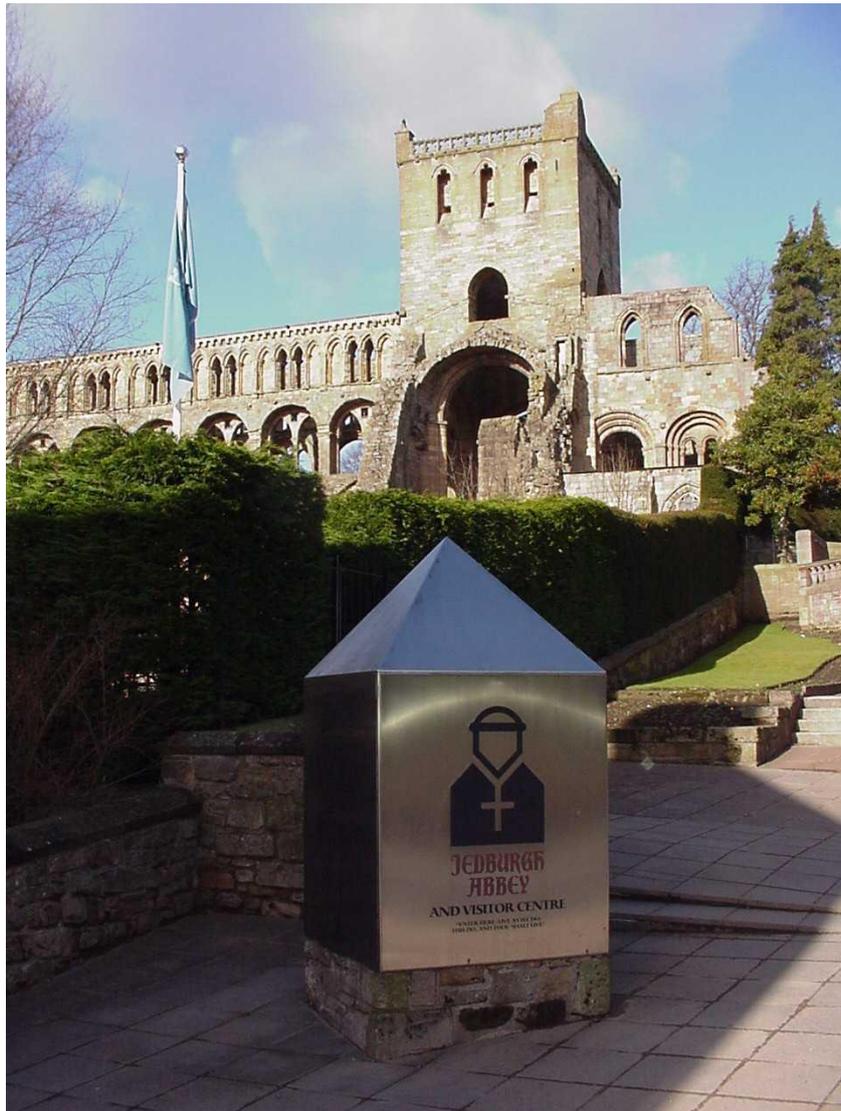# SCOTTISH BORDERS COUNCIL PLANNING PERFORMANCE FRAMEWORK 2020-2021

JULY 2021

SCOTTISH BORDERS COUNCIL
PLANNING PERFORMANCE FRAMEWORK 2020-21

INTRODUCTION

This is the tenth Planning Performance Framework (PPF) prepared by Scottish Borders Council for its Planning Service and covers the period 1 April 2020 to 31 March 2021. This PPF focusses on addressing the Scottish Governments key performance markers and statistics and includes information on how the service has responded to the impacts of the COVID19 pandemic.

The Performance Markers RAG (Red/Amber/Green) report issued by Scottish Government in respect of last year's PPF awarded all greens and only one amber RAG rating. This is the first time the service has achieved no red ratings. The amber rating was awarded as there was still work required to deliver all of the performance improvements identified in last year's PPF.

This year has been a particularly difficult and challenging year for the service, as it has for so many, as a result of the impact of Covid. The service has had to adapt almost overnight to new ways of working and the delivery of the services on a remote and electronic basis. The service has also contributed to the Council's corporate pandemic response.

PART 1 - DEFINING AND MEASURING A HIGH-QUALITY PLANNING SERVICE

QUALITY OUTCOMES

1.1   To promote design quality the Planning Service has developed a design toolkit which includes Supplementary Planning Guidance on Placemaking & Design and other policy and design guidance, planning briefs, training for officers and members and suitable policies within the Local Development Plan.

1.2   The bi-annual Design Awards were postponed again this year due to the COVID-19 pandemic. This is an important means of celebrating the quality of development happening in the Borders, which has been embraced by developers and the agents locally. We are arranging for them to be held next year, even if this has been done with a redesigned format to take account of on-going restrictions.

1.3   The Proposed Local Development Plan (LDP), which will replace the existing adopted LDP1 2016, was presented to Council when committee meetings resumed in September 2020 following the lockdown. The plan was approved with only limited changes. The statutory 12 week period for public representations was undertaken on-line following this decision, which concluded on 25th January 2021. Representations received are being considered by the Service and will be reported to the Council at the end of 2021. Any outstanding objections to the Proposed LDP would be subject to Examination by the Scottish Government Reporters from the Planning and Environmental Appeals Division possibly in the Spring/Summer 2022.

1.4   The Development Plan scheme was approved in November 2020 and sets out our programme of works to deliver the new Local Development Plan. It highlights a revised timescale for the adoption of the Plan with its adoption by Spring 2022. This will need to be reviewed due to the impacts of the pandemic in delaying the work programme.

1.5   Uniquely in Scotland, the Council has been involved in the production of two Indicative Regional Spatial Strategies (iRSS); one for the South of Scotland and the second for Edinburgh and South East Scotland. This recognises the importance of the City Region but also the emerging importance of the Team South of Scotland approach with Dumfries and Galloway Council and the South of Scotland Enterprise Agency (SOSEA). Both strategies were approved by the Council

in September 2020 and were then submitted to Scottish Government. Following feedback from Scottish Government, no major changes were required to be made to either document. The documents will inform the development of the draft National Planning Framework for Scotland (NPF4), which is due to be published in Autumn 2021.

1.6   The documents articulate a number of shared outcomes and strategic development projects we wish to see achieved and delivered in our region by 2050 which will respond to the climate change emergency, secure sustainability in our energy supplies and land use practices; deliver an inclusive economy; bring meaningful improvements to the health and wellbeing of all of our citizens; facilitate the responsible management of our high quality landscape and heritage resources; and deliver optimum connectivity to, from and throughout our region.

1.7   We have produced Supplementary Planning Guidance and associated Design Guide for the expansion of Tweedbank for mixed used development. The documents together set out good planning practice and placemaking and design principles to ensure a high quality development is achieved. The key development work and public consultations were carried out during 2020 and the documents were approved by the Council on 17th June 2021. Once published, the guidance will be available on the Council's website.

1.8   The CARS scheme in Jedburgh, which is part of our on-going programme of conservation area based regeneration schemes throughout the Borders is in its fourth year of a five year programme. Due to loss of key staff, we have had to secure consultancy support from Scottish Historic Building Trust to manage the completion of the scheme.

1.9   We relaunched the CARS scheme for Hawick Town Centre in Autumn 2020. This programme stalled due to impacts of Covid-19 and the challenges in recruiting key staff to Project and Support posts during a pandemic. Officers are now in place and good progress is being made in project delivery and issuing of grants. Historic Environment Scotland has agreed to extend the timescale of the project for a further year until 2025.

1.10   The scheme is centred on the Hawick High Street and aims to stimulate a total of £4.5m of investment through the use of £1.5m of public investment over the next five years. This will be the fourth CARS scheme undertaken by the Council in recent years. This project highlights collaborative working within the Council to deliver the Hawick Action Plan. There is on-going work to ensure that we co-ordinate this work with the opportunities being afforded by the Hawick Protection Flood Scheme, including the delivery of a £3/4m active travel scheme through the town funding by SUSTrans and other regeneration proposals in the town.

QUALITY OF SERVICE AND ENGAGEMENT

1.11   Our pre-application enquiry service enables clearer and more focussed engagement with the Planning Service. This service has set standards to ensure quality of guidance and a consistent approach, including early engagement on development contributions and the use of processing agreements, enabling developers to proceed with greater confidence. Due to workload and capacity issues, including the impacts of the pandemic, it has proven challenging this year to meet those service standards and we are reviewing the service to see how it can be made more streamlined and efficient while remaining responsive to customers.

1.12   We provide an on-line form to submit a pre-application enquiry and have guidance notes on the web site which set out the fee charges (when applicable), the proportionate information requirements in submitting a request and what the Council will provide in terms of a response and the timescale for doing so.

1.13   The pandemic has required that we significantly revise our working practices, with almost all staff now operating remotely from home. This has meant we have had to develop new ways of working, interacting and supporting staff to sustain this approach. As we have been unable to carry out site visits, we have developed and adopted a new protocol for inspections through use of Teams meetings, videos and photographic data. In general, the provisions have worked well and as restrictions are removed, allowing the service to become more efficient and we will look to continue to limit site visits to those where it is essential to the determination of an application or issue.

1.14   The service continues to develop working relationships across the Council to assist in the delivery of a range of corporate transformation projects and projects within the Council's capital investment programme, in addition to the Regional Spatial Strategies, City Deal programmes Borderlands projects and Levelling Up Fund bids.

1.15   We make extensive use of planning processing agreements for all categories of planning application and provide guidance on their use to our customers. We determined 344 applications with agreements last year: 7 major applications, 337 local applications and other consents. 96.7% of applications (including 100% of major applications) with processing agreements were determined within the agreed timescales, demonstrating that collaborative approach with applicants continues to be at the heart of the application process in the Scottish Borders.

1.16   Supplementary Planning Guidance on Development Contributions is available online, and sets out a consistent and transparent approach to implementing the Council's policy. The most recent update of the Supplementary Planning Guidance on Developer Contributions is available on the Council website.

1.17   All information on planning applications is available on the Public Access Portal, including details of specialist officers from the wider planning service who have commented on the application. Customers are encouraged to self-serve and utilise the benefits of the website and Public Access to view information on the service and planning matters. We continue to widen the range of online information across all of our services. The service has developed Local View Fusion which is a package of GIS facilitated information, badged as Find it on the Council's website.

1.18   The yearly average of planning applications received on-line now stands at 94.01% for planning and 96.88% of Building Warrant applications. Both the Development Management and the Building Standards Services have now transferred to a fully electronic application management and processing system, including mobile working. This provided us with the ability to move staff to a home working environment quickly and effectively over the pandemic. There have undoubtedly been some challenges with this transition but our earlier system developments have enabled us to continue to provide a high quality service during difficult times.

1.19   The key to the delivery of increased operating efficiency in Development Management and Building Standards is the introduction of our new case management system "Enterprise" and a mobile working solution. This has been delayed several times due to technical and financial considerations but will hopefully be delivered and available for staff hopefully by the end of 2021, but possibly into the early part of 2022.

1.20   The Housing Land Audit (HLA) 2020 is still in draft format, therefore the figures could be subject to change once finalised. The HLA confirms that the established land supply has seen a decrease from 9,176 in 2018/19 to 8,974 in 2019/20. The 5-Year Effective Housing Land Supply figure is

3,536 units, which equates to 5.7 years of land supply. Completion rates across the Borders continue to be at lower levels compared to pre-recession rates. However, in recent years the completion rate has increased from 222 units in the 2018 HLA, to 345 units in the 2019 HLA and 321 units this year. This completion level has been achieved primarily due to publicly funded projects being delivered by Registered Social Landlords. There remains limited activity by private sector housing developers.

1.21   The Employment Land Audit (ELA) 2020 is still in draft format, therefore the figures could be subject to change once finalised. The figures in the ELA confirm that we were comfortably meeting employment land need. The established Employment Land Supply is 98.9ha, down slightly from last year's figure of 102.3ha. The volume of employment land take up was 3.2ha, which is an increase from 0.55ha last year'. The volume of employment land take up was 2.4ha, down significantly from 3.85ha last year.

1.22   We have a Development Management Charter and an Enforcement Charter published in April 2020, which is available on the Council's web site.

1.23   The GIS team continue to develop the spatial information to support the service and our spatial data on the Council's website. We are developing new ways to engage with the public using Story Maps and this was used successfully used in our consultation on the Proposed LDP. Spatial information is used corporately and by the general public through 'Find it' and 'WebGIS'.

1.24   The Council has the facility for customers to make comments and complaints using an on-line form. The majority of the complaints received, including Ombudsmen investigations, were not upheld but those that were generally related to a failure to respond timeously to a customer's enquiry or complaint. This has been a particularly challenging year due circumstances we have had to operate under and the demands of responding to the pandemic, however, we continue to reflect on whether there are improvements in procedures to ensure that customers receive responses within a reasonable timescale or are advised of any delay, together with the reasons why this has occurred.

GOVERNANCE

1.25   Training is mandatory to any new members prior to service on Planning and Building Standards Committee and Local Review Body. The Council has an established Planning Working Group, which engages members in the Development Plan process from an early stage. Members' briefings are also provided on a corporate basis and these include updates on planning matters. Climate literacy training is also being rolled out to staff and Councillors and as part of our education and training programme, we have a made presentations on climate change and sustainable development through the Sustainable Development Committee.

1.26   The Planning & Building Standards Committee and the Local Review Body are held on a four-weekly cycle, normally sitting during the day on alternate fortnights on a Monday. During the initial COVID 19 lockdown Committee meetings were suspended in March and April until alternative virtual arrangements could be organised and put in place. Meetings are now held using Microsoft Teams and have the facility for members of the public to view proceedings and to be invited in to speak on applications at the Planning & Building Standards Committee as part of the meeting. This process was developed rapidly and has required new processes and procedure to be developed at pace. In general, this has worked very well and been well received by officers, Councillors, and members of the public. This has also enabled greater

public access to, and scrutiny of, the planning decision making process and is likely to maintained, at least for the foreseeable future.

1.27   In 2020/21 the Planning & Building Standards sat 9 times to consider 25 case reports and the Local Review Body met 10 times to determine 28 case reports. No formal site visits were undertaken by either Committee, as they have been suspended due to COVID 19 restrictions. However, one virtual site was undertaken by the Local Review Body; in that case, the Planning Advisor was asked to visit the site where he took videos, subsequently shown to Members at the next meeting.

1.28   96% of planning applications were determined by officers under delegated powers and we approved 97.1% of all applications. This approval rate is down marginally 0.7% over last year. However, this high approval rate has been sustained consistently over a number of years.

1.29   The figures reported in the National Headline Indicators in 2020/21 demonstrate that for the main reporting categories of planning applications we broadly sustained determination times, compared to those achieved in 2019/20. There has regrettably been a modest increase in processing times across most development categories. Overall, however, a generally sustained performance was nevertheless achieved despite the disruption to service delivery caused by Covid and the continuing implications of a period of restructuring for the service, a staff vacancy within the Development Management team that has remained unfilled for the entire reporting period, and a reduction in overall staff compliment to deliver services. However, for the most part, we have again sustained figures that are better than the annual national performance for Scotland as a whole in almost all reported application categories. We are currently advertising for the replacement post, following a first round where we were unable to recruit.

1.30   We continue to refine the traffic light system introduced in Development Management to help us manage performance, prioritising action and staff resource to avoid unnecessary delays in determining applications. . This process will be further enhanced with the implementation of the much delayed Enterprise case management system and mobile working for staff later this year.

1.31   We use Planning Processing Agreements for the management of planning applications, and this approach has been embraced by developers/applicants. Of those applications subject to an agreement, 100% of the major applications were determined within the terms of a processing agreement and for all applications, 96.7% overall were determined within the agreed timescale. We publish guidance on our use of processing agreements, together with agreement templates, on the Council's website.

1.32   We have seen further marked improvement in determination times of applications subject to legal agreements in course of the last year. Many of the legal agreements are managed by using processing agreements but even those that have not have seen a reduction in determination time by around a third. The requirements of the Council's development contributions policy means that we enter into a large number of legal agreements to secure contributions and it is critical that there are discussions at an early stage between the Planning Service and applicants/developers to allow the effective managing of this process.

1.33   The Council's financial management system Business World provides effective financial control and greater self-service ability for managers to monitor and control their budgets. We have stringent budget monitoring processes to monitor and report on budget pressures on a monthly basis. A close working relationship between budget holders and finance staff has developed to address these issues.

1.34   Key members of staff are involved with a range of corporate transformation projects and projects within the Council's capital investment programme, including the [Hawick Flood Scheme](#) (and the associated active travel proposal), and the School replacement programme. This has particularly focussed on the environmental and project assurance roles.

1.34   The service has also supported the Council's involvement in a number of strategic relationships including Edinburgh and South East Scotland City Deal, Borderlands, Build Back Better Funds and the development of a Team South of Scotland approach with the new South of Scotland Enterprise Agency and Dumfries and Galloway Council. This has been seen in Borderlands projects such Destination Tweed, the development of an Energy Masterplan, evolving a Placemaking approach and work towards implementing a Natural Capital Initiative.

1.35   The Council declared a climate emergency in September 2020 and the Sustainable Development Group of officers, led by the Chief Planning & Housing Officer, was charged with producing the Council Action Plan to deliver Net Zero by 2045 and embedding the Council's approach to Net Zero and Sustainable Development within the Council. This developed into a [Route Map](#) which was approved by Council in June 2021.

1.36   The South of Scotland (Scottish Borders Council & Dumfries and Galloway Council) was chosen as one of the pilots for the development of the Regional Land Use Partnerships and Land Use Frameworks. This building on the strong collaborative working between the Council and the South of Scotland Enterprise Agency. This two year project would see the production of a draft Framework in 2022.

1.37   We continue to explore ways to work more effectively and we positively engage with other authorities and agencies to share knowledge, information and best practice. There are a number of working protocols in place with bodies such as NatureScot, Scottish Environment Protection Agency and Scottish Water and a selection of the key organisations and groups that we are involved with. We engage with a wide range of working groups, agencies and stakeholder and are involved in a number of multi-disciplinary/agency initiatives.

CULTURE OF CONTINUOUS IMPROVEMENT

1.38   How we delivered last year's improvement actions is set out in Part 3 of this document, as is the list of improvement actions we intend to deliver this year.

1.39   We have a central training budget to ensure staff meet their Continuing Professional Development (CPD) obligations and have access to relevant training opportunities. We have provided funding for staff to undertake longer term study which is funded in full, or in part, by the Council. We have also rolled out a first phase of Climate Literacy training and are working toward developing a programme to have this embedded within mandatory training for Council staff and members.

1.40   We are running our lunchtime CPD training sessions again and are developing a programme for the rest of the year. These are very successful and attendance has been opened up on a wider Departmental basis so that they do not principally focus on planning matters for planning staff. We also continue to run traditional skills training through the Jedburgh CARS scheme and are soon to roll out a programme associated with the Hawick CARS scheme.

1.41   Team meetings are used as a method to ensure that all staff are aware of relevant changes at both national and local level. Information from a weekly manager meeting is cascaded down to the relevant teams. This meeting provides a valuable medium for discussion and feedback.

1.42   The Council has adopted a new appraisal process that enables us to reinforce the performance culture at all levels of the service. Using this process, staff have been encouraged to be involved in projects to deliver the aims set out in this Planning Performance Framework, but also wider departmental and corporate objectives.

1.43   We continue to develop our ePlanning and eBuilding Standards services and officers now use a fully electronic application management systems along with mobile devices for their site visits. The next step of this process will be the implementation of Enterprise case management system and mobile App later in 2021.

1.44   Training is available for all new members in advance of their sitting on the Planning & Building Committee and the Local Review Body and we are continuing to develop our training programme for members specifically focussing on design matters. This continues to be supplemented by presentations to Members on particular topics and the production of Member briefing notes.

PART 2 - SUPPORTING EVIDENCE

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

- Scottish Borders Council Planning Performance Framework 2018/19
- Scottish Borders Housing Land Audit 2020
- Scottish Borders Retail Survey 2019
- Scottish Borders Employment Land Audit 2020
- Scottish Borders Town Centre Footfall Report 2019
- Scottish Vacant and Derelict Land Audit 2019
- Scottish Borders Village Services Audit 2016
- Place GIS Systems - Find It.
- Regulatory Services budget
- Uniform data management system.
- Public Access ePlanning system
- Development Management / Building Standards Workload and Performance Briefing Notes. Monthly bulletin for members.
- Building Standards Annual Verification Performance Report
- Scottish Borders Council Web Site planning information pages
- Development Management Improvement Plan 2014
- Development Management Charter 2018
- Enforcement Charter 2020
- Scottish Borders Council Corporate Plan
- Regulatory Services Business Plan.

2.2   The documents and information mentioned above are available on-line or by approach to Planning & Related Services.

PART 3 - SERVICE IMPROVEMENTS

SERVICE IMPROVEMENTS 2021-22

3.1   The Planning Service has identified a number of key service and performance improvement measures for **2021-22** and these are set out below:

1. Continue staff and member training programme
2. Complete the roll out of Enterprise Case Management System and Mobile App (delayed in 2020)
3. Examine new service delivery options through "Fit for 2024" programme and from lessons learned as a result of Covid adaptations.
4. Continue to implement the various aspects of Planning Act for the Planning Service, being adaptive and responsive to the changes emerging in new legislation including NPF4.
5. Digital Transformation: Implement changes both directly and indirectly arising from Scottish Government digital transformation programme launched earlier in 2021, including linkages to service and performance improvement as a department.
6. Improvement and promotion of service delivery via the Council's web presence.

3.2   The improvements set out in the PPF are monitored through the Planning Management Team meetings to ensure that we are on track to deliver the identified improvements on time.

DELIVERY OF SERVICE IMPROVEMENT ACTIONS 2020- 21

3.3   The specific commitments made in the PPF last year, along with the actions taken and progress made, are set out below:

COMMITTED IMPROVEMENTS AND ACTIONS 2020/21	Complete?
1. Continue staff and member training programme Action: The training programme was delayed due to COVID 19 but has now been developed and is beginning to be rolled out on the basis of a series of Lunchtime Teams sessions. This is being made available to a wider number of staff and partners. We have rolled out Climate Literacy training to a first cohort of 10 members of staff and Councillors with a second cohort programmed for 21/22. A programme of presentations on climate change and sustainable development have been rolled out through the Sustainable Development Committee as part of our education and training programme. Building Standards have 3 members of staff a differing stages on an Honours Degree course in Building Surveying at Napier University under the Graduate Apprenticeship Scheme. Two members of staff are studying part time for a Planning degree at Heriot Watt University	In part and on-going
2. Complete the roll out of Enterprise Case Management System and Mobile App Action: The implementation of the Enterprise Case Management software and a Mobile App has been delayed due to technical and financial issues. Significant work	In part and on-going

has been undertaken to scope out the project and implementation of Enterprise is now planned in Autumn/Winter of 2021/22. There is still on-going work to develop the Mobile app.	
3. **Examine new service delivery options through "Fit for 2024" programme.** Action: This is a programme that is on-going and spans a number of years leading to implementation by 2024. We are progressing with an update of our People Planning and aiming to integrate these with Business and Budget planning processes.	Complete in part

PART 4 - NATIONAL HEADLINE INDICATORS

A: NHI Key outcomes - Development Planning:	2020-2021	2019-2020
Local and Strategic Development Planning: • Age of local/strategic development plan(s) (years and months) at end of reporting period (Requirement: less than 5 years)	SESplan (Approved June 2013) 8 years 1 months old SESplan 2 Rejected by Scottish Ministers Scottish Borders Local Development Plan (Adopted May 2016) 5 year 2 months old	SESplan (Approved June 2013) 7 years 1 months old SESplan 2 Rejected by Scottish Ministers Scottish Borders Local Development Plan (Adopted May 2016) 4 year 2 months old
• Will the local/strategic development plan(s) be replaced by their 5th anniversary according to the current development plan scheme?	No	Yes
• Has the expected date of submission of the plan to Scottish Ministers in the development plan scheme changed over the past year? (Y-earlier/Y-later/N)	Yes	Yes
• Were development plan scheme engagement/consultation commitments met during the year? (Y/N)	Yes	Yes
Effective Land Supply and Delivery of Outputs • Established housing land supply • 5-year effective housing land supply programming • 5-year effective land supply total capacity • 5-year housing supply target	Housing Land Audit 2020* 8,974 units 3,536 units 7,512 units** 3,116 units***	Housing Land Audit 2019 9,176 units 3,679 units 6,359units* 3,280**

• 5-year effective housing land supply	5.7 years	5.6 years
• housing approvals	716 units****	912***
• Housing completions in the last 5 years	1,511 units	1,462 units
	Employment Land Audit 2020*****	Employment Land Audit 2019
• Marketable employment land supply	98.9ha	102.3ha
• employment land take-up during reporting year	3.2ha	0.55ha
Development Management	*2020-2021*	*2019-2020*
Project Planning		
• percentage of applications subject to pre-application advice		53.7%
• percentage and number of major applications subject to processing agreement	*77%/7*	*90%/9*
Decision-making		
• application approval rate	*96.0%*	*94.6%*
• delegation rate	*97.1%*	*97.8%*
• validation		*53.6%*
Decision-making timescales		
• major developments	*22.9 weeks*	*12.9 weeks*
• local developments (non-householder)	*9.1 weeks*	*8.0 weeks*
• householder developments	*6.5 weeks*	*6.2 weeks*
Legacy Cases (applications more than a year old)		
• Number of cases cleared during reporting period		*89*
• Number remaining		*0*
C: Enforcement Activity	*2020-2021*	*2019-2020*
• Time since enforcement charter published / reviewed (months) Requirement: review every 2 years	*12 months*	*1 month*
• Complaints lodged and investigated	*220*	*211*
• Breaches identified - no further action taken	*121*	*48*
• Cases closed	*164*	*211*
• Notices served	*6*	*17*
• Direct Action	*0*	*1*
• Reports to Procurator Fiscal	*0*	*0*
• Prosecutions	*0*	*0*
D: NHI Key outcomes – Commentary		

Notes

*The HLA 2020 is currently in draft format and could be subject to changes once finalised in due course.

**This figure includes all sites which commence programming within Years 1-5 and any residual capacity thereafter. The figure also includes 590 units from small sites, as within the HLA 80% of all small sites are considered to be effective. The remaining 20% of the small sites are not included within this figure, as they are considered to be potentially effective (Years 6-7).

***Taken from Table 4 in Appendix 2 of the adopted Local Development Plan.

****The number of units approved between 1st April 2019 and 31st March 2020. This includes LRB and DPEA decisions.

***** The ELA 2020 is currently in draft format and could be subject to changes once finalised in due course

PART 5 – SCOTTISH GOVERNMENT OFFICIAL STATISTICS

A: Decision-making timescales (based on 'all applications' timescales, not subject to processing agreements)

Category	Total number of decisions 2020-2021	Average timescale (weeks)	
		2020-2021	2019-2020
Major developments	*2*	*22.9*	12.9
Local developments (non-householder)	*200*	*9.1*	8.0
• Local: less than 2 months	*141*	*6.8*	6.3
• Local: more than 2 months	*59*	*14.7*	13.4
Householder developments	*285*	*6.5*	6.2
• Local: less than 2 months	*253*	*5.9*	5.8
• Local: more than 2 months	*32*	*11.4*	10.6
Housing developments			
Major	*1*	*20.9*	*n/a*
Local housing developments	*35*	*12.1*	*11.4*
• Local: less than 2 months	*20*	*7.5*	*7.0*
• Local: more than 2 months	*15*	*18.4*	*15.1*
Business and industry	*27*	*7.7*	
Major	*n/a*	*n/a*	*n/a*
Local business and industry developments	*27*	*7.7*	*6.7*
• Local: less than 2 months	*22*	*7*	*6.4*
• Local: more than 2 months	*5*	*10.7*	*11.4*
EIA Developments	*n/a*	*n/a*	*n/a*
Other consents*	*144*	*6.2*	*6.0*
Planning/legal agreements**			
• Major: average time	*1*	*20.9*	*0*
• Local: average time	*9*	*13.8*	*21.1*

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

** Legal obligations associated with a planning permission; concluded under section 75 of the Town and Country Planning (Scotland) Act 1997 or section 69 of the Local Government (Scotland) Act 1973

*** All applications subject to processing agreements are excluded from the official statistics

B: Decision-making: local reviews and appeals

Type	Total number of decisions 2019-2020	Original decision upheld			
		2020-2021 No.	%	2019-2020 No.	%
Local reviews	25	12	48%	11	45.8
Appeals to Scottish Ministers	4	2	50%	6	75.0

PART 6: WORKFORCE INFORMATION

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

Staff Age Profile	Head Count
Under 30	3
30-39	18
40-49	20
50 and over	33
Total	74
RTPI Qualified Staff	**Headcount**
19 (6 Licentiate & 1 student members)	74

PART 7: PLANNING COMMITTEE INFORMATION

Committee & Site Visits	Number per year
Full Council meetings	11
Planning committees	10
Area committees	3
Committee site visits	0
Local Review Body	11
LRB site visits	1 (virtual)

PART 8 - PERFORMANCE MARKERS

8.1 The following table sets out the performance markers that the Scottish Government use to consider performance by local planning authorities. This PPF highlights the evidence submitted by Scottish Borders Council to demonstrate how it has sought to meet those markers.

	Performance Marker	Evidence
	DRIVING IMPROVED PERFORMANCE	
1	Decision making: authorities demonstrating continuous evidence of reducing average timescales for all development types	Part 1 – paras – 1.8, 1.9, 1.11, 1.14, 1.24, 1.25, 1.26, 1.27,1.28, 1.29, 1.30 Part 3 – para 3.1 & Committed Improvement & Action 2 page 9 Part 4 – NHI Table pages 9-11 Part 5 - Table A pages 11 -12
2	Project management: offer of processing agreements (or other agreed project plan) made to prospective applicants in advance of all major applications <u>and</u> availability publicised on planning authority website	Introduction page 3 Part 1 – paras 1.8, 1.11, 1.13, 1.28, 1.29 & 1.30 Part 4 – NHI Table pages 9-11
3	Early collaboration with applicants and consultees on planning applications: - availability and promotion of pre-application discussions for all prospective applications - clear and proportionate requests for supporting information	Part 1 – paras 1.8, 1.9, 1.13 Part 4 – NHI Table pages 9-11
4	Legal agreements: conclude (or reconsider) applications within 6 months of 'resolving to grant	Introduction page 3 Part 1- paras 1.11, 1.12, 1.26 & 1.30 Part 5 - Table A pages 11 -12
5	Enforcement charter updated / re-published	Part 1 – para 1.19 Part 4 – NHI Table pages 9-11
6	Continuous improvements: - show progress/improvement in relation to PPF National Headline Indicators - progress ambitious and relevant service improvement commitments identified through PPF report	Part 1 – paras 1.34 – 1.41 Part 3 – para 3.1 & Committed Improvement Actions Table page 19 Part 4 – NHI Table pages 9-11 Part 5 - Table A pages 11 -12
	PROMOTING THE PLAN-LED SYSTEM	
7	LDP (or LP) less than 5 years since adoption	Part 1 – paras 1.1, 1.3 & 1.18 Part 4 – NHI Table pages 9-11
8	Development plan scheme demonstrates next LDP: - on course for adoption within 5-year cycle - project planned and expected to be delivered to planned timescale	Part 1 – paras 1.1,1.3 & 1.18 Part 4 – NHI Table pages 9-11
9	Elected members engaged early (pre-MIR) in development plan preparation	Part 1 paras 1.1,1.3 & 1.18
10	Cross-sector stakeholders, including industry, agencies and Scottish Government, engaged early (pre-MIR) in development plan preparation	Part 1 – paras 1.3, 1.10, 1.16. 1.33
11	Production of regular and proportionate policy advice, for example through supplementary guidance, on information required to support applications	Part 1 – paras 1.1, 1.4, 1.11 & 1.12, Part 2 – Supporting Evidence para 2.1
	SIMPLIFYING AND STREAMLINING	
12	Corporate working across services to improve outputs and services for customer benefit (e.g.	Part 1 – 1.4, 1.5, 1.6, 1.7, 1.8, 1.10, 1.11, 1.13, 1.21, 1.28, 1.29, 1.30. 1.32 & 1.33

	protocols; joined-up services; single contact; joint pre-application advice)	
13	Sharing good practice, skills and knowledge between authorities	Part 1 – paras – 1.8, 1.9, 1.11, 1.14, 1.24, 1.25, 1.26, 1.27,1.28, 1.29, 1.30 Part 3 – para 3.1 & Committed Improvement & Action 2 page 9 Part 4 – NHI Table pages 9-11 Part 5 - Table A pages 11 -12
	DELIVERING DEVELOPMENT	Introduction page 3 Part 1 – paras 1.8, 1.11, 1.13, 1.28, 1.29 & 1.30 Part 4 – NHI Table pages 9-11
14	Stalled sites/legacy cases: conclusion/withdrawal of planning applications more than one-year-old	Part 1 – paras 1.8, 1.9, 1.13 Part 4 – NHI Table pages 9-11
15	Developer contributions: clear expectations - set out in development plan (and/or emerging plan,) and - in pre-application discussions	Introduction page 3 Part 1- paras 1.11, 1.12, 1.26 & 1.30 Part 5 - Table A pages 11 -12