



# Fife Council

## Planning Performance Framework

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2018/19



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# 1. Foreword

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**by Cllr Altany Craik**

Convener- Economy, Tourism, Transportation &  
Strategic Planning Committee.

I am pleased to introduce our Planning Performance Framework for 2018/19. This is now our 8th such annual report from our Planning Service, setting out our continued performance during that year.

The Plan for Fife, our Local Outcome Improvement Plan (LOIP), recognises the key role that Planning, and Planners play in shaping the future of our places and assisting Fife's community planning partnership in developing thriving places across Fife. The case studies in this Framework illustrate the wide-ranging activities which the Planning Service in Fife undertakes to deliver the objectives of the LOIP.

This Framework is published annually to demonstrate our continuous improvement. Year on year improvements are made across a range of areas including providing a good customer service, training and developing our staff and utilising digital solutions to deliver greater efficiencies, all of which assist in improving performance. The speed of processing applications is important, but it is also the quality of the development on the ground and the extent to which our processes assist and encourage business investment that provides the lasting legacy for the people and communities of Fife.

The Framework demonstrates the range and quality of improvements delivered over this year. The coming year will see the implementation of the Planning Bill which will introduce a range of new duties into the planning system creating new challenges to be met. In this context further consideration of the fee structure of the planning system may need to be revisited to ensure that the planning system is resourced and has the capacity to meet the provisions and expectations placed on it by the implementation of the Planning Bill.

I look forward to seeing continued performance improvements and innovation in our planning service through 2019/20.

## 2. Introduction

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Planning Performance Frameworks are published and submitted to Scottish Ministers by all Planning Authorities in Scotland annually. This, our 8th version, sets out our improved performance and through case studies demonstrates the quality of service which we deliver.

Fife Council's planning objectives include achieving sustainable development, supporting business investment, and providing a supply of attractive housing and employment land to meet Fife's future needs. The way we do this mirrors our ambition to continually improve the planning service and take on board suggestions from customers.

This Planning Performance Framework sets out examples of how planning in Fife is embracing the digital transformation, works collaboratively with others focusing on development delivery, celebrates and promotes Fife's built heritage, and demonstrates how we are passionate about the further development of existing staff and attracting the next generation of planners into the profession. We have also delivered an extensive program to deliver new supplementary guidance and developed new working relationships with other Council's.

The Plan for Fife, the [Local Outcome Improvement Plan](#), provides clear direction within which planning plays a significant role in shaping Fife's future.

The Service's commitment to improving both performance and quality demonstrates our commitment to becoming a truly excellent planning service. It also outlines the steps we are taking to develop our staff and ways of working so we can be resilient in dealing with the financial pressures all planning authorities are experiencing. We believe we are on course in our journey of being a planning service which listens, considers, and responds to what our customers say.

### 3. Driving Improved Performance

#### Self-Assessment of Progress Since PPF7

The following table provides a summary analysis of how we consider Fife Council is performing and the progress we are making in relation to the performance markers identified by the Scottish Government. The coloured RAG rating highlights our self-assessment of our performance within the PPF8 period with the RAG status for PPF7 as published in the Scottish Government's feedback report shown as text to allow a comparison to be made.

No	Performance Marker	RAG Rating	Source/Evidence
1	<b>Decision-making:</b> continuous reduction of average timescales for all development categories [Q1 - Q4]	(Amber in PPF 7)	<p>During the PPF8 reporting period we have continued to make significant improvements in our speed of decision making of local and household applications. The performance reporting capabilities of uniform enterprise and continued effective project managed case loads focussed on performance on an individual and team basis has delivered improved performance. While not complacent and where improvements can be achieved we will seek to do so we consider in terms of our household and local performance we are reaching a level of efficiency which reflects an appropriate balance between speed, customer service and the time required to build in quality outcomes on the ground.</p> <p>Fife Council determined a total of 16 major applications in the PPF8 reporting period. This small number inevitably skews the reported performance when based on a statistical or percentage basis. The nature of the applications also adds to the complexity involved. Of particular note was one proposal which was managed through the system in collaboration with the developer which took approximately 3.8 years to determine due to the complexity of the issues to be resolved and the circumstances relating to the deliverability by the applicant. Due to the skewing effect of such a small number of applications on the RAG status it perhaps would be more appropriate to separate the Local and Major applications in this marker in future PPFs.</p> <p><b>Evidence: National Headline Indicators and Case Studies: 1) Pilmuir Works ; 2) Urban Renewal Fraser Avenue.</b></p>
2	<b>Processing agreements:</b> <ul style="list-style-type: none"> <li>offer to all prospective applicants for major development planning applications; and</li> <li>availability publicised on website</li> </ul>	(Green in PPF 7)	<p>All applications continue to be project managed. As reported in PPF7 we offer Processing Agreements to all applications not just for Major applications.</p> <p>In the PPF8 reporting period we are pleased to advise that 20% of applications processed in Fife have been subject to processing agreements</p> <p>Information about <a href="#">processing agreements</a> and forms are published on our website.</p> <p><b>Evidence: NHIs, Fife Council website, Case studies 1 &amp; 2.</b></p>

No	Performance Marker	RAG Rating	Source/Evidence
3.	<b>Early collaboration</b> with applicants and consultees <ul style="list-style-type: none"> <li>availability and promotion of pre-application discussions for all prospective applications; and</li> <li>clear and proportionate requests for supporting information</li> </ul>	(Green in PPF7)	<p>Formal <a href="#">pre application</a> processes and online advice is provided. The take up of pre-app advice has increased to 9% of applications (205 cases) since the PPF 7 reporting period.</p> <p>Guidance and information on our <a href="#">pre application process</a> is published on our website.</p> <p>We have updated our <a href="#">Supplementary Guidance</a> during the PPF8 reporting period relating to Minerals, Making Fife's Places and Low Carbon Fife, these documents together with the information already published and referenced in PPF 7 adds to the availability of information setting out clear and proportionate advice for developers in Fife.</p> <p>Clear and proportionate guidance to prospective applicants is provided to assist applicants in submitting comprehensive information at the point of submission. This includes a <a href="#">Validation Checklist</a>, <a href="#">SUDES Guidance</a> and <a href="#">HoPS Guidance</a>.</p> <p><b>Evidence: NHIs, Fife Council website, Case Studies 1) and 2);3) Supplementary Guidance; 5) school Estate; 7) Conservation Area Appraisals;</b></p>
4.	<b>Legal agreements:</b> conclude (or reconsider) applications after resolving to grant permission reducing number of live applications more than 6 months after resolution to grant (from last reporting period)	(Amber in PPF 7)	<p>Joint working continues with Legal services to improve the processing time taken to conclude legal agreements. The planning service continues to engage with legal services early in the process and all S75s are managed through the process to conclusion while also keeping applicants and developers fully updated and informed of the process.</p> <p>The number of complex cases has impacted on the performance of the major applications NHI category noted above, however all timescales are discussed with applicants to ensure they are aware and informed of the legal decision-making process.</p> <p><b>Evidence: National Headline Indicators- Planning/Legal Agreements and Case Studies 1) Pilmuir Works and 2) Fraser Avenue.</b></p>
5.	<b>Enforcement charter</b> updated / re-published within last 2 years	(Green in PPF7)	<p>Enforcement Charter Updated March 2018</p> <p>Our <a href="#">Enforcement Charter</a> has been revised and is up to date. It had been hoped to update the Charter to coincide with the outcome of the Planning Bill however the timescales did not accommodate this. If necessary, following the progress of the legislation the Enforcement Charter may be updated within the 2-year review period to reflect the new provisions relating to enforcement.</p> <p><b>Evidence: National Headline Indicators and Fife Council Website.</b></p>
6.	<b>Continuous improvement:</b> progress/improvement in relation to PPF National Headline Indicators; and progress ambitious and relevant service improvement commitments identified through PPF report	(Amber in PPF7)	<p>We have marked ourselves as Green in this category for PPF8 largely due to the extent of improvements which we have undertaken and implemented during the PPF 8 reporting period. It is recognised that the timescale for major applications have reduced in this period and while this is disappointing it is only one factor based on a proportionally small number of cases, which had mitigating context against a much wider and broader range of customer service and performance improvements delivered within the reporting period. We continue to proactively monitor performance both on a case by case basis and the service we provide, and use out customer feedback to identify priorities for improvement.</p> <p><b>Evidence: Delivery of Service Improvement Objectives 2018-2019; National Headline Indicators table and Case Studies referenced in PPF8.</b></p>



No	Performance Marker	RAG Rating	Source/Evidence
7.	<b>Local development plan</b> less than 5 years since adoption		Fife Council adopted <a href="#">Fife's Local Development Plan</a> (FIFEplan) on 21st September 2017. <b>Evidence: National Headline Indicators and Fife Council Website.</b>
8.	<b>Development plan scheme</b> – next LDP: on course for adoption within 5 years of current plan(s) adoption; and project planned and expected to be delivered to planned timescale		Edition 2 of FIFEplan Action programme published 2019 and scoping work now underway to commence LDP review from Q4 2019.  Evidence: <a href="#">Development Plan Scheme</a>
9.	<b>Elected members engaged early</b> (pre-MIR) in development plan preparation – <i>if plan has been at pre-MIR stage during reporting year</i>	N/A	This stage pre-dates the reporting period for PPF8. Nevertheless elected members are engaged and kept informed throughout the LDP process through Members' briefings and workshops, <a href="#">Fife Council website</a> , <a href="#">twitter</a> and the <a href="#">Development Plan Update (E-Bulletin)</a> .  <b>Evidence: Members' briefings and workshops, <a href="#">Fife Council website</a>, <a href="#">twitter</a> and <a href="#">Development Plan Update (E-Bulletin)</a>.</b>
10.	Cross sector stakeholders* engaged early (pre-MIR) in development plan preparation – if plan has been at pre-MIR stage during reporting year *including industry, agencies and Scottish Government	N/A	FIFEplan Action Programme Delivery Plan was subject to Scottish Government pilot - implementation focus in 2017/18.  <b>The published LDP Delivery Programme highlights the stakeholder engagement to be undertaken.</b>
11.	<b>Regular and proportionate policy advice produced on information required to support applications.</b>		We have introduced an extensive range of policy updates and guidance in the PPF8 reporting period and Case Studies and additional information provided in this Report address this area in more detail.  The Supplementary Guidance introduced in the PPF8 period includes <a href="#">Low Carbon Fife</a> , <a href="#">Making Fife's Places</a> , <a href="#">Minerals Supplementary guidance</a> , <a href="#">Conservation Area Appraisals</a> , <a href="#">Affordable Housing</a> Supplementary Guidance, <a href="#">Fife Development Plan Scheme (10<sup>th</sup> Edition)</a> <b>Fife Council Website and Case Studies: 3) Supplementary Guidance; 4) Opencast Coal Sites and Minerals Supplementary Guidance; 5) School Estate Planning;</b>

No	Performance Marker	RAG Rating	Source/Evidence
12	<b>Corporate working across services to improve outputs and services for customer benefit (for example: protocols; joined-up services; single contact arrangements; joint pre-application advice)</b>		<p>Expanding and embedding corporate working across a number of Services particularly Education, Property, Economic Development and Housing and we report on examples in the Case Studies in this PPF.</p> <p>As part of the collaborative work across Fife Council services the Development Policy Service Manager is currently embedded within Property Services. This has not only provided an opportunity to create improved lines of communication between the services but also has assisted in progressing a number of large scale planning applications where education contributions have required complex financial negotiations to determine the appropriate levels of developer contributions.</p> <p>As noted above we offer <a href="#">Pre application</a> advice on all applications and we proactively include consultation responses and advice from internal Council Services wherever possible.</p> <p>In addition our extensive CPD programme has also assisted in improving knowledge and understanding between services and teams within the Council.</p> <p><b>Evidence: Case studies 4) Opencast Coal; 5) School Estate Planning; 8) Continuing Professional Development Programme.</b></p>
13	<b>Sharing good practice, skills and knowledge between authorities</b>		<p>We actively participate in training CPD, RTPI, HoPS, SOLACE, NAPE, FTBSF (Fife Traditional Building Skills Forum), Community Planning and work with other Planning Authorities and Key Agencies. As reported in Case Study (5) one of the Planning Service Managers is currently on Secondment with Property Services.</p> <p>Our approach to coalfield regeneration (Case study 4) has been shared through the HOPS Minerals working Group and has been endorsed and recommended as best practice by the Scottish Coal Industry Taskforce.</p> <p><b>Evidence Case Studies 4) Redundant Coal Mines and Minerals SG; 5) School estate Planning; 8) CPD Programme.</b></p>
14	<b>Stalled sites / legacy cases: conclusion or withdrawal of old planning applications and reducing number of live applications more than one year old</b>		<p>This marker is an indicative “snap shot” in time and “stalled sites” have increased marginally over the number reported in PPF7 from 31 in PPF7 to 34 in PPF 8. This however is only reflective of the raw numbers and we have cleared 25 legacy cases in PPF8 period compared to 23 reported in PPF7. We consider that this for our own marker is a Green. Legacy cases continue to be proactively managed and progressed in collaboration with applicants.</p> <p><b>Evidence Case Study 4) Minerals, Case Study 5) School Estate Planning</b></p>
15	<b>Developer contributions: clear and proportionate expectations set out in development plan (and/or emerging plan); and in pre-application discussions</b>		<p>Fife Development Plan Scheme 2018 (10<sup>th</sup> edition)</p> <p>Continue offering and promotion of <a href="#">Pre application</a> advice. Policy expectations set out in Supplementary Guidance in Making Fife's Places.</p> <p><b>Evidence: Case Studies: Supplementary Guidance, Making Fife's Places and Minerals SG.</b></p>



## 4. Qualitative Narrative & Case Studies

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The following case studies provide examples of how our processes enable us to deliver an efficient and effective planning system for the people and communities of Fife. They illustrate how we actively listen to our customers and shape improvements around their feedback. We continue to innovate and develop the Planning Service in Fife to meet current challenges: both economic and technological and provide a forward-thinking flexible and responsive service to achieve sustainable economic growth. The case studies illustrate the ways in which Fife planning influences development on the ground and highlight examples of cases where the planning process and planning staff have influenced outcomes and achieved improved quality of development. We continue to review and critically assess how and what we do in terms of processes and services we deliver and use LEAN as a business improvement tool. We have continued to develop and refresh our range of guidance to build on the policy framework set out in FIFEplan.

Our proactive approach to how we deliver our services and critically assess and review our business processes provides us with the ability to face the challenges presented by continuing financial pressures while ensuring we meet the needs of our customers.

The case studies below highlight a snap shot of the broad range of activities and initiatives which we have delivered within the PPF8 reporting period.

# Quality of Outcomes

The following case studies demonstrate the added value delivered by planning on the ground.

## Case Study 1: Pilmuir Works

This Major development is a comprehensive redevelopment of a visually prominent former linen damask weaving factory and warehouse complex in the centre of Dunfermline, which has created a new mixed-use urban community containing 157 flats (mainstream and affordable), commercial and licensed premises, landscaping, amenity space, off-street parking and other ancillary elements.

Part of the development involves the erection of new buildings and the conversion, part demolition, extension and refurbishment of the existing 19th / early 20th century commercial buildings, some of which are category 'A' Listed Buildings, and some were also included on the Buildings At Risk Register. The site ceased production and use in 2015 and had fallen into a state of disrepair.

The urban design approach chosen here reflects national and Development Plan policy which respects the most important historical elements of the original industrial building and blends these with a balance of contemporary new build elements – as outlined in a submitted design statement. Working closely with Fife Council the developer, Byzantian Developments, made significant efforts to create new and interesting street frontages that would complement the retained more ornate Italianate detailed street frontages associated with the oldest remaining weaving shed in Scotland; whilst forming a natural extension to the existing form and scale of properties in the adjacent streets some of which are also Listed Buildings.

Key focal points in the development are preserved to retain the industrial heritage of the site and new aspects articulated to reflect the scale and height of those industrial buildings. The site lies a short distance from the local town centre, public parks and bus routes. The development of 157 flatted properties on this 0.92 ha site produces a density of approximately 170 units per hectare.



**EXISTING**



**PROPOSED**

The site had been subject to previous planning related approvals, but none progressed to the development stages. The development sets high standards of design and use of external finishing materials, embodies strong urban design principles reflecting those set out in the original vision for the development of the site. This site from its inception to delivery shows how Fife Council Planning has worked pro-actively with the Council's Built Heritage and Housing teams and the developer to facilitate the provision of much needed affordable housing while also delivering a high quality urban realm incorporating the urban design principles which were critical to the quality of the initial scheme. It is considered this development establishes a high-quality benchmark for the urban regeneration for such sites in central Dunfermline and elsewhere in Fife. The development of this site and the regeneration of the wider Dunfermline town centre is a key driver of the Plan for Fife. This application exemplifies the successful delivery of high quality development on the ground as well as illustrating how the planning service in Fife works collaboratively, both from a policy and development management perspective with other services, developers and agencies to deliver corporate and national planning objectives and excellent placemaking.

*“This fantastic planning result for Dunfermline is testament to the constructive relationship developed between Fife Council and our project team,”*

*Daniel Multon, Byzantium Developments.*

## EXISTING



## PROPOSED



**Case Study Title:****Former Pilmuir Works, Dunfermline****Location and Dates:**

Pilmuir Street, Dunfermline 2018/19

**Elements of a High Quality Planning Service this study relates to (please select all that apply):**

- Quality of outcomes
- Quality of service and engagement

**Key Markers (please select all that apply):**

- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li>• 1 Decision making</li> <li>• 2 Project management</li> <li>• 3 Early collaboration with applicants and consultees on planning applications</li> <li>• 4 Legal agreements</li> <li>• 6 Continuous improvements</li> <li>• 11 Production of regular and proportionate policy advice</li> </ul> | <ul style="list-style-type: none"> <li>• 12 Corporate working across services to improve outputs and services for customer benefit</li> <li>• 14 Stalled sites/legacy cases</li> <li>• 15 Developer contributions: clear expectations</li> </ul> |
|---|--|

**Key Areas of Work**

- |  |  |
|--|--|
| <ul style="list-style-type: none"> <li>• Design</li> <li>• Conservation</li> <li>• Regeneration</li> <li>• Environment</li> <li>• Greenspace</li> <li>• Town Centres</li> <li>• Masterplanning</li> <li>• Local Develop Plan &amp; Supplementary Guidance</li> <li>• Housing Supply</li> <li>• Affordable Housing</li> <li>• Economic Development</li> </ul> | <ul style="list-style-type: none"> <li>• Development Management Processes</li> <li>• Planning Applications</li> <li>• Interdisciplinary Working</li> <li>• Collaborative Working</li> <li>• Community Engagement</li> <li>• Placemaking</li> <li>• Place Standard</li> <li>• Project Management</li> <li>• Transport</li> <li>• Active Travel</li> </ul> |
|--|--|

**Stakeholders Involved**

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>• General Public</li> <li>• Local Developers</li> <li>• Key Agencies</li> </ul> | <ul style="list-style-type: none"> <li>• Planning Committee</li> <li>• Authority Planning Staff</li> <li>• Authority Other Staff</li> </ul> |
|--|---|

**Overview:**

Phase 1 of the project is underway providing a proportionate mix of mainstream/affordable housing in a sustainable location supported by local facilities and services/ The historic and architectural fabric ('A' and 'B' Listed) of this large visually prominent vacant/derelict town centre site located within the Conservation Area will be protected and enhanced. Supplementary commercial/licenced premises, off-street parking and landscaping are also included.

**Goals:**

To deliver a sustainable high-quality residential (mainstream/affordable) development, which regenerates a town centre former commercial/industrial site with protected built heritage assets present. The development embodies high standards of design and incorporates best practice urban design principles using a mix of traditional/contemporary designs and external finishing materials that will complement the historic fabric of the site as well as the wider heritage area. Commercial/licenced units to complement the local economy and provide employment opportunities in a sustainable town centre location will also be created.

**Outcomes:**

The project illustrates how a successful redevelopment scheme on a previous large town centre vacant/derelict commercial site with problematic on-site ground conditions and additional costs involving the retention and regeneration of built heritage can be delivered with collaborative working across both the public/private sectors. In addition, the development approached regeneration in an innovative way with a high level of design, which respected both scale/layout/adjacent land uses and heritage interests without overdeveloping the constrained site to make it financially viable.

**Name of key officer****Katherine Pollock, Chartered Planner**



## Case Study 2:

### Fraser Avenue

This is a Major development involving the regeneration of a residential area in the centre of Inverkeithing – the former Fraser Avenue. The development includes the demolition of the existing housing and replacement with 189 new affordable homes, including the re-location of existing local shops and a take-away plus open space, play facilities, landscaping and parking. The existing housing stock at Fraser Avenue was of poor quality and associated with social problems, which were seen to be exacerbated by the poor quality of housing and the poor layout including narrow, unobserved pedestrian links, undefined public and private spaces, undefined and unlit public spaces, lack of soft landscaping features and poor maintenance.

The redevelopment realigns Fraser Avenue to create shorter terraces and streets to replace the former long, straight road and introduces an innovative, high quality design of house and layout. This approach intends to support a safer, more pleasant community.

The phasing of the development was important, to allow for the decanting of current residents and to allow them to move into their new homes as early as possible. As the proposals included the relocation of existing businesses, it was important to be sensitive to those business owners. The planning department, and 7N Architects along with Fife Council Property Services (Affordable Housing) worked together to ensure any concerns from the businesses could be alleviated quickly.

The applicant for the initial proposal was Fife Council, with Registered Landlord Kingdom Housing Association then taking on board the design concepts for detailed applications following initial 'in principle' planning approval. Kingdom Housing Association, the architects 7N Architects and Fife Council worked closely together with Champion Homes the builders, to ensure that the initial concept was followed through successfully.

Phase 1 of the development is now complete, with all units now occupied and work is currently underway on the shop units.

The development sets a high standard of innovative design and regenerates a poorly designed area with a high-quality urban environment with high quality materials open space and community facilities. Working collaboratively with others the planning service has facilitated the delivery a new community of affordable housing.



**Case Study Title:****Fraser Avenue, Inverkeithing****Location and Dates:**

Inverkeithing 2018

**Elements of a High Quality Planning Service this study relates to (please select all that apply):**

- Quality of outcomes
- Quality of service and engagement

**Key Markers**

- 1 Decision making
- 2 Project management
- 3 Early collaboration with applicants and consultees on planning applications
- 4 Legal agreements
- 6 Continuous improvements
- 11 Production of regular and proportionate policy advice
- 12 Corporate working across services to improve outputs and services for customer benefit
- 14 Stalled sites/legacy cases
- 15 Developer contributions: clear expectations

**Key Areas of Work**

- |  |  |
|--|--|
| <ul style="list-style-type: none"> <li>• Design</li> <li>• Regeneration</li> <li>• Environment</li> <li>• Greenspace</li> <li>• Town Centres</li> <li>• Masterplanning</li> <li>• Local Develop Plan &amp; Supplementary Guidance</li> <li>• Housing Supply</li> <li>• Affordable Housing</li> <li>• Economic Development</li> </ul> | <ul style="list-style-type: none"> <li>• Development Management Processes</li> <li>• Planning Applications</li> <li>• Interdisciplinary Working</li> <li>• Collaborative Working</li> <li>• Community Engagement</li> <li>• Placemaking</li> <li>• Place Standard</li> <li>• Project Management</li> <li>• Transport</li> <li>• Active Travel</li> </ul> |
|--|--|

**Stakeholders Involved**

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>• General Public</li> <li>• Local Developers</li> <li>• Key Agencies</li> </ul> | <ul style="list-style-type: none"> <li>• Planning Committee</li> <li>• Authority Planning Staff</li> <li>• Authority Other Staff</li> </ul> |
|--|---|

**Overview:**

Phase 1 of the project has been completed and affordable housing in a sustainable location supported by new local facilities has been made available for new residents. Phase 2 currently under construction.

**Goals:**

To deliver a sustainable high-quality residential affordable development which regenerates a previously poorly designed residential area which had social issues. The development embodies high standards of design and incorporates best practice urban design principles. It also delivers a driver for future affordable housing investment and local economic growth/provision of local facilities and the impetus for the wider regeneration of the area.

**Outcomes:**

The project illustrated how a successful scheme on a previous problem site can be delivered with collaborative working. In addition, the development approached regeneration in an innovative way with a high level of design which respected both the surrounding development and previous uses. Phase 2 is currently being developed (estimated completion in late 2019/early 2020) using the same design, development and collaborative principles that made Phase 1 a success.

**Name of key officer****Natasha Cockburn (Chartered Planner – Development Management)**



# Governance

## Case Study 3: Fife Supplementary Guidance

Supplementary Guidance is an important tool to express, in more detail, the policy of the Local Development Plan and has to date provided the flexibility to review this detail without each time having to review the whole Local Development Plan. Critically however it has also provided a key policy element upon which material weight can be given and explained through the assessment of planning applications. The guidance also provides a consistent, transparent reference point for customers; seeking to understand how requirements or quality standards are to be met through new development.

The revision and progression by Fife Council of the Supplementary Guidance detailed has ensured that Fife has up to date policy coverage on these topic areas and continues to assist in the delivery of the Fife Development Plan strategy. An important and critical exercise as part of the review of this guidance was to consolidate several areas of often complex and potentially confusing technical advice (within supplementary guidance) into single documents or topic areas. The management of these documents through the Fife Development Plan scheme programme, has ensured control and consistency improving service to users of the planning system within Fife. **Minerals Supplementary Guidance (2018)** - Supplementary Planning Guidance on Minerals was adopted on 11 October 2018. Minerals Supplementary Guidance provides detailed guidance on Policy 15 of the Local Development Plan for Fife (FIFEplan). The guidance provides a context for assessing all types of minerals related applications.

**Making Fife's Places Supplementary Guidance (2018)** - Making Fife's Places Supplementary Guidance was adopted by Fife Council on 16th August 2018. This supplementary guidance is now a policy document and forms part of the development plan for Fife. Having such a comprehensive key documents consolidating our approach to new development provides a single reference point for customers, applicants and agents.

The Making Fife's Places Supplementary Guidance consists of a main guidance document and nine appendices which provide more detailed technical information. The supplementary guidance replaces several separate pieces of guidance with one document with technical appendices attached:

- Making Fife's Places Supplementary Guidance (August 2018)

The Making Fife's Places Supplementary Guidance (August 2018) replaces the following documents:

- Green infrastructure SPG (June 2014)
- Fife Masterplans Handbook (Sept 2007)
- Creating a better Fife – Fife Urban Design Guide (2005)
- Fife Sustainability Checklist (Sept 2010)
- Public Art SPG (Jan 2012)

- Fife Council Transportation Development Guidelines (Supplementary Designing Streets Guidance) (April 2009)

**Low Carbon Fife Supplementary Guidance (2019)** - Supplementary Planning Guidance on Low Carbon issues was adopted on 21st January 2019.

The Low Carbon Fife Supplementary Guidance provides detailed guidance on Policies 1, 10 and 11 of the Local Development Plan for Fife (FIFEplan). The guidance provides a context for assessing all types of low carbon energy applications; information on demonstrating compliance with CO2 emissions reduction targets and district heating requirements; and requirements for air quality assessments.

This Supplementary guidance reviewed the existing Renewable Energy and Wind Energy guidance

**Affordable Housing Supplementary Guidance (2018)** - Updated Supplementary Planning Guidance on Affordable Housing was adopted on 11 October 2018.

This Supplementary Planning Guidance expands on the Policy 2 of the Fife Local Development Plan and will be taken into account in determining planning applications.

**Fife Development Plan Scheme – 2018 (tenth Edition)** - This is the tenth edition of the Fife

Development Plan Scheme and includes:

- information and timescales about the development plan for Fife
- current information on supplementary guidance, development frameworks and development briefs (Table 1)
- a participation statement, which describes the opportunities for public consultation and Fife Council's proposals for public involvement in the preparation of the plans.

The supplementary guidance documents noted above have arisen from an objective to provide single source documents which we consider assist customers to shape and refine their proposals and applications without having to search through several documents or read multiple pieces of guidance. We will continue to review the opportunities for similar consolidated guidance and seek feedback from customers as to how useful they have found this format.

## Case Study Title:

## Fife Supplementary Guidance

## Location and Dates:

Fife Wide Applicability  
Minerals Supplementary Guidance (2018)  
Making Fife's Places Supplementary Guidance (2018)

Low Carbon Fife Supplementary Guidance (2019)  
Affordable Housing Supplementary Guidance (2018)  
Fife Development Plan Scheme – 2018 (tenth Edition)

## Elements of a High Quality Planning Service this study relates to:

- |   |  |   |
|---|--|---|
| <ul style="list-style-type: none"> <li>• Design</li> <li>• Conservation</li> <li>• Regeneration</li> <li>• Environment</li> <li>• Greenspace</li> <li>• Town Centres</li> </ul> | <ul style="list-style-type: none"> <li>• Masterplanning</li> <li>• Local Develop Plan &amp; Supplementary Guidance</li> <li>• Affordable Housing</li> <li>• Placemaking</li> <li>• Charrettes</li> </ul> | <ul style="list-style-type: none"> <li>• Place Standard</li> <li>• Performance Monitoring</li> <li>• Process Improvement</li> <li>• Housing Supply</li> </ul> |
|---|--|---|

## Key Markers

- |   |   |
|---|---|
| <ul style="list-style-type: none"> <li>• 1 Decision making</li> <li>• 2 Project management</li> <li>• 3 Early collaboration with applicants and consultees on planning applications</li> <li>• 4 Legal agreements</li> <li>• 6 Continuous improvements</li> </ul> | <ul style="list-style-type: none"> <li>• 11 Production of regular and proportionate policy advice</li> <li>• 12 Corporate working across services to improve outputs and services for customer benefit</li> <li>• 15 Developer contributions: clear expectations</li> </ul> |
|---|---|

## Key Areas of Work

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>• Local Develop Plan &amp; Supplementary Guidance</li> <li>• Development Management Processes</li> <li>• Planning Applications</li> </ul> | <ul style="list-style-type: none"> <li>• Collaborative Working</li> <li>• Community Engagement Project Management</li> <li>• Interdisciplinary Working</li> </ul> |
|--|---|

## Stakeholders Involved

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>• General Public</li> <li>• Local Developers</li> <li>• Key Agencies</li> </ul> | <ul style="list-style-type: none"> <li>• Planning Committee</li> <li>• Authority Planning Staff</li> <li>• Authority Other Staff</li> </ul> |
|--|---|

## Overview:

To consolidate multiple (often) technical topic advice to produce thematic planning guidance capable of being applied to guide assessment of individual planning applications and to inform strategic or corporate working. The areas referenced provide policy guidance on key areas relevant to Fife where planning issues regularly arise- minerals, affordable housing, low carbon and design.

## Goals:

1. To simplify but strengthen the suite of planning policy guidance prepared to accompany FIFEplan Local Development Plan 2017 (LDP).
2. To deliver detailed topic and subject guidance that expands on LDP policies.
3. To ensure that changes in national legislation and tools are appropriately incorporated in Fife guidance thereby ensuring material consideration of necessary requirements and best practice.

The consolidation of relevant policy guidance provides applicants and officers with easily accessible and up to date policy guidance on relevant areas ensuring that the assessment of planning applications and the development or interpretation of planning policy occurs consistently.

## Outcomes:

Minerals Supplementary Guidance provides detailed guidance on Policy 15 of the FIFEplan, providing a context for assessing all types of minerals related applications. Making Fife's Places Supplementary Guidance (2018) has brought together related documents under one guidance to provide design related guidance. Low Carbon Fife Supplementary Guidance (2019) provides a context for assessing all types of low carbon energy applications; information on demonstrating compliance with CO2 emissions reduction targets and district heating requirements; and requirements for air quality assessments. Affordable Housing Supplementary Guidance (2018) provides an updated guidance with regards to affordable housing which expands on the Policy 2 of the Fife Local Development Plan. Fife Development Plan Scheme – 2018 (tenth Edition) provides information and timescales on all elements of the Development Plan for Fife.

## Name of key officer

**Andrew Sim (Lead Officer), Development Plan**

# Case Study 4:

## Redundant Coal Mines-St Ninians & Minerals Supplementary Guidance

### Restoration of Abandoned Opencast Coal Sites in West Fife

In 2013, the collapse of the Scottish Coal Industry left many communities across the Scottish coalfields facing the challenge of living with derelict and dangerous sites on their doorstep, whilst also dealing with the impacts on local employment and the significant potential for long term environmental damage. In West Fife, three opencast sites were abandoned when their operators, Scottish Coal and ATH Resources, went into liquidation on the back of the market collapse. Those sites were St Ninians at Kelty, Muirdean at Crossgates, and Blair House at Oakley.

In response to the crisis, Fife Council created a coal officer working group and dedicated staff in both the Planning and Legal Services to deal with the issues arising across the 3 sites. Over the last 6 years, the restoration of St Ninians and Muirdean, with a combined area of nearly 5km<sup>2</sup>, has been completed by Hargreaves Limited. Halls Construction are currently restoring the Blair House site, which is almost 1km<sup>2</sup> and the site is on track to be fully restored by the spring of 2020.

Each of the sites presented a varied and complex set of issues which required innovative solutions. By acting quickly to identify and quantify these issues then working closely with the local communities, landowners, other regulators, bond providers, coal operators and the Council's independent mining and legal advisors, significant benefits have been secured for local communities in Fife, using the £13.1M in restoration bond funds and without impact on the public purse.

At St Ninians, coal extraction was substantially complete, and negotiations on a legal agreement to provide permission for an extension of the workings were nearing conclusion. At Muirdean, whilst a significant volume of coal remained and there was also potential for an extension of the workings, the immediate concerns were to maintain pumping of mine water to avoid local environmental harm and to address the potential dangers arising from steep working faces within the mine area.



*St Ninians Restoration*



The Blair House site had been ‘mothballed’ for a period and concern here focused on preventing public access to a deep and steeply sloping water body within the site. Whilst negotiations with the bond providers for the St Ninians and Muirdean sites were smooth and swift, the mothballing of the Blair House site in the period before the operator went bust led to legal argument that resulted in Council officers from both the Planning and Legal Services working closely together to secure the £3.1M bond settlement through the Commercial Court process at the Court of Session.



*Muirdean Restoration*

The restoration programme has improved the local environment for communities and in doing so has removed public safety issues stemming from the presence of deep water-bodies, uneven ground and steeply sloping working faces. The risks of unregulated discharge of untreated mine water have been significantly reduced. Communities will benefit from improved access to the countryside as sections of core footpaths have been reconnected, improved and added to. The restored St Ninians site is being promoted as an exciting commercial leisure opportunity fulfilling a gateway role at Junction 4 of the M90. The Muirdean restoration work is complete and the site has been handed back to the landowners for agricultural use. With work on Blair House now well underway, there is site security and work has begun on re-profiling a water body that had attracted local users.

The immediate crisis response in 2013 involved legal and planning officers working

together, and in collaboration with all stakeholders. Whilst the situation was one never encountered previously, the team positioned itself for rapid and decisive action, avoiding cost escalation, and drawing on external advice and expertise to work closely with all key stakeholders to secure innovative solutions to address the issues at each of their affected sites, and add to the restoration quality. Experiences were shared through the HoPS Minerals Working Group. The restored sites now provide valuable assets for local landowners and communities.

The success of the restoration programme was founded on effective monitoring of the sites during coal operations. This meant that we had rapid access to independent mining advice and bonds in place to meet the restoration costs. This approach was subsequently recommended as best practice by The Scottish Coal Industry Taskforce and is transferable to other large projects involving site restoration.



*Muirdean Restoration*



## Summary

### Case Study Title:

**Case Study 4: Restoration of Abandoned Opencast Coal Sites in West Fife**

### Location and Dates:

St Ninians, Kelty and Muir Dean, Crossgates 2013 – 2018; and Blair House, Oakley 2013 – 2020

### Elements of a High Quality Planning Service this study relates to

- Quality of outcomes
- Quality of service and engagement

### Key Markers (please select all that apply):

- 1 Decision making
- 2 Project management
- 3 Early collaboration with applicants and consultees on planning applications
- 4 Legal agreements
- 6 Continuous improvements
- 12 Corporate working across services to improve outputs and services for customer benefit
- 14 Stalled sites/legacy cases

### Key Areas of Work

- |   |   |
|---|---|
| <ul style="list-style-type: none"> <li>• Design</li> <li>• Regeneration</li> <li>• Environment</li> <li>• Economic Development</li> </ul> | <ul style="list-style-type: none"> <li>• Development Management Processes</li> <li>• Planning Applications</li> <li>• Interdisciplinary Working</li> <li>• Collaborative Working</li> </ul> |
|---|---|

### Stakeholders Involved

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>• General Public</li> <li>• Developers</li> <li>• Local Landowners</li> <li>• Key Agencies</li> </ul> | <ul style="list-style-type: none"> <li>• Authority Planning Staff</li> <li>• Authority Other Staff</li> <li>• The Coal Authority</li> <li>• SEPA</li> </ul> |
|--|---|

### Overview:

Significant areas of the Fife landscape, despoiled by opencast mining and subsequently abandoned due to the liquidation of the mining companies involved, have been restored to countryside uses.

### Goals:

To secure funding for, and to deliver, the restoration of abandoned opencast coal mines in West Fife; incorporating high standards of landscape restoration, and following good environmental practice, to deliver environmental improvements and provide public access for local residents and visitors.

### Outcomes:

The programme of works illustrated how collaborative, cross-disciplinary working, across both public and private sectors, could successfully remove industrial dereliction of a massive scale from the countryside, and provide a solution to an unprecedented situation that had left a major environmental impact on parts of the West Fife area.

### Name of key officer

**Martin McGroarty, Lead Professional (Minerals)**

## Case Study 5:

### School Estate Planning

In 2018, Fife Council's Planning and Property Services agreed the secondment of a planning Service Manager to property to work on school estate planning. The secondment's scope was to act as the corporate lead to facilitate the creation of education capacity in response to development growth.

This involves –

- Supporting the development of new corporate methodologies and tools to support the work.
- Establishing a programme of work to fulfil these and other tasks as the role demands and report on these to relevant management groups and boards.
- Advising Property Services and Education Service on the scope and detail of information required by Economy, Planning & Employability Services' Planning teams.
- Working with Property Services and Education Services teams to advise on planning matters to assist in creating solutions to education capacity issues.
- Liaising and working alongside with Planning to ensure compliance with planning policy and support the timely processing of planning applications. This includes advising on s75 agreements and planning obligations.

#### Objectives

- Provide a high-quality learning environment for pupils and staff in new schools and in existing schools which are adapted to accommodate development pressures from new homes.
- Align infrastructure provision with development growth with a 'one council' culture to better plan, deliver, and manage investment of infrastructure in support of planned growth and development in our communities.
- A more transparent corporate decision making and leadership in relation to delivering school estate infrastructure, and confidence in what we do and how we do it.
- Link the requirements to deliver school estate infrastructure with the Council's capital and revenue financial planning processes – and providing the basis for costed solutions in future FIFEplan Local Development Plan Delivery Programmes.
- Clarify Council governance arrangements – the School Estate Delivery Board and Strategic Growth and City Deal Board – play a central role in the approach to support delivery, investment, and resolution of issues.



### Clients

- Economy, Planning, and Employability Services.
- Education Service.

### Partners

- Communities and Neighbourhoods (Development) Research team
- Legal Services
- Finance

### Outcomes so far

A school estate delivery plan toolkit has been created to implement better corporate working which is becoming established as “business as usual”. Education Service consultation responses to planning applications has been revised to give an ‘appeal ready’ response to the planning authority. This covers what the impact of development is catchment area schools, options to mitigate impact, and provide a costed recommended solution.

## School Estate Impact Assessment

3-part report with a recommendation by Education Service to Planning

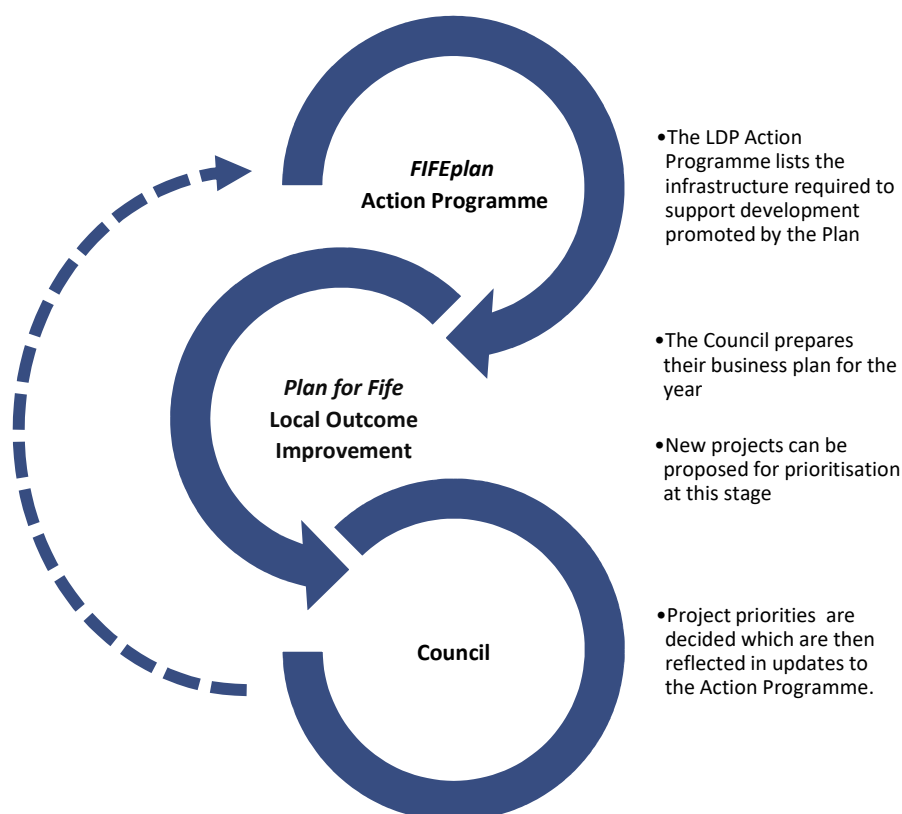
**Part 1 -**  
Education  
impact based  
on school roll  
projections

**Part 2 -**  
Options to  
address school  
capacity  
impact plus a  
recommendation

**Part 3 -**  
Cost appraisal  
with supporting  
information for  
the feasibility

A school estate delivery programme has been created to co-ordinate the work of Property Services and the Education Service and reflects the planning requirements to be met by developers: what is required, where and when it is required, at what cost, and who is responsible.

This informs legal agreements and capital planning. It also improves the basis for monitoring the use of planning obligations. As the next generation of development plans are prepared, the impact of development proposals can be costed.



In turn, this is improving the alignment of capital planning and development planning. This has started with £91M allocated in the Council's Capital Plan 2019-29 for to support primary school development pressures on the basis that the money will be recovered through developers' planning obligations.

The development of a template design for new primary schools with early years accommodation is also well advanced. The design allows schools to be built in phases to match housebuilding as it is completed over time. This approach manages the running costs to the Education Authority and the obligation costs to developers over the life of a development.

The secondment was arranged for one year but has been extended to a second year to embed the arrangements. Further work is being carried out to involve wider corporate working as part of the community planning and placemaking agendas.

*Alan Paul, Senior Manager (Property Services) agreed the secondment has been beneficial: "Closer joint working on providing additional school capacity is showing how the Council in its role as education authority is working to support development in Fife and the economic benefits that offers, while maintaining educational benefits and applying Scottish Government guidance on primary school capacity."*

## Summary

### Case Study Title:

### Case Study 5: School Estate Planning

### Location and Dates:

Fife Planning Portfolio – April 2018 – March 2019

### Elements of a High Quality Planning Service this study relates to:

- Governance

### Key Markers:

- 6 Continuous improvements
- 12 Corporate working across services to improve outputs and services for customer benefit

### Key Areas of Work:

- Skills Sharing
- Staff training

### Stakeholders Involved:

- Authority Planning Staff
- Authority Other Staff

### Overview:

To provide a coordinated inter service approach to delivering key infrastructure and to ensure developers have critical information on the implication of planning obligations as early in the planning process as possible. The process also assists to provide up front information to improve the pre application process to front load the application process.

### Goals:

To provide a coordinated corporate perspective to the delivery of new schools and manage demand and capacity issues arising from new developments delivered through the planning process.

Improve and increase understanding between Education, Property and Planning to deliver new and improved educational facilities for the people of Fife.

### Outcomes:

Creation of a school estate delivery programme to coordinate the work of Property Service and the Education Service.

Greater clarity of Education requirements to be met by developers including cost and who is responsible for providing the works.

Assists to inform legal agreements and capital planning and improves the basis for monitoring the use of planning obligations.

### Name of key officer

**Bill Lindsay, Service Manager, Property Services**

# Quality of Service Engagement

## Case Study 6:

### Working With and Learning From our Customers

Following on from our customer recommendations made in PPF 7 we have undertaken the following:

- We have reviewed the content on our [website](#), including text and guidance.
- We have worked more closely with our customers with regards to the number of applications returned at validation stage. In doing this we have improved our communication by introducing a courtesy call back service for application which are invalid for minor points. The output of this allows for same day validation if the customer is able to provide the information to us that day.
- We continue to provide a duty officer service over the phone and at our reception, and staff are on hand to deal with general enquiries and are able to assist customers who may require guidance on application submission requirements.

Some of the feedback we have received from our customers:

**“Dear Ms Claire Docherty, With regards to our conversation today 10/12/18, at the reception desk in Fife House. I wish to thank you for your advice and direction, we are very grateful.**

**“I would like to send a compliment regarding Kerry Strachan for being so helpful and informative. Her clear and concise explanations of the initial planning process is invaluable for a first time planner like myself.**

**Kerry’s understanding demeanour was much appreciated.**

**“I thought it prudent to drop you a very quick note to thank you for your input and assistance in all aspects of the planning process for this key development site. I cannot commend you and your colleagues enough in how you have managed what is a very complex and demanding list of inputs, from numerous stakeholders all with their own requirements and demands.**

**It is this type of collaborative working partnership with the council, that we as a company have always encouraged. I can without fear of contradiction, say that it has been a breath of fresh air working closely with yourself, Dilys and Nick and I am sure that the final project will be something that we can all be very proud of.**

**As we discussed today, it is certainly much more productive when developers and council officials can work together and achieve an end result that benefits all parties.**

**Scott McKechnie, Technical Director, Easy Living Developments.**



“ Dear Mr Smith,  
Thank you so much for dealing with my query so quickly and so sympathetically. I really do appreciate the very considerable trouble you have gone to on our behalf.

“ I have just received your email advising that our Certificate of Lawfulness has been approved. Thank you. I just want to say a great big thank you for all your help and support with our very late application. I realize that everyone wants to be a priority and we would just be another one of these cases but you have been amazing and very understanding. The support you gave us meant that our builders did not have to stop what they were doing, they were able to continue and keep to their planned schedule which was such a relief to us all.

“ I just wanted to say an extra thanks to everyone who has helped me with this application. Everyone I have dealt with has been very friendly, helpful and professional. It is made the process so much easier for me.

“ Dear Scott, I now have the decision notice. May I thank you for your professional approach throughout this process which is greatly appreciated.

“ A belated thank you very much for this pre-app response - that's great news and we'll be in touch down the line if we have any other questions relating to our proposal. We really appreciate you taking the time to give us such a thorough response which is a great help for us in progressing with the project.

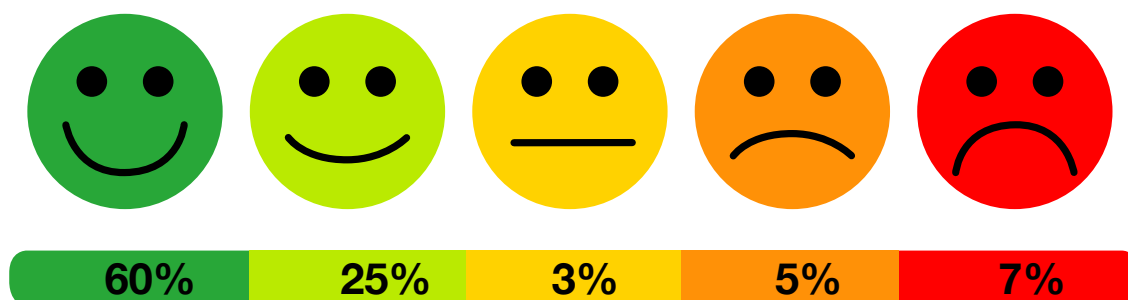
“ Just wanted to put on record my appreciation for the service - I was advised he would phone at a certain time and he did. He was polite and helpful - great example of a public service and public servant.

During 2018/19 we have asked for feedback from customers and this has been continued through our online survey, which is sent to the applicant/agent once an application has been determined. During the period of 1st April 2018 to 31st March 2019, the Development Management team sent 2507 invitations to customers asking them to complete our online survey. The survey has 16 questions with a mixture of open, closed and equality monitoring questions. The results of this survey are provided as a percentage of responses



**311 completed**  
**12% return rate**  
**80% completed by agents**

## Overall Satisfaction Levels during 2018/19



The following themes were highlighted by our customers: -

### Web content and finding information online

Having reviewed and updated our information during the reporting period 18/19, customers still found it hard to navigate the site.

- **Issues with some of the technical information provided over the phone**
- **Communication on the progress of a planning application.**

### Actions for 2019-20 PPF9 Reporting period

We are working with Fife Council's Corporate Team on a brand new website for Fife Council. It is envisaged that the new site will provide better search facilities and improved navigation for the customer. As part of this our Corporate team will be carrying out testing prior to the launch of the site.

We will review our scripts used by our Contact Centre. In addition, a new web chat service will be launched, which will open up a further channel of communication.

We will investigate how we can use technology to provide improved communication to our customers. For example, we will explore ways in which we can provide notifications to customers at key stages in the planning application process.

## Summary

### Case Study Title:

**Case Study 6: Working and Learning from our Customers**

### Location and Dates:

Online customer survey 1 April 2018 – 31 March 2019

### Elements of a High Quality Planning Service this study relates to (please select all that apply):

- Quality of outcomes
- Quality of service and engagement
- Culture of continuous improvement

### Key Markers (please select all that apply):

- 6 Continuous improvements

### Key Areas of Work (please select/delete all that apply, as appropriate):

- |                                    |                       |
|------------------------------------|-----------------------|
| • Development Management Processes | • Process Improvement |
| • Planning Applications            | • Staff Training      |

### Stakeholders Involved (please select/delete all that apply, as appropriate):

- |                  |                         |
|------------------|-------------------------|
| • General Public | • Authority Other Staff |
|------------------|-------------------------|

### Overview:

During the period of 1st April 2018 to 31st March 2019, the Development Management team sent 2507 invitations to customers asking them to complete our online survey. All Individual Applicants and Professional Agents who received a Decision Notice, marking the end of the planning application process were sent a request 2 weeks after receiving their Notice. The survey has 16 questions with a mixture of open, closed and equality monitoring questions. Not all respondents answered all questions.

The survey allows us to focus on customer improvements that need to be made within Development Management area.

### Goals:

To listen and to respond to customers concerns

To develop guidelines and processes to assist the customer.

To look at innovative ways which will enable the customer to self-serve via our web pages and how to use technology to improve this.

### Outcomes:

Outcomes from our 2018-19 survey that have been implemented: -

Improved content on our website

Working closely with applicant on invalid submissions

How we will improve our service to customers during 2019-20.

- Working with Corporate team to develop new Fife Council website, which will allow easier navigation of the site.

Review our scripts for customer contact centre in the view that we provide better information

Introduction of a web chat service, which will open up an additional communication channel through our contact centre.

### Name of key officer

**Alan Blackie, Lead Officer**

## Case Study 7:

### Conservation Area Appraisals.

We referenced the work related to Conservation Appraisals in PPF 7 in relation to built heritage in a wider context. This case study focuses on the customer engagement aspect of the process. Involving the local community is an important part of the preparation of any conservation area appraisal and management plan. Over the last ten years we have progressed a programme of appraisals for Fife's forty-eight conservation areas. These range from the large such as the City of Dunfermline conservation area with its six large character areas, to a small hamlet such as nearby Pattiesmuir with only 2 listed buildings. Key stakeholders, such as the elected members and community councils, are given early notice that we are planning to commence each project. Local interest groups are identified and approached with an invitation to contribute from the start and these may include a local heritage group or community association. After desk based research and preparation, conversations with representatives of local interest groups will generally result in joint walk-about and evening presentations. Once a draft has been prepared the formal consultation will commence. This will include an on-line consultation with associated advertising through the local press, social media, Twitter, old fashioned posters and the use of local organisations contact networks. An opportunity is provided during this consultation for the public to attend a drop-in session at a locally convenient place, to meet the author and discuss the draft. A paper copy is always left somewhere local for those who would rather read a non-electronic version and leave any comments.

The drop-in sessions are all different and quite often unexpected in terms of the level of response and reaction to the document. They can generate enthusiastic debate, stimulate personal reminiscence and provide intimate local information, often otherwise available. They help identify what is valued by the local community and to stimulate an increased appreciation of what they have on their doorstep. This scrutiny helps in proofing the draft, sometimes resulting in additions or amendments. The document is designed to be a distillation into a user-friendly working tool which not only helps the community understand and value its heritage but also allows a better understanding of what we have been tasked to look after and improve for theirs and future generations of residents and visitors. The final version is then ready to put to the relevant Area committee for approval. A final stage is to advertise the final document internally, which may be accompanied by workshops to present the core findings.

The anticipated completion, during the following year, of the last two appraisals will enable an overview of the whole of Fife to be undertaken. It is evident already that there are themes and issues common to all, with lessons to be learnt and many opportunities for improvements to be taken forward.

*'The designation of a place as a conservation area aims to preserve and enhance its special architectural or historic interest. Fife has 48 conservation areas reflecting the unique qualities of many of its towns and villages. The recognition of their importance is vital to support good decision-making when considering proposals for change. The publication of appraisals and management plans, as shown in the recent appraisals for Collessie and Ceres, will be instrumental to support their future management.'*

**Ian Thomson Senior Casework Officer Heritage Directorate, Historic Environment Scotland**

*“As a representative of Ceres and District Community Council and Cupar and North Fife Preservation Society I welcomed being consulted on the Ceres Conservation Area Appraisal and found the contact with Fife Council’s Conservation Officer added to my knowledge of how to look at and appreciate buildings in their setting in the Ceres Conservation Area”*

*Graham Lang, Ceres CC.*

## Summary

### Case Study Title:

**Case Study 7:** Conservation Area Appraisals

### Location and Dates:

Fife Planning Portfolio – April 2018 – March 2019

### Elements of a High Quality Planning Service this study relates to:

- Quality of service and engagement

### Key Markers:

- 6 Continuous improvements
- 13 Sharing good practice, skills and knowledge between authorities
- 11 Production of regular and proportionate policy advice.

### Key Areas of Work:

- Community engagement
- Built heritage
- Conservation
- Placemaking

### Stakeholders Involved:

- General Public
- Authority Planning Staff

### Overview:

The preparation of Conservation Area appraisals is a key part of the justification of the designation of the Conservation Area and provides a clear understanding of the particular historic characteristics of a community which the conservation area designations seeks to protect. It is also used as a mechanism to make communities aware of the implications and benefits of the designation of the conservation area and to encourage “buy-in” of the community.

The Appraisal document also provides clarity for residents and other developers as to what needs to be considered when new proposals or alterations to existing buildings are proposed.

### Goals:

To inspire and involve communities in the Conservation Area Appraisal process

### Outcomes:

Positive engagement of communities with conservation areas with the Plannign process and a greater understanding of what the designation of a Conservation Area means and the planning objectives it can deliver. Positive feedback from community representatives.

### Name of key officer

**Fiona Fisher & Matthew Price, Built Heritage Officers**

## Culture of Continuous Improvement

### Case Study 8: Continuing Professional Development Programme

As part of the Royal Town Planning Institute membership, professional planners are expected to undertake at least 50 hours of CPD over a 2-year period. One of the Council's officers was randomly selected during the PPF 8 period to demonstrate this had been achieved. The officer selected had attended virtually all of the in-house CPD sessions run by both internal as well as external specialists.

The topics on offer covered a broad range of planning related matters as well as more specialists subject topics including - the use and application of traditional materials on listed/traditionally constructed buildings; development funding; climate change/low carbon/waste management and use of advancing renewable technologies; ecological considerations; presentation and negotiating skills; economic development and town centre regeneration; surveying techniques; managerial/human resource requirements/staff wellbeing; lessons from Ombudsman cases; service and infrastructure provider readiness/resilience; new portal/IT/database system updates; and Community Action Plans.

The positive feedback from the RTPI was that the officer had "...undertaken a good range of CPD activities..." and "...identified a good range of CPD activities to meet their future goals and objectives.". Subsequently no further action by the officer was required. In Service terms, it is considered that this positive feedback with no recommendations applied reinforced an in-house programme of continued CPD training that covered a broad range of appropriate training topics and also provided a more than adequate number of training hours for both RTPI members as well as those considering future membership. The CPD sessions were and still are open to other Council officers out with the planning portfolio.

**CPD Programme 2018/19 PPF8 Reporting Period.**

#### EPES Service CPD Sessions (PPF 8 Reporting Period)

Month	Title	Attendees
May 2018	Good Communication & Cross Examination - Legal Firm	25
	LEAN Processes - FC Officers	30
	Flood Risk Management - with (SEPA)	36
June 2018	Industry 4.0 - external speakers	53
	Scottish Water - Managing Assets	38
	Repairing & Restoring Historic Masonry - FC In-house officers	n/a
August 2018	Inclusive Growth in North Ayrshire	36
October 2018	Planning Bill: What is Changing?	40
	Introduction to Ecology	21
	Community Action Plans: East Neuk of Fife example	33
November 2018	Sharepoint	85
January 2019	Living and Working with a Disability	32
	Regional Economic Partnerships - Scottish Government	39
February 2019	The Role of Town Centres & What We Can Do To Reshape Them	70
	Promoting Changes to Places & Marketing (National Parks Authority)	50
March 2019	Using the Low Carbon Fife Supplementary Guidance	36



A new programme of CPD sessions which will run throughout the year is currently being formulated and will also continue to be based on the training needs identified as part of the 1-2-1 Personal Development Appraisals carried out with all Service staff twice a year.

## Summary

### Case Study Title:

**Case Study 8: Continuing Professional Development Programme**

### Location and Dates:

Fife Planning Portfolio – April 2018 – March 2019

**Elements of a High Quality Planning Service this study relates to** (please select all that apply):

- Culture of Continuous Improvement

**Key Markers** (please select all that apply):

- 6 Continuous improvements
- 13 Sharing good practice, skills and knowledge between authorities

**Key Areas of Work** (please select/delete all that apply, as appropriate):

- Skills Sharing
- Staff training

**Stakeholders Involved** (please select/delete all that apply, as appropriate):

- Authority Planning Staff
- Authority Other Staff
- Other (Workforce Youth Investment, planning students and graduates)

### Overview:

To provide a structured Continuing Professional Development agenda covering a range of topics delivered by colleagues and external speakers. We develop the range of speakers from feedback and topics identified through the Personal Development Appraisals undertaken with each colleague in the planning service

### Goals:

To develop the skills and knowledge of colleagues in the planning service and other services in Fife Council to assist in their career development.

### Outcomes:

Develop existing staff in terms of mentoring and training in a structured and coordinated way, which also aligns with the Personal Development Appraisal process reported in previous PFFs.

### Name of key officer

**Chris Smith, Lead Officer (Major Business)**

## Case Study 9: Inspiring Young Planners

The Planning Service over the last few years have been committed to providing placements for young people who have chosen planning as a profession. The opportunities have been provided through funding from Fife's Youth Workforce Investment Programme. This has included within the reporting period of 2018/19, a Graduate Planner on a 2 year contract, and this opportunity allows a planning graduate to gain 2 years' experience within the Planning Service covering a number of areas, such as: -

- Validation of planning application
- Processing of applications
- Customer contact and engagement
- Development Plan

This experience allows the graduate to gain the necessary skills in order to work towards their chartered status of the Royal Town and Planning Institute (RTPI). Kristie Hung our current graduate commented

*As a two year Graduate Planner funded through the Youth Workforce Investment Program, I have gained invaluable experiences on planning processes within the public sector. During the first eight months, I worked within the Gateway Team where I validated planning applications. This was a fundamental experience as I gained further understanding of the Permitted Development rights. I am now working in Development Management where I process planning applications with reference to different guidance and policies and communicating with applicants and agents. This Program has allowed me to gain vital skills and became more confident in my work as I have been given all the support I needed. As a RTPI Licentiate member, this experience is particularly important for my APC submission and gaining chartered status.*

We have also through the WYI programme created a 1 year student placement. This placement was targeted for a student currently engaged in a full-time planning course providing a year out opportunity. Daniel Farmer our current year out student commented

*The Workforce Youth Investment Programme has been vital for me in gaining real world experience within the relevant sector of my university studies. It not only has allowed me to develop my skillset and work alongside great and supportive people, but it has also invested in my long-term future by opening new opportunities for me when I graduate from University. Being employed by Fife Council through this program has also allowed me to work full-time whilst maintaining my student status, allowing me to put my academic knowledge into practice in a variety of different roles within the wider planning department.*

In addition to the posts mentioned above we have also accommodated a number of requests from individuals wishing to get some voluntary work experience within the Planning Service. Jemma Tasker, Planning Graduate commented

*Thank you very much for organising the past two days and the rest of the team who helped. It has been great to see all the different sides of DM as well*

*as enforcement which I wasn't too familiar with before - it was interesting to see the cases which an enforcement officer deals with on a day-to-day basis. Everyone was really welcoming and helpful and it is always great to see and be part of a planning environment to understand what happens on an average day. It seems like a great team to be part of - I will keep a look out for any graduate jobs within the council and if you know anything more in the meantime it would be great to hear from you.*

Another student who worked with us commented:

*I want to really thank everyone in the planning service at Fife Council for their willingness to create opportunities for young people and help them gain insight into the profession. It has been really nice getting to know you all and I have been impressed by the knowledge and understanding that you all present and your careful judgment.*

*Perhaps most importantly, I am now very sure that I actually want to studying planning and, because of the placement, I am confident that I can engage with the big contemporary issues and trace the association between planning and other aspects of policy.*

*Thank you once again for everything and best wishes for the future!*

*Conor Watt.*

Building on the WYI programme we also have a comprehensive CPD internal training programme which has been running over the past 3 years. This provides regular training for all staff across a number of areas. In addition, six-monthly meetings are arranged with all staff to discuss their contribution and performance and these include Personal Development Training Plans.

## Summary

<b>Case Study Title:</b>
<b>Case Study 9: Workforce Youth Investment</b>
<b>Location and Dates:</b>
Fife Planning Portfolio – April 2018 – March 2019
<b>Elements of a High Quality Planning Service this study relates to:</b>
<ul style="list-style-type: none"> <li>• Quality of service and engagement</li> </ul>
<b>Key Markers:</b>
<ul style="list-style-type: none"> <li>• 6 Continuous improvements</li> <li>• 13 Sharing good practice, skills and knowledge between authorities</li> </ul>
<b>Key Areas of Work:</b>
<ul style="list-style-type: none"> <li>• Skills Sharing</li> <li>• Staff Training</li> </ul>
<b>Stakeholders Involved:</b>
<ul style="list-style-type: none"> <li>• Authority Planning Staff</li> <li>• Authority Other Staff</li> <li>• Other (Workforce Youth Investment, planning students and graduates)</li> </ul>
<b>Overview:</b>
Fife Council is investing money to create youth employment opportunities through the Workforce Youth Investment (WYI) programme. The programme is targeted towards apprenticeship and trainee roles. The Planning Portfolio has been successful in securing placement over the last few years
<b>Goals:</b>
To develop the skills and knowledge of students and graduates to assist in their career development. This has also has created an opportunity for existing staff in terms of creating an opportunity to mentor and coach staff.
<b>Outcomes:</b>
To attract and retain talented staff Develop existing staff in terms of mentoring and training
<b>Name of key officer</b>
<b>Alan Blackie, Lead Officer (Major Business and Customer Service)</b>

## Case Study 10:

### Scottish Awards for Quality in Planning 2018

As a performance-driven organisation, external validation of the quality of the Service's work is an important benchmark of our performance.

Reflecting the broad span of our work, Economy, Planning & Employability Services entered three projects for the Scottish Government's Awards for Quality in Planning in 2018. All three projects were recognised for their innovation, impact and transferability in planning and all three were shortlisted for an award.

In the Plans category, the Kirkcaldy Charrette Area Green Infrastructure Masterplan demonstrated the high quality of community-shaped masterplanning in which the Service is engaged. In the Place category, Burnisland's Kirkton Old Church & Historic Graveyard Conservation Project demonstrated the contribution that conservation and the promotion of key historic assets can make in creating distinctive, successful and sustainable places (we featured this project in PPF7 and are pleased to receive recognition of this project through the SAQP).

In winning the Process category, the Anstruther Community Burgh Survey demonstrated the value of community-led urban heritage management frameworks for the more effective management of sensitive historic urban environments.

This project formed a key element within the wider Anstruther CARS/THI, an ambitious and hugely successful £1.9 million townscape conservation initiative that ran from 2012 to 2017. In setting new standards in heritage process planning the project provided a vehicle for the local community to actively engage with its heritage and to better understand the planning process that safeguards it. Indeed, the project's numerous historical research workshops, standing building surveys, community archaeological excavations, talks, tours and studies have left a lasting legacy: a local community informed, excited and energised about the role of planning in safeguarding historic urban environments.

The transferability of the project has since been demonstrated through its application to other historic urban conservation planning projects in Fife, including the Inverkeithing CARS/TH which secured its full HES and HLF funding in 2019 and which will also feature this award-winning approach to urban conservation.



*From left to right:*

**Craig Walker**, Service Manager (Development Plan)

**Douglas Speirs**, Archaeologist (Development Plan)

**Kevin Stewart MSP**, Minister for Local Government, Housing and Planning

**Pam Ewen**, Chief Officer, Planning



## Summary

### Case Study Title:

**Case Study 10: Scottish Awards For Quality in Planning 2018**

### Location and Dates:

Fife 2018

### Elements of a High Quality Planning Service this study relates to:

- Quality of outcomes
- Quality of service and engagement

### Key Markers:

- 1 Decision making
- 2 Project management
- 3 Early collaboration with applicants and consultees on planning applications
- 6 Continuous improvements
- 11 Production of regular and proportionate policy advice
- 12 Corporate working across services to improve outputs and services for customer benefit
- 15 Developer contributions: clear expectations

### Key Areas of Work:

- Local Develop Plan & Supplementary Guidance
- Collaborative Working
- Community Engagement
- Placemaking

### Stakeholders Involved:

- General Public
- Authority Planning Staff

### Overview:

The projects entered for the award focused on how the service engages with the people of Fife to take forward and shape how we deliver the Service and achieve high quality developments on the ground

### Goals:

Inspiring and involving the communities and people of Fife in the Planning process

### Outcomes:

The Anstruther Burgh survey provided a benchmark and template which helped to inform other similar work and was also instrumental in the success of the Inverkeithing CARS bid.

### Name of key officer

**Douglas Spiers, Archaeologist**

Case Study Topics	Issue covered by Case Study	Case Study Topics	Issue covered by Case Study
<b>Design</b>	Case Study 1 &2	<b>Interdisciplinary Working</b>	Case Studies 5 and 8
<b>Conservation</b>	Case Study 7	<b>Collaborative Working</b>	Case studies 2,4 & 5
<b>Regeneration</b>	Case Studies 1 & 2	<b>Community Engagement</b>	Case Studies 2,4 &5.
<b>Environment</b>	Case Studies	<b>Placemaking</b>	Case studies 1,2,3,4 & 7
<b>Greenspace</b>		<b>Charrettes</b>	Case study 10
<b>Town Centres</b>	Case study 1	<b>Place Standard</b>	
<b>Masterplanning</b>	Case Studies 1,2 &3	<b>Performance Monitoring</b>	Case studies 6 & 8
<b>LDP &amp; Supplementary Guidance</b>	Case Studies 3 and 4	<b>Process Improvement</b>	Case study 4,5 &10
<b>Housing Supply</b>		<b>Project Management</b>	
<b>Affordable Housing</b>	Case Study 2	<b>Skills Sharing</b>	Case studies 8 & 9
<b>Economic Development</b>		<b>Staff Training</b>	Case study 8
<b>Enforcement</b>		<b>Online Systems</b>	
<b>Development Management Processes</b>	Case studies 1,2,3,4 &5	<b>Transport</b>	
<b>Planning Applications</b>		<b>Active Travel</b>	
<b>Other: please note</b>			

## 4. Service Improvements

### A: Delivery of Service Improvement Objectives 2018-2019

The following table provides Fife Council's assessment of how we consider we have delivered on our service actions and objectives identified in PPF7. Additional details and information on many of these are reported in this PPF.

Committed Improvement & Actions in PPF7	Self Assessment RAG Status as at 31 March 2019
<p><b>Better use of Technology</b></p> <p>Improve the planning information and layout on our web pages;</p> <p>Create a channel shift to a digital first policy to ensure where appropriate, the majority of Service requests are made online;</p> <p>Further automation/standardisation of reports; and</p> <p>Further use of drones to remove repeat planning site visits in rural areas, for larger sites where multiple staff would otherwise be visiting and for Planning Committee site visits.</p>	<p>Tablets provided to all staff including Transport Development Management, new apps to improve on site processes and back office usage of IDOX and data management to be delivered imminently.</p> <p>We have introduced a small administrative charge for processing paper application submissions, this has provided an incentive to move to on line submissions. On introduction this increased online submissions by 12% , 92% of applications are now submitted electronically.</p> <p>The standardisation of reports continues to be a focus and all reports are prepared to a standard template of key headings while being able to be adapted depending on the individual case. The opportunities for embedding LDP policies into reports using uniform is also being explored.</p> <p>Drone footage continues to be used to substitute and augment site visits for committees and officers.</p>
<p><b>Improve Process Management</b></p> <p>LEAN improvement sessions to further improve transportation, enforcement and validation processes within Development Management and reflect the content of the new Planning Bill within the LDP process;</p> <p>Look at ways to improve communication on the progress of an application; and</p> <p>Consider a new model for community engagement to align with community planning and the content of the new Planning Bill.</p>	<p>LEAN Enforcement, Transportation, Gateway.</p> <p>Joint working with Environmental Health- process improvement.</p> <p>The cases studies in this PPF highlight many examples where we have delivered improvements to process management.</p> <p>Will review the approach to community engagement arising from legislation as the Planning Bill progresses. The case studies in this PPF illustrate how we are already taking innovative proactive approaches to involving communities in the way we review and deliver the services we provide.</p> <p>We are as part of our customer feedback review examining how we can more effectively keep customers automatically updated as to how their application is progressing. We are considering trialling a scheme to introduce this during the PPF9 reporting period.</p>

Committed Improvement & Actions in PPF7	Self Assessment RAG Status as at 31 March 2019
<p><b>Overall Business Improvement</b></p> <p>Further improvement of performance of Major, Local and Minor Applications to better than national average;</p> <p>Participate in national costing of the planning service exercise and analyse data collected to benchmark with other planning authorities;</p> <p>Staff development to aid individual officer's development and further contribute to Service resilience; and</p> <p>Review and update the Enforcement Charter following the outcomes of the Planning Bill relating to Enforcement.</p>	<p>We are pleased with the improved performance in terms of average times to determine Local and Householder application types within the PPF8 reporting period achieved.</p> <p>Fife Council participated in the national costing exercise which not only provided an opportunity for colleagues to be involved in a national exercise but also to benchmark with other planning authorities who were involved. While parts of the process were time consuming the data which is produced is valuable in being able to analyse the implications in terms of budget and resources needed to provide the planning service in Scotland. Fife has used the information as part of its service budgeting process.</p> <p>We have an extensive Continuing Professional Development programme in place. In addition, colleagues in the planning service have attended a number of formal training events throughout the year.</p> <p>We have also through the secondments and acting up roles provided opportunities for individuals to obtain experience in management and leadership roles. This also assists the service with longer term succession planning objectives.</p> <p>In order to resource and prioritise the delivery of the Strategic Development Areas in Fife a new team has been created drawing skills from across the Service by combining specialisms in Development Management, Transportation and Policy headed by a Service Manager to drive the delivery of this vital investment and development opportunities for Fife. We will report further on this in PPF9.</p> <p>Our Enforcement Charter is up to date, with the latest version published in March 2019.</p>
<p><b>Income Generation</b></p> <p>Explore further opportunities for shared services with other authorities and/or the provision of advice to other services; and</p> <p>Explore discretionary areas of potential income being considered through the Planning Bill.</p>	<p>We have also commenced a shared service agreement to provide archaeological support to City of Dundee Council and we will report further on this in PPF9. Case study 5 on School estate planing in this PPF illustrates how we have worked collaboratively with other services.</p> <p>We continue to explore areas where it is appropriate to apply discretionary charges to incentivise moves to online systems or maintain service provision which may otherwise be reduced due to budget pressures such as the paper application administrative charge.</p> <p>Further work to reflect the outcomes of the Planning Bill will take place within the PPF9 reporting period.</p>

Committed Improvement & Actions in PPF7	Self Assessment RAG Status as at 31 March 2019
<p><b>Working with Others</b></p> <p>Continue to work to encourage young people to work within planning and contribute to the wider planning process;</p> <p>Work more closely with our customers to reduce the number of applications returned at the initial validation stage;</p> <p>Continue working with the key stakeholders to assist in delivering the sites allocated within FIFEplan, and suitable brownfield sites; and</p> <p>Continue to learn from customer feedback, complaints, the Local Review Body and appeal decisions to further improve customer service and processes.</p>	<p>One of our Service Managers is currently on secondment with Fife Council Property Services- to assist with the delivery of new schools and build and enhance existing working relationships between the services. We report on this in more detail in Case Study 5.</p> <p>WYI, trainee posts. Initiatives to retain trainees and look to provide opportunities for graduate and trainee planners to work part time during university and college term time to obtain practical experience.</p> <p>During the PPF8 reporting period Fife Council Planning Service participated in workshops delivered by the Scottish Government's e- Development project unit.</p> <p>Planning colleagues are members of and participate in HOPS, RTPI, etc.</p> <p>The case studies in this PPF illustrate how we have worked across a number of areas to involve our customers in how we shape our policies and guidance.</p> <p>The case study on Customers clearly indicates how we use the information and feedback we receive from our customers to change and improve the processes we use and the service we deliver.</p> <p>The Case study on the Education/Property Services role of one of our Service Manager provides an example of how we have sought to work with stakeholders during the PPF8 reporting period. Further work in this area will be undertaken in the PPF9 report period.</p>



## **B: Service Improvement Objectives 2019-2020.**

Our improvement agenda is driven from feedback from our customers collated from surveys (see case study6: Working with and Learning from our Customers) and lessons learned from complaints. We continue to apply LEAN as a tool to drive change, secure innovation and critically evaluate our business model to seek opportunities to improve it. The following list gives an overview of some the main objectives we aim to deliver within the PPF 9 reporting period.

### **Objective A:**

Explore further opportunities for shared service delivery with other planning authorities.

### **Objective B:**

Complete our review of all 48 Conservation Areas in Fife and preparation of Conservation Area Appraisals.

### **Objective C:**

Set up Customer Consultation Groups to enhance and tailor our service improvements- Agents and Developers are a priority group.

### **Objective D:**

Publish new/update Customer Guidance on Environmental Health issues and planning: Noise, Contaminated Land, Air Quality.

### **Objective E:**

Review our processes and procedures to address outcomes of Planning Bill

### **Improvement F:**

Provide a flexible tailored approach to delivering investment in Kirkcaldy and Dunfermline Town Centres and Strategic Development Areas by having dedicated planners/virtual teams to provide support to prioritise initiatives and projects to deliver LOIP.

### **Improvement G:**

During the PPF 9 period we will further develop the strategic focus of the LOIP to promote and secure investment in the Mid Fife area. We will expand the existing work we do with developers and house builders to focus on this geographic area and also to engage specifically with SME house builders as well as larger businesses to drive investment and growth in this key area for Fife.

## 5. National Headline Indicators

### A: NHI Key Outcomes - Development Planning

Development Planning	2018-19	2017-18
<b>Local and Strategic Development Planning:</b>		
<p>Age of local/strategic development plan(s) at end of reporting period</p> <p><i>Requirement: less than 5 years</i></p>	<p>As at 31st March 2019:</p> <p>All local plans were superseded by the adoption of Fife's Local Development Plan (FIFEplan).</p> <p>FIFEplan Local Development Plan (Adopted 21st September 2017) – 18 months</p> <p>TAYplan (Approved 11th October 2017) – 17 months</p> <p>SESplan (Approved 27th June, 2013) – 5 years, 9 months</p>	<p>As at 31st March 2018:</p> <p>All local plans were superseded by the adoption of Fife's Local Development Plan (FIFEplan).</p> <p>FIFEplan Local Development Plan (Adopted 21st September 2017) – 6 months</p> <p>TAYplan (Approved 11th October 2017) – 5 months</p> <p>SESplan (Approved 27th June, 2013) – 4 years, 9 months</p>
Will the local/strategic development plan(s) be replaced by their 5 <sup>th</sup> anniversary according to the current development plan scheme?	Not fully. As per the adopted plan, FIFEplan 2 is project managed and programmed to be adopted within 5 years of the current (2017) adopted plan (2022). Reflecting the contents of the Planning Bill. The TAYplan and SESplan SDP authorities have not programmed any replacement of the respective extant SDPs.	Not fully. As per the adopted plan, FIFEplan 2 is project managed and programmed to be adopted within 5 years of the current (2017) adopted plan (2022). Reflecting the contents of the Planning Bill. The TAYplan and SESplan SDP authorities have not programmed any replacement of the respective extant SDPs.
Has the expected date of submission of the plan to Scottish Ministers in the development plan scheme changed over the past year?	<b>No</b>	<b>No</b>
Were development plan scheme engagement/consultation commitments met during the year?	<b>N/A</b> Given the stage the Local Development Plan is currently at, as per the Development Plan Scheme, no engagement or consultation was undertaken within the PPF8 period. This was reflected in the DPS with no requirement.	<b>N/A</b> Given the stage the Local Development Plan is currently at, as per the Development Plan Scheme, no engagement or consultation was undertaken within the PPF7 period. This was reflected in the DPS with no requirement.

Effective Land Supply & Delivery of Outputs	2018-19	2017-18
Established housing land supply	35,750 units	36,790 units
5-year effective housing land supply programming	18,146	7,605 units

5-year effective land supply total capacity	7,032 Units	Units
SESplan (Fife)	5,461	5,874
St Andrews and North East Fife HMA (TAYplan)	842	1,036
(Greater Dundee)	166	695
Cupar and North West Fife HMA (TAYplan)	563	
5-year housing supply target	n/a	n/a
5-year effective housing land supply (to one decimal place)	Years	Years
SESplan (Fife)	1.6	1.2
St Andrews and North East Fife HMA (TAYplan)	6.0	5.4
Cupar and North West Fife HMA (TAYplan)	4.9	5.3
(Greater Dundee)	3.5	

Housing approvals	178 Applications	173 applications
Housing completions over the last 5 years	5,098 units	4,815 units
Marketable employment land supply	224.2 ha	225.57 ha
Employment land take-up during reporting year	35.05	47.45 ha

**B: NHI Key outcomes – Development Management:**

Development Management:	2018-19	2017-18
<b>Project Planning</b>		
Percentage and number of applications subject to pre-application advice	<b>9% (205)</b>	<b>6 % (138)</b>
Percentage and number of major applications subject to processing agreement	<b>75% (4)</b>	<b>13% (3)</b>
<b>Decision Making</b>		
Application approval rate	<b>96.1%</b>	<b>95.7%</b>
Delegation rate	<b>95.4%</b>	<b>95.6%</b>
Validation	<b>42%</b>	<b>40%</b>
<b>Decision-making Timescales</b>		
Major Developments	<b>51.2 weeks</b>	<b>31 weeks</b>
Local developments (non-householder)	<b>8.8 weeks</b>	<b>13.1 weeks</b>
Householder developments	<b>7.5 weeks</b>	<b>8.9 weeks</b>
<b>Legacy Cases</b>		
Number cleared during reporting period	<b>25</b>	<b>23</b>
Number remaining	<b>34</b>	<b>31</b>

**C: Enforcement activity**

	2018-19	2017-18
Time since enforcement charter published / re-viewed	<b>1 months</b>	<b>12 months</b>
Requirement: review every 2 years		
Complaints lodged and investigated	<b>594</b>	<b>760</b>
Breaches identified – no further action taken	<b>222</b>	<b>279</b>
Cases closed	<b>603</b>	<b>733</b>
Notices served	<b>6</b>	<b>2</b>
Direct Action	<b>1</b>	<b>12</b>
Reports to Procurator Fiscal	<b>0</b>	<b>0</b>
Prosecutions	<b>0</b>	<b>0</b>

## D: NHI Key outcomes – Commentary

### Commentary

#### Short contextual statement

The case studies and NHI statistics we consider clearly illustrate the extent to which Fife Council actively seeks out opportunities to deliver an innovative and responsive planning service.

Notwithstanding the ongoing budget challenges which we continue to face through applying LEAN processes and streamlining how we work we derive the capacity to respond to customer feedback and work with the communities and businesses in Fife.

With the finalisation and implementation of the Planning Bill this will bring new challenges in terms of capacity planning and prioritisation of resources. New opportunities to consider how best the national planning service is funded also need to be considered.

The performance statistics for local and householder applications have improved significantly over the last reporting period and while work still needs to be done in other areas we are aware of these and are proactively working to address these.

Enforcement remains an important area for Planning in Fife and this area of our work has been particularly challenging over the last reporting period with a few particular cases requiring a great deal of officer time to pursue these. Through proportionate and responsive enforcement activity we provide the support to the communities of Fife to ensure unauthorised development is pursued, and our latest Enforcement Charter provided the context as to how we deliver that commitment.



## 6. Scottish Government Official Statistics

Scottish Government Official Statistics are drawn from quarterly returns by planning authorities. They are collated into an annual set of figures that is published on the Scottish Government website. The template below allows the information from these returns to be recorded in a consistent format. Additional guidance on how to access the statistics is included within the template itself.

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

Timescales	2018-19	2018-19	2017-18
<b>Overall</b>			
<b>Major developments</b>	11	<b>51.2 weeks</b>	<b>31 weeks</b>
<b>Local developments (non-householder)</b>	493	<b>10.8 weeks</b>	<b>13.1 weeks</b>
• Local: less than 2 months	(62.5%)	<b>6.9</b>	<b>7.2</b>
• Local: more than 2 months	(37.5%)	<b>17.4</b>	<b>18.2</b>
<b>Householder developments</b>	810	<b>7.5 weeks</b>	<b>8.9 weeks</b>
• Local: less than 2 months	(84.2%)	<b>6.8</b>	<b>7.0</b>
• Local: more than 2 months	(15.8%)	<b>11.5</b>	<b>12.9</b>
<b>Housing Developments</b>			
<b>Major</b>	<b>5</b>	<b>46.8 weeks</b>	<b>42 weeks</b>
<b>Local housing developments</b>	92	<b>14.4 weeks</b>	<b>18 weeks</b>
• Local: less than 2 months	(42.4%)	<b>7.2</b>	<b>7.0</b>
• Local: more than 2 months	(57.6%)	<b>19.7</b>	<b>21.6</b>
<b>Business and Industry</b>			
<b>Major</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Local business and industry developments</b>	16	<b>9.6 weeks</b>	<b>16.1 weeks</b>
• Local: less than 2 months	(56.3%)	<b>6.8</b>	<b>7.3</b>
• Local: more than 2 months	(43.8%)	<b>13.3</b>	<b>19.3</b>
<b>EIA Developments</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Other Consents</b>			
• <i>As listed in the guidance(right)</i>	<b>546</b>	<b>6.3 weeks</b>	<b>7.6 weeks</b>
<b>Planning/legal agreements</b>			
• Major: average time	<b>6</b>	<b>67.9 weeks</b>	<b>47.4 weeks</b>
• Local: average time	<b>1</b>	<b>33 weeks</b>	<b>55.2 weeks</b>

### B: Decision-Making Timescales - Local Reviews & Appeals

		Original decision upheld			
	Total number of decisions	2018-19		2017-2018	
Type	No.	No.	%	No.	%
Local reviews	15	9	60	13	50
Appeals to Scottish Ministers	20	14	70	19	68

### C: Context

We are pleased to present this PPF which we consider demonstrates a wide range of innovative improvements and examples of where we have found capacity despite to prioritise the views and feedback of our customers despite continuing business pressures. We deliver continuous improvement, support our staff and empower and enable them to deliver an excellent service to the residents, visitors and businesses of Fife.

## 7. Workforce Information

Workforce information should be a snapshot of the authorities planning staff in position on the 31st of March 2019. The information requested in this section is an integral part of providing the context for the information in parts 1-5. The template below allows the information to be recorded in a consistent format, additional guidance on what to include is within the template itself.

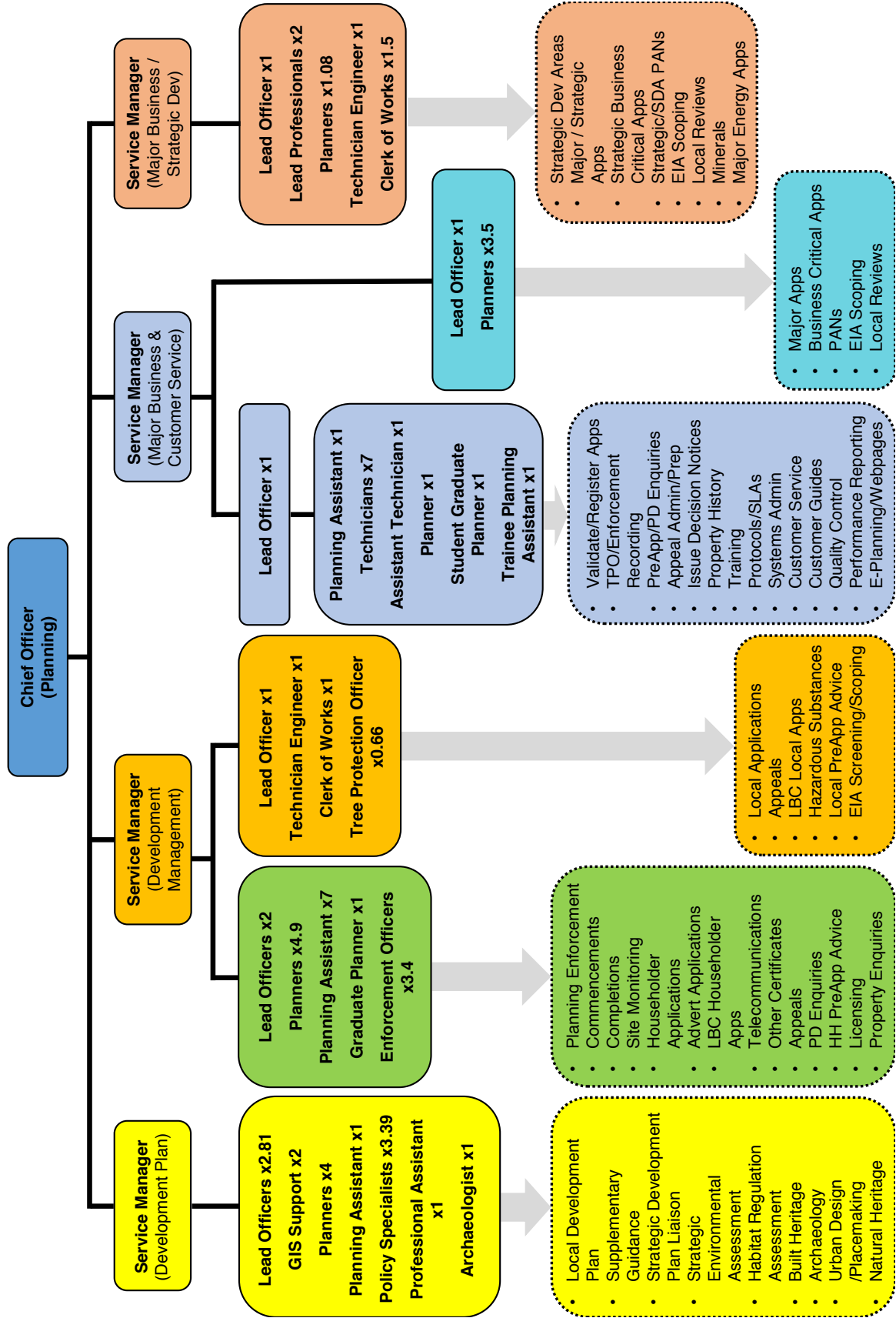
	Tier 1 <i>Chief Executive</i>	Tier 2 <i>Director</i>	Tier 3 <i>Head of Service</i>	Tier 4 <i>Manager</i>
Head of Planning Service			1	

RTPI Qualified Staff	Headcount	FTE
Development Management	18	18
Development Planning	10	9.39
Enforcement	1	1
Specialists	0	0
Licentiate	4	4
Other (including staff not RTPI eligible)	34	31.85

Staff Age Profile	Headcount
Under 30	7
30-39	12
40-49	17
50 and over	29

RTPI Chartered Staff	Headcount
Chartered Staff	33 people covering 32.39 FTE posts.

# Planning Service Structure



## 8. Planning Committee Information

The template below allows the information on the number of meetings and site visits during 2018-19 to be recorded in a consistent format, additional guidance on what to include is within the template itself.

Committee & Site Visits	Number per year
Full council meetings	8 ( of which 2 were purely budget meetings)
Planning committees	32 (between three Development Management committees)
Area committees	45
Committee site visits	12
Local Review Body	7
LRB site visits	13

## 9. Supporting Evidence

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[Planning Homepage](#)

[Fife Council Online Planning Portal](#)

[FIFEplan](#)

[Development Plan Scheme](#)

[Enforcement Charter](#)

[Strategic Development Plans](#)

[DPEA – Fife Core Library](#)

[Fife House Builders' Forum](#)

Other documents and supporting evidence is accessed from the hyperlinks within this document.



# 10. Contact & Communication

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This PPF has not covered every aspect of Fife Council's performance on planning matters and it has not listed all the different team achievements and outputs. It has focussed on the higher level and more obvious achievements as required by the PPF template. Fife Council welcomes comments about the services provided, suggestions for improvements and endorsements of good practice. If you wish to provide specific comments or you require any further information on the contents of the PPF, the available supporting evidence or you wish to enquire about other areas of performance and achievement then please contact.

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