

# Planning Performance Framework



2016-2017

## Introduction

Perth & Kinross Council are pleased to publish their sixth Planning Performance Framework. This publication has built upon all of our previous PPFs and the feedback we received from both the Scottish Government and from within our Benchmarking Group, to strive towards further improving the service we deliver.

Our feedback from PPF5 was admirable, receiving a scoring of fourteen green and one amber marker (feedback based on RAG ratings) and we continue to work on improving the service we provide.

The case studies we have included throughout PPF6 convey our steady momentum towards achieving better performance during the past year while our committed service improvements for the year ahead ensure we will continue to make progress.

## Get in touch

We welcome any comments you may have about our service and suggestions about how we can improve. This might include comments about things that have gone well, what has not, and what we should continue to do.

Please feel free to contact us with your views:

Planning & Development  
The Environment Service  
Perth & Kinross Council  
Pullar House  
35 Kinnoull Street  
PERTH  
PH1 5GD



@PKCplanning

Email DevelopmentPlan@  
pkc.gov.uk

Tel 01738 475000

## Contents

Part 1	Defining and Measuring a High-Quality Planning Service	3
	• <i>Case Study 1: Inspiring Places Event and City of Culture Bid</i>	4
	• <i>Case Study 2: Renewables &amp; Low Carbon Energy Guidance/Strategic Environmental Assessment</i>	6
	• <i>Case Study 3: Lighting Strategy - Norie-Miller Walk</i>	10
	• <i>Case Study 4: Chapleton of Elsieck and Banchory District Heating Study Tour</i>	11
	• <i>Case Study 5: Planning &amp; Development Away Day</i>	12
Part 2	Supporting Evidence	14
Part 3	Service Improvements 2017-18	16
Part 4	National Headline Indicators (NHIs)	20
Part 5	Official Statistics	23
Part 6	Workforce Information	26

Hyperlinks throughout the document are highlighted in **this colour** of text along with this icon .



# Part 1

## **Defining and Measuring a High-Quality Planning Service**



# Quality of Outcomes

## Internal Placemaking Workshops

These ongoing workshops have regular monthly sessions to discuss placemaking principles in the context of planning application, public realm initiatives and Local Plan policy. The sessions have been well-attended, with a range of issues and topics discussed, ranging from the Local Development Plan Housing in the Countryside policy to the redevelopment of a large brownfield site in the centre of Perth.

These workshops can be attended by a range of different staff within Planning & Development and the wider Environment Service. The skill set includes planners, landscape architects, road engineers and air quality experts. The workshops are an informal setting to air concerns or encouragement for projects, development or policy changes. They are aimed to enhance the skill set of the wider team and develop confidence in terms of the Council's commitment to placemaking.

## Case Study 1: Inspiring Places Event with Wayne Hemingway and City of Culture Bid

The Inspiring Places event was organised by the Development Plan Team to celebrate good practice in terms of placemaking and design in Perth and Kinross. The event took place in Perth Museum & Art Gallery on 14 September 2016 and provided further information on eight examples of good placemaking:

- *Perth Concert Hall*
- *Stanley Mills*
- *Invergowrie Primary School*
- *MacRosty Park in Crieff*
- *The Big Shed near Killin*
- *Broxden Dental Centre*
- *Muirton Estate*
- *Artist's Studio, Melville Street in Perth*

**Wayne Hemingway MBE** spoke at the evening event as part of Scotland's Festival of Architecture. He inspired the audience with a range of examples of good practice and discussed the ways in which the current planning system could be innovative to rejuvenate economically depressed areas.

The event provided an opportunity for developers, architects, planners and elected members to celebrate contemporary design achievements in Perth and Kinross and to focus on the Council's placemaking aspirations of the future. It also provided a chance to promote the Draft Placemaking Guidance, alongside the Draft Local Development Plan for Perth & Kinross Council. There was also an opportunity to look at the Geddes exhibition, celebrating the life and work of the 'father of urban planning', who was educated in Perth and strongly influenced by the experiences he had during that period.





## Aberfeldy Town Centre and Urban Realm Improvements

The key outcome of the proposed enhancement works for Aberfeldy is to re-establish the square as a focal point for the town and help emphasise a sense of *'place'*/arrival. Dominated by vehicles, the square is surrounded by a variety of buildings, both in architecture and use; retail, cinema, food/drink and art, represent a sample of the offering in this bustling highland town, which is forging a growing reputation amongst both the cultural and leisure tourism markets.

Previous community consultation and charrette workshops provided PKC with a mandate to reduce the amount of parking in exchange for space which will provide a flexible platform and thereby enabling the local community groups to increase the current portfolio of events in the town, improving the tourism offering and space for businesses, visitors and the community to enjoy.

## Mill Street and Perth Theatre




The key focus of the **Mill Street project**  was to change the perception of the street from the *'back alley'* of the High Street to one where people wanted to dwell and one which complemented the investment in the Concert Hall and much anticipated Theatre development.


A key outcome was to create a sense of *'place'* and an environment which was befitting of a Conservation Area and promoted the historic buildings along the street, as well as extending the plaza area outside the Concert Hall, so it became a space which prioritised the people, not the vehicle.






## Case Study 2: Renewables & Low Carbon Energy Guidance/Strategic Environmental Assessment

The **Supplementary Guidance on Renewable and Low Carbon Energy**  has involved an innovative approach in partnership with the **James Hutton Institute**  (JHI). It has involved using an ecosystem services approach to the identification of the most suitable areas for renewable and low carbon energy developments based on the sensitivity of the environment. This has been done through integrating the **Strategic Environmental Assessment**  as part of the Guidance and shaping the spatial strategy of the Guidance. We voluntarily undertook an ecosystems approach because we believed that it would be beneficial; increase the value of the assessment process and provide benefits, contributing to better plan-making and implementation by improving their content and strategic actions. There are clearly potential benefits not least of which is to make the process more transparent and by integrating the assessment process into the plan making process we will end up with a more robust strategy. It was also hoped it would speed up the process however the time saved has not been as great as hoped due to the need to develop new techniques although it will assist in providing more certainty to developers and has hopefully set a template from which other authorities may wish to develop their Environmental Assessment processes.

The project was submitted to, and shortlisted for, the 2016 **Scottish Quality in Planning Awards**  as it was considered as an innovative and practical approach developed with researchers to apply Land Use Strategy principles within a planning context. What has been developed is an holistic (integrated, comprehensive) understanding of Perth and Kinross helping to bring different environmental issues together to overcome policy 'silos' and secure public value beyond the planning system. The work has not been without its challenges but it should result in a more robust policy with evidence to support the spatial strategy of the draft Guidance and wider planning and environmental initiatives. It should also result in more effective joined-up delivery of land and water management and action on the ground through the Local Development Plan and associated Supplementary Guidance. The work has been



putting new ideas about imbedding ecosystem services in to Environmental Assessment into practice, not just creating or inventing them. Whilst the project was not successful in gaining an award on the night, the judges commended the approach and recognised the effort involved.

The **StoryMap**  is an innovative online tool which will be used during the consultation process of the draft Guidance and Environmental Report. It will allow respondents to digest the environmental information contained in the Environmental Report in a simple to use and interactive way. The StoryMap will also have built-in capabilities for respondents to make geographically-specific comments which should make it easier for people to respond to the consultation.



# Quality of Service and Engagement


## Customer Service Excellence

The Building Standards Team engaged with our customers to identify areas of best practice and where improvements could be achieved. We have subsequently implemented changes to service delivery where this was possible to better meet the needs of customers.

The assessment involved both an off-site assessment based on our written application and on-site assessment. The on-site assessment involved staff from Building Standards, Business Support, Customer Service Centre, Environmental Health, Planning, Scottish Fire and Rescue as well as service users. In all there are 57 elements in the Standard and the assessment results in either awarding Compliance; Compliance Plus; Partial Compliance or Non-Compliance. Organisations require to achieve no Non-Compliances and a maximum of 11 Partial Compliances to achieve accreditation.


After a successful audit with only 4 Partial Compliances, we were awarded Customer Service Excellence accreditation on 26 August 2016.

## Community Council and Developers: The Planning Review

During February and March 2017, two workshops were organised to allow Community Councillors, developers and agents to learn more about the Scottish Government consultation - 'People, Places and Planning' . The workshops provided a forum for sharing information and generating discussion on the consultation document. Participants were encouraged to go on and respond directly to the Scottish Government; also information and views from these workshops were taken into consideration when PKC made their response to the Scottish Government. The workshops were well-attended with participants commenting that they

had an opportunity to understand the complexity of the issues, felt better informed on potential impacts, got to air their views and they found it interesting to understand the Local Authority perspective on reforms and how developers and Councils can better work together. Participants also felt that it was positive that the Council was taking such a proactive approach to preparing their response to the consultation and engaging with the development industry and felt the training was worthwhile and well-publicised in advance.

## LDP2 Additional Consultation

As part of the ongoing review of the Local Development Plan, **additional community consultation events**  were held in Crook of Devon and Dunning. The aim of the Crook of Devon event was to generate feedback from the community to inform our consideration of 3 potential sites: one in Crook of Devon, another in Rumbling Bridge and a site in Blairingone. This event was well-attended with members of the public from throughout the village attending the event and engaging in the review of the Local Development Plan. Over 120 responses were received commenting on the proposals.

An additional community consultation event was also held in Dunning. This event was well-attended with over 80 members of the public from throughout the village engaging in the review of the Local Development Plan.

## Blairgowrie & Rattray Community Council Open Day

Planning officers attended Blairgowrie & Rattray Community Council's annual open day. This provided an opportunity for officers to engage with the Community Council and members of the public while providing an update on how the review of the Local Development Plan is progressing.

## TAYplan Youth Camp 2017

Through the 2016 TAYplan Youth Camp we established a better dialogue with young people and as a result of this the 2016 Youth Camp was shortlisted for the RTPI Planning for Excellence awards. The 2017 Youth Camp has built on this success. We conducted two visits to schools within Perth and Kinross in early 2017 and highlighted the role of planning and routes into the planning profession. We then held a one day workshop with school pupils from schools across the TAYplan region, including 8 pupils from Perth and Kinross, to develop their understanding of the planning process.

## Viewlands Primary School Visit

The session on 20 June 2017 focused on delivering the basics of planning to 49 pupils in Primary 5 at Viewlands Primary School in Perth. Topics covered included sustainable development and land use in their local area. Much of the session involved encouraging the children to think about the surrounding area, what they thought of it now, and how they wished to potentially change it in the future. This was to tie in with a project the class was undertaking where they were creating a model of Perth, including improvements in sustainability, to support the Perth 2021 City of Culture bid. The session was very successful in engaging the young people in the planning system and how they can shape the future of their local area.

# Governance

## Scrutiny Review of Enforcement

The Council's Scrutiny Committee selected Planning Enforcement as an area for review in December 2015 based on the potential to identify recommendations that would deliver measurable service improvements. A concluding report of the review was approved in September 2016.

The review identified that planning enforcement is a complex process, operating within a clear regulatory framework with discretion and professional judgement being exercised to determine whether enforcement activity is warranted. The Council's Enforcement Charter sets out this remit and approach. Nevertheless, it was found that this function had not been understood by some. The review recognised that the primary objective of enforcement is not to sanction or penalise breaches of planning control but to satisfactorily deal with the breach itself.

It was established that enforcement activity in Perth and Kinross was at least as high as the Scottish average and in all probability higher. Before the review, members had not realised how much enforcement activity is undertaken and it was evident that others were equally unaware. The range of enforcement powers and scale of work undertaken by the enforcement team was acknowledged. Surveys of Councillors and other stakeholders gave clear recognition of the commitment and professionalism of officers. A number of recommendations were made, the scope of which was limited on the basis that a need for substantial change had not been found, as follows:

### 1 Planning Enforcement Charter

*Improve awareness through a wider consultation process and to use this input to make the document more engaging and accessible.*

### 2 Public Information

*Improve the Council's web pages relating to planning enforcement, specifically for Community Councils.*

### 3 Annual Planning Enforcement Report

*To be established outlining the work undertaken on the preceding year having regard to performance improvements, indicators and emerging trends for approval by both the Scrutiny Committee and the Development Management Committee. The report should show the value of the work of officers and publicise this.*



#### **4 Organisation within the Planning Enforcement Team**

*Consideration of periodic rotation of roles for the 3 enforcement officers to improve breadth of experience and sustainability. It was however recognised that this was an operational matter for management and expertise in specific areas is beneficial to service delivery.*

#### **5 Organisation within the Development Management Team**

*Planning conditions used should be continually reviewed and updated where appropriate.*

#### **6 Training for Councillors in Planning Enforcement**

*Additional training for elected members on planning enforcement, with induction training on planning for new members to include a specific section on enforcement.*

Implementing the recommendations was reported to the Scrutiny Committee in April 2017, confirming that recommendations 1, 4 and 5 had been completed; recommendations 2 and 3 would be complete by July 2017; and recommendation 6 by June 2017.

Since this report, recommendation 6 was achieved early, with new member training being provided before the end of May 2017. We remain on target to achieve conclusion of recommendations 2 and 3 within the timescales given - with both of these being identified as Service Improvements in Part 3 below.

Whilst this review was very intense for officers involved, the findings were extremely positive for the enforcement team and planning service overall. The approach, scale of work and professionalism of officers was endorsed which was reflected in the limited recommendations made. The implementation of recommendations has already realised further improvement in operations and perception by stakeholders. It is expected that this will improve further on completion of the remaining recommendations.

## **Working Closely with Scottish Government**

Following the publication of the independent review of the Scottish planning system in 2016, the Scottish Government convened a Steering Group to consider Recommendation 22 and develop a brief for further background work. Euan McLaughlin, Developer Negotiator with Perth & Kinross Council, was seconded to the Scottish Government in January 2017 for 3 months to undertake the work identified by the Steering Group. The research project focused on:

- 1** *the degree to which development plans account for and help establish school capacity in relation to housing development;*
- 2** *establishing the relationship between planned development and schools infrastructure.*

Meeting the project brief involved a wide range of information gathering including an understanding of the differing approaches to education and new housing development by Local Authorities across Scotland. Key issues relating to education and housing were extracted from previous DPEA Planning Appeals and each Local Authority was contacted through Homes for Scotland for specific information.

A presentation and discussion session on the outcomes of the research was held with the Steering Group and a Report produced which will be considered by the Scottish Government and will help inform the outcomes of the Planning Review. The Secondment was found to be a positive experience and helped form connections between Perth and Kinross, the Scottish Government and other Local Authorities while also increasing knowledge on this subject.

## **Lighting Strategy**

Following approval of the City of Light Action Plan, resources were provided through the capital programme to assist the implementation of public lighting projects in Perth and throughout the Council area in recognition of the benefits of the evening

to the tourist economy. Resources have been allocated to create a new post of City Development Project Officer to assist with the procurement of specialist lighting design and suppliers through a framework agreement to accelerate the delivery of a programme of lighting investment on a consistent and collaborative basis with proposed matched private sector investment.

## Culture of Continuous Improvement

### Chapleton of Elsick and Banchory District Heating Study Tour

On Tuesday 25 October over 30 members of staff from the Planning & Development division embarked on a full day study tour in Aberdeenshire. Firstly, we visited the **Chapleton of Elsick** development 5 miles south of Aberdeen. This new town is an exemplar development and PKC employees were able to have a guided tour around the development, taking away critical design elements and approaches in an effort to share good practice.

Secondly, we headed west for a guided tour around the **Hill of Banchory Heat Network** which is one of the largest privately-owned heat networks in Scotland. The visit was very interesting, and especially assisted those who are preparing the Renewables and Low Carbon Energy Guidance.

## Case Study 3: Lighting Strategy - Norie-Miller Walk

Lighting of the riverside area within Perth is a key priority within the **City of Light Action Plan**. Building on the success of Perth's Winter Festival to attract residents and visitors into the city during the winter months, a new lighting event was organised in Norie-Miller Walk over two weeks in late January and early February 2017. The event was themed round Burns Night, Wonderland and Valentine's Day and included music, lighting of sculptures and landscape, food and drink offers, performers and visual arts performances. The event succeeded in attracting over 50,000 people into the city, the majority of whom either visited the city centre before or after the event to use bars and restaurants supporting the evening economy. Given the success the event is to be repeated and become part of the Winter Festival.





## Case Study 4: Chapelton of Elsick

*"The vision is to create a place with strong sense of community. Moving away from the most current housing provision, Chapelton will be a self-sufficient town where residents can live, work and play. The masterplan proposes a series of neighbourhoods, with a series of houses, shops, offices, community facilities and schools that combine traditional materials with contemporary features."*

*Elsick Development Company*



### Staff Development

The Council believes that maintaining a culture of continuous improvement requires a highly-trained and motivated staff resource. The Council maintains a strong commitment to staff training with the annual training budget having been protected during a time of budget cuts.

We have a strong commitment to staff development comprising of the Employee Review and Development appraisals, an annual target of five days staff development per officer and bespoke monthly training workshops. Service and Team Plans are developed with staff involvement and these set out clear priorities.

### Estates PRINCE2 Training

PRINCE2 is the International Standard Method for Project Management. It is recognised as a world-class international product partly because it embodies many years of project management best practice and provides a flexible and adaptable approach for all projects. Twenty three members of staff completed the PRINCE2 foundation course in April 2017. This will be specifically beneficial to investment opportunities and working with both developers and investors within the wider Perth and Kinross region, ultimately enhancing the customer service we provide.



## Case Study 5: Planning & Development Away Day

Full staff workshops are held annually which focus on service priorities, culture and continuous improvement, led by the Head of Service. This is an important opportunity to meet members of other teams and improve working relations. This year's event was held at Dewars and involved 12 teams competing against each other to become Lord Sugar's next Apprentice!

As a department, Planning & Development have the advantage of having a vast number of skills available within each section. This was an opportunity for everyone to use their skills along with any passion or hobbies. Each team was given a topic - Leisure, Retail or Tourism and had to come up with a 'concept' based on this sector. The teams were given around two hours to complete their proforma and prepare a pitch for Lord Sugar and his three Judges.





## Testimonials

### Malcolm Thomson, THCL (letter)

17 June 2017

*My company has had dealings with the P&K Planning Department on numerous occasions in the past year, either directly or via the relevant project architect.*

*We have found the P&K Planners to be thorough but helpful and clear in their views/policies.*

*Most importantly, the lines of communication between the Planners and the relevant agents/architects are kept as open as possible.*

*Quite often, a phone conversation (which P&K Planners are happy take - this is often not the case with other Council Planning Departments) saves a series of emails/letters, which is a more efficient use of time for both the Planner and the Agent/Architect.*

### Scone Arms (Facebook post)

18 September 2016



**Scone Arms, Scone**

September 18, 2016 · 🌐

SO THIS JUST HAPPENED.....

We are elated to announce that in just one calendar month Perth & Kinross Council have approved our planning application (as submitted).

Planners normally have a period of eight to twelve weeks to consider an application so we are just stunned that they have been able to register it, consult on it and thereafter approve it in just one month. This is simply astounding and we have fired off a letter to the Chief Executive of PKC to draw their attention to this exceptional achievement.

Having submitted many applications with other council areas we know first hand that the service we have received is a clear mile ahead of anything else we have experienced elsewhere!

PKC have sent a clear message that they are open for business and welcome inward investment.

We posted the other day to say it'd likely be the start of 2017 before work started on the project. We are frantically working behind the scenes to urgently review this start date and there is a possibility we can shave an entire two months off the proposed start date!

Scone, we will see you soon!!

# Part 2

## **Supporting Evidence**





# Supporting Evidence

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

## Perth & Kinross Council

- [Community Plan/SOA 2013-2023](#)
- [Communication and Consultation Toolkits](#)
- [Complaints Policy](#)
- [State of the Environment Report](#)
- [Integrated Appraisal Toolkit](#)
- [Council Website](#)
- [Local Review Body](#)
- [Customer Service Charter](#)

## The Environment Service

- [The Environment Service Business Management and Improvement Plan](#)

## Planning and Regeneration

- [Perth City Plan](#)
- [Strategic Development Plan](#)
- [Planning User Forum](#)
- [Invest in Perth](#)
- [City Investment Plan](#)
- [Planning Performance Framework](#)
- [Community Council Portal](#)

## Development Plan

- [Enterprise & Infrastructure Committee](#)
- [Consultation and Engagement Events](#)
- [Developer Contributions](#)
- [Affordable Housing](#)
- [Local Development Plan Scheme](#)
- [Adopted Local Development Plan](#)
- [Supplementary Guidance](#)
- [Local Development Plan 2](#)
- [Development Briefs](#)
- [Background Information and Studies](#)
- [Community Council Portal](#)
- [Perth West Charrette and Masterplan](#)

## Development Management

- [Development Management Committee](#)
- [Guide to the Use of Processing Agreements](#)
- [Planning Processing Agreement Template](#)
- [Scheme of Delegation](#)
- [Planning Application Checklist](#)
- [What Needs Permission?](#)
- [Planning Enforcement Charter](#)
- [Internal Audit Report](#)

# Part 3

## **Service Improvements 2017-2018**





# Service Improvements 2017-18


In the coming year we will:

- **Improve Online Presence for Enforcement**

*Provide additional direct contact tools and online submission for enforcement issues – embedded within website. We will also create a new dedicated email inbox for enforcement issues and provide the details for this on the website.*

- **Annual Planning Enforcement Report** will be undertaken in accordance with Part 1 Governance of the PPF.

- **Enhance the Software for LDP Consultation**

*Consultation and engagement for the current adopted LDP was undertaken using the OLDP system developed by Idox for the Scottish Government and Local authorities. Due to the limited opportunities for development of this system we are taking a new approach to LDP2. It will be done using a **StoryMap**  (combines authoritative web maps with narrative text, images and multimedia content) and **QuestionWhere**  (a location-based consultation/survey tool). The interactive StoryMap will present the LDP in an engaging way that's easy to access and simple to digest for all users. South Ayrshire has demonstrated success with this approach increasing public engagement with the local planning process with 56% more views in the first two months of the launch of the StoryMap than the previous document achieved in a full year.*

- **Perth City Plan**

*The Council will continue to collaborate with key business representatives and stakeholders through the **Perth City Development Board**  to drive forward investment and participation in business development support, education and infrastructure to support growth of the city, the surrounding region and the economy. This will include continuing participation in key working groups and the*

*development of business ambassadors to help promote investment and participation to national and local markets along with the development of increased links to new locality networks and partnerships established through the community planning process.*

- **Promoting More Commercial Land**

*Since inception in 2013 the Commercial Property Investment Programme has secured development of 9.15 ha of serviced land for business and industry leveraging £1.84m of private sector investment in land sales and property development. The programme maintains a balanced investment, development and property disposals programme ensuring a sustainable supply of land and business premises. The public sector investment planned from 2017 onwards in site servicing and property development of circa £5.3m is projected to leverage a further £23.3m private sector investment in future years comprising nearly £4m in land sales and over £19m in construction of business premises. A Corporate Group has been setup to develop a strategic overview of commercial land supply over the medium and long-term. In addition, specific employment land sites are promoted through our 'Invest in Perth' strategy.*

- **Increasing the Capacity to Deliver Affordable Housing**

*In order to assist in the delivery of the Scottish Government's ambitious targets for 50,000 new affordable houses, the Council proposes to appoint a second Affordable Housing Enabler. As with the original post this post, although based in Planning & Development, it is jointly managed as a shared resource between Planning and Housing colleagues. The aim is to ensure we have a fully joined up approach to working with the private sector to accelerate the delivery of affordable housing by both the Council and RSLs. In addition it is hoped that by working with the private sector we can assist in the opening up of stalled sites increasing the range of active sites in Perth and Kinross.*

- **Cultural Investment**




*Cultural investment and regeneration of the city and surrounding area is identified as a key area of activity in the Perth City Plan. Although unsuccessful in reaching shortlisting for UKCOC 2021, planned investment will still go ahead and includes new cultural venues, infrastructure and support for growth of the creative industries to drive forward innovation, and collaboration within the city and surrounding area. Planning and economic development frameworks have informed the development of the bid and continue to support cultural regeneration as a key driver of growth.*

## Delivery of Our Service Improvement Actions in 2016-2017

Committed Improvements and Actions	Complete?
<b>Customer Service Excellence</b> <ul style="list-style-type: none"> <li>• The project Building Standards undertook was to achieve Customer Service Excellence (CSE) accreditation. CSE is an accredited tool which tests key areas of customer service delivery with particular emphasis on delivery, timeliness, information, professionalism and staff attitude. There is also a focus on customer insight, understanding your customers and the robust measurement of service satisfaction. Building Standards successfully achieved CSE on 26 August 2016.</li> </ul>	Yes

Committed Improvements and Actions	Complete?
<b>Undertake a Review of Conservation Areas</b> <ul style="list-style-type: none"> <li>• Work is progressing on the review of existing Conservation Areas with townscape surveys having been carried out for the Birnam Conservation Area with an intention to publish a draft Conservation Area Appraisal later this year.</li> <li>• The towns of Milnathort and Alyth have both been assessed as potential conservation areas after requests were received from an elected member and local community council respectively.</li> </ul>	No
<b>Better Project Management of the Major Applications Team</b> <ul style="list-style-type: none"> <li>• Funding was secured for an additional post and a Major Applications Team Leader was appointed on 28 November 2016 to respond to the increasing level and importance of the workload of major applications as a key element to assist realising economic growth in Perth and Kinross.</li> <li>• The creation of this post enables this outcome to be realised in a more positive and pro-active manner, with a particular focus on the project management of workloads, earlier engagement with stakeholders and improving performance.</li> </ul>	Yes



Committed Improvements and Actions	Complete?
<p><b>Quality of Developments</b></p> <ul style="list-style-type: none"> <li>Significant progress has been made on preparation of the <b>Placemaking Supplementary Guidance</b>  and a draft is currently out for consultation.</li> <li>Work is progressing on the preparation of Development briefs for various sites in the LDP. These will be progressed in tandem with <b>LDP2</b> .</li> </ul>	Ongoing
<p><b>Rationalise Web Pages and Review Content</b></p> <ul style="list-style-type: none"> <li>The Council has re-designed the website and in this process content was rationalised within each department. The <b>Planning web pages</b>  have now been condensed and arranged in a more logical order to ensure ease of navigation for our customers.</li> <li>We will continue to enhance our online presence and service available through the website. This has been identified as an improvement for 2017-2018.</li> </ul>	Yes





# Part 4

## National Headline Indicators (NHIs)





Key Outcomes	2016-17	2015-16
Development Planning		
<ul style="list-style-type: none"> <li>Age of local/strategic development plan(s) at end of reporting period Requirement: less than 5 years</li> </ul>	3 years and 4 months	2 years and 2 months
<ul style="list-style-type: none"> <li>Will the local/strategic development plan(s) be replaced by their 5th anniversary according to the current development plan scheme?</li> </ul>	Y	Y
<ul style="list-style-type: none"> <li>Has the expected date of submission of the plan to Scottish Ministers in the development plan scheme changed over the past year?</li> </ul>	Y-Later**	N
<ul style="list-style-type: none"> <li>Were development plan scheme engagement/consultation commitments met during the year?</li> </ul>	Y	Y
Effective Land Supply and Delivery of Outputs*		
<ul style="list-style-type: none"> <li>Established housing land supply</li> </ul>	14,878 units	15,287 units
<ul style="list-style-type: none"> <li>5-year effective housing land supply</li> </ul>	4,610 units	4,929 units
<ul style="list-style-type: none"> <li>5-year housing supply target</li> </ul>	4,230 units	4,035 units
<ul style="list-style-type: none"> <li>5-year effective housing land supply (to one decimal place)</li> </ul>	5.4 years	6.1 years
<ul style="list-style-type: none"> <li>Housing approvals</li> </ul>	2,000 units	611 units
<ul style="list-style-type: none"> <li>Housing completions over the last 5 years</li> </ul>	2,359 units	2,132 units
<ul style="list-style-type: none"> <li>Marketable employment land supply</li> </ul>	294.03 ha	167 ha
<ul style="list-style-type: none"> <li>Employment land take-up during reporting year</li> </ul>	0 ha	5.8 ha

\* The most up-to-date approved figures are to be supplied

\*\* Due to delay in approval of TAYplan

Key Outcomes	2016-17	2015-16
Development Management		
Project Planning		
<ul style="list-style-type: none"> <li>Percentage and number of applications subject to pre-application advice</li> </ul>	8.1% 139	20.4%
<ul style="list-style-type: none"> <li>Percentage and number of major applications subject to processing agreement</li> </ul>	55.5% 5	16.6% 1
Decision-Making		
<ul style="list-style-type: none"> <li>Application approval rate</li> </ul>	89.2%	90.3%
<ul style="list-style-type: none"> <li>Delegation rate</li> </ul>	97.1%	96.9%
Validation		
<ul style="list-style-type: none"> <li>Percentage of applications valid upon receipt</li> </ul>	33%	-
Decision-Making Timescales		
Average number of weeks to decision:		
<ul style="list-style-type: none"> <li>Major developments</li> </ul>	20.9	23.7
<ul style="list-style-type: none"> <li>Local developments (non-householder)</li> </ul>	8.1	11.3
<ul style="list-style-type: none"> <li>Householder developments</li> </ul>	6.5	6.3
Legacy Cases		
<ul style="list-style-type: none"> <li>Number cleared during reporting period</li> </ul>	5	51
<ul style="list-style-type: none"> <li>Number remaining</li> </ul>	11	20
Enforcement		
<ul style="list-style-type: none"> <li>Time since enforcement charter published/reviewed Requirement: review every 2 years</li> </ul>	8 Months (October 2016)	17 months

## Notes

### Development Planning

The timetable within previous versions of the DPS highlighted that the Proposed Plan would be published in September 2016. This was based on the TAYplan 2 Proposed Plan being submitted to Ministers for Examination in February 2016, and with a view to the Examination taking less than 6 months as there was very little change from the first plan (TAYplan 1). However, as both the Angus and Fife LDPs were at Examination stage and were aligned to TAYplan 1, the decision was taken by TAYplan to hold off submission to Ministers for as long as possible, whilst still being within their 4 year deadline. As a result of this the TAYplan 2 Proposed Plan was not submitted to ministers until 8 June, with the DPEA having until 8 March 2017 to complete their review to be within their target date for issuing their report on the Examination. We expected that the report on the TAYplan 2 Examination would be available in time to allow the preparation of the report on the Proposed Plan to go before Council in December 2016 however with the delay to the TAYplan Examination, this has not been achievable. This resulted in a considerable delay in our timetable which we updated in our November 2016 DPS. The updated timetable shows that whilst it would be tight, we could still potentially meet the requirement to have LDP 2 adopted within 5 years of LDP1, but we would have no capacity to incorporate any modifications. In line with Planning circular 6/2013: Development Planning, it is not expected that modifications will be proposed, however, it is considered prudent to build this in to the overall timetable. We are currently awaiting approval of TAYplan 2 by Scottish Ministers before we can report our Proposed Plan to Council, now likely to be in October 2017.

### Development Management

Processing agreements continue to be offered to applicants for major applications and complex local applications. The past year has seen a significant increase in the number of processing agreements taken up in respect of both types of application and hopefully this trend will continue as developers become more aware of the benefits these agreements bring in respect of their project planning.

The improvements in the decision-making timescales for major applications have been as a result of a stronger focus on taking a project management approach in-house which continues to drive forward the processing of such applications in a proactive manner and of actively managing applications subject to planning obligations ensuring timescales are as concise as possible.

The delegation agreement was revised to allow applications which had previously been determined by Development Management Committee to be determined under delegated powers where the decision was to be the same as the previous Committee decision. This has allowed for a higher delegation rate but has potentially contributed to the higher rate of refusals.

The significant reduction in pre-application enquiries linking into applications determined within the PPF period seems to be in part due to a number of enquiries not being linked in the record management system over the preceding two years, which may be in part due to changes in support staff. Procedures have been revised to ensure linkages are made and the histories are more correctly recorded. It is worth noting that the 8.1% of pre-application enquiries relating to applications determined within the current period constitutes only 16.5% of the pre-applications responded during the same period. It is clear there are many more enquiries recorded and responded to than the number which feed directly to formal application submissions.



# Part 5

## **Official Statistics**



## A: Decision-Making Timescales

(based on 'all applications' timescales)

Category	Average Timescale (weeks)		
	2016-2017	2016-2017	2015-2016
Major Developments	9	20.9	23.7
Local Developments (non-householder)	765	7.4	11.3
• Local: less than 2 months	80.1%	6.4	6.8
• Local: more than 2 months	19.9%	14.5	22.6
Householder Developments	566	6.5	6.3
• Local: less than 2 months	96.6%	6.4	6.2
• Local: more than 2 months	3.4%	9.8	10.7
Major Housing Developments	5	26.3	33.0
Local Housing Developments	366	8.6	14.0
• Local: less than 2 months	78.4%	6.6	6.9
• Local: more than 2 months	21.6%	15.3	26.8

Category	Average Timescale (weeks)		
	2016-2017	2016-2017	2015-2016
Major Business and Industry	2	13.4	n/a
Local Business and Industry	221	7.4	7.8
• Local: less than 2 months	82.8%	6.3	6.7
• Local: more than 2 months	17.2%	12.7	13.2
EIA Developments	1	22.3	11.8
Other Consents*	331	6.5	6.9
Planning/Legal Agreements**	20	18	28.7
• Major	2	32.3	50.3
• Local	18	16.4	27.6
Local Reviews	52	18.6	19.9

\* 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 & 8 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			
		2016-2017		2015-2016	
		No.	%	No.	%
Local Reviews	52	43	83	36	67.9
Appeals to Scottish Ministers	5	3	60	9	64.3

## C: Enforcement Activity

	2016-2017	2015-2016
Complaints Lodged	296	296
Cases Taken Up	296	296
Breaches Identified		209
Cases Resolved	234	167
Notices Served***	32	23
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

### Notes

There are numerous enquiries received by, for example, telephone which are not recorded as formal complaints as clarification is given immediately and therefore are not counted under the Complaints Lodged box above.

Cases Resolved is significantly higher this year due to revised processes being implemented for more accurately recording the conclusions of cases.

It has not been possible to accurately present the number of Breaches Identified due to recording of this data this year. Improvements to the recording of this indicator are being identified for accurate recording in the future.

# Part 6

## **Workforce Information**





## Workforce 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.

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

**Note:** Tier 1 = Chief Executive; Tier 2 = Director; Tier 3 = Head of Service; Tier 4 = Manager

\* Please note only the tier in which the most senior member of the planning service falls under.

		DM	DP
Managers**	No. Posts	4	4
	Vacant	0	0
Main Grade Posts	No. Posts	13	12
	Vacant	1	0
(Enforcement)	No. Posts	3	0
Technician	No. Posts	4	4
	Vacant	0	0
Office Support/ Clerical	No. Posts	5	0
	Vacant	0	0
Total		30	20

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

Staff Age Profile	Number
Under 30	6
30-39	20
40-49	16
50 and over	11

Committee & Site Visits*	Number per Year
Full Council Meetings	6
Planning Committees (this includes Development Management Committee and Enterprise & Infrastructure Committee)	17
Area Committees (where relevant)	0
Committee Site Visits	0
LRB**	12
LRB Site Visits	11

**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.

If you or someone you know would like a copy of this document in another language or format, (on occasion only a summary of the document will be provided in translation), this can be arranged by contacting Customer Service Centre on 01738 475000.

إن احتجت أنت أو أي شخص تعرفه نسخة من هذه الوثيقة بلغة أخرى أو تصميم آخر فيمكن الحصول عليها (أو على نسخة معدلة لمخلص هذه الوثيقة مترجمة بلغة أخرى) بالاتصال بـ:

الاسم: Customer Service Centre

رقم هاتف للاتصال المباشر: 01738 475000

اگر آپ کو یا آپ کے کسی جاننے والے کو اس دستاویز کی نقل دوسری زبان یا فارمیٹ

(بعض دفعہ اس دستاویز کے خلاصہ کا ترجمہ فراہم کیا جائے گا) میں درکار ہے

تو اس کا بندوبست سروس ڈیوٹپنٹ Customer Service Centre سے فون

نمبر 01738 475000 پر رابطہ کر کے کیا جاسکتا ہے۔

如果你或你的朋友希望得到這文件的其他語言版本或形式

(某些時候，這些文件只會是概要式的翻譯)，請聯絡

Customer Service Centre 01738 475000

來替你安排。

Jeżeli chciałbyś lub ktoś chciałby uzyskać kopię owego dokumentu w innym języku niż język angielski lub w innym formacie (istnieje możliwość uzyskania streszczenia owego dokumentu w innym języku niż język angielski), Proszę kontaktować się z Customer Service Centre 01738 475000

P ejete-li si Vy, anebo n kdo, koho znáte, kopii této listiny v jiném jazyce anebo jiném formátu (v n kterých p ípadech bude p eložen pouze stru ný obsah listiny) Kontaktujte prosím Customer Service Centre 01738 475000 na vy ízení této požadavky.

Если вам или кому либо кого вы знаете необходима копия этого документа на другом языке или в другом формате, вы можете запросить сокращенную копию документа обратившись Customer Service Centre 01738 475000

Ma tha thu fhéin neo duine a dh'aithnicheas tu ag iarraidh leth-bhreacden pháipear seo ann an cànan eile neo ann an cruth eile, (aig amannan cha bhith ach gearr-chunntas a-mhàin ri fhaighinn air eadar-theangachadh) faodar seo fhaighinn le bhith a' cur fios gu:

Customer Service Centre 01738 475000

You can also send us a text message on 07824 498145.

All Council Services can offer a telephone translation facility.

[www.pkc.gov.uk](http://www.pkc.gov.uk)

(PKC Design Team - 2017231)