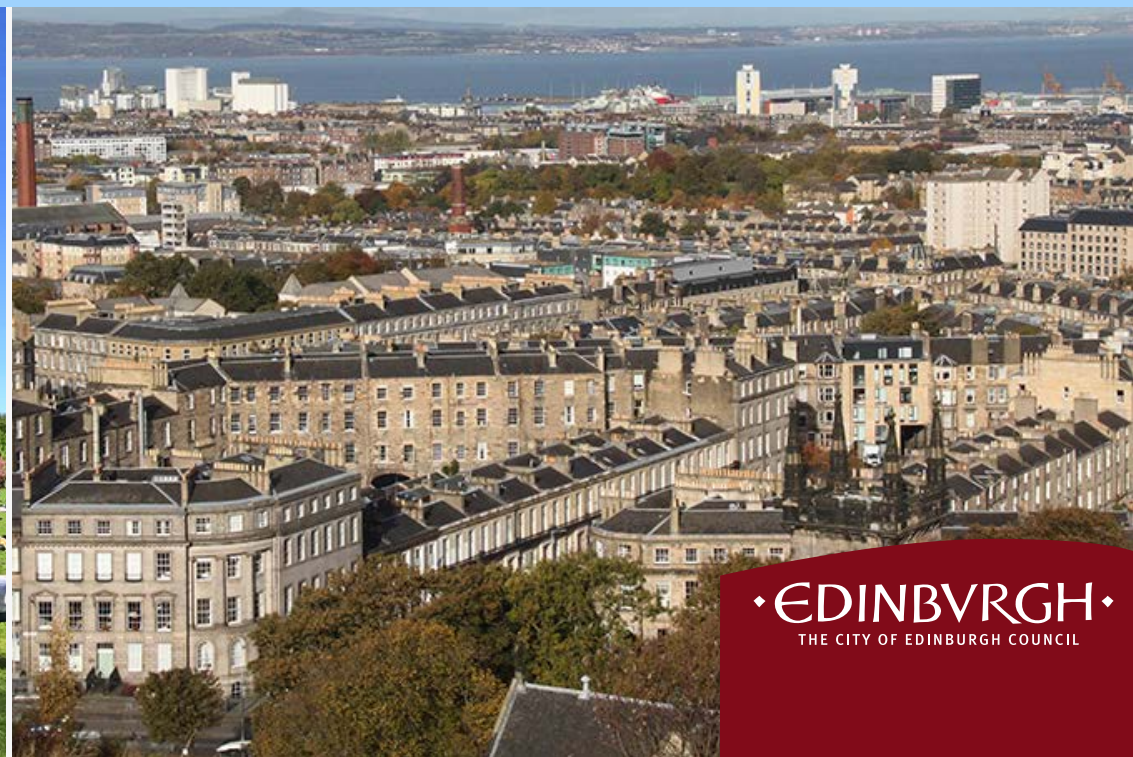




Planning Performance Framework 2017 - 2018



Contents

Introduction	2
Part 1	3
Quality of Outcomes	3
Quality of Service and Engagement	10
Governance	13
Culture of Continuous Improvement	14
Part 2	16
Supporting Evidence	16
Part 3	17
Service Improvements	17
Part 4	22
National Headline Indicators (NHI)	22
Part 5	25
Decision Making	25
Part 6	26
Workforce Information	26
Part 7	27
Planning Committee Information	27
Appendix 1	28
Performance Markers	30

Introduction

The City of Edinburgh Council is pleased to present its seventh Planning Performance Framework (PPF) report. The document highlights the work undertaken from April 2017 to March 2018 to improve performance and deliver a high quality planning service.

Edinburgh is a city of growth, both economically and demographically. The impacts which are created for the city in terms of meeting the demand for new homes, commercial floor space and infrastructure, create a busy and complex workload for the planning service. In addressing these impacts, we continue to focus on the needs of our customers.

The city's growth is managed through the Local Development Plan and its implementation is supported by an Action Programme. This multidisciplinary approach to working has been embedded within the Service and a number of projects are underway in terms of engagement and emerging strategies.

Alongside the challenges of growth, we continue to value and protect the key heritage assets of the city. This year saw the designation of Edinburgh's 50th Conservation Area at Restalrig which coincided with the 50th year since the 1967 Civic Amenities Act.

Following extensive engagement, *The Old and New Towns of Edinburgh World Heritage Site Management Plan* was approved in December 2017. The Council, and partner organisations, Historic Environment Scotland and Edinburgh World Heritage, are now working to deliver the Plan and continuing to engage local communities and businesses in the process.

As a service we continue to make improvements based on customer feedback whether it be through complaints, compliments, general feedback, or events such as our annual Customer Forum.

The Service has been engaged in the Scottish Government's review of the planning system, contributing both written and oral evidence to the Scottish Parliament's Local Government and Communities Committee. The service has provided briefings and updates to the elected members and reflected the Council's Commitments in submissions. The service is also contributing to the Government's digital planning project.

With ongoing challenges brought about by development pressures on the city, performance on determining planning applications has been variable. Major planning applications are complex and involve many community and specialist interests. The Service accepts that a greater efficiency is needed and is driving the use of project planning and planning processing agreements to better present a collaborative performance outcome. Management of resources has been a particular challenge with staff changes and budget pressures.

The service has increased engagement with children and young people through events at local schools, working with other Council services and partners such as a PAS. This work will continue throughout the Year of Young People and become embedded in our engagement processes.

Part 1

Quality of Outcomes

Planning is for the long term improvement of the city. A key measure of performance lies in how changes to the built and natural environment of the city are managed to deliver a better place.

The service continues to place an emphasis on the delivery of high quality development across the city. In recognition of this, many of the new developments across the city have won architecture and design awards. Projects this year which were recognised included the new Boroughmuir High School, Leith Fort housing, custom build housing in Portobello, St Cecilia's Hall Concert Room and Music Museum, McEwan Hall refurbishment, Oriam – Scotland's Sports Performance Centre and landscaping at the Holyrood North university accommodation.

The Edinburgh Urban Design Panel has been in place since March 2009 and has carried out 165 individual reviews. During 2017, the Panel carried out 15 reviews of development proposals within the city. All of these were for developments that have resulted or are expected to result in planning applications. The work of the Panel is reviewed annually with feedback received from the presenters who attend the Design Panel. Overall, there is support for the review process with value being added to development proposals.

The following case studies are some of the examples of completed developments which demonstrate a high quality outcome on the ground, with further examples of processes and new ways of working which deliver better long term outcomes.

Case Studies

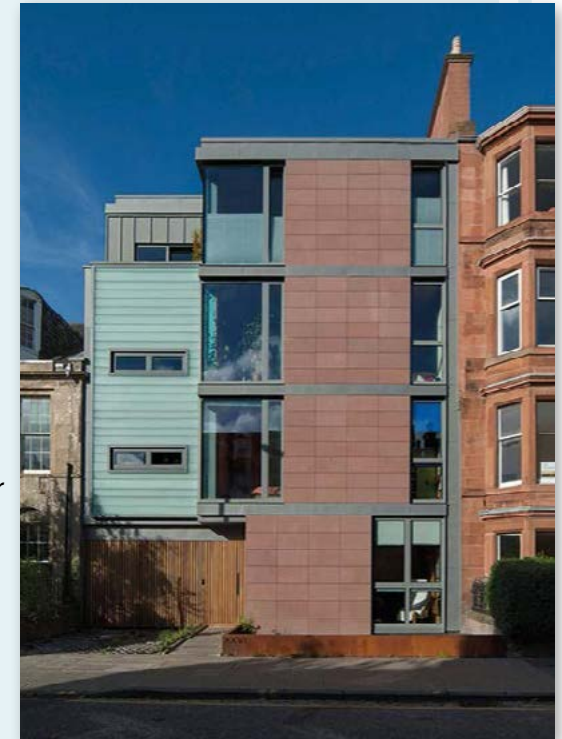
Bath Street, Portobello - residential development

This gap site in Portobello, vacant for 13 years, has now been redeveloped as five flats. The site is set between a four storey red sandstone Victorian tenement and a category C listed two storey Georgian townhouse, within the Portobello Conservation Area.

The design complements the neighbouring buildings and although clearly modern, uses high quality traditional and contemporary materials, such as red sandstone, timber and metal. The development has been constructed to Passivhaus standards with the building's frame consisting of cross laminated timber panels with triple glazed windows.

The project was initiated by John Kinsley Architects who, along with three local families, came together to form the [Bath Street Collective Custom Build](#), with the ambition of creating their own customised apartments. The development is the first self-build project of its kind in Scotland.

The development has received a number of awards and was visited as part of the annual Planning Committee tour.



Case Studies

The Social Bite Village – housing for homeless people

The proposal for 11 temporary 'nesthouses' and a community hub was a unique application for the service and benefited from a number of pre-application meetings. The applicant, Social Bite Communities, a charity providing support to tackle homelessness provided a prototype for a nesthouse. The planning officer coordinated pre-applications meetings with Building Standards to ensure compliance with Building Regulations.

The architects undertook extensive public consultation prior to submission, despite this being a 'local' application. This helped to communicate the proposals to the community which received very few objections from neighbours. As a model, other local authorities have shown an interest in the delivery of this type of temporary accommodation, with the Council supporting this approach as a step towards reducing homelessness.



Bristo Square – public realm and new entrance

The redevelopment of Bristo Square forms part of the University of Edinburgh's project to refurbish and upgrade the McEwan Hall and provide a renewed public space. A new basement space was created as part of the proposals with the public realm re-modelled to create a new amphitheatre space and entrance pavilion.

This historic civic space is next to the Category A listed McEwan Hall, and is in the South Side Conservation Area and World Heritage Site. The process involved comprehensive pre-application discussions, including a review by the Edinburgh Urban Design Panel, which helped shape the design. Historic Environment Scotland (HES) and the Cockburn Association were also involved in the process.

A high quality civic space has now been achieved, integrating contemporary architecture in this unique historic context. The space is used for informal gatherings, university activities with improved access to the McEwan Hall.



Edinburgh Biodiversity Action Plan – governance and project delivery

BLUE NETWORKS

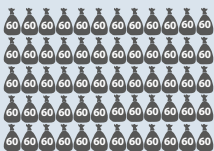
1 Shoreline project developed with SNH and RBGE to increase awareness of Firth of Forth



4 days of removal of invasive species at Cramond Foreshore by CEC Natural Heritage Service



60 clean-ups completed along Water of Leith by WoLCT

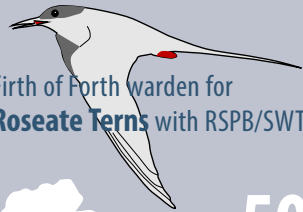


SPECIES

1 project officer co-ordinating work on invasive species via CEC Natural Heritage Service



1 Firth of Forth warden for Roseate Terns with RSPB/SWT



50 Rock Rose planted at Waverley Court by CEC Planning and Butterfly Conservation Scotland

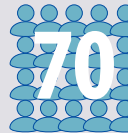


BUILT ENVIRONMENT

34 swift boxes requested/installed in new developments



70 people attended swift survey project event



1 lighting scheme advised on impact of LED lighting on wildlife



1 OrganiCity project launched



The Edinburgh Biodiversity Partnership is made up of over 40 organisations. The current [Edinburgh Biodiversity Action Plan](#) has over 250 actions being delivered over 3 years.

The new format annual progress report brings the facts and figures of delivering these actions to life using infographics to highlight key achievements.

Making links with wildlife in the built environment

There are a number of examples of biodiversity collaborative projects which focus on the links between the built and natural environments. One example is the work to support nesting swifts by including purpose built nesting spaces in new developments.

The [Square Meter for Butterflies](#) project is another example of a working partnership between the Council, Royal Botanic Garden Edinburgh, Butterfly Conservation Scotland and others. The project involves planting food sources for butterflies across a network of green roofs in the City. Target species include the Northern Brown Argus, a rare butterfly found in Holyrood Park. Green roofs at the Scottish Parliament, the Council headquarters and the Glenmorangie office in central Edinburgh are all part of the project.

PEOPLE & EVENTS

1,600 community group interactions at RBGE 'Meet the Gardener'



RSPB worked across 17 sites engaging with 1300 children



9 wildlife recording trips organised by the Wildlife Information Centre

20 volunteers involved in Friends of Saughton Park initiatives



GEODIVERSITY

1 Launch of the new Geodiversity Charter



6 excursions in Edinburgh held by Lothian & Borders Geoconservation Group



15 site statements completed to new Geoconservation standard



GREEN NETWORKS

16 SNH provided statutory advice on 16 plans and strategies relating to natural heritage



3 community orchards developed in Saughton Park



13% of the grassland on CEC Parks and Greenspace estate naturalised



6 perennial meadows created in school grounds by CEC Parks and Greenspace and ELL



4 Community gardens created by Edinburgh and Lothians Greenspace Trust



Case Studies

Edinburgh Local Development Plan – Action Programme

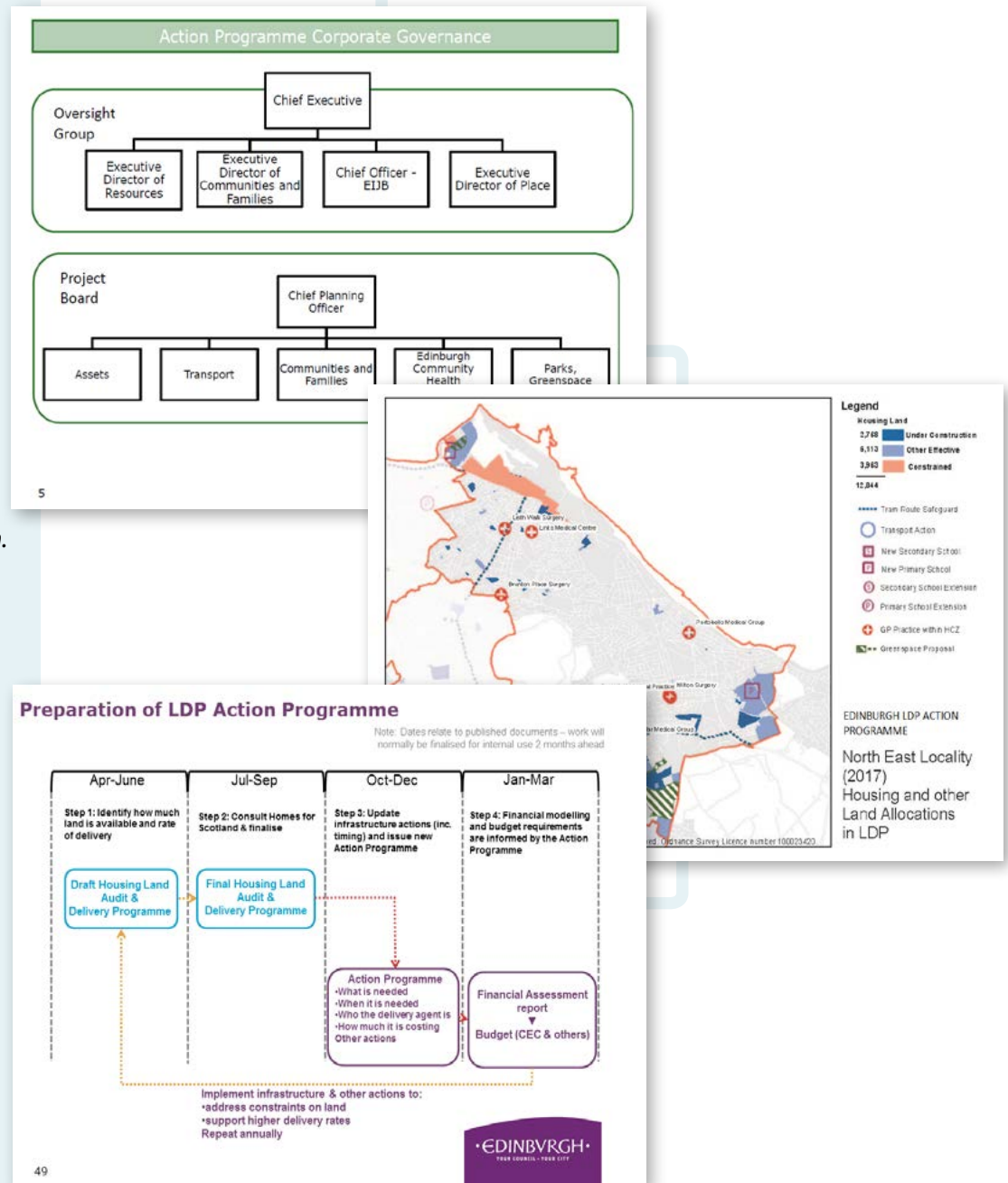
Edinburgh is a successful growing city. However to address pressures on existing infrastructure such as schools, roads, greenspaces and healthcare and to ensure the city grows in a sustainable way, new infrastructure provision and enhancements associated with new development must be delivered. To do this, we have developed a new and innovative approach to infrastructure delivery taking advantage of the statutory requirement to prepare an Action Programme.

The Council's 'corporate, cumulative and credible' innovative approach to co-ordinating growth with corporate investment has led to active and effective corporate involvement in infrastructure planning.

- **Corporately**, the Action Programme has been aligned with the Council's Business Plan enabling us to recognise the full financial impact of the growth set out in the plan on its services, and to ensure that capital budget is allocated to deliver the plan.
- The Edinburgh LDP Action Programme is being used as a corporate and financial tool to plan for new education, transport, greenspace and healthcare infrastructure, to **cumulatively** manage its existing assets and to co-ordinate development with the services needed to support it; and
- The Action Programme has been prepared through education, healthcare and transport appraisals, and costed for a financial model to ensure that the infrastructure required to deliver the housing and other growth set out in the plan is **credible** and can be used both for budget allocation and in the negotiation of planning applications.

In terms of sharing our experience with other authorities, we have:

- Brought together finance, infrastructure and planning officers from Edinburgh and Glasgow city councils to share practice on financial modelling of the Action Programme
- Attended a corporate workshop at Fife Council to share our experience and
- Took part in an Improvement Service event on infrastructure planning.



Restalrig – Edinburgh's 50th Conservation Area

Following engagement with the local community, including representatives from St Margaret's Church, in December 2017 the Planning Committee agreed to designate *Restalrig as a Conservation Area*.

The Conservation Area is historically important as a result of the development around the church and has several significant listed buildings which contribute to the character of the area. The majority of respondents to the consultation supported the designation, with a local resident noting,

"The information given in the plans is clear and concise and I thought the photographs did justice to the area. The publicity regarding the dates for comments and when the final decision was to be made were well publicised in advance. Altogether I felt that the exercise was an excellent example of the council working with the community.

Since becoming a Conservation Area it has raised the profile of our village. When walking my dog I see people taking an interest when they are passing by often asking questions about St. Triduana and the history of the area. I also feel that residents are trying to make an effort to keep the streets cleaner, picking up litter etc.

I for one am very proud of our Conservation Area."



Leith Fort housing

The *Leith Fort project* by the Council in collaboration with Port of Leith Housing Association involved the demolition of a 7 storey housing block, rehousing tenants and a new residential development comprising 32 flats for social rental and 62 flats for mid-market rent.

The site originally contained Leith Fort which dated from the late 1700s and was a military base, and later housing, before being demolished in the mid-20th century. The existing walls which surround the site are listed category B with the two neoclassical guardhouses at the entrance also listed. The design incorporates these historic structures as a reminder of the former use of the site. Tenants and residents were consulted on the project and planning permission was granted in 2013. It represents a new modern, high density development, and as the link to the video above shows, meets the needs of its residents, providing affordable homes and respects the historical importance of the site.



Case Studies

Edinburgh Design Guidance

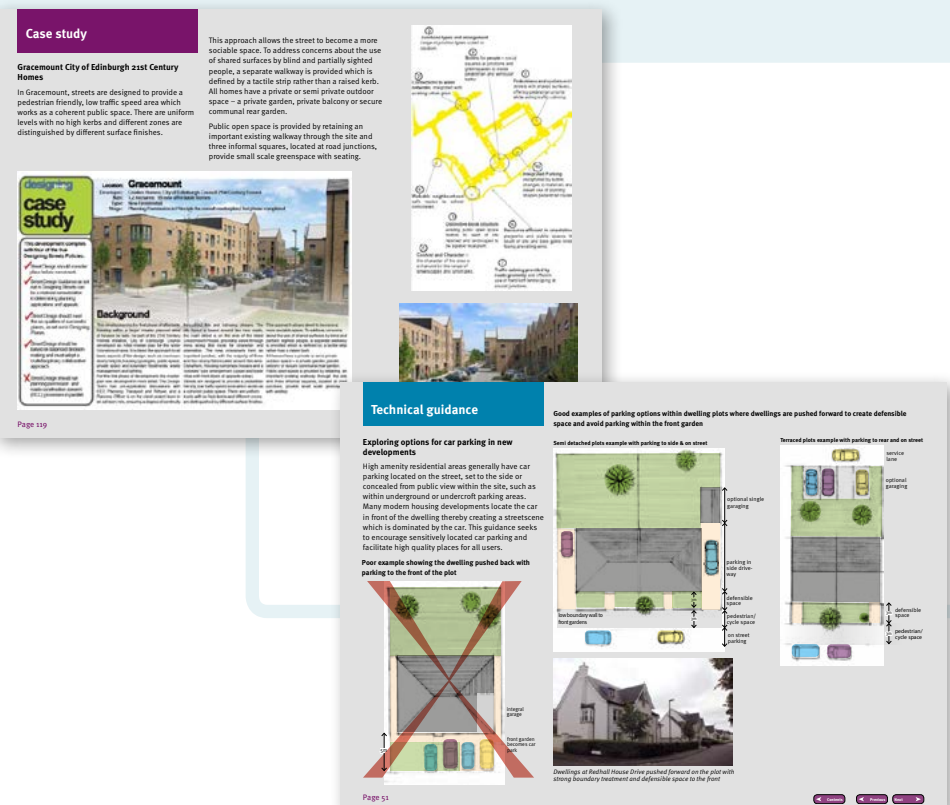
The *Edinburgh Design Guidance* is a key part of the Council's suite of non-statutory planning guidance documents. It provides detailed guidance on achieving high quality and sustainable design for all new development across the city.

A comprehensive review of this guidance was undertaken during 2016/17 with formal approval in October 2017. Particular focus was given to incorporating revised parking standards and wider street design guidance to bring key placemaking themes together into one useable document.



The revised guidance also incorporated a new section on Build to Rent (BTR) housing. This was in response to the growing interest in this sector and recent Scottish Government advice on the positive contribution that this strand of mainstream housing can make to meeting housing needs. Since the approval of the revised guidance, this new section has provided a framework for constructive discussions with the BTR sector about a variety of opportunities in the city.

The review was led by Planning and undertaken collaboratively with inputs from a range of services, including Housing and Transport. Stakeholders and the public were also engaged through meetings, workshops and online questionnaires. An assessment of how the revised guidance is performing is ongoing and recommendations on any updates will be reported to Planning Committee in October 2018.



Multi-disciplinary working

Whilst the growth of Edinburgh will provide new jobs, homes and amenities, we need to ensure that the city can provide a high quality of life and mobility for all residents, including those parts of the city that experience greatest inequality.

In response to this, the Council is developing three strategies simultaneously: The City Mobility Plan, Development of Low Emission Zone(s) and Edinburgh City Centre Transformation. The strategies are being coordinated through a single

multi-disciplinary team with a view to bringing a holistic approach to the issues. This co-ordinated approach is also reflected in the engagement with stakeholders and communities so a single engagement approach covers all three strategies. The governance of the strategies overlaps at senior officer and member level ensuring that the development and implications of the proposals work across services and seek to deliver the high level ambitions of the Council.

Engagement and Timeline



Stakeholder Engagement



Firhill High School May 18

- Work Placement
- City Centre Place Standard

Market Research May 18

Smarter Choices, Smarter Places

8 Focus Groups

- Regional community and city travel perspectives;
- Attitudes to city centre and public realm; and
- Air quality and Low Emission Zone(s).

Planning Aid Scotland June – Sept 18

Air Quality Place Standard

- City Centre on-street interviews
- Other AQMAs + schools

Stakeholder Engagement



EVOC Think Space 8th May

3x Stakeholder Workshops 9-10 May

150+ attendees from 100+ organisations



Quality of Service and Engagement

The service continues to provide a focus on customer engagement and improvements. The service receives feedback from a number of means including the Edinburgh Civic Forum, Community Council briefings, the Access Panel, the Edinburgh Development Forum and various consultations throughout the year.

Customer Forum

The Planning and Building Standards Service held its second Customer Forum in June this year. The Forum in June 2017, resulted in an action plan being prepared based on short, medium and long term actions. The outcomes from the forum have also been used to inform both the Planning and Building Standards service improvement plans.



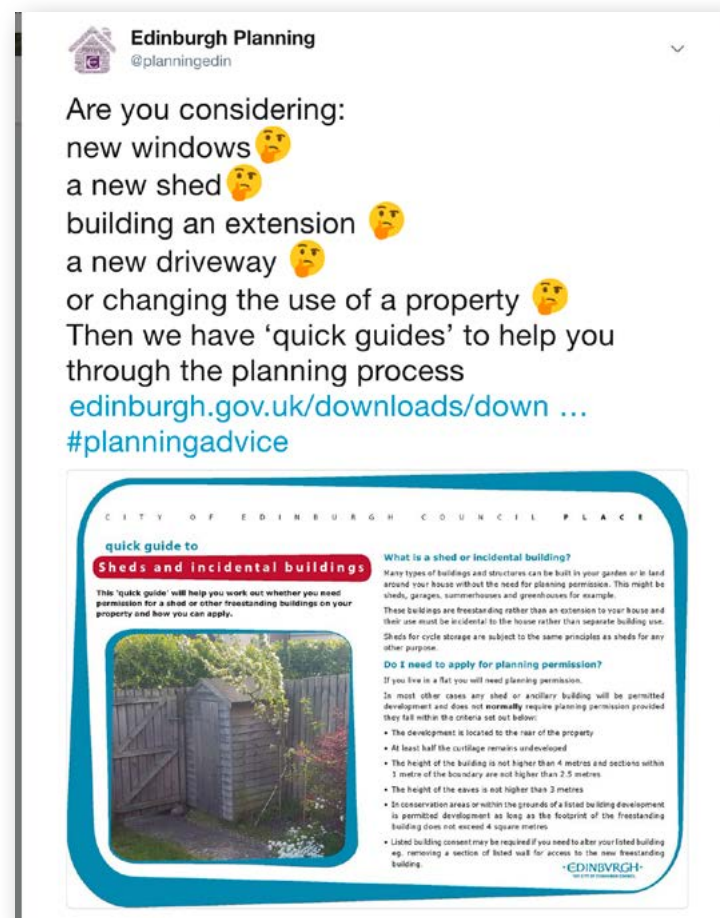
The planning service continues to offer pre-application advice on local, listed building and major developments. Customers can use an online form to submit enquiries which are then handled by the relevant team.

For householder and minor changes we have [detailed planning advice](#) including guidance for businesses, listed buildings and conservation areas.

We also set out how communities can get involved in [major development proposals](#) and what they should expect in the [Edinburgh Planning Concordat](#).

[Planning enforcement enquiries](#) are made using our online form with the customer charter setting out the level of service the customer should expect. We have also added links to webpages for enforcement of other non-planning issues.

The service has expanded the number of Planning Quick Guides and has started to use ["how-to" videos](#) to help our customers make high hedge applications. We use social media to promote awareness of this customer support.



Engaging children and young people in planning

In the past year the service has set out to strengthen the involvement of children and young people in planning. This is part of the Council commitment to “Become a leading Council in Scotland for community engagement”. One driver for this has been the ongoing review of the planning system in Scotland and the focus on the Year of Young People 2018.

The service has delivered a range of engagement activities with children and young people, including:

- *Planning workshops with 3 schools in the Leith area of the city – delivered with PAS*
- *World of Work placements from Firrhill High School*
- *Junior Road Safety event - Air Quality*
- *Corstorphine Place Standard exercise with young people*



Engagement planned for this year with children and young people, will be on the next Local Development Plan, the City Mobility Plan, Central Edinburgh Transformation and Low Emissions Zones. The scale, structure and co-production process for engaging young people is unprecedented for the Edinburgh planning service, with our experiences being shared within the Council and in the City's schools.



Service standards and protocols

The service revised both the Planning and Building Standards Customer Charter and the Planning Enforcement Charter in the past year, making use of customer feedback and corporate standards as part of this process.

The planning service continues to develop protocols with other Council services. In the past year we prepared a protocol for working with the Council's Environmental Protection team who provide consultation responses to planning applications and contribute to pre-application discussions. The protocols form part of the service's 'Procedures Manual' with staff attending training sessions to help with their implementation.



Regular and proportionate advice

The planning service continues to offer pre-application advice on local, listed building and major developments. Customers can use an online form to submit enquiries which are then handled by the relevant team.

For householder and minor changes we have detailed planning advice including guidance for businesses, listed buildings and conservation areas online.

The *Edinburgh Planning Concordat* remains a key reference for understanding expectations of the planning process in the city for developers and communities.

Planning enforcement enquiries are made using our online form with the customer charter setting out the level of service the customer should expect. We have also added links to webpages for enforcement of other non-planning issues.

The service continues to promote the use of processing agreements for major developments and has guidance and a model processing agreement template form for use by applicants.

Communication

The Planning service continues to use various ways to share and communicate with customers including the Planning Edinburgh blog, Twitter and more recently Instagram. The service has found social media an effective way to communicate quickly and easily messages with a wide range of customers.



Complaints and compliments

From April 2017 to March 2018 the Planning and Building Standards service received 131 complaints and 1 Scottish Public Services Ombudsman (SPSO) case. This has been a reduction from the 207 complaints received in the previous year and the 3 SPSO cases. There were 46 compliments made in 2017/2018. The outcomes of complaints are shared with staff across the service and where necessary, training and operational changes made to address any issues.

Type of case	Q4 2017/18	Q3 2017/18	Q2 2017/18	Q1 2017/18
Frontline resolution	30	40	16	29
Internal investigation	7	3	4	2
SPSO	0	1	0	0

Governance

The service continues to evolve to progress the diverse range of projects and challenges that the City faces. The service operates with both a geographical focus for development proposals and a city-wide focus for policy development.

The Spatial Policy team within the service works as a multi-disciplinary team with a particular focus on promoting placemaking. The service is also progressing work on local community planning with the Council's Locality teams across four geographic areas of the city.

Resources and Performance

The Service is working on a new scheme of delegation, with a view to delegating more to officers to reduce the workload on Council committees and improve timescales for handling relatively straightforward applications.

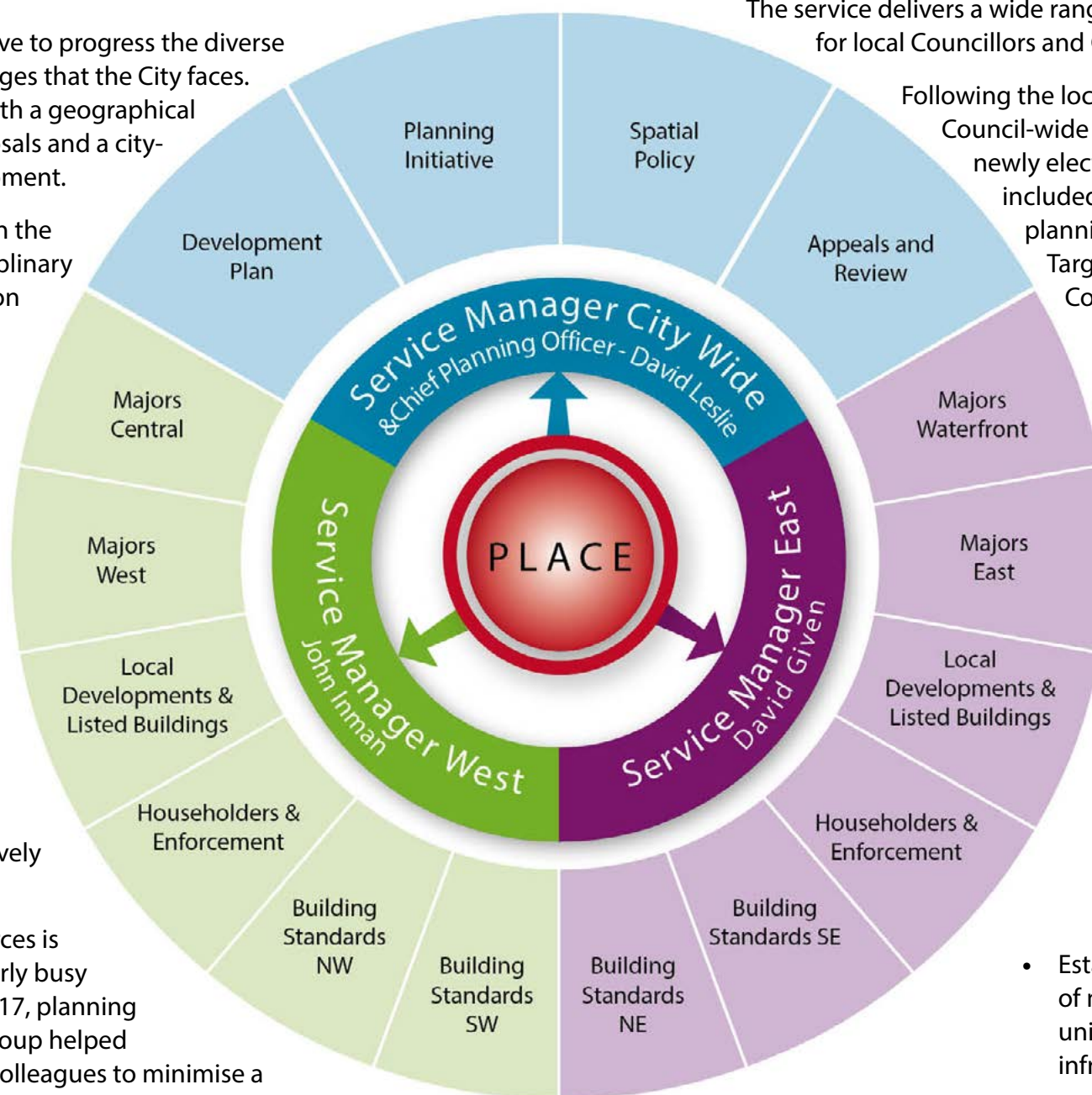
Flexibility in the use of resources is important. During a particularly busy period towards the end of 2017, planning officers from the City Wide group helped development management colleagues to minimise a backlog in planning applications.

Training and development

The service delivers a wide ranging programme of training for local Councillors and Community Council members.

Following the local elections in May 2017, a Council-wide programme of training for newly elected and re-elected members included detailed briefings on planning issues and procedures. Targeted training for Planning Committee members included:

- What Makes a Good Place? How are Planning Decisions Made? Planning appeals
- Improving the quality of design and the aims of the Edinburgh Design Guidance
- Development economics, project finance and factors which hinder development
- Community engagement - and links with community planning
- Estate management strategies of major landholders such as universities, NHS and major infrastructure operators



SERVICE STRUCTURE

The annual Planning Committee tour was part of this training programme, with the Committee visiting completed developments across the City. It included discussions with developers, community representatives and members of the Edinburgh Urban Design Panel.

Elections to Community Councils introduced many new people to the Planning System and a training programme was delivered to support these volunteers in our communities. In the past year the programme included:

- Street naming – how streets are named
- Conservation areas and listed buildings
- Tree protection
- Social media
- Planning enforcement

Overall, the feedback is positive with the Community Councillors providing suggestions on what they would like training on.

One Community Councillor noted about the Enforcement and Tree Protection training -

"Very good training session, one of the best ones I have attended. It will be very much useful for my work as a community councillor."



Culture of Continuous Improvement

The 2017/18 service improvement plan set out a number of improvements over the past year. Progress with the plan is set out in Part 3, Service Improvements. In preparing the improvement plan for the coming year, it was recognised that a more strategic approach is required to the service improvements in the context of the Council's emerging change strategy, the review of planning and the Planning Bill. It was proposed that we embed the 2018/19 Service Improvement Plan in a broader improvement plan covering three years. The improvement plan is set out in Part 3.

Performance within the planning service remains fragile, with a number of staff vacancies arising in the past year. The service is now undergoing recruitment to fill posts and some management changes to improve performance.

Staff training and development

Training and development support for staff is an important element in service performance and consistency of delivery. This past year has seen training for planning and other Council staff on:

- | | |
|--|--|
| • Planning law | • Complaints |
| • The Old and New Towns of Edinburgh World Heritage Site management plan | • Digital workplace |
| • The revised Edinburgh Design Guidance | • Planning Conditions |
| • Landscaping and Biodiversity | • Environmental assessment |
| • Development consents | • Conservation in Edinburgh |
| • Local Developments | • Report writing and presenting to committee |
| • Data Protection | • Landscaping |

The service also continues to hold lunchtime seminars on a variety of topics. Each team is encouraged to hold a team development day, giving staff the opportunity to assess new development on the ground and share working practices and potential improvements.

The service was paired with Aberdeen City Council as part of the Planning Performance Framework peer review process. After agreeing topics for discussion, reciprocal visits were undertaken looking at examples of best practice. A short storyboard record of the visits was prepared and shared with participants.



Part 2

Supporting Evidence

In preparing this report we have drawn on a range of sources to inform the planned service improvements. This has included the annual customer forum, community council training, working with other Council services, our partner agencies such as Historic Environment Scotland and benchmarking through Heads of Planning Scotland. Sources used to compile this report include:

- *Planning Committee reports*
- *Planning Committee training*
- *The Scottish Government Review of Planning*
- *The Scottish Parliament – Local Government and Communities Committee*
- *SESPlan*
- *The Edinburgh Local Development Plan*
- *Development Plan Schemes*
- *Planning Guidelines*
- *Planning Enforcement – online form and charter*
- *Regular Planning Edinburgh blogs*
- *Planning and Building Standards Customer Care Charters*
- *Edinburgh Urban Design Panel progress report (update)*
- *The City of Edinburgh Council webcasts*
- *Edinburgh People Survey 2017*
- *RIAS Awards*
- *EAA Awards*
- *Landscape Institute Awards*
- *Planning and Building Standards Service Improvement Action Plans for 2018/19*
- *Processing agreements guidance and template*
- Feedback from events with stakeholders including community councils, agents and developers

Part 3

Service Improvements

The Planning and Building Standards Service improvement plans have been drawn together with actions from various sources including internal audits and the customer forum.

The 2018/19 improvement plans will covering, strategy, governance, oversight, risk, customer and compliance.

Planning Service Improvement Plan 2018/19

	Action	Target Date	Comments
Resources			
Ensure adequate staffing levels to meet service demands	Fill all establishment vacancies as they arise and where appropriate use agency cover in the interim.	Mar-19	The Planning Service received income of c. £2.4m in 2017/18. Performance remains fragile and it is essential to fill vacant posts quickly when they arise.
	Invest increase in budget provision in additional staff resources in accordance with Council Commitments	Sep-18	The Council budget for 2018/19 included an additional £100,000 for the Planning Service. This will be invested in accordance with Council Commitment No. 13.
	Invest increase in fee income in additional staff in accordance with Council Commitments	Sep-18	Planning fees for major applications were increased on 01/07/17. The increase is expected to generate c. £240,000 of additional fee income. This will be reinvested in accordance with Council Commitment No. 15
Processes			
Improve performance in processing planning applications	Review the relationship between the planning applications process and the road construction consent process and any organisational change required.	Sep-18	The Roads Authority input to planning applications, the issuing of road construction consents and the adoption of new roads are all carried out by different teams. There is potential to review these processes to ensure a seamless service to applicants. Regular liaison meetings are held with RCC and Transport colleagues.

	Action	Target Date	Comments
	Increase the use of processing agreements or agreed extensions of time	Mar-19	Source: PPF 2016/17. The % of major applications with PPAs has declined in recent years to less than 30%. User feedback will be used to determine the reason for this and what actions could reverse this trend. This issue is under consideration by Scottish Government as part of Planning reforms.
	Develop or review protocols with key consultees to improve response times and links between council policies.	Mar-19	Source: Internal Audit. A programme of review is currently underway. The protocol with Environmental Protection was completed in 2017/18. Work is progressing on a working protocol with Communities and Families and Flood Protection.
	Undertake lean review of Intake, Registration, Validation and Allocation processes.	Dec-18	Source: Internal QA Audit. A review of the validation process was undertaken in November 2015 but there is an opportunity to further improve performance. The previous changes will be re-assessed in 2018/19 to seek improved validation times.
	Implement updated model Section 75 agreement	Jun-18	Source: Customer Forum Action Plan. A new model Sec 75 agreement has been developed during 2017/18 in consultation with external solicitors advising the Council under the Framework Agreement. This will help speed up the issuing of consents.
Improve alignment of development management and local community planning	Review area team structures and the potential to align with Localities while maintain a balance of workload.	Mar-19	Planning team boundaries are currently based on the LDP strategic development areas. It would assist integration of place-making and local community planning if they were realigned to match the Localities.
Ensure developer's meet their commitments	Undertake process review of developer contributions	Jun-18	Source: Council Commitment no. 13. A process review led by the Finance service is already underway.
Increase the proportion of delegated planning decisions upheld by the Local Review Body	Monitor LRB decisions. Review and revise non-statutory planning guidance as necessary.	Mar-19	Source: PPF 2016/17. 79.3% of reviews were upheld in 2017/18 compared to 48.1% the previous year. Planning guidance was amended in March 2018 to reflect issues raised at appeal/review stage.
Engagement			
Increase transparency of service	Put diagram of structure of service on web pages and planning blog.	Jun-18	Source: Customer Forum Action Plan. Customers have asked to see how the service is structured
Improve communication with customers	A review of communication channels including out-of-office messages and auto-responses to help manage customer expectations about how quickly the service responds.	Sep-18	Source: Customer Forum Action Plan. Communications is one of the most common issues raised by customers and expectations are increasing. Greater clarity is needed on what the customer is entitled to expect.

	Action	Target Date	Comments
Channel Shift: remove barriers to an efficient and reliable electronic planning application process	Upgrade the back office case handling and document management systems.	Dec-18	The current back office systems are significantly out-of-date and not supported by the supplier. An upgrade has been commissioned which will significantly improve functionality and benefit both staff and customers.
	Work with external software providers to develop Public Access system to provide better information to customers particularly on application progress.	Mar-19	One of the most common reasons for customers to contact the service is to check on progress with applications. There is potential to provide better information on Public Access allowing customers to self-serve 24/7.
	Create "quick guides" and "how to" videos to help customers understand the planning process and make best use of online facilities	Sep-18	A series of quick guides is now available on the Council website at http://www.edinburgh.gov.uk/downloads/download/2204/planning_quick_guides 'How to Videos' are being prepared on a range of topics including 'How to Comment on a Planning Application
	Work with Scottish Government to develop the national Digital Planning Strategy	Mar-19	Workshops and working groups are ongoing with the Scottish Government as part of Planning Reform. The Council's participation ensures it is fully involved in developing future systems. This covers issues of inclusion and diversity in engaging stakeholder groups.

Delivery of our service improvements actions for 2017/18

Key projects	Key actions	Progress
Local Development Plan	Evaluate the LDP1 programme and scope issue for LDP2, keep the Action Programme up-to-date and complete the preparation of supplementary guidance.	The service is progressing the new LDP, with the Action Programme published in January and are working towards the adoption of supplementary guidance.
Strategic Development Plan	Work with partners to submit a proposed revised plan to Scottish Ministers	The second Proposed SDP was submitted to Scottish Ministers for examination on 26 June 2017. Examination commenced in August 2017. The report of the examination was published on 24 July 2018.
Local Transport and Air Quality Strategies	Engage with stakeholders to scope issues for a review	Initial workshops have been held to inform the forthcoming formal consultation.
Old and New Towns of Edinburgh World Heritage Site	Review and replace the management plan for the site.	This is now complete following an inclusive engagement process and the use of innovative techniques such as a tailored Place Standard.

Key projects	Key actions	Progress
Edinburgh Design Guidance	Review the Guidance and align with the Edinburgh Street Design guidance	This is now complete following a detailed consultation exercise and is being widely used.
Review and update non-statutory guidance	Planning, transport and air quality issues updated to assist with the preparation and assessment of development proposals	Town Centre Guidance has now been approved. Other non-statutory guidance has been reviewed, including the Edinburgh Design Guidance. Consultation underway on Central Edinburgh Transformation, Local Transport Strategy and Low Emission Zones
Wayfinding	Working cross-services to deliver physical and virtual information to improve city legibility and encourage active travel	This project is well underway and prototypes are being developed for erection in the near future.
Customer engagement changes and operational processes	Implement customer engagement changes and operational processes through: <ul style="list-style-type: none"> - lean reviews - channel shift programmes - create 'quick guides' and 'how to' videos - increase the use of support staff - additional customer care training 	A programme of customer engagement has been ongoing throughout the year and improvements has been made to communication channels such as a series of quick guides on the Council website.
Place standard	Use this and other tools to assess the quality of place making and development on the ground.	A series of events working with young people has developed an insight into the views of young people.
National review of Planning System	Contribute to emerging proposals and respond to Scottish Government consultations to highlight implications for Edinburgh.	Formal submissions were through written and oral evidence
Locality Improvement Plans	Work with the Locality Teams to deliver the place making agenda at local level.	Locality Improvement Plans are now in place and planners have worked directly with the locality teams to ensure a joined up approach.
Major application performance	Improve performance in processing major planning applications by increasing the use of processing agreements or agreed extensions.	Opportunities have been taken in the Customer Forum and the pre-application meetings, to explore with applicants and agents the benefits of processing agreements and the implementation of the Edinburgh Planning Concordat approach.
Local development plan delivery	Facilitate delivery of development proposals in the LDP and actions identified in the Action Programme	Ongoing
Review development management team structures	Review structure of planning teams in the context of localities and balance of workload.	Planning teams are taking a flexible approach to managing cases outwith their team areas
Reinvest fees	Reinvest increase in planning fee income in accordance with Government priorities.	Not completed but will be delivered in the coming year.

Key projects	Key actions	Progress
Model legal agreement	Develop a model legal agreement to help reduce timescales for issuing decision.	Template produced but will be implemented in the coming year.
Delegated decisions	Increase the proportion of delegated planning decisions upheld by the Local Review Body.	Completed

Part 4

National Headline Indicators (NHI)

A: NHI Key outcomes - Development Planning:

Development Planning	2017-18	2016-17
Local and Strategic Development Planning		
Age of local/strategic development plan(s) at end of reporting period	Edinburgh Local Development Plan (1 year and 4 months)	Edinburgh Local Development Plan (4 months)
Will the local/strategic development plan(s) be replaced by their 5 year targets?	Yes	
Has the expected date of submission of the plan to Scottish Ministers in the development plan scheme changed over the past year?	No	N/A
Were development plan scheme engagement/consultation commitments met during the year?	Yes	Yes

Effective Land Supply and Delivery of Outputs ¹		
Established housing land supply	30592 units	31274 units
5-year effective housing land supply programming	12144 units	11396 units
5-year effective land supply total capacity	22476 units	23329 units
5-year housing supply target	11469 units	12606 units
5-year effective housing land supply (to one decimal place)	5.3 years	4.5 years
Housing approvals	4478 units	5462 units
Housing completions over the last 5 years	10935 units	9465 units
Marketable employment land supply	2844 ha	291.3 ha
Employment land take-up during reporting year	0 ha	0 ha

¹ Based upon the DRAFT 2018 Housing Land Audit.

B: NHI Key outcomes – Development Management:

Development Management	2017-18	2016-17
Project Planning		
Percentage and number of applications subject to pre-application advice	15.8% 516	21 %
Percentage and number of major applications subject to processing agreement	30.7% 8	11
Decision Making		
Application approval rate	89.7%	91.9%
Delegation rate	95.2%	95%
Validation	64.6%	68.5%
Decision-making Timescales		
Major Developments	56.3 weeks	43 weeks
Local developments (non-householder)	14.7 weeks	12.6 weeks
Householder developments	8.8 weeks	8.3 weeks
Legacy Cases		
Number cleared during reporting period	40	82
Number remaining	89	81

C: Enforcement activity

	2017-18	2016-17
Time since enforcement charter published / reviewed	3 months	19 months
Complaints lodged and investigated	740	695
Breaches identified – no further action taken	109 (from 1/12/17)	not measured
Cases closed	713	not measured
Notices served	79	58
Direct Action	3	not measured
Reports to Procurator Fiscal	0	0
Prosecutions	0	0

D: NHI Key outcomes – Commentary

The Local Development Plan was adopted in November 2016 and allocated a generous supply of land to meet the housing land requirement set by the SESPLAN Strategic Development Plan. Since then, no further land has been allocated and the amount of windfall sites to come forward, as would be expected, is below the number of housing units completed. The established land supply and the capacity of effective land is therefore slightly lower this year than last year as allocated land has now been developed.

Following the adoption of the LDP, many newly allocated sites have obtained planning permission and in some cases commenced development. This has increased the 5-year effective housing land supply programming compared to last year's figure.

The 5 year housing supply target has decreased since last year as the number of units completed has been higher than the annual average of the remaining housing supply target. This has also led to an increase in the number of years of supply of effective land available ("5-year effective housing land supply to one decimal place").

In terms of performance on planning applications, it is acknowledged that this has reduced. The year has been particularly challenging in terms of staff changes and budget pressures and measures are being put in place to make improved performance a top priority.

Part 5

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

Timescales	2017-18	2017-18	2016-17
Overall		Weeks	Weeks
Major developments	18	56.3	43.0
Local developments (non-householder)	658	14.7	12.6
• Local: less than 2 months	(52.3%)	7.5	7.4
• Local: more than 2 months	(47.7%)	22.5	22.0
Householder developments	1326	8.8	8.3
• Local: less than 2 months	(75.6%)	7.4	7.6
• Local: more than 2 months	(24.4%)	13	12.2
Housing Developments			
Major	6	67.6	41.7
Local housing developments	141		
• Local: less than 2 months	(41.8%)	7.6	7.6
• Local: more than 2 months	(58.2%)	27.3	27.7
Business and Industry			
Major	1	23.3	No apps
Local business and industry developments	60		
• Local: less than 2 months	(75%)	7.6	7.2
• Local: more than 2 months	(25%)	14.5	31.0
EIA Developments	0	N/A	None
Other Consents			
• As listed in the guidance(right)	1259	9.9	12.3
Planning/legal agreements			
• Major: average time	14	66.2	46.1
• Local: average time	29	59.4	50.5

B: Decision-making: local reviews and appeals

Original decision upheld					
	Total number of decisions	2017-18		2016-17	
Type	No.	No.	%	No.	%
Local reviews	58	46	79.3	79	48.1
Appeals to Scottish Ministers	50	34	68.0	42	61.9

C: Context

The growth of the City presents particular challenges for the Service in terms of progressing large and complex major developments often with detailed legal agreement provisions. A re-focusing on processing agreements and the use of a model legal agreement will be a priority for improvements.

Local development performance has also seen a downturn and this is being addressed through further resources and different ways of working.

There has been a welcome improvement in dealing with other consents including listed building consent and certificates of lawfulness.

Part 6

Workforce Information

The planning service continues to be based on East and West team areas for development management and enforcement, with other planning activities undertaken on a City Wide basis. Business support staff, including the ICT and GIS support are provided from a central resource outwith the service area and are not included in the below table. Specialist roles include transport officers, environmental health officers, biodiversity staff, landscape officers and streetnaming staff. Planning enforcement is handled as part of the householder application teams and is not a separate role. The majority of staff within the service are either members or eligible to be a members of the RTPI.

Staffing in the Planning service as of 31 March 2018.

	Tier 1 Chief Executive	Tier 2 Director	Tier 3 Head of Service	Tier 4 Manager
Head of Planning Service	1	1	1	3

Staff	Headcount	FTE
Development Management (DM) including enforcement	41 (2 vacancies) planners 6 technicians	32 FTE / 9 PT 6 FTE
Development Planning including project teams, appeals and conservation	14 (1 vacancy) planners 1 LDP support staff 6 technicians	9 FTE / 5 PT 1 FTE 5 FTE / PT
Specialists (non-planners)	5 Transport officers in DM 12 staff including Transport, air quality, street naming and landscape officers (1 vacancy)	3 FTE / 2 PT 7 FTE / 5 PT
RTPI members or eligible for membership		73

Staff Age Profile	Headcount
Under 30	9
30-39	20
40-49	36
50 and over	30

Part 7

Planning Committee Information

The table below sets out the Committees for the past 2017/18 year.

Committee & Site Visits	Number per year
Full Council meetings	12
<i>Planning Committees/ Development Management Sub Committees</i>	4 and 21
Area committees	Not applicable
Committee site visits	25 application sites were visited by Committee
Local Review Body (LRB)	14 LRB meetings
LRB site visits	5 application sites were visited by the LRB

Appendix 1

Performance Markers

	Performance Marker	Measure	Part of PPF report best suited to evidence this marker
	DRIVING IMPROVED PERFORMANCE		
1	Decision making: authorities demonstrating continuous evidence of reducing average timescales for all development types	TBC	<p>NHI</p> <p>Scottish Government Official Statistics</p> <p>Improved performance has not been achieved in 2017/18 as detailed throughout the document. However, it remains the top priority and action is being taken to increase resourcing and implementing new ways of working.</p>
2	Project management: offer of processing agreements (or other agreed project plan) made to prospective applicants in advance of all major applications and availability publicised on planning authority website	Y/N	<p>NHI</p> <p>Quality of Service and Engagement;</p> <p>The service continues to promote early engagement for major developments and has clear advice and guidance on our website.</p>
3	<p>Early collaboration with applicants and consultees on planning applications:</p> <ul style="list-style-type: none"> • availability and promotion of pre-application discussions for all prospective applications • clear and proportionate requests for supporting information 	<p>Y/N</p> <p>Examples</p>	<p>NHI</p> <p>Quality of Service and Engagement</p> <p>Examples such as the Social Bite and Bristo Square development demonstrate that we are engaging applicants and consultees early in the process which results in high quality development on the ground.</p> <p>The Council in its submissions to the review of planning continues to support early engagement at the pre-application stage.</p>
4	Legal agreements: conclude (or reconsider) applications within 6 months of 'resolving to grant' ¹	Reducing number of live applications more than 6 months after resolution to grant (from same time last year)	<p>Quality of Service and Engagement</p> <p>Governance</p> <p>Legal agreements have taken longer this year due to the complexity of negotiations. This is being addressed through the use of a model legal agreement.</p>
5	Enforcement charter updated / re-published	Within 2 years	<p>NHI</p> <p>The Charter is reviewed and updated every 2 years.</p>

Performance Marker		Measure	Part of PPF report best suited to evidence this marker
6	Continuous improvements: <ul style="list-style-type: none"> show progress/improvement in relation to PPF National Headline Indicators progress ambitious and relevant service improvement commitments identified through PPF report 	Progress on all commitments	Culture of Continuous Improvement Service Improvement Plan The service is now taking a longer term view of service improvements. Whilst maintain aspects of core business, the move to a 3-year programme will allow for improvements to be made in the context of the Planning Review and changes to legislation and subsequent processes.
PROMOTING THE PLAN-LED SYSTEM			
7	LDP less than 5 years since adoption	Yes	NHI Quality of Outcomes Quality of service and engagement Delivery of the LDP is underway with innovative approaches being used to programme and fund the necessary infrastructure.
8	Development plan scheme demonstrates next LDP: <ul style="list-style-type: none"> on course for adoption within 5-year cycle project planned and expected to be delivered to planned timescale 	Yes	NHI Quality of Outcomes Quality of service and engagement The process to commence the next LDP is underway and will be reported in more detail in the next Planning Performance Framework (PPF).
9	Elected members engaged early (pre-MIR) in development plan preparation	Evidence of activity	Quality of Service and Engagement Governance Members and staff have already been engaged in pre-MIR discussions, with a project overview presented to Planning Committee, staff workshops and community briefings held. This will be reported in more detail in the next PPF.

Performance Marker		Measure	Part of PPF report best suited to evidence this marker
10	Cross-sector stakeholders, including industry, agencies and Scottish Government, engaged early (pre-MIR) in development plan preparation	Evidence of activity	Quality of Service and Engagement Governance The service has commenced early engagement with stakeholders and further details will be reported in the next PPF.
11	Production of regular and proportionate policy advice, for example through supplementary guidance, on information required to support application	Evidence of activity	Quality of Service and Engagement Planning advice is reviewed annually and updated with supplementary guidance prepared to provide further details on the adopted local development plan.
SIMPLIFYING AND STREAMLINING			
12	Corporate working across services to improve outputs and services for customer benefit (e.g. protocols; joined-up services; single contact; joint pre-application advice)	Examples from the year	Quality of Service and Engagement Governance Protocols and joined-up working continues to be delivered with other services and agencies.
13	Sharing good practice, skills and knowledge between authorities	Evidence of activity to pass on and adopt good practice	Culture of continuous improvement Peer review with Aberdeen City, sharing LDP processes with other authorities, attending the Scottish Government development plan forum and the A+DS Local Authority Urban Design Forum.
DELIVERING DEVELOPMENT			
14	Stalled sites/legacy cases: conclusion/withdrawal of planning applications more than one-year-old	Reducing number of applications more than one-year-old (from same time last year)	Governance Legacy applications continue to be a challenge as indicated in the headline indicators for Development Management.
15	Developer contributions: clear expectations <ul style="list-style-type: none"> set out in development plan (and/or emerging plan,) and in pre-application discussions 	Y/N Examples	Quality of service and engagement Policy Del 1 of the LDP sets out the requirements for developer contributions and infrastructure delivery. Following public consultation, draft supplementary guidance has been prepared for approval by the Scottish Government.

