

**PLANNING PERFORMANCE FRAMEWORK
ANNUAL REPORT 2013-2014**



Part 1: National Headline Indicators (NHIs)

Key outcomes	2014-2014	2012-2013
Development Planning: <ul style="list-style-type: none"> age of local/strategic development plan(s) (full years) <i>Requirement: less than 5 years</i> development plan scheme: on track? (Y/N) 	<p>6</p> <p>Y</p>	<p>5</p> <p>N</p>
Effective Land Supply and Delivery of Outputs <ul style="list-style-type: none"> effective housing land: years supply effective housing land supply housing approvals effective employment land supply employment land take-up 	<p>2.9 years 2357 units units</p> <p>4.0 ha 1.0 ha</p>	<p>2.6 years 2093 units 300 units</p> <p>6.0 ha 1.6 ha</p>
Development Management Project Planning <ul style="list-style-type: none"> percentage of applications subject to pre-application advice number of major applications subject to processing agreement or other project plan percentage planned timescales met Decision-making <ul style="list-style-type: none"> application approval rate delegation rate 	<p>43.2%</p> <p>0</p> <p>n/a%</p> <p>96.3% 93.8%</p>	<p>39.3</p> <p>0 n/a</p> <p>96.7 85.4</p>
Decision-making timescales Average number of weeks to decision: <ul style="list-style-type: none"> major developments local developments (non-householder) householder developments 	<p>43.5 22.8 7.7</p>	<p>20.7 22.2 8.3</p>
Enforcement <ul style="list-style-type: none"> time since enforcement charter published / reviewed (months) <i>Requirement: review every 2 years</i> number of breaches identified / resolved 	<p>1/1</p> <p>179/45</p>	<p>16</p> <p>163/121</p>

Development Planning

Development Plan Scheme 6 (April 2014) sets out the progress of the East Lothian Local Development Plan (ELLDP) in relation to the approval of SESplan and the recent approval of the related Supplementary Guidance on housing which had implications for the timescale of LDPs. The DPS is backed up by rolling work programmes.

http://www.eastlothian.gov.uk/downloads/file/8358/development_plan_scheme_no6

Before and subsequent to the finalisation of housing numbers through the SDP process, officers have been working with the Administration to finalise a Main Issues Report which responds to the SDP, the Supplementary Guidance, the Monitoring Report for the existing adopted local plan and the current context of development in East Lothian. Prior to this the Council adopted Interim Guidance for Housing Land in order to provide developers with a criteria based framework under which to consider their investment options for developing new housing sites. For the Council this is a constructive tool to manage the shortfall in the housing land supply whilst working to implement the strategic sites of the approved local plan and forming the spatial framework for the ELLDP.

http://www.eastlothian.gov.uk/downloads/file/7578/housing_land_supply_interim_planning_guidance

The Main Issues Report and its supporting documents are well advanced with the process to it subject to presentations and consultation with the Administration, statutory consultees and key and local developers. Discussions with the Opposition are timetabled prior to presentation to all Members at the Council Meeting of 28 October 2014 for approval, with the consultation period and all related events starting 17 November for a period of 12 weeks. The extent of work completed to date should allow for the ELLDP to be adopted within 2 years of the approval of the SDPs Supplementary Guidance.

Effectiveness of employment land supply is constrained by lack of serviced sites, infrastructure costs, viability of investment in the current financial climate and contrast with high residential land values. The ELLDP will look at possibilities for mixed use sites with business/housing mix in suitable locations and where delivery of serviced employment land can be delivered in conjunction with housing).

Development Management

The continued increase in pre-application enquiries percentage is encouraging and confirms the value of our open for business approach to planning enquiries.

Processing agreements are offered in relation to all major applications and some complex local ones and advertised as an opportunity on the Council's website, however, there has been no uptake of this by developers.

The percentage of delegated decisions has improved: the Scheme of Delegation was updated to allow for Council interest applications; there were fewer call-ins to Planning Committee; and agreement was reached with an amenity group that they do not object to applications which are consistent with Local Plan policy.

Given the changes to the team to deal with major and complex applications, the results for major applications are disappointing. Commentary on this is of value, however. Two of these six applications were registered in 2013 and both determined within 4 months, as changes to the management and working of the Development Management team took effect. The others were registered previously, one in 2011 and the others in early to mid 2012. The main

issues affecting them were: delay in the Planning Authority taking a view on dealing with applications for housing on non-allocated housing sites; and working with applicants on complex proposals cooperatively rather than moving to refusal.

With local applications it is again disappointing that there has been a slight lengthening of timescales. Factors affecting this significantly are dealing with legacy applications and a number of old minded to grant cases having section 75 agreements registered long after the decision, most likely related to signs of improvement in the economic climate.

Householder application results have been very good. Where any go over the 2 month period this is where an issue is under resolution with the applicant where it would be unreasonable to move to a refusal within 2 months, or where applications are called in to Planning Committee.

Enforcement results have been reviewed and investigated, administration of these has slipped due to staffing levels and a significant quantity of cases resolved through applications closed down.

PLANNING PERFORMANCE FRAMEWORK

Part 2: Defining and measuring a high-quality planning service

Open for business

A significant area of business for officers has been working with developers/consortia with permissions for strategic housing sites and other development opportunities including mixed use on to find ways of getting these moving. A previous approach to this had been to use affordable housing funding to offset up-front infrastructure costs, however, the change in affordable housing funding has removed this opportunity.

The emphasis has therefore shifted to phasing the requirements for developer contributions, including support for amendments to Section 75 agreements where needed and justified. Agreements are phased where possible to allow housing completions in advance of contribution payments rather than requiring up-front payment. This is not always possible e.g. where the Council requires to complete a school extension or new build in a limited timeframe. Developer confidence in the market remains fragile, however, and applicants' forecasts of commencement on several strategic sites has slipped.

Developers have a clear insight into requirements for affordable housing contributions, assessed in terms of the Council's adopted affordable housing policy, which has a 25% requirement for developments of 5 or more unit and a cascade for provision from on-site to off-site to commuted sum. The Council's Housing service is completing a project on commuted sums based on District Valuer assessments of housing areas within East Lothian to further inform developer investment decisions (e.g. land values in North Berwick differ significantly from those in Prestonpans).

Other requirements for developer contributions e.g. for education, transportation, open space/play provision are assessed on a case by case basis so as to ensure they meet the terms of Circular 3/2012. This gives less certainty at the outset for developers; it is noted that the Scottish Government has recently approved an alternative approach from some Councils (e.g. Perth and Kinross) to provide up-front requirements and is considering such an approach in its own MIR/LDP process and based also on the principles of paragraph 123 of SESplan that 'Mechanisms for calculating levels of contributions should be included in supplementary guidance with standard charges and formulae set out in a way that assists landowners and developers'. This will be assessed going forward, with due account of any legal judgements of such schemes based on the Circular.

Development Management has a customer focused pre-application advice service for all types and size of project:

- a duty planner is available every weekday between 9am and 1pm to take personal and phone enquiries. If there is not enough information to assess the proposal then further details can be submitted by email or post
- email/post enquiries are allocated to officers with a response target of 10 working days. Some proposals need consultation with other Council services or outside bodies so responses will be given on the basis of information available and further feedback given as soon as possible. Requests for information to accompany applications are proportionate to the nature and scale of the application
- individual case officers meet with applicants for significant sites as required and with

consultee involvement to resolve issues pre-application and cases are allocated on this basis.

2013-2014, 520 written enquiries received 72.1% were responded to within 10 working days. (2012-2013, 75% 2011-12)

Development Management has been restructured to increase focus on major, complex and business applications whilst maintaining/improving standards for other applications:

- a Senior Planner supports the Principal Planner on major, complex and business proposals
- a planner specialises wind turbine proposals, reduction in these from 2010 (34)/2011 (31) to 19 for 2012-13 to 10 in 2013-14 allows for some reallocation of this resource
- Two planners specialise in listed building cases
- Two planners specialises in householder applications and advertisement/other consents
- management time focuses on actively managing work flows and case work and on corporate business

High approval rates are due to constructive pre-application discussions informed by development frameworks and briefs, consultations and early appraisal of applications in team meetings to highlight issues and assess opportunities for improvements. They are also due to a culture of cooperation with willing applicants to negotiate and resolve issues; although this can at times extend the timescale to deal with an application it is a constructive and valuable approach to securing development.

Processing agreements have been offered for all major applications. Only one developer pursued this to a stage of draft agreement but did not complete. They will continue to be offered, however, the experience here is that there is little developer enthusiasm for them.

High quality development on the ground

Local Plan design policies, the adopted *Design Standards for New Housing Developments* (which pre-empted much of Designing Streets) and development frameworks/design guidelines for individual sites give clear direction for shaping places through higher quality layout and housing design and reducing vehicle dominance.

Pre-application and application assessment processes are a key area for negotiation of design improvements, whether for large or small scale developments. There is scope to quantify the number of cases where improvements are secured by using a spreadsheet/database.

Economic conditions continue to restrain significant developments from starting despite the efforts of the Council to lighten the infrastructure burden by phasing of payments etc. The Council's front-loading of the Pinkie Mains strategic site enabled the development too overcome funding issues and has resulted in a development based on the above guidance which has been one of the fastest selling in Scotland and there is an opportunity for a second phase of this. Gilsland in North Berwick released the first part of the strategic site in North Berwick and is one of the housebuilders (Cala) fastest selling developments. Orchardfield in East Linton provides a sensitive 50 home extension to this conservation village.

Meanwhile the Council completed 42 affordable homes at Law View North Berwick in a

development of which members of the public were asking builders if they could buy houses (<http://www.eastlothiancourier.com/news/northberwick/articles/2014/04/02/493275-30year-wait-for-new-council-houses-in-north-berwick-ends/>)

Smaller developments such as the redevelopment of Templar Lodge Hotel Gullane (Scottish Home Awards Conversion of the Year <http://www.standrewscourtgullane.co.uk/news/>) and Luggate Steading provide contemporary homes within sensitively converted listed buildings.



Other smaller scale developments have resulted from Council or other public sector capital projects with contemporary design appropriate to their historic environments:

Musselburgh: 1 Kilwinning Street (20 flats) in a reinterpretation of the traditional tenement; environmental improvements to town centre underway; new Primary Care Centre between the Grammar School and supermarket



Tranent: new 60 bed care facility in a contemporary three story building;



new library and community building in the town centre as a redevelopment of a derelict site respecting existing housing which received a Civic Trust Award
www.eastlothian.gov.uk/news/article/1582/george_johnstone_centre_wins_national_award



Haddington: 20 flats for elderly amenity housing in a conservation area setting at Victoria Park; new library, museum and public space through restoration of town centre buildings into the John Gray Centre <http://www.johngraycentre.org/>



Gullane: new Health centre relating positively to street frontage, open space and adjacent houses

Ormiston: new Health centre fitting into the landscape

Macmerry: 14 homes on the former rail station site a mix of houses and 4 in a block flats in an update of traditional forms

Prestonpans: 24 flats and a new dental practice facility adjacent to Lidl store

Certainty

The high approval rate reflects the benefits of pre-application discussions and advice and a willingness to work with applicants constructively to resolve issues rather than resort to refusal of proposals.

Criteria based interim guidance on non-allocated housing proposals has been adopted by the Council and allows officers to give constructive advice in relation to the appropriate location and scale for these. This will be revised following the final approval of SESplan supplementary guidance on housing and continued as a constructive tool to guide development as the LDP takes shape.

In 2013-14 3 officer recommendations for approval as departures were granted or minded to be approved (0.3 % of determinations), one for a supermarket on a near town centre site, one for realignment of a road to facilitate expansion of a school campus in conjunction with a strategic housing site and one for a mixed use development (housing/business) on a long-term allocated economic development site which had never been developed. Additionally Committee granted 10 local housing applications in the countryside (Archerfield Estate) against officer recommendation (1%) (2012-13, 2, 0.2%; 2011-12, 13, 1%). Other than those local housing applications only 3 of 31 cases at Committee were overturned (one advert, approved; one for housing, refused; and one infill house, approved). (2012-13 4 of 34 at Committee 2011-12). This Committee support for officer recommendations with only occasional variances is important in giving officers, applicants and developers confidence in the pre-application advice process.

Communications, engagement and customer service

Our customers are all stakeholders in the planning process; the public, developers, consultees, amenity bodies, Councillors and others.

Our shopfront for communication is the duty planner service together with the planning pages of the Council's website. This takes all enquiries, be it from prospective applicants or people concerned about an application which may affect them. As well as the avenues for pre-application advice, we provide clear and comprehensive guidance notes for applicants on the website and in paper form to help with the submission process. Applicants can also arrange to have their application checked over by a planning technician before they submit it.

Up to date information is provided on the development plan and a database of interested parties has been developed to facilitate distribution of updates.

Due to specific interest in wind turbine applications, a relevant dataset is maintained on the website, including applications made under Section 36 of the Electricity Act and related consultations from adjoining authorities.

Agents:

Of the 1068 applications received, 732 or 68.5% were invalid, 129 of which were invalidated due to no fee being submitted. Removing these gives a figure of 603 invalid or 56.5% (2012-13, 65%, 2011-12, 62%)

The proportion of applications received invalid remains high. Ultimately this creates uncertainty over registration timescales for applicants and additional work for the service. The Council has clearly stated and easily available guidance notes for submission of applications which reflect the legislative requirements and it relies on agents using their professional judgement to submit applications of a sufficient standard. Even with this guidance and pre-application discussions, however, applications are often invalid for a number of reasons:

- the wrong fee amount being submitted – applicants often do not take account of the fee regulations requirement that fees be calculated on the external envelope of the building rather than internal floorspace;
- insufficient drawings/statements being submitted – e.g. no site layout plan, omission of some relevant elevations or plans, no design/access statement where required
- incorrect drawings– e.g. elevations/floorplans/roofplans not matching up with each other
- incorrectly scaled/annotated drawings – e.g. scale bars and measurements not matching up, red and blue line boundaries being incorrectly drawn.

Public/Amenity bodies:

We accept representations by online portal, by email and by letter. All representations received in time are referred to in the report on the application; if there is objection the report goes on a weekly list to Councillors, with access to copies of objections and representations. If an application is called-in from the list to Planning Committee anyone who has submitted a representation can attend Committee and present their case and this opportunity is also available when major applications are considered.

Case reports are publicly available once the application is determined or when published on the weekly list or Committee agenda. Reports give an assessment of the proposal and the reasons for the decision.

Any complaints are handled through the Council's Feedback procedures. Only 6 complaints related to planning matters were received during the 2013-14 period, of which 2 were partly upheld and none upheld. (2012/2013: 16, 9 not upheld, 6 partially upheld, 1 upheld - 2011/2012: 12, 8 not upheld, 3 partially upheld, 1 upheld). The trend in reduction is encouraging. Formal compliments are rare, however, the following comment was received via the Council's Economic Development service:

I was out seeing a client in North Berwick on Tuesday...they were full of praise for the planning system and the officers that they engaged with – quote “couldn't have been more helpful”. Great to get this kind of feedback – not sure who was involved but gold stars all round.

We have an ongoing customer engagement survey available to all users of the service. This online questionnaire is publicised as a link in all service communications and can be accessed directly from the Council's web based Consultation Hub. This seeks views on all aspects of the service rather than whether they agree with specific planning proposals or decisions. The customer survey can be accessed from: https://eastlothianconsultations.co.uk/housing-environment/planning_customer_survey

Only 13 comments were received in the period 2013-14. We will cost issuing this as a paper survey with written correspondence rather than referring to the site, however, this may not be cost effective. The majority reported good or excellent responses and only one that the service was unacceptable. Overall 6 rated the service as staying the same, 3 as the service getting better, 2 as it getting worse (in relation to registering an application) with 2 not responding to this question.

Efficient and effective decision-making

The biggest internal issues in relation to timescales for determining major and complex applications are Committee and Council meeting timescales and requirements for legal agreements. As one of the smaller Councils, East Lothian has Committee Meetings monthly (other than recess, which presents other issues) and Council meetings every 2 months. This means that timescales for reporting major and complex applications are constrained and that a 4 month timescale for determination is difficult to achieve, especially when reporting timelines cut into this by several weeks, meaning sometimes there would only be about 3 months to consult, resolve and report. Where possible in recess, extra Committees have been requested but this is difficult to timetable and resource. Equally, where applications require a legal agreement a 4 month target is testing.

Some time ago the Council adopted a scheme of delegation which allows for officer decisions for local development proposals, (more recently updated to incorporate Council interest local applications), though where there is public objection or if the application raises important planning issues, the report is circulated to all Councillors through the Scheme of Delegation List issued on Thursday of each week. This allows a week for Councillors to call in the application to be determined by Planning Committee, if not the decision set out in the report is issued. Concurrent with this is a Committee Expedited List for listed building, conservation area and advertisement consent applications where there is public objection. Some 260 of applications (24.4%) were decided this way rather than going to Committee (2013-14, 350, 34%). The decrease compared to the previous year is due to the reduction in number of

objections from one amenity body, which had previously been the sole objector to many applications

The Council has a time limit of 6 months for conclusion of legal agreements on minded to grant applications, adopted in 2010. If not concluded in the required timescale then the application stands to be refused; this has occurred in only one case. No problems have arisen in this process and we have also piloted the Scottish Government's best practice for legal agreements.

The next stage in this is to look at evidence from Reporters use of 3 month time limits in appeal decisions with a view to reducing the standard 6 month period. We are awaiting this evidence on this from the Scottish Government and are looking to contribute a meeting of Planning Authorities to disseminate best practice.

There are however still a significant number of old cases awaiting conclusion of a legal agreement and recently older housing applications at this stage have been subject to the conclusion of agreements and the decision notices issued, affecting average timescales significantly. Those still awaiting conclusion are under review with the intention that be withdrawn.

Effective management structures

East Lothian's Planning Service operates within the Development Division of the Council's Partnerships and Services for Communities Department. There is no Director or Head of Planning post, the Service Manager, Planning reports to the Head of Development.

A service review is underway with particular emphasis on principal and senior planners supporting the Service Manager in dealing with day to day responsibilities and to broaden out planners responsibilities from the traditional Development Management/Development Planning roles, with a greater crossover of responsibilities. This will also integrate the support team (registration and admin) with the planning team under the same manager.

In terms of decision making on applications and progressing the LDP this is a tight structure, however, the Corporate requirements of the Service Manager role demand a considerable amount of time away from this.

Financial management and local governance

The Service Manager uses monthly financial monitoring statements to track current income and expenditure against budget. Regular meetings are held with dedicated Management Accountant to ensure any issues with budgets are highlighted early. Financial performance 2013-14 resulted in a fees being greater than budgeted though not by a significant amount.

Although there was a significant increase in planning fees, with very few major applications being submitted there was only a small increase in income.

Overall there was a cost underspend compared to budget, reflecting additional cost saving priorities adopted by the Council through the year.

Culture of continuous improvement

The service review is intended to give the opportunity to address those areas where performance requires significant improvement, particularly with regard to major and complex applications. However, this operates alongside a culture which is committed to working with applicants to negotiate and resolve issues rather than resort to quick refusal, if the applicant is willing to work in this way also. Where this sometimes extends determination times it is a worthwhile exercise in achieving good planning results.

East Lothian Council uses the *How Good is Our Council* (HGIOC) performance management system to assess its services annually through a critical analysis of performance to encourage continuous improvement. The service is committed to developing staff and improving skills through the Council's Performance Review and Development process, with annual assessment and 6 month reviews. This helps to identify and justify staff training and development needs, including design training and training in giving evidence at public local inquiries.

The Council's Performance Review and Development framework is used to assess and plan for staff development needs. Training budget cuts have reduced the opportunities for staff to attend some available development courses and conferences. All information from the Improvement Service and other agencies is circulated to encourage all staff to participate where budgets allow.

In addition to participation in the relevant HoPS benchmarking group, the Planning Authority is a consistent contributor to the HoPS development management sub-committee and uses email networking through this to pursue issues and answer questions from other members. Both the meetings and the email network are valuable tools in receiving and distributing information on points of good practice as well as interpretation of planning law.

The service is also working with Historic Scotland to remove the duty to notify them of certain types of listed building consent applications and reduce the timescales for determining such applications.

Part 3: Supporting evidence

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

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- How Good is Our Council?: self assessment of Policy & Projects and Development Management Services, 2014
- East Lothian Customer Care Charter
- East Lothian Customer Care Standards
- East Lothian Feedback Policy

- East Lothian Council Web Site: Planning Pages
- Planning: Service Plan 2013/14
- East Lothian Council Plan
- Single Outcome Agreement
- East Lothian Local Plan 2008
- Development Plan Scheme No 6, April 2014
- Design Standards for New Housing Areas, ELC, 2008
- Interim Guidance: Housing Land
- East Lothian Supplementary Landscape Capacity Study for Smaller Wind Turbines, 2011
- Development Frameworks for Blindwells New Settlement, Wallyford Settlement Expansion, Pinkie Mains (Musselburgh), Mains Farm/Gilsland (North Berwick), Letham Mains (Haddington), Hallhill South West (Dunbar)
- East Lothian Housing land Audit 2013
- East Lothian Council Affordable Housing Policy
- Scheme of Delegation
- Scheme of Delegation List and Committee Expedited List Procedures
- Published Scottish Government Performance Figures
- East Lothian Council Planning Performance Figures
- Notes for Guidance for Submission of Applications

Part 4: Service Improvements 2014-15

In the coming year we will:

- *Complete a service review of management of the service, integrating development planning, development management and support staff under one manager in one location;*
- *Complete a service review of staff roles in relation to statutory and other functions of the service with further emphasis on improving timescales to determine major and complex applications*
- *Procure necessary IT equipment and adopt workflow practices to facilitate electronic only working with efficiency gains for officers*

- Undertake workshop with Agents engaged in the submission of planning applications and other statutory consents
- Set performance targets for registration and updating invalid applications
- Remove all legacy applications by withdrawal or determination

Delivery of our service improvement actions in 2013-14:

Committed improvements and actions	Complete?
<p>analyse online submissions (56% in 2012-13 from 41% in 2011-12) in terms of application types (householder, adverts etc) and evaluate potential to switch to purely electronic working for these application types to streamline work processes</p> <p><i>Workflow meetings held with Management Systems and Administration staff to flowchart work processes and check measures for passing on applications between admin staff and officers /meetings held and noted, Idox solution to handing on workflow</i></p> <p><i>Dual screens and required graphics cards trialed successfully and now ordered through IT</i></p>	<p>No, project ongoing following trials, required new budget year to progress</p>
<p>Set performance targets for registration and updating invalid applications</p> <p><i>Service review in progress to facilitate change over of responsibilities and direct management of technician function by Service Manager, Planning. Not yet complete.</i></p>	<p>No</p>
<p>improve communication about invalid applications, with email to supplant postal notification wherever available</p> <p><i>email now used routinely for notifications</i></p>	<p>Yes</p>
<p>target weekly list and Committee/Council meeting dates at earliest opportunity</p> <p><i>list of applications received reviewed weekly in team meeting</i></p> <p><i>officers fully aware of reporting deadlines and need for early availability of draft reports where objections likely to mean non-delegated decision</i></p>	<p>Yes</p>
<p>establish a casework management framework to be used by the Service Manager, Principal Planner and Senior Planner to manage all Service staff</p> <p><i>left at individual project management prior to completion of service review and new DM reporting structure</i></p>	<p>No, ongoing</p>
<p>establish written protocols between Development Management</p>	<p>Yes, ongoing</p>

<ul style="list-style-type: none"> • and all internal consultees • established with: <i>Transportation for consultation procedures and timescales, including consultation with Council as Flood Authority; Environmental Health including potential model conditions; Economic Development including format and content of responses, including model response evidence base derived from the job targets in the Council's Economic Plan; Archaeology; Landscape; Sport and Outdoor Recreation; Waste Services; Housing; Exception is Education, timescales for response are a source of delay in determining housing applications due to the need to assess each application according to its effects, this involves running school roll projections In addition, protocols are established with: Building Standards where significant changes are made to Building Warrants and may require amendments to planning permission; Transportation, Licensing and Trading Standards for outdoor seating, beer gardens and for outdoor and indoor events including markets.</i> 	
<ul style="list-style-type: none"> • apply to Historic Scotland to remove the duty to notify certain types of applications • application with Historic Scotland, no response to date 	Yes
<ul style="list-style-type: none"> • amend the Scheme of Delegation to allow officer decisions on Council interest cases where there is no objection • Report to Council meeting approved 22 October 2013 	Yes
<ul style="list-style-type: none"> • pilot the Scottish Governments legal agreements best practice and agree with Councillors a new protocol to minimise use of legal agreements • all applications requiring legal agreement reported with heads of terms and 6 month time limit for conclusion of agreement. Awaiting feedback from Reporter's Unit/Scottish Government on use of 3 month time limit. Conditions used instead of legal agreements where possible 	Yes
<ul style="list-style-type: none"> • put in place new working arrangements to better resource and improve practices for dealing with major, complex and business applications • Senior Planner appointed September 2013 to work with Principal Planner on these application types 	Yes

<ul style="list-style-type: none"> • <i>evaluate customer service feedback to inform further change and the next planning performance update</i> • <i>customer feedback form available online and via a link on all planning electronic correspondence. A small but wide ranging sample of responses have been received. See Communications, Engagement and Customer Service section for commentary</i> 	Yes
<ul style="list-style-type: none"> • <i>remove all legacy applications by withdrawal or determination</i> • <i>Review of legacy applications conducted by officers. Some progress made however where applicants/agents are unwilling to withdraw then the workload of reporting these is considerable and risks affecting timescales for determination of all applications</i> • <i>Further work with graduate intern planners will progress this</i> 	No, ongoing

PLANNING PERFORMANCE FRAMEWORK

Part 5: Official Statistics

A: Decision-making timescales

Category	Total number of decisions 2013-2014	Average timescale (weeks)	
		2013-2014	2012-2013
Major developments	6	43.5	4/20.7
Local developments (non-householder)	323		278/17.0
<ul style="list-style-type: none"> Local: less than 2 months Local: more than 2 months 	68.3% 31.7%	6.7 57.6	7.0 34.9
Householder developments			460/8.3
<ul style="list-style-type: none"> Local: less than 2 months Local: more than 2 months 	96.9% 3.1%	6.6 40.8***	7.3 25.8
Housing developments			
Major	4	55.4	1/17.3
Local housing developments			
<ul style="list-style-type: none"> Local: less than 2 months Local: more than 2 months 	47.8% 52.2%	6.6 71.2	7.2 41.7
Business and industry			
Major	-	-	2/19.3
Local business and industry			32/20.7
<ul style="list-style-type: none"> Local: less than 2 months Local: more than 2 months 	61.1% 38.9%	6.5 71	7.3 40.4
EIA developments	1	12.9	???
Other consents*	209	13.7	164/12.4
Planning/legal agreements**	21	121.1	20/55.7
Local reviews	12	12.6	10/9.7

* 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			
		2013-2014 No.	2013-2014 %	2012-2013 No.	2012-2013 %
Local reviews	12	7	58.3	5	50
Appeals to Scottish Ministers	9	5	55.6	5	35.7

C: Enforcement activity

	2013-2014	2012-2013
Cases taken up	179	206
Breaches identified		158
Cases resolved	45	121
Notices served***	9	5
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.

D: Context

Given the changes to the team to deal with major and complex applications, the results for major applications are disappointing. Commentary on this is of value, however. Two of these six applications were registered in 2013 and both determined within 4 months, as changes to the management and working of the Development Management team took effect. The others were registered previously, one in 2011 and the others in early to mid 2012. The main issues affecting them were: delay in the Planning Authority taking a view on dealing with applications for housing on non-allocated housing sites; and working with applicants on complex proposals cooperatively rather than moving to refusal.

With local applications it is again disappointing that there has been a slight lengthening of timescales. Factors affecting this significantly are dealing with legacy applications and a number of old minded to grant cases having section 75 agreements registered long after the decision, most likely related to signs of improvement in the economic climate.

Householder application results have been very good. Where any go over the 2 month period this is where an issue is under resolution with the applicant where it would be unreasonable to move to a refusal within 2 months, or where applications are called in to Planning Committee.

Enforcement results have been reviewed and investigated, administration of these has slipped due to staffing levels and a significant quantity of cases resolved through applications closed down.

Part 6: Workforce and Financial Information

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

	Tier 1	Tier 2	Tier 3	Tier 4
Head of Planning Service	0	0	0	1

Note: Tier 1= Chief Executive, Tier 2= Directors, Tier 3= Heads of Service, Tier 4= Managers

		DM	DP	Enforce- ment	Other
Managers	No. Posts	0	0	0	0
	Vacant	0	0	0	0
Main grade posts	No. Posts	8	4.6	1	3.5
	Vacant	0	0	0	0
Technician	No. Posts	1.5	1	0	0
	Vacant	0	0	0	0
Office Support/Clerical	No. Posts	0	0	0	4
	Vacant	0	0	0	0
TOTAL		9.5	5.6	1	8.5

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	1
30-39	10
40-49	13
50 and over	1

Committee & Site Visits*	Number per year
Full council meetings	6
Planning committees	9
Area committees (where relevant)	n/a
Committee site visits	9
LRB**	
LRB site visits	

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	536510	665140	90730	500000
Development planning	488180	488180	206290	-
Enforcement	In DM figures	-	-	-
Other	-	-	-	-
TOTAL	1024690	1153320	297020	500000

Notes:

* Direct staff costs covers gross pay (including overtime, national insurance and superannuation contribution). The appropriate proportion of the direct cost of any staff member within the planning authority spending 30% or more of their time on planning should be included in costs, irrespective of what department they are allocated to (for example, legal advice, administration, typing). Exclude staff spending less than 30% of their time on planning.

**Indirect costs include all other costs attributable to the planning service. Examples (not exhaustive) include accommodation, IT, stationery, office equipment, telephone charges, printing, advertising, travel & subsistence, apportionment of support service costs.

*** Include fees from planning applications and deemed applications, and recharges for advertising costs etc. Exclude income from property and planning searches.