



# Planning Performance Framework

2015-16

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## Introduction

This is Angus Council's fifth Planning Performance Framework (PPF), which builds on the positive feedback received in previous years.

In Angus, Planning forms part of the Planning and Place Division, which also includes Housing and Community Planning. Planning and Place is one of three Divisions that form the Communities Directorate.

As part of the Communities Directorate, Planning focuses on delivering the Council's and Community Planning Partnership's Vision of making Angus "a place where a first class quality of life can be enjoyed by all", contributing to making our communities:

- Prosperous and Fair
- Learning and Supportive
- Safe and Strong
- Caring and Healthy and
- Sustainable

# Part 1

## National Headline Indicators

Key Outcomes	2015-16	2014-15
<b>Development Planning</b>		
Age of local/strategic development plan(s) (years & months) at end of reporting period	7 years 1 month	6 years 1 month
Requirement: less than 5 years	3 years 9 months	2 years 9 months
Will the local/strategic development plan(s) be replaced by their 5th anniversary according to the current development plan scheme? (Y?N)	No LP/LDP Yes SDP	No LP/LDP Yes SDP
Has the expected date of submission of the plan to Scottish Ministers in the development plan scheme changed over the past year? (Y – earlier / Y – later / N)	N	Y - later
Were development plan scheme engagement/consultation commitments met during the year? (Y/N)	Y	Y
<b>Effective Land Supply and Delivery of Outputs*</b>		
Established housing land supply	5015 Units	3374 Units
5 year effective housing land supply	3399 Units	2363 Units
5 year housing supply target	1650 Units	1650 Units
5 year effective housing land supply (to one decimal place)	10.3 Years	7.2 Years
Housing approvals	267 Units	339 Units
Housing completions over the last 5 years	999 Units	997 Units
Marketable employment land supply	43.56 Ha	44.38 Ha
Employment land take-up during reporting year	1.5 Ha	5.57 Ha

Key Outcomes	2015-16	2014-15
<b>Development Management</b>		
<b>Project Planning</b>		
Percentage of applications subject to pre-application advice	47%	29.0%
Number of major applications subject to processing agreement	2	1
Number of applications subject to other project plans	0	0
Percentage planning timescales met	50%	0%
<b>Decision-making</b>		
- Application approval rate	94.8%	94.4%
- Delegation rate	96.5%	94.3%
<b>Decision-making timescales</b>		
Average number of weeks to decision:		
- Major developments	22.0	34.1
- Local developments (non-householder)	11.1	10.9
- Householder developments	6.7	6.3
Legacy Cases		
- Number cleared during reporting period	10	36
- Number remaining	7	12
<b>Enforcement</b>		
Time since enforcement charter published/reviewed (Months) Requirement: review every 2 years	12 Months	Reviewed Jan / Feb 2015: Published March 2015
Number of breaches identified/resolved	225/148	236/191

## Commentary on National Headline Indicators

At the 31 March 2016, it had been 3 years and 9 months since the TAYplan Strategic Development Plan was approved in 2012. In accordance with the TAYplan Development Plan Scheme, the review of the document was on schedule to be submitted for examination in June 2016, thereby ensuring that the TAYplan (2012) would be replaced by its 5th anniversary.

At the 31 March 2016 it was again clear (as in 2014/15) that the Local Development Plan would not be replaced by its 5th anniversary. Significant headway has, however, been made in 2015/16 to progress the Proposed Angus Local Development Plan to adoption. The Proposed Plan was submitted for examination in the first week of November 2015. The Report of examination was received on 3 June 2016, and the Council will look to adopt the Plan by mid September 2016. The Development Plan Scheme engagement and consultation commitments set out in the Participation Statement were met during the year. This was confirmed when the measures taken during the preparation of the plan and the period of representation were assessed by the appointed Reporters and considered to be appropriate, allowing the Proposed Angus Local Development Plan to progress to examination.

Both the established housing land supply and the effective housing land supply have increased since 2014/15, most notably due to the allocations set out in the Proposed Angus Local Development Plan. The 10.3 years effective housing land supply is in excess of the 5 years required by Scottish Planning Policy and the 7 years required by the TAYplan Strategic Development Plan (2012). The marketable employment land supply is also in excess of the 5 year requirement set out in TAYplan based on take-up rates in recent years.

The number of applications subject to pre-application advice has increased, as has the application approval rate and delegation rate. The application approval rate has risen slightly, as has the delegation rate, with 96.5% of applications being delegated for determination by the Service Manager (Planning). The average number of weeks to decision for major developments has improved significantly from 34.1 weeks to 22.0 weeks. Further legacy cases have been cleared and of the seven remaining legacy cases, one is subject to Ministerial Direction, one is subject to Judicial Review, one relates to the progression of a called-in application and another is directly associated with the called-in proposal.



# Part 2

## Defining and Measuring a High-Quality Planning Service



### Quality of outcomes

Angus Council's Planning Service contribute to delivering quality outcomes by adding value through joint work and collaboration between departments and at a site specific, development level.

Throughout 2015/16 officers from the Planning Service have continued to participate in the procurement, preparation and progression of charrette work in town centres throughout the County as well as wider locality planning events. This involvement has not only added value to the locality and charrette processes, providing pragmatic, delivery focused advice, but it has also allowed for the ideas and aspirations of the communities involved to be heard and captured in a way that will enable them to be reflected in planning policy as the review of the Angus Local Development Plan commences. This will ensure that the review is closely aligned and explicitly contributes to the outcomes currently set out in the Single Outcome Agreement, and those that will be included in the emerging Local Outcome Improvement Plan.

The Proposed Angus Local Development Plan was submitted for examination in the first week of November 2015. The examination started on the 9 December 2015. By the end of March 2016, the Council had received only 11 Further Information Requests (FIRs) from the Reporters appointed to examine the Plan. On the basis of the Proposed Plan, the Schedule 4 documents submitted and the eleven Further Information Requests, the Reporters were able to progress the examination without the need for any hearing sessions and issue their report on the 3 June 2016. The swift conclusion of the examination will allow the Council to progress to adopt the Proposed Plan within 10 months of submission, bringing certainty for communities and developers.

At a town centre level, the Kirriemuir Conservation Area Regeneration Scheme (CARS) that began in 2013 is now half way through its 5 year programme. In total, thirty nine grants have been awarded to thirty seven properties through the small grants scheme, with the scheme awarding over £400,000 in total. Twenty six grants were awarded under the small grants scheme

between April 2015 and the end of March 2016 totalling £292,329. Of the thirty seven buildings awarded small grants, fifteen have been completed to date, ten are currently in progress and twelve are still to commence. The Priority Project awarded grant for repair works at 1-7 Roods was completed at the end of March 2016. The final Priority Project at Ogilvy's Close has now commenced initial site clearance works. Landscaping works to enhance the Square in the Town Centre have also been completed.

Work is progressing on the CARS legacy to illustrate how the project has achieved its outcomes at the end of the five year timescale. A training programme has also commenced aimed at building contractors and professionals, but the series of workshops and seminars are also open to homeowners. Considerable interest has been expressed in the training so far with very positive feedback from attendees of courses to date. There has also been very positive feedback from Historic Environment Scotland on the extent and impact of works being undertaken on the built environment of Kirriemuir as a result of the project.

A significant amount of capital investment has been secured and improvements delivered through the Cycling, Walking and Safer Streets Fund (CWSS) (£174,000 investment 2015/16) and the Smarter Choices Smarter Places Fund (SCSP) (£107,000 investment in 2015/16). Some of the CWSS funding was used to match fund a successful bid for an additional £103,000 from the Community Links Paths for All Fund. These capital programmes have delivered improvements to path networks, travel and cycle routes and have also delivered packages of active travel improvements in Arbroath, Brechin, Forfar and Monifieth which complement the Council's Core Path Improvement Programme.

Officers within the Planning Service are also working to add value and deliver high quality development on the ground. The Zinc House at Monikie was completed in 2015/16 and has been recognised for its exceptional design quality winning both a Scottish Design Award in the Residential Design Category and a Royal Incorporation of Architects in Scotland (RIAS) Award. As part of the longlist for the Royal Institute of British Architects (RIBA) House of the Year, the house will feature on the Channel 4 programme of the awards airing in November 2016.

The Angus planning team were commended by the architects for their part in the creation of this exceptional home; rejecting the original proposal in pursuit of one that would add to the architectural heritage of the County.

*"A big thank you to Angus Planning for being so supportive of this unusual house."*

**LJR+H Architects**

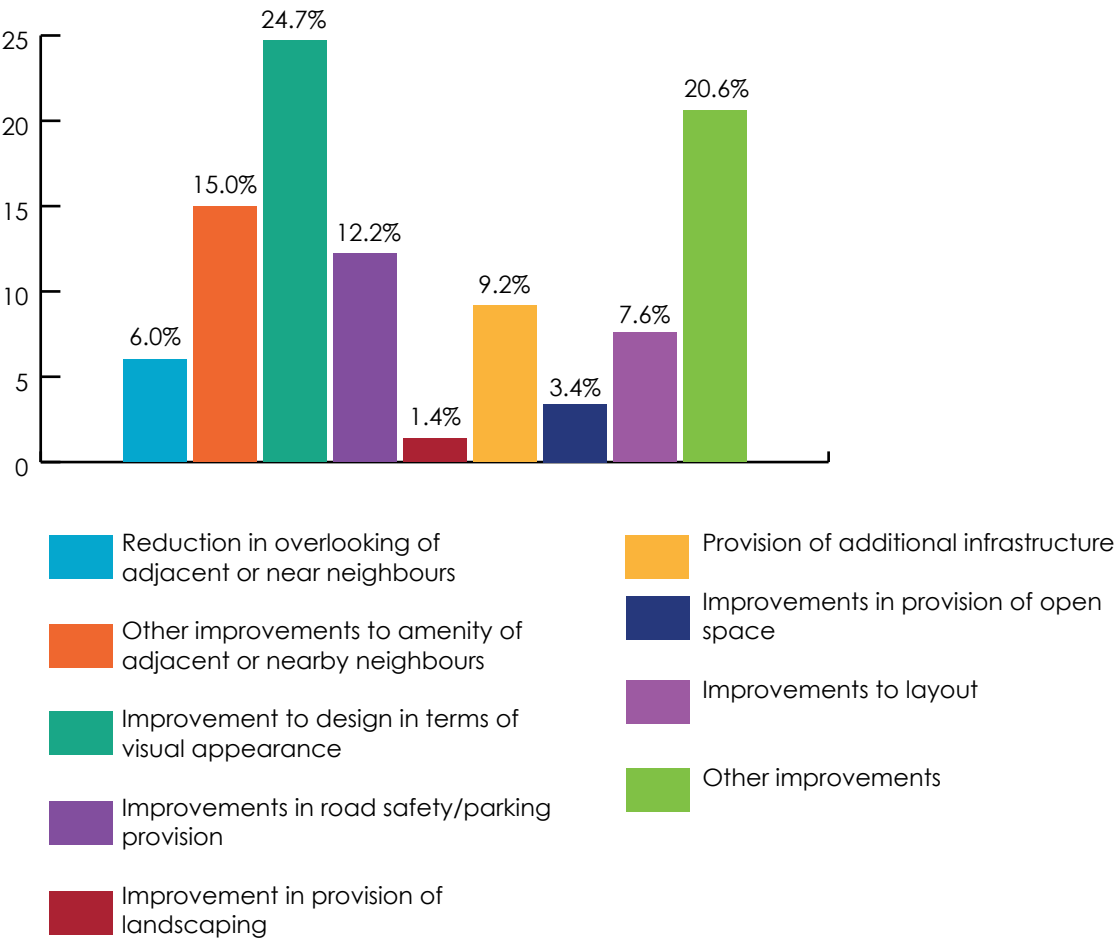


Zinc House photos © LJR+H Architects

The Glengate Hall in Kirriemuir; a project included in last years Planning Performance Framework report to illustrate the high quality of development being delivered on the ground was further recognised in 2015/16 winning a commendation for Delivering in Partnership at the 2015 Scottish Awards for Quality in Planning. The judges commended the commitment of key players to make the project happen, including the owner and policy, funding, heritage and housing officers. The judges also felt that the scheme was a good example of a small project which has had a big impact within the heart of the town in line with the Scottish Government's Town Centre first policy; encouraging affordable living within a town centre. The project has a particularly powerful message in that it has delivered quality design through a period of recession.

Development Management officers work to ensure added value on all applications. The Planning Service's Customer Satisfaction survey shows that approximately 43% of planning applications benefitted from added value measures by negotiated amendments or other improvements during the planning process. This is higher than previous years (33, 40 and 33% respectively). In 2015/16 the most frequent improvements were in relation to design (25%) and amenity of neighbours (15%).

**Q6**  
**Has the application benefited from added value in respect of any of the following:**  
Answered: 299    Skipped: 404





## Quality of service and engagement

Angus Council and the Planning Service continue to operate an “Open for Business” approach, and strive to provide certainty for communities and developers wherever possible, whilst at the same time promoting flexibility. This approach was advocated by developers and their agents through as now well-established developers forum. At a recent meeting of the forum, developers verbally recognised the improvement made in this respect over the last two years.

Significant progress has been made in 2015/16 towards the adoption of an up to date Local Development Plan with the submission of the Proposed Plan for examination in November 2015. All of the Further Information Requests issued to the Council from the appointed Reporters were received during 2015/16 and responses allowed the final report of examination to be issued in many 2016. Progression of the Proposed Plan to adoption, and the increased weight that can be accorded to the document helps to give clear and comprehensive advice in support of sustainable economic growth and social needs.



The Draft Action Programme submitted alongside the Proposed Plan sets out that four Supplementary Guidance documents will be prepared to further explain elements of policy contained within the document including Design Quality and Placemaking, Developer Contributions & Affordable Housing, Countryside Housing and Renewable Energy and Low Carbon Development. Significant progress was made on the production of these documents in 15/16, allowing the first three listed above to be published for consultation in May / June 2016, with the final document expected to be published for consultation in September 2016.

The Developer Contributions & Affordable Housing guidance provides clear advice setting out contribution requirements on a per unit basis by academy catchment areas. These requirements were developed following significant discussion and challenging Council Services to ensure that they reflected the infrastructure required as a result of land allocations and formed part of identified projects. This will enable developers to fully cost the required contributions at a very early stage in the process and provide a consistent and fair approach. In the interim officers use existing forecast data to ensure a consistent approach to the application of contributions at a pre-application stage. The methodical approach set out in the Draft Supplementary Guidance helps to demonstrate an alignment with the key themes promoted in Circular 3/2012 of that

obligations sought will be necessary, serve a planning purpose, relate to the proposed development and be proportionate in scale and kind to the proposed development.

Angus has seen an increase in the number of applications for solar farm developments in 2015/16. Whilst the authority was able to call on evidence in the form of a landscape capacity study for wind energy, no such evidence was available to applicants and officers in relation to solar farm proposals. Officers within the authority have subsequently undertaken a landscape capacity assessment which seeks to give guidance as to where capacity exists for such development, give some detailed site design guidance and give guidance as to the information that would be expected to accompany any such application.

The Planning Service was proactive in engaging elected members, individuals and stakeholders throughout the production of the Proposed Plan, as well as following the period of representation. The authority received 34 objections from the Scottish Environmental Protection Agency (SEPA) during the period of representations, but worked with SEPA in the run up to submission of the Proposed Plan for examination to understand and address the issues that led to the objections submitted. As a result, the Council was able to propose 39 non-notifiable modifications to the plan which resulted in all but 6 of the objections being satisfied prior to the examination. The Reporters accepted and recommended all of these non-notifiable modifications in their final report.

As the authority moves towards adoption of the Proposed Angus Local Development Plan, officers are already considering the review of the document. The continued involvement in charettes and locality planning events will begin to inform the review of the Plan, but a fundamental review of the Development Plan Scheme and Participation Statement will be undertaken in the coming year to ensure significant member and stakeholder engagement in early (pre-Main Issues Report) review preparation.

Engagement on the Council's Housing Land Audit has continued to improve in 2015/16 with developers and landowners being contacted before the document was drafted so they could provide information to inform the projected programming of sites in the document. This more accurate information resulted in the agreement of the 2015 Audit with Homes for Scotland, with the exception of one site whose effectiveness continued to be questioned. This was a significant achievement given the 2015 Audit was produced in anticipation of the Local Development Plan submission and examination.

Officers have continued to engage with landowners and developers, most notably on significant sites such as Sunnyside Hospital. Officers worked with NHS Tayside, Scottish Futures Trust and Jones Lang Lasalle on a Development Framework for the site to inform the disposal process and to ensure comprehensive information was available for any party interested in bringing the site forward. The Development Framework supported marketing of the site in April 2015.

Project Management of the Development Plan Process throughout 2015/16 has been effective, with the dates set out in the Development Plan Scheme for the consideration of representations on the Proposed Plan and submission of the plan for examination being adhered to. The quality of the service provided by the planning service will further benefit from the project management training undertaken by many officers within the Environment and Development Plan Team during 2015/16.

The Development Management Team continues to provide free pre-application advice for all types of development proposals and free advice on the need for planning permission. Planning "surgeries" are held in a number of towns in order to increase accessibility to the service for the customer. For all planning applications a single point of contact of an appropriate authority to provide reliable advice is allocated for the duration of the application.

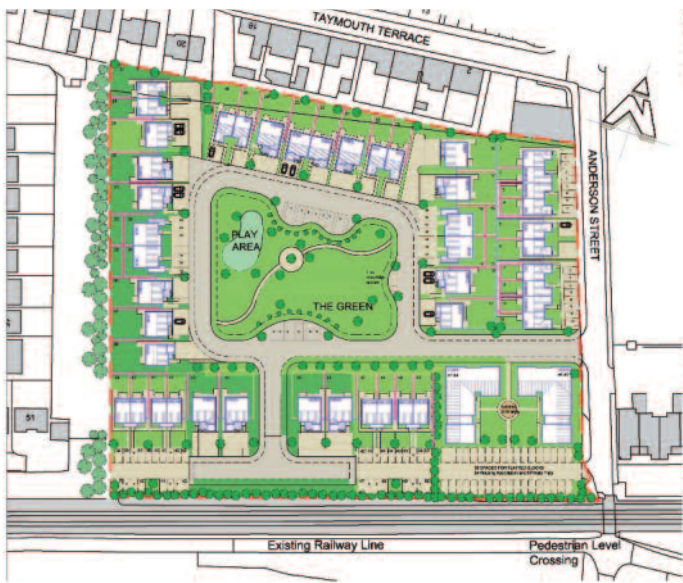
The structure in place ensures local applications are dealt with by specific officers on a geographical area basis. Major and more significant applications are dealt with by a separate team. Officers advise prospective applicants of major applications that they can enter into a processing agreement to assist the determination of their application. This agreement would confirm the information that would be required with an application and identify key stages and actions to help process the application as efficiently and quickly as possible. The availability of processing agreements is set out on the "Major Developments" page of the Angus Council website.

Where major development proposals with the potential to create significant economic benefits are involved the Council has processes and procedures in place to establish multi-disciplinary working groups in order to identify application requirements and to aid consideration of proposals.

A major planning application for the development of 82 new residential units on a brownfield site at the former Taymouth Engineering Works site at Anderson Street Carnoustie was subject of detailed pre-application discussion with the prospective applicants. Issues in relation to potential contaminated land, transport, noise and flood risk and the requirement for appropriate assessments to accompany a planning application were identified by consultees at pre-application stage and conveyed to the prospective applicant. This allowed the applicant to provide the necessary information in support of the application and allowed it to be determined quickly ensuring removal of a non-conforming land use from a brownfield site, and delivering much needed housing, including affordable housing in a pressurised housing market area.

*“As a major application it is worth noting that Angus Council have provided an excellent level of service providing certainty in the planning process with a swift assessment period of just 3 months... it is worth noting the desire to deal with application in a proactive time conscious manner.”*

**Ogilvie Homes**



Measures have been put in place to reduce the timescales for determination of planning applications that are subject to Section 75 Planning Obligations. Those measures have significantly reduced delay in issuing decisions on applications subject to a planning obligation and this is reflected in the Official Statistics at Part 5 of this document.

Significant changes to the service are emerging through the e-development programme. In 2015/16 Angus Council received 57% of planning applications online, and numbers continue to increase. In implementing changes to the Development Management and Building Standards processes as a result of the e-Development programme, officers have undertaken process mapping of several internal processes, but have also engaged with users of the system and those who do not yet use the online system to understand issues or barriers to use.

The customer satisfaction survey undertaken shows a consistent high level of satisfaction with the Planning Service. This has been borne out through the continuing programme of Developers Forums held. Discussions at the Developers Forum concluded that an updated customer charter or concordat would not be something that users of the service would value. Attendees at the forum were strongly of the opinion that it would be much more valuable to continue the Developers Forum and ensure that issues could be raised and discussed in that arena as well as ensuring that officers of the service were contactable and open to discussion.

## Governance

The Planning Service in Angus is made up of the Environment and Development Plan Team, the Development Management Team (including Enforcement), the Building Standards Team and the Processing Team. The Service is supported by a number of staff from the Business Support Unit that serves the wider Communities Directorate.





Managers of the teams within Planning meet regularly and the Service Manager will relay information from the Planning and Place Management Team and the Extended Communities Senior Management Team through these meetings or by other means if necessary and appropriate. Planning Management Team meetings were held roughly every 6 weeks, but this is moving to a monthly cycle. Managers of each team conduct regular 1 to 1's with their Senior Officers, who in turn meet regularly with Officers to review cases or discuss work. Regular Team meetings are also held.

The business of the Planning Service is remitted to Angus Council, the Communities Committee, Policy and Resources Committee, the Development Standards Committee, or the Development Management Review Committee. Regular meetings are programmed throughout the year.

The Council's scheme of delegation continues to ensure that over 90% of applications are delegated for determination by the Service manager (Planning). In 2015/16 96.5% of applications were delegated. The Development Standards Committee meets on a three-week cycle ensuring that determination of those applications that are not delegated are not unduly delayed. Convenors briefings are held before every Development Standards Committee to identify relevant information and any potential barriers to decision making.

Briefings and Member Officer Groups are convened as and when necessary. Examples held over 2015/16 include briefings to members of the TAYplan Strategic Development Plan Joint Committee on the progress of the review of the Strategic Development Plan and a Member Officer Group convened to consider the policy approach to Seasonal Worker Dwellings.

Having identified a need to progress work on a Planning Obligations Supplementary Guidance document and a lack of internal resource because of commitments in progressing the Proposed Local Development Plan, funding was identified for a temporary post. When recruitment for the post proved unsuccessful, the Council sought alternative delivery by way of engaging Aberdeenshire Council to undertake the work. This collaboration led to the successful progression of work on Planning Obligations as part of the suite of Supplementary Guidance prepared this year.

Resources available to the service were also realigned when it became apparent early in the year that spend on the Core Paths Improvement Programme had not met projected levels. Following a reassessment of the resources available and the work programme a report was taken to the Communities Committee in September extending the Core Path Improvement Programme and realigning projected budgets.

There has been significant collaboration between the Planning Service and other Council Services, with concerted efforts directed towards improving such relationships. As reported in the Culture of Continuous Improvement section, the relationships between the services in Planning in Place have continued to develop over the year with significant benefits in the quality and consistency of work and outcomes being realised. Planning is represented on the management, working groups and project teams set up to develop the Local Housing Strategy and as reported elsewhere, involvement in locality planning and charrette events have not only benefitted those processes, but will feed into the development and review of local planning policy.

There have also been specific events held throughout 2015/16 to improve relationships between Economic Development and Planning through a DELTA lean Rapid Improvement Event attended by officer and elected members. The session resulted in further focus group work and an action plan. A workshop was also held with officers from the Council's the Roads service. The workshop considered working practices and looked in particular at the Arbroath Flood Prevention Scheme as a worked example. Officers within the Planning Service have also dedicated time and resource to working with the Parks and Recreation service in bringing forward an Open Space Audit and Strategy; drafting the brief and appointing consultants in January 2016 and reviewing the work undertaken.



## Culture of continuous improvement



Placemaking in Angus has developed significantly since the inception of Planning and Place as a division in 2013. Managers within the division have been meeting regularly to consider how they plan for places and how this could be improved. To date these meetings have included managers from the three Planning and

Place services: Planning, Strategic Housing and Community Planning, but they have more recently been widened to include other corporate functions such as Economic Development and Roads. The managers have been allocated to specific localities within Angus and have undertaken project work ranging from analysis of community engagement in housing developments to further interrogation of information emanating from the locality events held in



each area. Towards the end of 2015/16, the use of open source GIS and real time information was being considered as a way of illustrating projects and identifying priorities and opportunities in each area.

The coordination and collaboration of services within Planning and Place and the wider Communities Directorate led to the Communities Managers Forum participating in the testing of the Place Standard tool whilst it was still in its development phase. The theory and origins of the tool were presented to the Communities Management Forum in September 2015 and officers from Scottish Government, Architecture and Design Scotland (A&DS) and Planning then facilitated a workshop session to test the tool looking specifically at the town of Arbroath. The tool prompted significant discussion and different scoring mechanisms were tested. The workshop formed part of the engagement activity that Architecture and Design Scotland undertook to develop the Place Standard helping to focus and refine the tool before it was launched in December 2015. The experiences of using the tool as part of a corporate conversion in Angus were presented at the launch of the tool and Angus Council continues to use the Place Standard tool, engaging communities in conversations about their place. The Place Standard was used to help partners identify priorities as part of the Community Planning Day in March 2016.

Continued work with Architecture and Design Scotland and the culture of continuous improvement in placemaking led directly to Angus Council in partnership with A&DS, the Scottish Government, Historic Environment Scotland and other parties hosting the Place Challenge event at Hospitalfield Arts in Arbroath in October 2015. The Place Challenge evolved from previous design symposiums and became a two day practical learning event intended to address issues in relation to town centres and town centre living that were being experienced throughout the country. Over 100 participants travelled from across Scotland and worked in themed groups to explore how to make town centre living a reality.

*"We benefitted too from really positive and generous support from the team at Angus Council, with local background, site visits and exemplar projects."*

**Martin Crookston, Board Member Architecture and Design Scotland**



Subsequently Angus Council invited the Chief Planner to come and see how Planning and Place was working and delivering tangible improvements to the environment and people's lives in Angus. On the 18 March 2016 John McNairney and Susie Stirling, Head of Placemaking and Housing at the Scottish Government came to Angus. An initial roundtable discussion looked at the Planning and Place structures in place at Angus Council and the benefits that were being realised in terms of placemaking and outcomes through closer working of the Planning, Community Planning and Strategic Housing teams. The discussion was followed by visits to recent and planned housing development at Newmonthill and Chapelpark in Forfar to demonstrate how collaborative working and improved engagement with communities was delivering "places that people of Angus are proud to call home".

As well as a culture of continuous improvement in placemaking, the Planning Service at Angus Council has continued in 2015/16 to focus on continued improvements in our processes and protocols. The Council as a whole has devised a lean programme: Delivering Excellence through Lean Transformation in Angus (DELTA). DELTA takes lean thinking, methodologies, tools and techniques and applies them within the Council as part of our transformation and continuous improvement efforts. Work continued in 2015/16 to build capacity and capability across the council to conduct DELTA reviews, with a number of Planning and Business Support staff undertaking training to become yellow belt lean practitioners. Subsequently, lean reviews have taken place as part of the e-Development programme and will continue to be applied throughout different areas of the Service.

In the last year there have also been improvements made to file retention and associated procedures. A transition has been made from paper to electronic planning files. Officers now only receive "site visit packs" in paper form. No information is added to this paper file, and when the application is determined the site visit pack is destroyed. All documentation received and created by the planning officer is held electronically. Progress has also been made in 2015/16 on ensuring that historic files are held electronically only, with paper files being scanned and destroyed systematically.

The culture of continuous improvement has also seen a significant development in 2015/16 in relation to processing of planning applications. An improved system of application monitoring seeks to identify those local applications that are unlikely to be determined within the statutory 2-month period due to issues including lack of supporting information. For those applications we encourage the use of a processing agreement in order to provide the applicant and interested parties greater certainty on information requirements and subsequent decision making timescales. We are looking to augment this in 2016/17 with the production of update reports for those cases that are not determined within the 2-month period. Those update reports will be published on our online Public Access system.

The culture of continuous improvement also extends to the people within the Planning Service. The Council continues to implement the Performance and Appraisal and Development Scheme, which ensures that each officer has an agreed Action Programme and Personal Development Plan which is reviewed annually. Alongside a programme of professional competency training available through the Council, the service has also invested time and resource in project management training, a capacity building programme run jointly with Scottish Natural Heritage and Dundee City Council and a leadership programme available for nominated officers. The culture of continuous improvement within the Council and the Planning Service enabled one officer to demonstrate such a significant body of work in the last year that they were nominated and shortlisted for the Royal Town Planning Institute Young Planner of the Year award.

# Part 3

## Supporting Evidence

### **Part 2 of this report was compiled, drawing on evidence from the following sources:**

TAYplan Strategic Development Plan publications:

<http://www.tayplan-sdpa.gov.uk/publications>

Angus Community Plan and Single Outcome Agreement:

<http://www.angus.org.uk/pdfs/communityplans/AngusCommunityPlanandSingleOutcomeAgreement2013-2016-v2.pdf>

Angus Council Development Plan Scheme 2016:

[http://www.angus.gov.uk/downloads/file/1089/angus\\_development\\_plan\\_scheme\\_revised\\_march\\_2016](http://www.angus.gov.uk/downloads/file/1089/angus_development_plan_scheme_revised_march_2016)

Angus Local Plan Review 2009:

[http://www.angus.gov.uk/info/20307/local\\_development\\_plan/399/existing\\_development\\_plan](http://www.angus.gov.uk/info/20307/local_development_plan/399/existing_development_plan)

Angus Local Development Plan Main Issues Report:

<http://archive.angus.gov.uk/LDPMainissuesreport/>

Angus Local Development Plan Proposed Plan:

[http://www.angus.gov.uk/info/20307/local\\_development\\_plan](http://www.angus.gov.uk/info/20307/local_development_plan)

Angus Local Development Plan Report of Examination

[http://www.angus.gov.uk/downloads/file/2370/report\\_of\\_the\\_examination](http://www.angus.gov.uk/downloads/file/2370/report_of_the_examination)

Draft Supplementary Guidance and Planning Advice Note consultation

[http://www.angus.gov.uk/info/20307/local\\_development\\_plan/808/comment\\_on\\_the\\_proposed\\_angus\\_local\\_development\\_plan\\_draft\\_statutory\\_supplementary\\_guidance\\_and\\_draft\\_non-statutory\\_planning\\_advice\\_note](http://www.angus.gov.uk/info/20307/local_development_plan/808/comment_on_the_proposed_angus_local_development_plan_draft_statutory_supplementary_guidance_and_draft_non-statutory_planning_advice_note)

Angus Housing Land Audit:

[http://www.angus.gov.uk/info/20359/angus\\_housing\\_land\\_audit/597/angus\\_housing\\_land\\_audit\\_2015](http://www.angus.gov.uk/info/20359/angus_housing_land_audit/597/angus_housing_land_audit_2015)

Angus Council Employment Land Review 2014:

[http://archive.angus.gov.uk/services/View\\_Service\\_Detail.cfm?serviceid=1219](http://archive.angus.gov.uk/services/View_Service_Detail.cfm?serviceid=1219)

Development Management Advice Notes, Development Briefs and Other Guidance:

[http://www.angus.gov.uk/info/20284/development\\_management/204/planning\\_-\\_government\\_policy\\_and\\_guidance](http://www.angus.gov.uk/info/20284/development_management/204/planning_-_government_policy_and_guidance)

Development Management Online Information:

[http://www.angus.gov.uk/info/20284/development\\_management](http://www.angus.gov.uk/info/20284/development_management)

Angus Council Conservation Online Information:

<http://www.angus.gov.uk/info/20283/conservation>

Angus Council Core Paths Plan:

<http://archive.angus.gov.uk/corepathsplan/>

Angus Council Climate Change Strategy Annual Report and Action Plan:

<http://www.angus.gov.uk/info/20334/sustainableangus/447/climatechange>

Angus Council Scheme of Delegation:

[http://www.angus.gov.uk/downloads/file/362/scheme\\_of\\_delegation](http://www.angus.gov.uk/downloads/file/362/scheme_of_delegation)

Scottish Government Planning Authority Performance Statistics:

<http://www.gov.scot/Topics/Statistics/Browse/Planning/Publications>

Place Challenge Report:

<http://www.ads.org.uk/wp-content/uploads/PC2015-Report-Summary-1.pdf>

Angus Community Planning Day 2016:

[http://www.angus.gov.uk/downloads/file/2130/summary\\_of\\_planning\\_day\\_2016](http://www.angus.gov.uk/downloads/file/2130/summary_of_planning_day_2016)

Carnoustie Charrette 1 year on:

[http://www.angus.gov.uk/downloads/file/2365/carnoustie\\_town\\_centre\\_charrette\\_12\\_month\\_progress\\_report](http://www.angus.gov.uk/downloads/file/2365/carnoustie_town_centre_charrette_12_month_progress_report)

Cycling, Walking Safer Streets report:

<http://www.angus.gov.uk/meetings/meeting/106/communities>

Scottish Awards for Quality in Planning 2015:

<http://www.gov.scot/Resource/0048/00488780.pdf>

RTPI Awards for Planning Excellence 2016:

[http://rtpi.org.uk/media/1808953/final\\_digital\\_awards\\_brochure\\_27.04.16.pdf](http://rtpi.org.uk/media/1808953/final_digital_awards_brochure_27.04.16.pdf)

# Part 4

## Service Improvements 2016-17

The following service improvements are presented under the four elements of defining and measuring a high quality planning service discussed above. In the coming year we will:

Quality of outcomes:

- Develop the Angus Local Development Plan Action Programme – focusing on delivery with a corporate approach and involvement of developers and infrastructure providers
- Introduce Angus Design Awards to illustrate and incentivise delivery of quality development
- Establish conservation protocols on Council owned buildings
- Work with colleagues across Planning and Place on the production of locality plans
- Publish advice on solar farm capacity in Angus

Quality of service and engagement:

- Undertake a review and carry out improvements to the Planning Service website, including improving our social media presence
- Undertake a fundamental Review of the Development Plan Scheme including the Participation Statement to ensure it is fit for purpose for the review of the Angus Local Development Plan
- Undertake reviews of customer experience and map customer experience through our most popular channels
- Produce update reports through the Development Management process to communicate more effectively with agents/applicants

Governance:

- Undertake a review of Development Management Review Committee procedures and protocols
- Continue with the back scanning of paper case files in Development Management
- Make progress on agile working policies and procedures

Culture of continuous improvement:

- Undertake a skills audit of staff within the Planning Service
- Instigate Development Management Action Learning Sets to allow beneficial discussion of cases and ensure early resolution of identified issues
- Populate the Tree Preservation Order and Listed Building modules in Uniform
- Improve reporting to Development Standards Committee on Developer Contributions to detail where spend has occurred



Delivery of our service improvement actions in 2015-16:	
Committed improvements and actions	Complete?
<p>Formalise our protocols for consultation with our Environmental Health, Economic Development, Education, Leisure, Recreation and Housing services</p> <ul style="list-style-type: none"> <li>- Protocols for consultation with Roads colleagues were formalised in 14/15.</li> <li>- It was concluded that such formalisation of procedures was time consuming and of little additional benefit.</li> <li>- Formal protocols with Environmental Health, Economic Development, Education, Leisure, Recreation and Housing Services were therefore not progressed.</li> <li>- Better joint working between departments has been progressed – see commentary under Quality of Service and Engagement, above.</li> </ul>	No – not considered necessary
<p>Arrange a developers/agents forum to improve communication with the development industry as part of the Transforming Angus agenda.</p> <ul style="list-style-type: none"> <li>- Two Developer Forums held in 15/16</li> <li>- 3 June 2015 forum provided an opportunity to discuss issues with Planning Obligations and any other issues.</li> <li>- 22 January 2016 forum provided a Development Management and Local Development Plan update and an update on the preparation of Developer Contributions Supplementary Guidance as well as an opportunity to raise any other issues.</li> </ul>	Yes
<p>Arrange yearly presentation to agents/developers.</p> <ul style="list-style-type: none"> <li>- See evidence provided under the Developers Forum action above.</li> </ul>	Yes
<p>Update our Development Management Charter and our Local Plan Charter to provide a greater customer focus.</p> <ul style="list-style-type: none"> <li>- Discussions at the Developers Forum concluded that a Concordat proposed to replace the Development Management Charter was not needed and that the opportunity to meet and discuss issues was sufficient.</li> <li>- The Local Plan Charter has evolved into the Development Plan Scheme (DPS) including Participation Statement, which is updated every year.</li> </ul>	Development Management Charter – No Local Plan Charter – Yes as part of DPS
<p>Achieve 70% satisfaction level (either satisfied or very satisfied) from the ongoing customer satisfaction surveys for planning applications</p> <ul style="list-style-type: none"> <li>- Customer satisfaction surveys distributed and completed.</li> <li>- Surveys show that whilst satisfaction fell below 70% for four months of the year, the yearly average satisfaction level for 15/16 is 75%.</li> </ul>	Yes
<p>Develop a renewable energy webpage.</p> <ul style="list-style-type: none"> <li>- The intended content will now be subsumed into the website content relating to the Renewable Energy and Low Carbon Development Supplementary Guidance that is being drafted to support the Angus Local Development Plan.</li> </ul>	No
<p>Complete the Angus Retail Study.</p> <ul style="list-style-type: none"> <li>- Study was not progressed due to lack of time, however further town centre charrettes have been undertaken in Arbroath, Forfar and Montrose, which will help inform retail and town centre information and knowledge.</li> </ul>	No
<p>Review and, where appropriate, prepare additional supplementary guidance in respect of the Council's requirement with regard to planning obligations necessitated as a consequence of developments.</p> <ul style="list-style-type: none"> <li>- Aberdeenshire Council were commissioned to produce Developer Contributions Supplementary Guidance in August 2015.</li> <li>- A final draft document was provided in March 2016.</li> <li>- Consultation on the draft document will be undertaken in June/July 2016 with adoption anticipated later that year.</li> </ul>	Yes



Committed improvements and actions continued	Complete?
<p>Assist the implementation of the Carnoustie and Brechin Charrettes Action Plans as appropriate</p> <ul style="list-style-type: none"> <li>- Officers attended meeting 3 August 2015 to discuss outputs from Carnoustie and Brechin Charrettes and agree next steps.</li> <li>- Officers attended and participated in the Carnoustie Conversation 1 year on catch up on the 9 March 2016.</li> </ul>	Yes
<p>Participate in three further Town Centre Charrettes.</p> <ul style="list-style-type: none"> <li>- Officers attended and participated in: <ul style="list-style-type: none"> <li>• Forfar Charrette – 22-24 November 2015</li> <li>• Arbroath Charrette – 16-18 February 2016</li> <li>• Montrose Charrette – 22-24 March 2016</li> </ul> </li> </ul>	Yes
<p>Review Housing site deliverability.</p> <ul style="list-style-type: none"> <li>- significant additional steps were taken in preparing the 2015 Housing Land Audit including: <ul style="list-style-type: none"> <li>• early consultation with developers/landowners to ascertain progress on a site and whether the site remains effective; and</li> <li>• early consultation with developers/landowners of sites identified in the Proposed Angus Local Development Plan to ascertain initial notional programming on their sites.</li> </ul> </li> <li>- A high number of responses were received. The 2015 Housing Land Audit was agreed with Homes for Scotland with the exception of one site, whose effectiveness was questioned.</li> </ul>	Yes
<p>Participate in Community Locality Events.</p> <ul style="list-style-type: none"> <li>- Officers attended and participated in: <ul style="list-style-type: none"> <li>• Arbroath Locality Event – 5 June 2015 and follow up meeting on the 16 September 2015</li> <li>• Brechin/Montrose Locality Event – 18 June 2015</li> <li>• Carnoustie/Monifieth/Sidlaw Locality Event – 25 September 2015</li> <li>• Forfar/Kirriemuir Locality Event – 30 October 2015</li> </ul> </li> </ul> <p>Outputs from these events will help inform new locality plans and the review of the Angus Local Development Plan.</p>	Yes
<p>Participate in the Planning and e-Building Standards Programme Update</p> <ul style="list-style-type: none"> <li>- There have been regular meetings of the eDevelopment Project Group</li> <li>- Action plan is in place and regularly updated.</li> <li>- Officers have attended stakeholders events.</li> <li>- Successful launch of ePlanning.scot in January</li> <li>- 57% applications submitted online in 15/16 with numbers continuing to rise.</li> </ul>	Yes
<p>Participate in the development of an Open Space Strategy for Angus.</p> <ul style="list-style-type: none"> <li>- Ironside Farrar appointed to undertake work in January 2016.</li> <li>- Site surveys undertaken in March/April 2015.</li> <li>- Draft audit and strategy anticipated August 2016.</li> </ul>	Yes

# Part 5

## Official Statistics

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

Category	Total number of decisions 2015-2016	Average timescale (weeks)	
		2015-2016	2014-2015
Major developments	6	22.0	34.1
Local developments (non-householder)	400	11.1	10.9
- Local: less than 2 months	62.0%	7.3	6.7
- Local: more than 2 months	38.0%	17.5	20.4
Householder development	327	6.7	6.3
- Local: less than 2 months	96.3%	6.5	6.2
- Local: more than 2 months	3.7%	13.4	12.7
Housing developments			
Major	4	24.9	51.1
Local housing developments	190	11.4	10.3
- Local: less than 2 months	62.6%	7.2	6.7
- Local: more than 2 months	37.4%	18.5	20.2
Business and industry			
Major	0	0	12.9
Local business and industry	112	9.3	8.7
- Local: less than 2 months	67.0%	7.3	6.7
- Local: more than 2 months	33.0%	13.5	14.3
EIA developments	2	8.2	19.1
Other consents*	153	8.8	9.2
Planning/legal agreements**			
- Major: average time	1	43.9	91.8
- Local: average time	8	20.3	58.0
Local reviews	14	11.4	11.3

\* 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 & 7 relating to agricultural and forestry development and applications for prior approval by Coal Authority or licensed operator under classes 60 & 62 of the GPDO.

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

## B: Decision-making: local reviews and appeals

Type	Total number of decisions	Original decision upheld			
		2015-2016		2014-2015	
		No.	%	No.	%
<b>Local reviews</b>	14	9	64.3	12	80
<b>Appeals to Scottish Ministers</b>	3	2	66.7	2	66.7

## C: Enforcement activity

	2015-2016	2014-2015
Cases taken up	225	236
Breaches identified	170	122
Cases resolved	148	191
Notices served***	30	11
Reports to Procurator Fiscal	0	0
Prosecutions	0	0
*** Enforcement notices; breach of condition notices; planning contravention notices; stop notices; temporary stop notices; fixed penalty notices, and Section 33 notices.		

The average handling times for local applications and householder applications has increased slightly over the 2015/16 period, but remains better than the Scottish average. The average handling time for major applications has been reduced by more than nine weeks over the period. The average handling time for non-householder local applications has been affected by a number of factors including issues related to developer contribution requirements for mitigating impacts of new housing development on education infrastructure; a significant number of applications for seasonal worker accommodation; and staff turnover linked with unsuccessful recruitment. The developer contribution issues have been addressed in the short-term with interim guidance and will be further addressed through the production of Supplementary Guidance on Developer Contributions which is being progressed in conjunction with the Angus Local Development Plan. Issues in relation to the applications for seasonal worker accommodation have been addressed through a short-life Member and Officer Group which has agreed a consistent and cross service approach towards applications of this nature. In relation to staffing levels, consideration is being given to an alternative internal recruitment and training process linked with career progression opportunities for existing technical staff.

It is worth noting that despite the slight increase in average handling times for local applications, the Council's continuous customer satisfaction survey identified an overall increase in customer satisfaction for the 2015/16 period to 75% (3% increase over 2014/15 period).

The time taken to progress applications subject to planning/legal agreements has significantly reduced from 2014/15 for both major and local applications. This is largely due to measures put in place to ensure there are no unnecessary delays in issuing decisions on applications subject to a planning obligation.

# Part 6

## Workforce and financial information

	Tier 1	Tier 2	Tier 3	Tier 4
<b>Head of Planning Service</b>				1
Note: Tier 1 = Chief Executive, Tier 2 = Directors, Tier 3 = Head of Service, Tier 4 = Managers				

		DM	DP	Enforcement	Other
<b>Managers</b>	No. Posts	1	1	0	1
	Vacant	0	0	0	0
<b>Main grade posts</b>	No. Posts	8	12	2	0
	Vacant	1	0	0	0
<b>Technician</b>	No. Posts	2	0	0	0
	Vacant	0	0	0	0
<b>Office Support/ Clerical</b>	No. Posts	0	0	0	5
	Vacant	0	0	0	0
<b>TOTAL</b>		12	13	2	6
Note: Managers are those staff responsible for the operational management of a team/division. They are not necessarily line managers.					

Staff Age Profile	Number
Under 30	2
30-39	9
40-49	10
50 and over	12

Committee & Site Visits*	Number per year
Full Council meetings	6
Planning Committees	14
Area committees (where relevant)	-
Committee site visits	0
LRB**	11
LRB site visits	4
Notes: *References to committees also include National Park Authority Boards. Number of site visits is those cases where visits were carried out by committees/boards. **This relates to the number of meetings of the LRB. The number of applications going to LRB are reported elsewhere.	

	Total Budget	Costs		Income***
		Direct*	Indirect**	
Development Management including Enforcement	679,499	598,749	80,750	693,000
Environment and Development Planning	616,930	523,105	93,825	33,000
<b>Total</b>	1,296,429	1,121,854	174,575	726,000

Notes:  
 The above includes Development Management and Environment and Development Planning only. Enforcement is included within Development Management. Direct costs are staff costs, indirect costs are all other costs. The Environment and Development Planning costs relate to the Environment and Development Plan team, which includes officers responsible for the Local Development Plan, but also specialisms such as Biodiversity, Sustainability, Landscape, Conservation and Core Paths. Figures are taken from budget reports by cost centres for Senior Service Manager. The Environment and Development Planning figure includes payment to TAYplan



