2012/13

PLANNING PERFORMANCE FRAMEWORK

PERTH &
KINROSS
COUNCIL

Introduction

This is the second Planning Performance Framework (PPF) and builds on the positive feedback contained in the first PPF where it was recognised that progress had been made in moving towards "a planning reform and performance culture". It was also recognised that a start had been made in supporting the Council's commitment to business growth and inward investment and building a reputation of an 'open for business' planning authority. This document includes an evaluation of the Service's most recent performance and highlights key evidence to support our delivery of a high quality service.

Background

Perth and Kinross is centrally located in Scotland. It covers a geographical area of around 5,286 km², and has a population of 146,652 (Census 2011). This represents an increase of 8.7% compared to an increase in Scotland as a whole of 4.6%. Comparison with other local authority areas suggests that, over this period, Perth and Kinross had the sixth fastest growing population in Scotland.

The Perth City Region, as defined by its Travel to Work Area, saw the fastest population growth in Scotland between 2001 and 2011. To support this growth we need to encourage investment in business, skills and infrastructure whilst attracting new investment and employment to the area while protecting one of our most significant assets, our environment.

The current economic climate is challenging and it is clear that the impact of the financial crisis on our communities will resonate for a number of years to come. Our response to these new pressures is to tackle the obstacles to sustainable economic growth that exist within Perth and Kinross to accelerate recovery and the Planning and Regeneration Service has a key role in this. Our Local Development Plan contributes to the sustainable economic growth of Perth and Kinross by creating a positive planning framework to manage current assets - natural, built, and cultural - whilst identifying land to meet the expected need for industrial, commercial and housing development. New or upgraded infrastructure is also important to release further business land and the Council will invest in improving transport, business and digital infrastructure to ensure Perth and Kinross remains a competitive business location.

City status for Perth has provided new opportunities to maximise the potential of Perth as a catalyst for the area's sustainable economic growth and an opportunity to work in partnership with others through the Scottish Cities Alliance.

There are opportunities to promote growth in key sectors through enhanced support for investment in tourism, food and drink and clean technologies. There is also potential to grow the area's renewable energy sector in terms of wind, hydro and biomass which in turn assists economic growth and employment across the region. Planning and

Regeneration has an important role in ensuring its planning policies and guidance are up to date to provide certainty in decision making.

Perth and Kinross is the eighth most expensive council area in Scotland to buy a home and has one of the fastest rising house prices in the United Kingdom. When this is coupled with an economy dominated by the service sector with wage levels well below the Scottish average there is a need and a challenge in providing affordable housing.

Whilst the current environment is characterised by economic uncertainty the Planning and Regeneration Service remains committed to driving forward change and has already delivered considerable achievements for our customers as evidenced by the conclusions of the first PPF.

Notwithstanding these achievements in order to become a high performing Service, we must continue to improve and to adapt to the changing needs of the city and the wider area. Consequently, continuous improvement is embedded within service and team plans and is part of the culture of the Council.

1. National Headline Indicators

We have a Service Business Management and Improvement Plan (BMIP) which is agreed with Senior Management and the Executive Officer Team. This sets out our priorities for the year and the budget and resources allocated to deliver these. The BMIP feeds into individual's objectives for the year. Progress on the BMIP is reported throughout the year.

Our performance and activity throughout the year 2012-13 is detailed below.

Key outcomes	2012-2013	2011-2012
Development Planning: age of local/strategic development plan(s) (full years)	TAYplan - 1 Year Perth Area Local Plan (1995) - 17 years Perth Central Area Local Plan (1997) - 15 years Eastern Area Local Plan (1998) - 15 years Highland Area Local Plan (2000) - 12 years Strathearn Area Local Plan (2001) - 11 years Kinross Area Local Plan (2004) - 8 years Perth Area Local Plan Alteration no 1 Housing Land Supply (2000) - 12 years Highland Area Local Plan Camserney Alteration (2005) - 7 years Proposed Perth and Kinross Local Development Plan[1].	Perth & Kinross Structure Plan 2005 - 6 years Perth Area Local Plan (1995) - 16 years Perth Central Area Local Plan (1997) - 16 years Eastern Area Local Plan (1998) - 14 years Highland Area Local Plan (2000) - 11 years Strathearn Area Local Plan (2001) - 10 years Kinross Area Local Plan (2004) - 7 years Perth Area Local Plan Alteration no 1 Housing Land Supply (2000) - 11 years Highland Area Local Plan Camserney Alteration (2005) - 6 years
Development plan scheme: on track?	Yes	
Effective Land Supply and Delivery of Outputs effective housing land: years supply	**48 years[2]**	**27 years**
effective housing land supply	**17,538 units**	**10,623 units**
housing approvals	**508 units**	**278 units**
effective employment land supply	**Not available**	**Not Available**

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[1] Local Development Plan submitted to Scottish Ministers on 15 February 2013 for examination. The examination is at an advanced stage with the reporters' findings expected in autumn 2013.
[2] Build rates have been low due the state of the economy. House completions are currently at levels last seen in the 1980s of around 300 houses per annum. It should however be emphasised that in the event of a more rapid recovery the identified sites have not only the potential to deliver the number of houses identified in the Housing Land Audit but in many cases they could deliver higher numbers. It should also be noted that the numbers relate to all housing land identified in the new Local Development Plan.

employment land take-up	**Not currently available**	**Not Available**
effective commercial floor space supply	**Not currently available**	**Not Available**
commercial floor space delivered	**Not currently available**	**Not Available**
Development Management **Project Planning** percentage of applications subject to pre-application advice	**22%**	**Not Available**
number of major applications subject to processing agreement or other project plan	**0**	**0**
percentage planned timescales met	**Not Available**	**Not Available**
Decision-making application approval rate	**88.8%**	**86.9%**
delegation rate	**91.6%**	**92.3%**
Decision-making timescales Average number of weeks to decision: major developments	**37.5**	**59.8**
local developments (non-householder)	**10.4**	**28.9**
householder developments	**8.1**	**12.6**
Enforcement time since enforcement charter published / reviewed (months) *Requirement: review every 2 years*	**36/0**	**24/24**
number of breaches identified / resolved	**375/271**	**414/313**

The context

Development Plan – We are on track to deliver an up to date Local Development Plan. It was submitted to Scottish Ministers on 15 February 2013 for examination. The examination is at an advanced stage with the Reporters' findings expected in autumn 2013. Supplementary Guidance has also been developed and consulted on in November 2012 and further Supplementary Guidance is in preparation for consultation in autumn 2013. This has been due to the use of project planning throughout the process.

Project Planning - We are now able to monitoring the percentage of applications which were subject to pre-application advice, which was 22% last year. As would be expected, these tended to involve the more complex proposals. We have continued to use project plans to assist accelerated processing which can be agreed and shared with applicants. Processing agreements have been offered from the beginning of April 2013, although as yet none have been taken up by applicants.

Decision-making – The application approval rate increased whilst the delegation rate dropped, but both to a very limited extent. There are no obvious reasons for either trend.

Decision-making timescales - Major development performance has improved significantly due in part to the introduction of a project management approach. There was also a significant improvement in local development (non-householder) performance and to a lesser extent in householder applications. This has been due primarily to improved workload management which has been assisted by the addition of a case management module to our UNIform database software. We have a dedicated case officer for 'business priority' applications which primarily cover the development of new businesses. Last year these applications were dealt with within an average of 8.6 weeks (75% within 2 months). Tighter timescales for dealing with applications involving planning obligations have been introduced since April 2013, so further improvements in performance should be achieved during 2013/14. Last year the average number of weeks for these applications improved from 91.6 to 52.4.

Enforcement – The Enforcement Charter has just been reviewed with only minor changes being made. Committee approval is currently awaited. Enforcement activity is down on the previous year but was higher than the two years before that. There was no readily identifiable reason for the lower level of activity as there was no change in the workforce who remained very busy throughout the year.

Effective Land Supply – A major project is under way to develop an employment land and floorspace database which will link the data gathered through UNIform and Tractivity. This will improve our understanding of the commercial property market in the area and ensure we have an effective supply of land and premises to support the sustainable economic growth of the area.

PLANNING PERFORMANCE FRAMEWORK

2.   Defining and measuring a high-quality planning service

Open for business	Planning has been identified as one of the key drivers to delivering the Government's central purpose of increasing sustainable economic growth. Our actions have focussed on delivering a fast, efficient, predictable service which delivers high quality development on the ground for the benefit of the people, communities and the economy of Perth and Kinross. The Invest in Perth website provides information on the portfolio of land and property available in Perth and Kinross and provides information on the area's quality of life. The Service has represented the Council's interests as a stakeholder in the Scottish Cities Alliance which seeks to maximise investment in Scotland's city regions.
	We have worked with partner TAYplan authorities to prepare the Strategic Development Plan. This is accompanied by a comprehensive action programme which identifies strategic actions and their owners needed to implement the Regional Development Strategy.
	The Service represents the Council's interests as stakeholder in the Scottish Cities Alliance and at a local level leads on the servicing of the CPP/SOA in relation to Economy and Lifelong Learning and Community Safety and Environment Outcome Delivery Groups in partnership with public and private sector delivery partners. A City Development Board is being established to drive forward investment through partnership working at the Perth City level.
	The Council intends to publish the Local Development Plan's Action Programme following adoption of the Local Development Plan by Ministers. This will provide the development industry with certainty about when investment in infrastructure is to be made and by whom.
	Planning staff are available from 0900 until 1700 Monday to Friday, aligning with normal business hours, with a duty officer available to give planning advice without appointment. In addition the planning service is available through ePlanning 24/7 giving information on planning applications; a facility to submit applications; to make planning representations; view the Local Development Plan and the facility to make enforcement complaints online.
	Development Management has a dedicated case officer to deal with applications identified as being a priority in terms of assisting the development of businesses and being important to the local economy.
	Pre-application discussions are encouraged at the correct level in the organisation given the nature of any specific project. And there is a willingness to attend site meetings in response to pre-application enquiries. This aims to allow for the faster processing of subsequent applications and to provide a greater level of certainty to prospective

7

	developers.
	Year out and summer students have been recruited to cover short term staffing vacancies. This allows us to meet the fluctuations in Development Management and undertake short life projects within Development Planning and Regeneration which are around the collection of data on for example employment land, vacant and derelict land, and facilities within communities.
High quality development on the ground	The Council is committed to encouraging the delivery of high quality development vital in creating sustainable communities in which people want to live and work. This is a priority that runs through the Community Plan, Single Outcome Agreement, Corporate Plan and the Local Development Plan to:
	• create successful, thriving and sustainable communities; and
	• promote good quality development, through education, skills and advocacy.
	The Perth City Plan shows how the City will take full advantage of the economic, social and cultural opportunities made available by the award of City Status in 2012. The strategy aims to capitalise on Perth's position at the centre of Scotland's transport network and work to achieve world-class digital connectivity by improving broadband across the area. The City aims to build on its successes to date in becoming one of the leading sustainable urban areas in Europe. This will be achieved by reducing our carbon footprint, improving energy efficiency within city properties, increasing recycling of household waste and investing in low carbon technologies. This will help to provide new job opportunities and reduce the impact we have on the local environment. The Local Development Plan will provide the land use framework to support these ambitions.
	Development plan provides a clear policy context for place making and quality design underpinned by our Place Making Guidance, and forthcoming Sustainable Design and Zero Carbon Development Supplementary Guidance.
	The Council's has a continuing commitment to promoting high quality design and development as part of the planning and regeneration process and sets an example for others to follow as evidenced by the Council led Perth Concert Hall's previous BCIA Special Regeneration and Building Services Award (Project of the Year) awards. More recently the Council's assistance and involvement in refurbishment of the Fair Maid's House as part of the relocation of the Royal Scottish Geographical Society Headquarters won a Scottish Civic Trusts My Place Award in 2013 whilst (2011) and Kinross House has won the 2013 Historic House Restoration award .
	The Integrated Appraisal Toolkit (IAT) is an interactive web-based tool that allows Council staff, Community Planning Partners and members of the public to assess proposals of any size (such as policies, strategies, projects and other initiatives) against key sustainable development criteria for Perth and Kinross. It has been designed to take account of requirements for Equality Impact Assessment and screening for Strategic Environmental Assessment. The IAT offers the following benefits to the service:
	• Saves officer time by incorporating a range of impact assessment criteria into one process (e.g. Strategic Environmental Assessment,

	Equalities Impact Assessment)
	• Promotes transparency and accountability in decision-making by providing an audit trail with evidence to justify and support decision-making
	• Provides an additional information source by linking directly to SOA and national outcomes, associated performance measures (e.g. PK Performs, Quality of life indicators, State of the Environment report) and best practice examples.
	Monitoring of the discharge of and compliance with conditions attached to planning consents by a <u>dedicated enforcement officer</u>.
Certainty	We recognise that certainty in the Planning and Regeneration Service is essential if we are to develop confidence and support investment in sustainable economic growth. We are committed to providing certainty in both the process and outcome in the work that we do and to embed a system which provides certainty to applicants and communities.
	The Strategic Flood Risk Assessment undertaken as part of the Strategic Environmental Assessment of the Main Issues Report provides certainty to the community that development will not take place in areas of known flood risk. It also allows the development industry to promote development in areas where there is least risk from flooding thus minimising their costs and providing certainty that they will be able to finance the project. This approach will contribute to the sustainable economic
	A shared understanding between the development industry and the Council will be implemented through our use of Processing Agreements. This will ensure the community and developers will be aware of key milestones of what will happen and when it will thus avoiding unnecessary or unexpected time, costs and demands on the development industry which help to demonstrate we are an area 'open for business'.
	Trust is being built up through the Development Plan process (consultation and engagement with the business community, the public etc.) which should help increase certainty that Development Management decisions will be taken in line with an up-to-date Local Development Plan.
	Members' decisions are important to investor confidence and a full programme of training is delivered throughout the year to ensure Councillors are well versed on all planning issues and decisions are justified.
	The Developer Contributions and Affordable Housing Supplementary Guidance provide certainty to developers in terms of what is expected of them in terms of costs associated with development. This ensures the development industry is not met with unexpected costs thus allowing it to submit viable schemes that can be implemented.
Communications, engagement and customer service	Stakeholder engagement and collaboration are central to our work. We strive to provide the highest quality service possible to all customers of the planning system. We maintain a wide range of contacts, networks and engagement groups (e.g. the Planning User Forum, House Builders Forum) focused on delivering better planning and performance as relevant to the delivery of our service.
	Close community involvement through preparation of Local Development Plan with evidence of effort to engage with 'hard to reach' groups; rolling programme of training for community groups. Consultation involved a wide range of stakeholders using a variety of methods – staffed

	exhibitions, topic focused community workshops, social media to raise awareness and encourage involvement in the LDP process.
	We recognise that the Planning web pages are a vital communication tool. Their usability, reflection of current policy and appropriate contacts is something we work hard to maintain. Feedback from the Council's ongoing monitoring of website usage indicates that the vast majority of people found the planning web pages a useful resource and found the information that they were looking for. Our SOCITM four star status for the customer journey providing clear pre-application advice including what is expected to validate a planning application.
	A redesign and review of the website in 2012 removed out of date information and ensured that the remaining information was up to date and met customer requirements.
	Online database and map of renewable energy proposals approved or in the planning system. This gives the public, developers and other interested parties easy access to proposals. It helps provide certainty to the development industry when it comes to their need to undertake cumulative impact assessments for wind energy proposals.
	Heat Map to support the planning and deployment of local low-carbon energy projects in Perth and Kinross. It aims to achieve this by providing publicly accessible high-resolution web-based maps of heat demand by area. That element of the project is currently being tested and will be launched later in autumn of this year. In the meantime the Heat Map Report and maps can be downloaded and it emphasised on the web page that we will run the model for the development industry and provide more information than will be available on the interactive web map. In addition awareness raising sessions were organised and well attended by people from across the Council and our community planning partners.
	Promote understanding and provide support/training for community interests through awareness raising and training for a range of community and interest groups. We have also undertaken thematic based training for community groups on matters such as zero waste, renewables where seminars were held for Councillors, Agents, and Community Councils. Planning and Regeneration staff regularly attends Community Councils and other local interest groups to give presentations, provide support and training.
	This is continued through direct engagement with businesses and communities on delivery of projects through local consultation and use of techniques such as Placecheck to establish priorities for delivery and ensure development and improvement of public assets and places meet community and business needs
	The Community Council planning portal provides an accessible summary of key planning documents and directs users to other online sources of information.
	Advice and links to Planning Aid for Scotland with training events provided for Community Councils and other community based organisations and this activity will be progressed through our improvement plan for 2013/14
	The on-line State of the Environment report provides easy access to information about the current conditions affecting liveability in Perth and Kinross.
Efficient and effective decision-	One of the key aims of Planning reform is to simplify and streamline processes and procedures. We apply this principle in our Development

making	Management caseload.
	The Committee structure is made up of the Enterprise and Infrastructure Committee which makes high level policy and strategy decisions on planning matters and the Development Management Committee which makes decisions on 8.4% of planning applications. This committee meets every 4 weeks ensuring that cases are dealt with quickly. Senior managers meet the Convenor and Vice- Convenor to resolve urgent issues.
	The Planning and Regeneration Service I has aligned its outcomes to the Single Outcome Agreement for Perth and Kinross. In addition, the Service has aligned the Local Development Plan, Team Plans and working practices to deliver on these outcomes and provide certainty to the development industry.
	There are strong relationships with (i) other business areas within local authority, (ii) neighbouring authorities, and (iii) other public bodies, to deliver joint objectives identified in the Community Plan and other documents. The introduction of processing agreements for all major development proposals is another example of how this collaborative approach will work and lead to more efficient decision-making though a common sense of purpose i.e. contributing to the sustainable economic growth of the area.
	Active monitoring of Development Plan and planning application performance is embedded into the ethos of the service through the Business Management and Improvement Plan.
	Highly qualified and experienced staff and an extensive Scheme of Delegation providing high degree of autonomy in decision making is leading to a more effective decision making process
Effective management structures	The Planning and Regeneration Service has a Head of Service, a leadership team and a team structure compatible with the decision-making process for the Development Plan, planning applications and other functional services. This structure allows responsibility and accountability at all levels with all staff expected to take ownership for their own work.
	With reductions in staff numbers across the public sector, we have sought to ensure that we are as responsive as possible to deliver the programme of work agreed with Members. We have adopted a flexible approach to our workforce to ensure that work priorities can be delivered as and when they arise.
	Planning and Regeneration Management Team minutes are made available to staff on a Sharepoint site.
	The Corporate Risk Management Strategy sets out the Council's approach to risk management. The Monthly Performance and Risk reports to the Council's Executive Officer Team are structured around the strategic objectives outlined within the Corporate Plan 2013-18 and Community Plan/ SOA 2013-23. The monthly reports provide a regular update on management of performance and risk in priority areas. They also ensure that any emerging issues are identified and acted on quickly throughout the year. The Service's Senior Management Team has responsibility for monitoring risk management and reporting on risk mitigation. The Service Risks identified are failure to: • Effectively manage the transition to a reduced level of resources. • Plan for demographic change (including planning for housing growth) (corporate risk).

	• Sustain the supply of serviced land for when the economy turns around. • Deliver the Council's Capital Programme (corporate risk) • Implement the Perth City Plan (corporate risk) All of the above risks are closely related to ensuring the delivery of sustainable economic growth in the area.
Financial management and local governance	There is ongoing Council budget monitoring to ensure that we are efficient and effective in procuring services and spend. Monthly reports on costs and income for Planning and Regeneration and Teams discussed at Management Team Meeting(s) and with Planning and Regeneration Service accountants. Various corporate initiatives demonstrate Perth & Kinross Council's aspirations towards cost reduction and more efficient working e.g. • Development of improved IT facilities • Procurement Policy • Space management • Home working
Culture of continuous improvement	Annual SRD appraisals are now supported by the introduction of monthly conversations between line managers and their staff. Monthly conversations were introduced in 2012 with the aim of strengthening our approach to managing performance and ensuring regular feedback. There is a requirement for all Planning and Regeneration Service staff to have a monthly one to one conversation with their line manager, and feedback on the usefulness of these meetings is positive. The Council has a full training offer through e-learning and in-house courses ranging from leadership to time management. Project management training is being rolled out across teams. The Planning and Regeneration service has a staff development programme which focuses on delivering appropriate training and monthly workshops are held on the first Thursday of every month on topics such as introducing biodiversity to developments or climate change adaptation, heat maps or on legislative or national policy changes. Planning and regeneration staff also provide training across the Council on those days on topics of interest to other services and teams e.g. on the Development Plan. CPD is encouraged through internal and external seminars and courses offered by the Improvement Service, Historic Scotland, Scottish Natural Heritage, Scottish Environment Protection Agency and Architecture and Design Scotland and others There are Regular Senior Management Review of Service and Team Structures together with the preparation/Review of Service Business Management and Improvement Plan The collaboration capabilities offered by ERDM in UNIform allow the Council to remove the information silos between teams, services and outside bodies thus enabling increased levels of joint working, whilst increasing the level of information security. All staff members are encouraged to pursue continuous learning, for example attending external seminars, workshops and conferences, or applying for further or higher educational courses. These are discussed through ERD appraisals and are linked to our Service priorities as set out in our annual Business Plan, Service Improvement Plan and Team Plans.

	There are also opportunities for personal development all contributing the underlying ethos of continuous improvement. Staff on a regular basis share good practice developed in Perth & Kinross at events organised by for example the Scottish Government, SNH, SEPA, Adaptation Scotland, Planning Aid for Scotland, the Improvement Service and undertake lectures at Universities in Scotland. Good practice is also shared through participation in events at a European level.

3. Supporting evidence

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

Council Documents

- [Community Plan / SOA 2013-2023](#)
- [Communication and consultation toolkits](#)
- [Complaints Policy](#)
- [State of the Environment Report](#)
- [Integrated Appraisal Toolkit](#)
- [The Council website](#) which includes a range of guidance notes
- 2012 Better Connected Report
- [Local Review Body](#)
- [Customer Service Charter](#)

The Environment Service

- [The Environment Service Business Management and Improvement Plan](#)
- [The Environment Service Annual Performance Report (2012/13)](#)

Development Plan

- [Enterprise and Infrastructure Committee](#)
- [Consultation and engagement events](#)
- [Developer Contributions](#)
- [Affordable Housing](#)
- [Local Development Plan Scheme](#)
- [Proposed Perth and Kinross Local Development Plan](#)
- [Proposed Local Development Plan Consultation](#)
- [Proposed Local Development Plan Main Issues Report](#)
- [Community Council Portal](#)

Development Management

- [Development Management Committee](#)
- [Guide to the Use of Processing Agreements](#)
- [Planning Processing Agreement Template](#)
- [Scheme of Delegation](#)
- [Planning Application Checklist](#)
- [Permitted Development Rights](#)
- [Planning Enforcement Charter](#)

Planning and regeneration

- Perth City Plan
- The Strategic Development Plan
- Planning User Forum
- Invest In Perth/
- Performance Targets

4.   Service improvements: 2013-14

In the coming year we will:

- Employ an additional planning officer in Development Management. The additional resource will be used to improve performance and target areas of increased activity i.e. renewables and is aimed to be filled within the final quarter of 2013.

- Prepare a Development Activity Bulletin to show the amount of investment and its benefits, to the area through the consenting and completion of development at the end of the first quarter of 2014.

- Create and publish an employment land and commercial floorspace (using the definition being developed by HOPS) audit in partnership with the Regeneration Team and bringing together the data from Uniform and Tractivity within the final quarter of 2013.

- Review and update web pages in light of SOCTIM review – look at ways of providing more advice etc. on PublicAccess and increasing our use of social networks and new technology within the first quarter of 2014.

- Prepare for the introduction of Public Bodies Duties under the Climate Change Act and develop a climate change adaptation strategy for introduction in 2014/15.

- Develop an online interactive information portal which will bring together, economic, social and environmental data for Perth and Kinross for use and analysis by the community and businesses in support of the open data and Smart Cities agenda for introduction in 2014/15.

- Develop a Planning Concordat with the Chamber of Commerce and local business interests designed to show Perth and Kinross is Open for Business whilst delivering Customer Service Excellence for introduction in 2014/15.

- Develop a robust monitoring framework by the end of the first quarter of 2014 to understand the implementation of policy and inform policy development to increase certainty in decision making show the robustness of the development plan: measure percentage of applications decided contrary to plan; benchmark level of departures considered acceptable

- Complete the programme of supplementary guidance planned as part of the Local Development Plan in line with the priorities agreed by the Environment and Infrastructure Committee on 7 November 2012.

- Develop a series of community engagement workshops and training sessions by the end of the first quarter of 2014 to be delivered (2014/15) in partnership with Planning Aid for Scotland and other organisations as appropriate, thus enabling the community to engage with and influence the content of the Local Development Plan and associated Supplementary Guidance.

- Continue to develop processes to improve the processing times for planning applications. In particular, to ensure that individual milestone

targets for all applications are introduced, irrespective of scale or type. To be implemented within the final quarter of 2013.

- Develop protocols / concordats with other Council services and public agencies about reliability of advice and working timescales for development management and development planning by the end of the first quarter of 2014.

Delivery of our service improvement actions in 2012-13:

Committed improvements and actions	Complete?
Develop a protocol ensure speedy responses are supplied to developers on developer contributions The Developer Contributions Supplementary Guidance provides the information a developer needs to provide to ensure a 'speedy response' to questions and decisions on the level of contributions.	*Yes*
Produce Supplementary Guidance as part of the Proposed Local Development Plan. The Council has adopted the following supplementary guidance which forms part of the Local Development Plan when adopted: Affordable Housing Guide (revised November 2012) Airfield Safeguarding (revised November 2012) Developer Contributions (revised November 2012) Housing in the Countryside Guide (revised November 2012) There is an ongoing programme of supplementary guidance and the priorities for preparing future guidance was approved by the Enterprise and Infrastructure Committee in November 2012. We plan to prepare supplementary guidance on: **Policy Guidance** • Green Infrastructure (2013/14) • Green Belt Management Plan (2013/14) • Landscape Guidance (2013/14) • Delivering Zero Waste in Perth and Kinross (2013/14) • Forest and Woodland Strategy (2013/14) • Spatial Strategy for Wind Energy (2013/14) **Design Guidance** • Placemaking Guide (ongoing) • Guidance on Siting and Design of Houses in Rural Areas (2013/14) • Transport Standards Guide (2013/14) **Development Briefs / Masterplans / Development Frameworks** • Bertha Park (2013/14) • Tulloch Marshalling Yards (2013/14) • Newton farm, Perth (2013/14) • Broxden, Perth (2013/14) • Luncarty (2013/14) • Ruthvenfield Road, Perth (2013/14) • Stanley (2013/14) • Borlick, Aberfeldy (2013/14) • Lathro Farm, Kinross (2013/14) • Welton Road, Blairgowrie (2013/14) In addition the Council has prepared in partnership with other bodies Supplementary Guidance on:	*In part*

- Loch Leven Special Protection Area and Ramsar Site Advice to planning applicants for phosphorus and foul drainage in the catchment - produced jointly by SNH, SEPA & PKC - River Tay SAC Advice for Developers - produced jointly by SNH, SEPA & PKC - Guide to Incorporating Biodiversity into Development (Tayside Biodiversity Partnership) - Householders' Guide to Biodiversity (Tayside Biodiversity Partnership) - Biodiversity: A Developers' Guide (Tayside Biodiversity Partnership) The Council is currently consulting on the following supplementary guidance that covers: - Flood Risk and Flood Risk Assessments - Mixed Use Sites - Sustainable design and zero carbon development - Loch Leven Special Protection Area and Ramsar Site	
Review our Planning Enforcement Charter *[Commitment]* The Charter has been recently reviewed and the minor changes which have been recommended are awaiting Committee approval.	*Yes*
Work with our customers to seek the delivery of faster planning decisions A Planning Users Forum, now chaired by an Elected Member, includes a representative cross-section of our customers has assisted us in identifying improvements to our processes resulting in a more efficient system which delivers faster planning application decisions.	*Yes*
Project plans for major planning applications and any amendments thereto are agreed and shared with the applicant Planning Processing Agreements (PPAs) are now offered to developers where major applications are involved and a template is available to ensure developers are aware of the key milestones in the process. Project plans are prepared for all major developments and if there is no PPA in which they can be incorporated, they can nevertheless be shared with the applicant to provide greater certainty and to assist the efficient processing of the application.	*Yes*
Establish a key stakeholder liaison group to take forward and monitor the LDP Action Programme The liaison group has been established and a draft action programme developed but it will not be finalised until the Local Development Plan has been adopted by the Council.	*In part*
Investigate and solve the difficulties we had with the online comments form, work with Scottish Government and other LAs to improve the Online Local Development Plan system The initial difficulties with the comments form have been resolved. Whilst improvements have been made to the Online Local Development Plan system, we continue to work with the Scottish Government other local authorities and the software supplier to further improve the customer	*In part*

experience and back office functions.	
Develop a protocol to ensure planning applications requiring planning obligations are progressed by both the planning authority and the applicant within agreed timescales. The Development Management Committee has agreed a protocol which requires planning obligations to be concluded within a specified timescale, failing which a 'minded to approve' decision may be reconsidered.	*Yes*
Match recorded pre-application responses to any subsequent associated planning application received A process is in place to link pre-application enquiries with subsequent associated planning applications in our UNI-form database.	*Yes*

PLANNING PERFORMANCE FRAMEWORK

OFFICIAL STATISTICS

Decision-making timescales

Category	2012-2013		2011-2012
	Total number of decisions	Average timescale (weeks)	Average timescale (weeks)
Major developments	**10**	**37.5**	**59.8**
Local developments (non-householder)	**866**	**12**	28.9
• Local: less than 2 months	62.4 %	7	
• Local: more than 2 months	37.6 %	20.3	
Householder developments	**585**	8.1	12.6
• Local: less than 2 months	79.5 %	7.4	
• Local: more than 2 months	20.5 %	10.8	
Housing developments			
Major	**5**	56.8	76.0
Local housing developments	**425**	13.5	36.7
• Local: less than 2 months	60.7 %	7	
• Local: more than 2 months	39.3 %	23.5	
Business and industry			
Major	5	18.2	70.9
Local business and industry	205	11.2	18.8
• Local: less than 2 months	67.8 %	7.1	
• Local: more than 2 months	32.2 %	19.8	
EIA developments	4	8.2	0.0
Other consents*	301	7.9	15.1
Planning/legal agreements**	28	64.9	91.6
Local reviews	50	18.5	12.1

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

**   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

Decision-making: local reviews and appeals

| | Original decision upheld | | | |
| | 2012-2013 | | 2011-2012 | |
Type	Number	%	Number	%
Local reviews	50	84 %	58	77.6
Appeals to Scottish Ministers	24	58.3 %	10	47.6

Enforcement activity

	2012-2013	2011-2012
Cases taken up	375	414
Breaches identified	271	313
Cases resolved	145	271
Notices served [3]	46	54
Reports to Procurator Fiscal	0	1
Prosecutions	0	0

Context

Development Plan – We are on track to deliver an up to date Local Development Plan. It was submitted to Scottish Ministers on 15 February 2013 for examination. The examination is at an advanced stage with the Reporters' findings expected in autumn 2013. Supplementary Guidance has also been developed and consulted on in November 2012 and further Supplementary Guidance is in preparation for consultation in autumn 2013. This has been due to the use of project planning throughout the process.

Project Planning - We are now able to monitoring the percentage of applications which were subject to pre-application advice, which was 22% last year. As would be expected, these tended to involve the more complex proposals. We have continued to use project plans to assist accelerated processing which can be agreed and shared with applicants. Processing agreements have been offered from the beginning of April 2013, although as yet none have been taken up by applicants.

Decision-making – The application approval rate increased whilst the delegation rate dropped, but both to a very limited extent. There are no obvious reasons for either trend.

Decision-making timescales - Major development performance has improved significantly due in part to the introduction of a project management approach. There was also a significant improvement in local development (non-householder)

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[3]   Enforcement notices; breach of condition notices; planning contravention notices; stop notices; temporary stop notices; fixed penalty notices, and Section 33 notices.

performance and to a lesser extent in householder applications. This has been due primarily to improved workload management which has been assisted by the addition of a case management module to our UNI-form database software. We have a dedicated case officer for 'business priority' applications which primarily cover the development of new businesses. Last year these applications were dealt with within an average of 8.6 weeks (75% within 2 months). Tighter timescales for dealing with applications involving planning obligations have been introduced since April 2013, so further improvements in performance should be achieved during 2013/14. Last year the average number of weeks for these applications improved from 91.6 to 52.4.

Enforcement – The Enforcement Charter has just been reviewed with only minor changes being made. Committee approval is currently awaited. Enforcement activity is down on the previous year but was higher than the two years before that. There was no readily identifiable reason for the lower level of activity as there was no change in the workforce who remained very busy throughout the year.

Effective Land Supply – A major project is under way to develop an employment land and floorspace database which will link the data gathered through Uniform and Tractivity. This will improve our understanding of the commercial property market in the area and ensure we have an effective supply of land and premises to support the sustainable economic growth of the area.

WORKFORCE AND FINANCIAL INFORMATION

(As at 31 March 2013)

Head of Planning Service [12]	Tier			
	1	2	3	4
			1	

	Managers [3]		Main Grade Posts		Technician Posts		Office support/Clerical		
	Posts	Vacant	Posts	Vacant	Posts	Vacant	Posts	Vacant	Total
Development Management	1	-	19	1	4		9		34
Development Planning	1	-	11	-	3	1	-	-	16
Enforcement Staff	-	-	3	-	-	-	-	-	3
Cross Service/Other Planning	1	-	19	1	4		9	-	34

Staffing profile	Number		Number		Number		Number		Total
Under 30	-		1		2	-	2		5
30-39	-		14		2		3		19
40-49	-		8		2		2		12
50 and Over	2		10		1		2		15

Committees & site visits [4]	Number per year
Full Council committees	5
Planning Committees	17
Committee site visits	0
LRB [5]	12

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[1]

[2] In relation to service structure, 1st tier post holders are Chief Executives, 2nd tier are Directors, 3rd tier are Heads of service and 4th tier are managers
[3] Managers are those people who are responsible for the operational management of a team/division. They are not necessarily line managers.
[4] References to committees also include National Park Boards. Number of site visits are those cases where were visits carried out by committees/boards
[5] This related to the number of meetings of the LRB, application numbers going to LRB are reported elsewhere.

LRB site visits	4

Budgets	Budget	Costs		Income [6]
Planning Service		Direct [7]	Indirect [8]	
Development Management		£976,039	£367,665	918,612
Development Planning		£927,811	£58,208	Nil
Enforcement		£105,241	£38,804	Nil

[6] Income - include planning fees for applications and deemed applications. (Exclude income from property and planning searches).
[7] Direct staff costs cover gross pay, including overtime, national insurance and the superannuation contribution. The appropriate proportion of the direct cost of any staff member within the planning authority concerned 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 costs spending less than 30% of their time on planning.
[8] Indirect costs include all other costs attributable to determining planning applications. Examples (not exhaustive) are: Accommodation, Computing Costs, Stationery, Office machinery/Equipment, Telephone charges, Print, Advertising, T&S, Committees, Elected Members' expenses, The relevant apportionment of Support Service costs

We welcome comments about our Service and suggestions about how we can improve. This might include comments about things that have gone well and that we should continue to do.

Please feel free to contact us with your views at any time:

Write to: Planning and Regeneration

Perth & Kinross Council

Pullar House

35 Kinnoull Street

PERTH

PH1 5GD

Email planning@pkc.gov.uk

Telephone 01738 47500

Web You can contact us with your queries, comments, and compliments or anything else you need to get in touch with us by completing our online enquiry form.