and Scottish Government, engaged early (pre-MIR) in development plan preparation	Evidence of activity	PA to provide		Quality of Service and Engagement Governance
11. Production of regular and proportionate policy advice, for example through supplementary guidance, on information required to support applications	Evidence of activity	PA to provide		Quality of Service and Engagement

## Performance Markers

### Simplifying and Streamlining

Performance Marker	Measure	Source/ Evidence	Policy Support	PPF
12. Corporate working across services to improve outputs and services for customer benefit (e.g. protocols; joined-up services; single contact; joint pre-application advice)	Examples from the year	PA to provide		Quality of Service and Engagement Governance
13. Sharing good practice, skills and knowledge between authorities	Evidence of activity to pass on and adopt good practice	PPF report	Delivering Planning Reform; Planning Reform Next Steps	Culture of continuous improvement

### Delivering Development

Performance Marker	Measure	Source/ Evidence	Policy Support	PPF
14. Stalled sites/legacy cases: conclusion/ withdrawal of planning applications more than one year old	Reducing number of applications more than one year old (from same time last year)	Statistics from SG Analytical Services		Governance
15. Developer contributions: clear expectations <ul style="list-style-type: none"> <li>• set out in development plan (and/or emerging plan) and</li> <li>• in pre-application discussions</li> </ul>	Y/N Examples	LDP PA to provide		Quality of service and engagement



Front cover photograph:

The Capitol office development, Union Street, Aberdeen.

Rear cover photograph:

Drystone dyke at The Core, Berryhill, Bridge of Don, Aberdeen.



Friends of ANCHOR is celebrating 20 years of providing support to cancer and haematology patients throughout NE Scotland.

This anniversary project sees the placement of 20 large anchor sculptures around Aberdeen City, Aberdeenshire, Moray, Orkney and Shetland.

This public art trail has been decorated by various artists to aid Friends of ANCHOR.



# ABERDEEN

## CITY COUNCIL



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