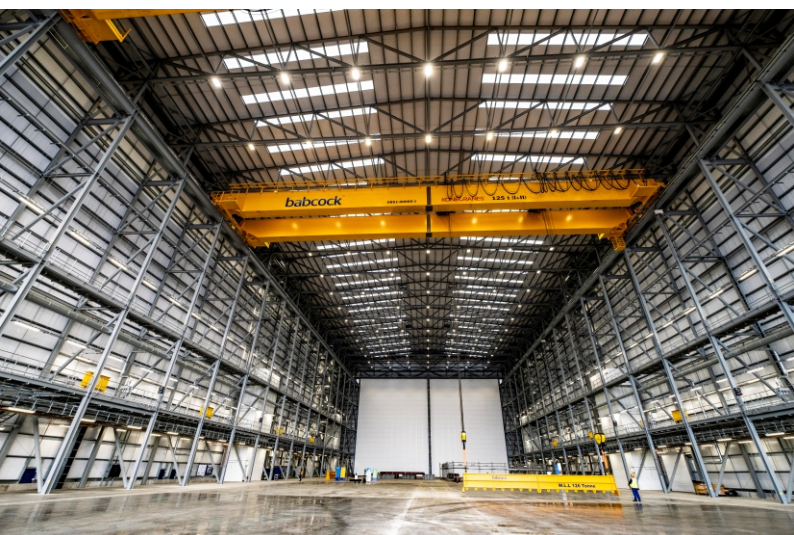




Fife Council Planning Performance Framework

2021/22



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1. Foreword



by Cllr Altany Craik

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

I am pleased to introduce the 2021/22 Planning Performance Framework, the 11th in a series of annual reports which celebrate what Fife Planning Authority has achieved over this extraordinary year across a number of national performance indicators whilst recognising ongoing challenges.

The 2021/22 period has continued to place pressures on the Council and Planning Authority. An increase in applications has stretched planning resources who have continued to do the best they can across all areas of planning work. The case studies within this PPF11 demonstrate the high quality outcomes which continue to be achieved as well as continuous improvement.

Planning is central to Fife's economic recovery. Change is constant; our towns, villages and city are constantly changing and planning's role in managing much of this change is key to improving the quality of our places, enhancing the built and natural environments across Fife, and helping address climate change. A review of the Local Development Plan has been delayed as a consequence of Scottish Government's revised timescales for NPF4 and related Development Plan regulations, however preparatory work continues to progress. The opportunity for community groups to prepare Local Place Plans has been launched in Fife, and communities are being encouraged to start so these plans can inform the new Local Development Plan. A number of community groups have already expressed interest. Whilst the Planning Authority is not resourced to assist with these Local Place Plans, the Council through Communities and Neighbourhoods service is providing guidance with some funding available.

The proper resourcing of Planning Authorities is essential to support economic recovery, achieve quality places, and address climate change. I welcomed the long awaited increase in national planning fees earlier this year, which has allowed for an additional £300k of additional investment in Planning Services in Fife. However, this increase is only part of what is required nationally to address resourcing, and moving towards full cost recovery is essential together with a national focus on promotion of planning as a career in local government to achieve increased recruitment and retention.

The Council continues to work with investors to deliver new homes, businesses, infrastructure and much more. Fife's strategic growth areas are important to Fife's economic recovery and we continue to work on applications across Fife as well as the programme of infrastructure which the Council is delivering.

The performance of the Planning Authority remains good. Whilst some types of applications have taken longer to determine, the Council continues to implement improvements and the additional staff resource will assist.

My thanks go to all staff within Planning Services for their continued hard work.

2. Introduction

Planning Authorities across Scotland annually submit a Planning Performance Framework to Scottish Ministers. This, our 11th version, sets out our performance and through case studies demonstrates the quality of service which we deliver.

Fife Planning Services expanded in April 2021 with the integration of the Climate Change and Zero Waste team. This alignment, particularly in respect of policy and strategy matters, is important for the Council and strengthens the statutory planning functions with greater depth of experience and skills. Actioning climate emergency is at the forefront of our work. The service is currently rolling out Climate literacy training for Council officers and elected members, with the aim to reach Bronze standard for the Council and Gold standard for Planning Services during the 2022/23 performance reporting year. As part of this the Service will develop a Climate Service Action Plan to identify actions that can be taken in how we operate. Over the pandemic during the 2021/22 year physical site visits were significantly reduced. As a result, the Service continues to implement this operational change, reducing carbon emissions in Fife. Those visits which are required, are with few exceptions undertaken using the council fleet of electric vehicles.

Increased workloads remained throughout 2021/22 with higher levels of planning applications per officer than the norm, commencement of early work ahead of reviewing the Local Development Plan, as well as involvement in built heritage, environmental and climate projects; nevertheless throughout this period the Service delivered regular training opportunities for all staff (and others within the Council) helping to ensure that staff have the knowledge, skills and abilities to deliver their roles. Throughout the year all staff virtual events were held with a focus on wellbeing and a move to hybrid working.

Improvements to processes, service delivery and customer service continued throughout the year including ongoing customer feedback through surveys and customer meetings. The Service coordinates improvements on an ongoing basis, with actions identified from staff and customer surveys, appeal decisions, customer complaint/SPSO outcomes, and wider engagement. Performance relating to the speed of planning application determination has slipped, largely due to the volume of work per case officer. The Service moving into 2022/23 will implement improvements to seek to achieve a better performance.

Overall, the feedback from our customers is positive. Planning Services will move into 2022/23 year with a revised service improvement plan, further training for staff, further support on wellbeing, and embedding hybrid work styles.

3. Driving Improved Performance

Self-Assessment of Progress Since PPF10

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 PPF11 period with the RAG status for PPF10 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.	Decision-making: continuous reduction of average timescales for all development categories [Q1 - Q4]	(Amber in PPF 10)	<p>During the PPF 11 reporting period the delivery of the planning service across all its functions continued to be significantly impacted by the wider repercussions of the COVID 19 pandemic, as well as a number of vacancies. Coming through and out of the pandemic we are applying learning from the new ways of working developed during the pandemic. Despite the reduction in performance in terms of weeks taken to determine local and householder applications we are proud that the Planning Service in Fife continued to deliver the decision making process and achieve high levels of customer satisfaction across the board. We recognize that further performance improvements are required. We have reported in past PPFs how we have invested in new technology and shifts to online processing. The investment in these areas significantly assisted in meeting the challenges presented by the pandemic. There was an increase in the timescale for determining our householder applications from 8.2 weeks to 11.04 weeks in the PPF 11 reporting period. This however is in the context of the overall impact and challenges presented by COVID and a significant uplift in applications. We are focused on addressing this issue within the PPF 12 reporting period and have already recruited additional staff to address capacity issues which will assist to move performance in local and householder application to the Scottish average. Primarily due to the performance with locals and householders Performance in Q1 22/23 has already improved we have marked ourselves Amber in this category.</p> <p>Fife Council determined a total of 19 major applications in the PPF 11 reporting period. We are pleased to advise that our processing time for major developments has reduced from the PPF10 reporting period; falling from 39.7 weeks to 34.1 weeks.</p> <p>Evidence: Case Studies 1-4, Scottish Government performance figures</p>
2.	Processing agreements: <ul style="list-style-type: none"> offer to all prospective applicants for major development planning applications; and availability publicised on website 	(Green in PPF 10)	<p>All applications continue to be project managed. As reported in PPF 10 we offer Processing Agreements to all applications not just for Major applications.</p> <p>In the PPF 11 reporting period we are pleased to advise that 4% of major applications processed in Fife have been subject to processing agreements. This is less than in PPF10 however the statistics are based on small numbers of application. All major applications are project managed by a dedicated team.</p> <p>Information about processing agreements and forms are published on our website.</p> <p>Evidence: National Headline Indicators, Fife Council website, Case studies 1, 2 and 3</p>

No	Performance Marker	RAG Rating	Source/Evidence
3.	<p>Early collaboration with applicants and consultees</p> <ul style="list-style-type: none"> availability and promotion of pre-application discussions for all prospective applications; and clear and proportionate requests for supporting information Liaise with home builders and encourage early collaboration and proportionate assessment. 	(Green in PPF 10)	<p>Formal pre application processes and online advice is provided. The take up of pre app advice in the PPF11 reporting period was 11% (149) of applications.</p> <p>Guidance and information on our pre application processes is published on our website.</p> <p>We have updated our Enforcement Charter during the PPF 11 reporting period relating to these documents together with the information already published and referenced in PPF 10 adds to the availability of information setting out clear and proportionate advice for developers in Fife.</p> <p>We have used twitter and the Planning pages of the council website to ensure customers are kept informed and up to date with the availability of services to our customers throughout the pandemic.</p> <p>Clear and proportionate guidance to prospective applicants is provided to assist applicants in submitting comprehensive information at the point of submission.</p> <p>Evidence: National Headline Indicators, Fife Council website, Twitter. Case Studies 1, 2 and 3</p>
4.	<p>Legal agreements: 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)</p>	(Green in PPF 10)	<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 project management and focus on progressing legal agreements through to conclusion is reflected in our improved performance in reducing our legacy case load, all timescales are discussed with applicants to ensure they are aware and informed of the legal decision-making process.</p> <p>Evidence: National Headline Indicators- Planning/Legal Agreements</p>
5.	<p>Enforcement charter updated / republished within last 2 years</p>	(Green in PPF 10)	<p>Enforcement Charter Updated March 2022</p> <p>Our Enforcement Charter has been revised and is up to date. We decided to update and refresh our Charter within the 2 year period to ensure it was updated to reflect business priorities and customer feedback, and a LEAN review.</p> <p>Evidence: National Headline Indicators and Fife Council Website</p>
6.	<p>Continuous improvement:</p> <ul style="list-style-type: none"> progress/improvement in relation to PPF National Headline Indicators; and progress ambitious and relevant service improvement commitments identified through PPF report 	(Green in PPF 10)	<p>We have marked ourselves as Green in this category for PPF11 largely due to the extent of improvements and adaptations which we have put in place to maintain the service during and emerging from the COVID 19 pandemic. We are pleased to report that the decision-making timescales for major applications has reduced from 39.7 weeks to 34.1 weeks in the PPF11 reporting period. Local applications have increased to 15.7 weeks from 13 in PPF10. Householder applications processing time has increased however this is also against a background of a significant increase in volume of applications which started in Q3 and Q4 of 2020/21 as reported in PPF10 and this has continued throughout the PPF11 reporting period. We have processed just over 2000 applications in the PPF11 reporting period.</p> <p>We have also reduced by 5 the number of legacy cases on hand at the end of the PPF 11 period since PPF 10. However, we have increased the overall number cleared in the PPF11 reporting period from 39 reported in PPF10 to 75 cleared in the PPF 11 reporting period.</p> <p>We have delivered a LEAN review of our Enforcement service and also undertaken a LEAN review of Transportation Development Management. Again, both areas have been reviewed following customer and colleague feedback.</p> <p>In the context of the impact of the pandemic, the implementation of new working arrangements and adaptations to our business, as well as the significant increase in application volume of householder applications we consider we have demonstrated excellent and have marked ourselves Green for this category.</p> <p>Evidence: Case Study 5, Delivery of Service Improvement Objectives 2020-2021; National Headline Indicators table and Case Studies referenced in PPF11.</p>

No	Performance Marker	RAG Rating	Source/Evidence
7.	Local development plan less than 5 years since adoption	(Green in PPF 10)	Fife Council adopted 'Fifes Local Development Plan (FIFEplan) (LDP) on 21st September 2017. Evidence: National Headline Indicators and Fife Council Website .
8.	Development plan scheme – next LDP: <ul style="list-style-type: none"> on course for adoption within 5 years of current plan(s) adoption; and project planned and expected to be delivered to planned timescale 	(Green in PPF 10)	Edition 2 of FIFEplan Action Programme published 2019 and scoping work now underway to commence LDP review from Q4 2021. FIFEplan 2 will not be fully replaced within the required timescales. However, this is to ensure that it will align with NPF4 Evidence: Development Plan Scheme
9.	Elected members engaged early (pre-MIR) in development plan preparation – if plan has been at pre-MIR stage during reporting year	N/A	This stage pre-dates the reporting period for PPF11 nevertheless elected members are engaged and kept informed throughout the LDP process through Members' briefings and workshops, Fife Council website, twitter and the Development Plan Update (E-Bulletin) . Evidence: Members' briefings and workshops, Fife Council website, Twitter, and Development Plan Update (E-Bulletin) .
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	An engagement strategy will be developed for the FIFEplan LDP review. Key Agency Group stakeholder engagement has started ahead of the review. Stakeholder engagement will be reported further in PPF11.
11.	Regular and proportionate policy advice produced on information required to support applications.	(Green in PPF 10)	As reported in case studies and relating how we have responded to the impact of the COVID 19 pandemic we have continually updated our website and worked with customers to keep them informed as to how our processes have changed and adapted. We have updated our Enforcement Charter twice within the 2 year cycle to make sure it is up to date. We have also ensured that we have been proactive in updating our web site to ensure advice is available to customers looking to submit applications or engage with us.
12.	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)	(Green in PPF 10)	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. As noted above we offer pre application advice on all applications and we proactively include consultation responses and advice from internal Council Services wherever possible. In addition, our extensive CPD programme has also assisted in improving knowledge and understanding between services and teams within the Council. We have maintained our CPD programme throughout and emerging from the pandemic period shifting to an online format. This has increased the participation and reach across different services of the council. Evidence: Case studies 1, 2, 3, 5, 6 and 7

No	Performance Marker	RAG Rating	Source/Evidence
13.	Sharing good practice, skills and knowledge between authorities	(Green in PPF10)	<p>We actively participate in in-house and external facilitated training through our Continuous Professional Development (CPD), programme; Royal Town Planning Institute (RTPI), Heads of Planning Scotland (HoPS), Society of Local Authority Chief Executives, (SOLACE), National Association of Planning Enforcement (NAPE), FTBSF (Fife Traditional Building Skills Forum), Community Planning and work with other Planning Authorities and Key Agencies.</p> <p>We proactively feed into and influence responses to emerging policy and planning issues through HoPS and other national bodies.</p> <p>We report in the case studies how we have worked with other authorities in the LDP</p> <p>Evidence Case Study: 7</p>
14.	Stalled sites / legacy cases: conclusion or withdrawal of old planning applications and reducing number of live applications more than one year old	(Green in PPF10)	<p>This marker is an indicative “snapshot” in time and “stalled sites” have reduced by 5 over the number reported in PPF10 from 14 to 9 on hand in PPF11. This however is only reflective of the raw numbers and we have cleared 75 legacy cases in PPF11 period compared to 39 reported in PPF10. Legacy cases continue to be proactively managed and progressed in collaboration with applicants.</p> <p>Given the large number of legacy cases we have progressed in the PPF11 period and the overall reduction we have marked ourselves a Green for this marker.</p> <p>Evidence: National Headline Indicators</p>
15.	Developer contributions: clear and proportionate expectations set out in development plan (and/or emerging plan); and in pre-application discussions	(Green in PPF10)	<p>Fife Development Plan Scheme 2020 (11th edition) Continue offering and promotion of pre application advice. Policy expectations set out in Supplementary Guidance in Making Fife's Places.</p> <p>Evidence: Case Studies: Case Study 3</p>

4. Qualitative & Narrative Case Studies

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 the 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.

We particularly focus one of the case studies on our response to the implications arising from the COVID 19 pandemic. As we move forward, we will reflect on and learn lessons from the changes and new processes we have put in place to determine what we can embed as permanent new ways of working.

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 snapshot of the broad range of activities and initiatives which we have delivered within the PPF11 reporting period.

Quality of Outcomes

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

Case Study 1:

Madras School, St Andrews: Delivering Development

Madras College operated across three sites in St Andrews, from South Street, Kilrymont and Station Park. The school was the only split site secondary school in Scotland and the school buildings had a rating of 'C' (poor) in terms of condition and (D) in terms of sustainability per the School Estate Management Plan as measured against the Scottish Government School Estate standard evaluation criteria. Accordingly, Fife Council's objective was to create a 1,450 pupil single site secondary school fit for the 21st Century as part of their 'Building Fife's Future' programme investing over £200 million in the school estate. The building was to be of a high-quality design, highly functional, sustainable, fit for the Scottish Government 'Curriculum for Excellence', flexible, adaptable for future needs, promote a culture of lifelong learning and engender a sense of pride.



Before

© AHR Architects

Identifying a site within St Andrews to accommodate the scale of proposal was challenging however, following an extensive review exercise of proposed sites for a new secondary school 'Langlands' was identified as the preferred site to deliver a new Madras College on a site to the west of St Andrews and southeast of St Andrews West Strategic Development Area (SDA). The identification of the site was subject to a full planning assessment for the development on the Langlands site as part of the overall masterplan for the St Andrews West Strategic Development Area. Accordingly, the proposals for the school were included within the masterplan for the area submitted the Planning Permission in Principle application for the SDA area.



Proposed Madras Main Entrance

© AHR Architects



Proposed Madras South East Elevation

© AHR Architects

Fife Council's Education Service formally engaged with the Planning Service using our Pre-application Advice Service. Using this service gave Planning Services the opportunity to identify key constraints on the site, planning issues, engage with consultees to provide feedback on resolving planning issues, providing advice on what the information required a planning application and the application process. Following positive engagement through the pre-application stage an application for planning permission in February 2018. The application met the criteria of major development as the site area was greater than 2 hectares and was processed as an Environmental Impact Assessment (EIA) application voluntarily to ensure the proposal was assessed individually and cumulatively within the context of the wider SDA allocation. The application was approved by the North East Planning Committee on January 2019 subject to conditions.



After

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Following the discharge of conditions, the new Madras College was handed over to Fife Council in August 2021 and welcomed students for the 2021/22 academic year for the first time on a single campus. An outstanding school campus was delivered providing contemporary education facilities fit for the 21st Century and will complements the wider delivery of St Andrews West Strategic Development Area.



After

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Summary

Case Study Title:	
Madras College, St Andrews	
Location and Dates:	
Langlands, St Andrews	
Elements of a High Quality Planning Service this study relates to :	
<ul style="list-style-type: none"> • Quality of outcomes • Delivering Development 	
Key Markers :	
<ul style="list-style-type: none"> • 1 Decision making • 2 Project management • 3 Early collaboration with applicants and consultees on planning applications • 6 Continuous improvements • 9 Elected Members engaged early • 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 	
Key Areas of Work :	
<ul style="list-style-type: none"> • Innovation and entrepreneurship • Design • Development management processes • Biodiversity protection and enhancement 	<ul style="list-style-type: none"> • Interdisciplinary working • Collaborative working • Placemaking • Project management • Local Develop Plan & Supplementary Guidance
Stakeholders Involved :	
<ul style="list-style-type: none"> • General Public • Local Developers • Key Agencies 	<ul style="list-style-type: none"> • Planning Committee • Authority Planning Staff • Authority Other Staff
Overview:	
Delivery of a new Madras College as part of the 'Building Fife's Future' programme with associated sports facilities, access, and landscaping.	
Goals:	
To provide a high quality design contemporary learning environment on a single campus within the St Andrews West Strategic Development Area.	
Outcomes:	
Modern education facilities delivered on a single site and master planned as part of the wider development of St Andrews West Strategic Development Area.	
Name of key officer:	
Declan Semple (Lead Officer)	

Quality of Outcomes

Case Study 2:

Babcock Ship Build Hall, Rosyth Dock Yard

This case study site (approximately 1.69 hectares in size) is located within the Rosyth Dockyard area (north of main dock basin, west of the 68m high Goliath crane and associated dry docks and east of the existing smaller No.18 hanger/build hall) with the surrounding land uses being predominantly marine, engineering, office or commercial related (engineering). The site forms part of a defined Safeguarded Employment Land area in the Adopted FIFEplan – Fife Local Development Plan (2017). The site buildings are a mix of early/mid to late 20th century commercial buildings (mostly relating to the dock yard function) and other service/ancillary commercial buildings. Access to the site is via the main dockyard entrance. The site is level and finished with a large area of concrete hardstanding beyond which some small-scale ancillary buildings were demolished. Two ancillary dock buildings are Statutory 'B' listed buildings.

In ecological protection terms, the site lies approximately 500m east of the Firth of Forth Special Protection, Ramsar and Site of Special Scientific Interest areas. The site also lies within an area of potential contamination given its previous land uses as a dock yard, which was also formed as part of made ground and landfill and parts fall within SEPA Flooding Risk Extents map given its close proximity to a working dock.

The planning application was for full planning permission for the erection of a new ship building module hall (estimated £31 million investment by Babcock Marine) initially for constructing 5 of the 140 metre long 'Type 31' (6,000+ tonnes) frigates as part of the November 2019 Ministry of Defence contract award (estimated contract worth £1.25 billion). It is anticipated that all 5 ships would be delivered by the end of 2028. Thereafter, the build hall could then be used for other ship building contracts awarded to the applicant. The build hall and associated structures is approximately 160 metres long in total, 62 metres wide and 42 metres high to the tip of the roof ridge. The dimensions would allow for 2 frigates to be constructed side-by-side with adequate space internally for workforce and equipment movements and free from weather disruption. The adjacent No.18 build hall was deemed to have insufficient length/space to accommodate typically complete ships without protruding beyond the build hall. The external finishes would consist of blue coloured acoustic insulated metal profile sheeting on the roof and walls, masonry cavity constructed basecourse wall and two 25m wide x 30m high demountable metal doors to allow the constructed ships to be moved from the hanger. The building would also include rooflights, access stairwells to upper levels with associated gantries and internal gantry cranes along with the erection of a single storey welfare facility.

Babcock Ship Build Hall - Artists Impression



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The construction was carried out by Robertson Construction and was completed in August 2021 and the facility officially opened in November 2021. 500 new jobs, as part of the Type 31 frigate build programme alone are anticipated across all trades/skill sets and include apprenticeships. The programme is expected to bring 1,250 new jobs to Rosyth while creating the same number within the UK wide supply chain, so the very nature and scale of this case study was deemed to be one of national importance in defence terms for the current as well as future defence contracts of a marine based nature.

In anticipation of being awarded one of the MoD contracts for the Royal Navy, Babcock Marine requested initial input from Planning and Economic Development officers within Fife Council with a view to formalising final draft details as part of a submitted a pre-application enquiry for the ship build hall. The anticipated short administrative processing timescales, building scale/dimensions and basic architectural structure/external finishes/colour schemes etc. were generally supported as it reflected the typical marine/dockyard environment as well as a relatable scale in the context of the smaller existing Building No.18 hanger and adjacent Goliath Crane. The proposed timescales involved to process matters through the planning system were also considered achievable whilst factoring in the standard statutory requirements as well as including contingency time for any unexpected administrative issues arising; all provided the pre-application process was positive and productive. The key issues considered included – design; scale/massing; impact on the built heritage (setting of adjacent Listed Buildings); and the potential visual impact on site/surrounds/skyline/World Heritage Site status of Forth Rail Bridge/wider setting given building scale. Other key issues considered included – Environmental Impact Assessment Screening/Scoping matters; drainage/flooding; transport; protection of residential amenity (including noise, odour, air quality, vibration, light pollution); potential impacts on water quality and ecology/ornithological interests of adjacent protected Firth of Forth; site condition (stability/contamination); as well as the sustainable / Low Carbon credentials of the proposal. Key internal and external consultees were issued including adjacent local authorities; natural and built heritage interests; safety/regulatory authorities; as well as the normal public consultation/notification/advert processes.

Babcock Ship Build Hall - During



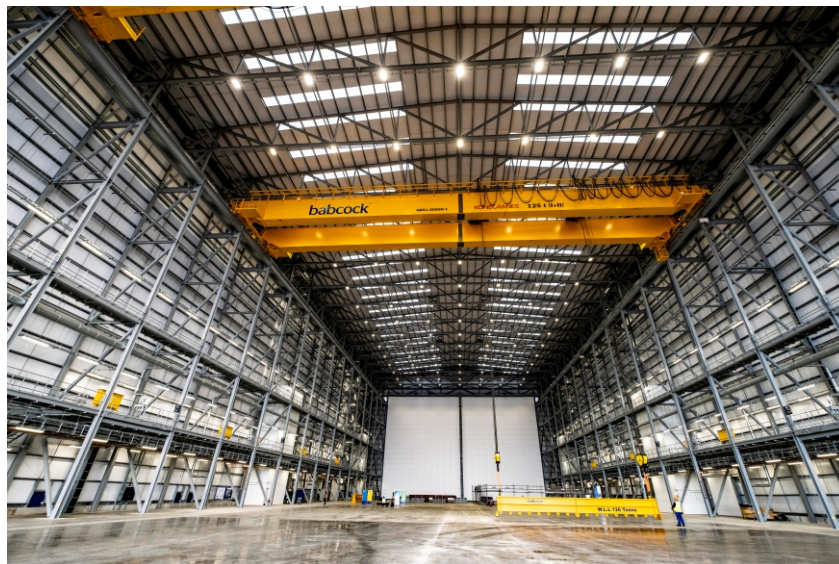
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Following multiple discussions and meetings with the applicant and their relevant contractors, a scheme was submitted which resulted in a proposal which addressed minor matters raised by consultees as well as addressing operational/logistical matters for the applicant to enable the initial build to be completed without logistical delays as well as future proofing any future builds. Key changes were made to gantry access, building dimensions, as well as some exterior modifications to improve contractor's welfare/working arrangements. The internal use, building scale, design, choice of exterior finishes and colour scheme selected were all considered acceptable and appropriate to the site and wider dockyard environment but equally would not impact on nor over dominate the dock yard frontage when viewed from more distant vantage points and those across the Firth of Forth, nor would it undermine the setting of the designated

World Heritage Site of the Forth Rail Bridge and its setting. No residential amenity issues were anticipated by the Council Public Protection officers even on a cumulative basis. In order to assist officers as well as any interested third parties, the applicant's agent produced a detailed Design & Access Statement report, which resulted in limited enquiries given the level of information provided. The proposal was validated at the end of November 2019 and duly approved at officer level in January 2020 (within the 2-month target period even with the intervening festive closure) with no adverse consultee comments nor any third party objections.

Overall, the development sets high standards of project management and constructive collaboration to ensure a tight timescale was achieved and the level of detail provided satisfied both the planning process but also key consultees and more importantly the wider public. Regardless of the operational importance to the defence interests of the United Kingdom as well as future contracts of a marine construction nature, the functional design, scale and finishes to protect the builds from the marine environment as well as the mixed nature of the weather were balanced against an appropriate scheme visually for its setting yet visually blending in even with the large scale of the primary building. The positive productive use of the pre-application process greatly helped the project to keep to statutory timescales whilst ensuring all consultees and consultations were achieved within time and also ensured all parties involved in the processing of the planning application were kept informed on a regular project management basis and achieved a within 2-month target decision for a large scale project offering significant employment opportunities. The applicant and their agents and other key consultant parties worked well and communicated regularly to keep the project on time for such a tight timescale set. The finished building sits well within the dockyard environment and should be able to meet all marine related construction demands well into the future and thus secure over the long terms employment opportunities whilst protecting and enhancing the local environment/amenity/visual qualities on offer.

Babcock Ship Build Hall - Internal



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Summary

Case Study Title:

Ship Build Hall, Rosyth Docks

Location and Dates:

Dockyard development 2019-21

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):

- 1 Decision making
- 2 Processing agreements/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

Key Areas of Work :

- | | |
|--|---|
| <ul style="list-style-type: none"> • Design • World Heritage Site protection • Built Heritage protection • Environment protection/enhancements • Biodiversity protection and enhancement • Local Develop Plan • Development management processes • Planning applications | <ul style="list-style-type: none"> • Interdisciplinary Working • Collaborative Working • Placemaking • Amenity Protection • Project Management • Transport • Flood prevention/protection • Liaise with neighbouring LA' |
|--|---|

Stakeholders Involved :

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

Overview:

To develop a future proof new largescale ship build hall within an existing marine/dock environment within a tight but statutorily achievable timescale to help secure a significant part of a UK defence contract. The proposal benefited from extensive and regular project management meetings from even before the formal pre-application stage right through to the formal final detailed application stage. No objections nor adverse feedback from consultees was received and following planning approval being granted the build hall is now complete within timescale and ready to commence intended works to fulfil awarded contracts and employ over the long terms a large number of workers/apprentices. The site is located close to Listed Buildings and other natural heritage interests and cumulatively its visual impact as well as potential operational amenity issues (such as noise, odour, vibration, air quality and light pollution) were all considered. Important to note that adjacent planning authorities were also consulted and where possible promptly engaged/responded such was the negotiated quality of the initial submission covering all important key issues. The scheme was duly approved within the statutory 2-month timescale which also included the 2-week festive shut-down.

Babcock Ship Build Hall - Night



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Summary cont.

Goals:

To develop a high-quality functional future proof ship building hall for current and future contracts within a tight but statutorily achievable timescale, whilst protecting the adjacent built heritage interests; the amenity of adjacent operations and third parties/residents; protect and enhance the designated natural/ornithological/water environments. The existing adjacent build hanger building was deemed too small and restrictive to meet modern ship building yet alone ensure more than one unit can be constructed at the same time and ensure they are not delayed due to adverse weather/marine environments. The development embodies the positive use of the Council's Planning pre-application service which resulted in minor issues being ironed out, a detailed enough submission to satisfy officers, consultees and interested third parties as well as a high standard of design and external finish for such a large scale functional building seen from multiple vantage points locally as well as across the Firth of Forth. Extensive discussions were held with the developer as well as their agents and contractor partners in order to reach an exemplary submission which attracted no objections, no adverse consultee comments, was able to be a delegated approval at officer level yet achieved a large functional building with appropriate design and external finishes/colour schemes for its marine environment whilst futureproofing it and securing long term economic and employment opportunities.

Outcomes:

The project illustrates how a successful discussions and negotiations can be achieved as early as possible in the pre-application stage as well as throughout the submission to determination part of the planning process to achieve a suitably detailed submission that is both acceptable in planning terms within its location context but also addresses all key issues from the outset covering natural and built issues, amenity matters and demonstrate a visual suitability on site and within the wider marine frontage environment. Overall, this assisted in a smooth progress through the officer delegated decision making process with no adverse comments nor objections received well within the statutory 2-month decision making target time for such projects

Name of key officer:

Chris Smith (Lead Officer - Chartered Planner – Development Management)

“ Construction Projects invariably bring lots of challenges in terms of design, locality and location along with conflicting site activities, the Venturer Building was no different.

The key to the success of this project was early engagement with the Planning team at Fife Council, working in a fully collaborative basis, navigating through the various stages of the planning process, allowing the team to ensure that the design fully addressed the required planning and legislative requirements, leading to a relatively problem free construction phase.

The finished building is a testament to the fully collaborative approach and relationship of the team (Babcock, Architect, Local Authority, Main Contractor), with Fife Council Planning playing a fundamental part in the successful delivery a key site Project.

Robert Dick, Head of Infrastructure Development, Babcock.

”

Quality of Outcomes

Case Study 3:

Forth Park, Kirkcaldy

The application relates to the site of the former Forth Park Hospital in Kirkcaldy following the maternity unit relocation to the extended Victoria Hospital, Kirkcaldy. Following the relocation of the maternity hospital this left a large vacant site within the heart of Kirkcaldy dominated by the former hospital buildings and several listed buildings within the grounds. The applicant's objectives were to create a development proposal that was design-led with placemaking at its heart taking cognisance of the valuable cultural heritage assets including the listed buildings and stone boundary walls and other assets. The scheme should protect the historic character of the site through the sensitive conversion of the listed building and the careful and sympathetic siting and design of the new buildings.

The site was allocated in the FIFEplan Local Development Plan for housing with an estimated capacity of 69 units. Planning permission for the redevelopment of the site comprising a residential development comprising of 56 dwellings (42 houses and 14 flats) as part of the redevelopment proposals for the former Forth Park Hospital. The redevelopment included the conversion of 2 category B listed building (the former Mansion House and former Coach House, Stables and Cottage Block) and demolition of the former hospital buildings.

The applicant formally engaged with the Planning Service using our Pre-application Advice Service. Using this service gave Planning Services the opportunity to identify key constraints on the site, planning issues, engage with consultees to provide feedback on resolving planning issues, providing advice on what the information required a planning application and the application process. Following positive engagement through the pre-application stage an application for planning permission in August 2018. The application met the criteria of major development as the proposal comprised more than 50 residential units. The application was approved by the Central and West Planning Committee in 2019 subject to conditions.

The site is now nearing completion and has delivered a design-led scheme with placemaking at the heart. The listed buildings on the site have been restored and new development has been sensitively placed to provide a complementary setting to the buildings and retaining the historic character of the site. Overall, the development brings a significant vacant brownfield site within into residential use delivering a high-quality residential development within the urban area.



Before

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After

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Summary

Case Study Title:

Forth Park, Kirkcaldy

Location and Dates:

Forth Park Hospital, Bennoch Road, Kirkcaldy

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

- Quality of outcomes
- Promoting a Plan-Led System
- Delivering Development

Key Markers (please select all that apply):

- 1 Decision making
- 2 Project management
- 3 Early collaboration with applicants and consultees on planning applications
- 6 Continuous improvements
- 9 Elected Members engaged early
- 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

Key Areas of Work :

- Employment, economic development & Regeneration
- Innovation and entrepreneurship
- Design, build heritage and conservation
- Development management processes
- Biodiversity protection and enhancement
- Interdisciplinary Working
- Collaborative Working
- Placemaking
- Project Management
- Local Develop Plan & Supplementary Guidance

Stakeholders Involved :

- General Public
- Local Developers
- Key Agencies
- Planning Committee
- Authority Planning Staff
- Authority Other Staff

Overview:

Demolition of vacant hospital buildings and regeneration of the site including the restoration of two listed buildings with additional residential led scheme within the site.

Goals:

To create a development proposal that was design-led with placemaking at its heart taking cognisance of the valuable cultural heritage assets including the listed buildings and stone boundary walls and other assets. The scheme should protect the historic character of the site through the sensitive conversion of the listed building and the careful and sympathetic siting and design of the new buildings.

Outcomes:

Delivered a design-led scheme with placemaking at the heart. The listed buildings on the site have been restored and new development has been sensitively placed to provide a complementary setting to the buildings and retaining the historic character of the site. Vacant site has been brought back into use.

Name of key officer:

Declan Semple (Lead Officer)



Proposed

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After

© Fife Council



Proposed

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After

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“

We always knew that developing a former hospital site would be challenging but early engagement with Fife Council Planners proved very useful. There was always a positive collaborative attitude, which helped shape the final layout and designs, and has resulted in the regeneration of what was a derelict eyesore. A key factor on this site was to ensure the future of the 2 listed buildings and in working with the Planners, a solution was developed and agreed which has certainly achieved this. Once completed, this development will be a credit to all stakeholders who had a hand in shaping it.

”

Scott McKechnie, Technical Director, Easy Living Developments Ltd



After

© Fife Council



After

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Quality of Outcomes

Case Study 4:

Eden Campus (St Andrews University)

This case study relates to the phased delivery of part of the first phases of the Eden Campus in Guardbridge which allowed for the delivery of a state-of-the-art innovation centre that links St Andrews University research with industry experts. It also demonstrates effective working between the University and the Planning Authority to facilitate a streamlined planning process and maintain delivery timescales for the wider regeneration project.

The site forms part of the former Curtis Mill papermill off Main Street in Guardbridge comprising a series of former industrial buildings (including some listed buildings), adjacent to the Firth of Tay and Eden Estuary which are subject to a series of statutory ecological designations.

Planning Permission in Principle for the proposed university, business and associated uses was granted back in 2014. Since then, and in recent years, the University and Planning Authority undertook extensive engagement to agree a delivery strategy and narrow down the technical requirements for each development phase. A series of approval of matters specified in conditions planning applications were submitted to agree the detailed design for specific development components including university offices, storage and distribution, an entrance block and other associated uses/infrastructure.

Following productive discussions between both parties, a suite of detailed information was submitted to address ecological requirements and ensure compliance with the Habitats Regulations. Through productive discussions, building designs were also amended to further enhance their relationship with the adjacent Category B listed terrace buildings. This agreement resulted in changes to the form and scale of the entrance block to strengthen its streetscape form. By carefully agreeing the use and placement of external materials, including appropriate pigmented cladding, and reorientating the entrance block towards the street, the unique character of this listed frontage was also preserved and enhanced.

Overall, the collaborative working between the planning authority and university encouraged the construction of this world class research hub on brownfield land and the realisation of economic development and regeneration priorities within the FIFEplan Local Development Plan. The Planning Authority liaised effectively with applicant's design team - providing open and transparent liaison - which resulted in modest amends that substantially improved high quality design without compromising the functionality of future buildings. This collaborative approach between both parties resulted in the expedient assessment of these applications and ultimately the timeous delivery of this part of the wider development project.



Before

© University of St Andrews & Montagu Evans



Before

© Fife Council



Proposed

© University of St Andrews & Montagu Evans

“ The University of St Andrews are a key stakeholder in Fife, and especially in north east Fife. This is reflected in the positive and proactive relationship between the University and Fife Council to address current and future interactions with the planning system across all aspects of their estate and operations.

A key illustration of the success of this relationship has been the progression of Eden Campus. Eden Campus has been a key project for the University over the past 10+ years and the development framework seeks to realise the University's broader plans to create new, high-value jobs and bring in smart, sustainable industries, all of which is founded on a low carbon future and aligning with the University's objective of achieving net zero by 2035.

The campus has been the subject of in excess of 25 separate applications for planning permission and Listed Building Consent since the University acquired the site. This included the Biomass Boiler and District Heating Network, through to more recent applications such as high quality working environments, laboratory facilities, a solar farm, and various specialist research facilities for the University. As a former paper mill and distillery, the site requires detailed consideration and assessment of heritage, and with the aim of providing a future viable use for many of the listed buildings on site.

The University and their consultant teams have welcomed the collaborative working relationship with the Planning Service at Fife Council. Members of the team at all levels have taken a keen interest in the development site, with many visiting the various projects on the ground to gain a better understanding of the overall context, and how each element fits with site, and estate wide objectives.

Key to the success of the relationship is regular and structured engagement, and ensuring that there are no surprises from either party in terms of emerging projects and proposals. This includes clear communication of key issues and opportunities, balancing priorities to manage expectations, and reflecting on past experience to improve future process on both sides. ”

Craig Wallace, Partner, Montagu Evans



After

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After

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Summary

Case Study Title:

Eden Campus (St Andrews University)

Location and Dates:

Former Papermill Site, Off Main Street, Guardbridge

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

- Quality of outcomes
- Promoting a Plan-Led System
- Delivering Development

Key Markers (please select all that apply):

- 1 Decision making
- 2 Project management
- 3 Early collaboration with applicants and consultees on planning applications
- 6 Continuous improvements
- 9 Elected Members engaged early
- 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

Key Areas of Work :

- | | |
|--|--|
| <ul style="list-style-type: none"> • Employment, economic development & Regeneration • Innovation and entrepreneurship • Design, build heritage and conservation • Development management processes • Biodiversity protection and enhancement | <ul style="list-style-type: none"> • Interdisciplinary Working • Collaborative Working • Placemaking • Project Management • Local Develop Plan & Supplementary Guidance |
|--|--|

Stakeholders Involved :

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

Overview:

Development of a new innovation research and development centre and employment hub. How the Planning Authority engaged successfully with priority applicants and key business investment in Fife to deliver strategic development priorities within the FIFEplan Local Development Plan 2017 and the Local Outcome Improvement Plan for Fife.

Goals:

To deliver a world-class innovation centre that creates a first-rate research and development activities, advanced entrepreneurship and effective collaboration between academia and local businesses; all set within buildings of the highest environmental and sustainable design, complementary to the adjacent historical setting/listed buildings and powered by a self-sufficient site-wide district heating energy system to help the university achieve net zero ambitions across this estate.

Outcomes:

This project illustrates that creation of employment, university teaching and research and development opportunities to Guardbridge to support the continued redevelopment of a prominent brownfield site and encourage economic development benefits to the area. It illustrates how effective dialogue between the Planning Authority and the applicant can address critical heritage constraints, ecological regulations and employment priorities to encourage investment and innovation within and around Guardbridge

Name of key officer:

Steve Iannarelli (Strategic Development Manager)

Culture of Continuous Improvement

Case Study 5:

Climate Literacy

Fife declared a climate emergency in 2019 and published Climate Fife in 2020, including an action plan on how to reach net zero and be resilient to climate change in a just manner. These actions were delayed during the pandemic to deliver other priorities and have now been revisited in the Plan4Fife priority, Addressing the Climate Emergency.

Fife Council's Planning Service has incorporated the Climate Change and Zero Waste Team as of April 2021, synergising place making and action on climate change.

This case study demonstrates Planning Service's commitment to continued professional development for the local authority and its partners, and innovation in approach to addressing the climate emergency.

For Net Zero emissions to happen by 2045, and for Fife to be resilient to climate change, everyone must be working from the same level of knowledge and understanding, to appreciate the scale of the problem and action required.

Therefore, a training programme for Fife, Climate Knowhow, has been developed with community and public sector partners. This is based on the accredited training from the Carbon Literacy Project, courses have been developed for community, LA staff, Elected Members, and Further Education. Through this Literacy programme Fife Council has become a Bronze level Carbon Literate Organisation, showing its commitment to taking action on the climate emergency. Planning Service have met the criteria for Gold accreditation and have submitted an application. This means that over 50% of Planning Service employees are carbon literate and the service pledges to promote and facilitate carbon literacy with partner organisations. Mandatory Climate training for officers is being led by Planning, further providing the benchmark for Fife Council.

Fife is the 2nd Scottish Local authority to reach Carbon Literate Organisation status and one of 14 LA's overall. Planning will be the first LA service to reach Gold standard, one of 6 UK organisations in total including Greener Kirkcaldy, a community partner in delivering Climate Literacy in Fife.

Over 10 months the Planning service have delivered training to over 100 public sector officers with over 90 attaining carbon literacy accreditation. Organisations include NHS, Zero Waste Scotland and Fife College. Fife Council officers were trained from Planning, Procurement, Finance, Communications, Transportation, Executive level and Councillors. These services were targeted as being some of the highest influence on carbon emissions in Fife, through their policy and strategy and how they shape Fife and/or enable council services.

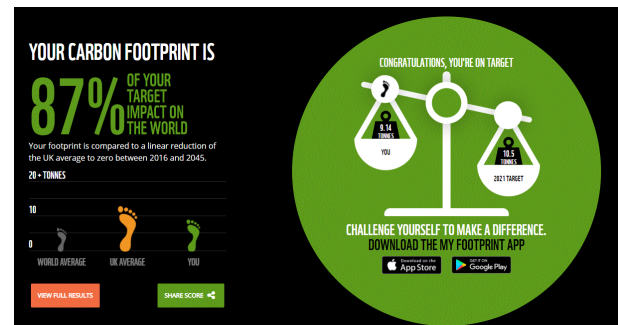
The course requires pledges from learners on how they will reduce carbon emission in their workplace, stating whether their chosen actions will have a high, medium, or low carbon impact. We used this grouping to calculate average carbon savings per participant. We estimated that 80% of learners would follow through on their pledges. Using these estimates, we calculated that this activity saved 183 tonnes carbon dioxide equivalent annually with a lifetime saving of 548 tonnes carbon dioxide equivalent.

Planning will further show commitment to Climate Literacy and the actions being taken by our officers as a consequence of their Carbon Literacy training, in our organisational objectives (Service climate action plan).

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Carbon Literate Organisation badges



Slide from Climate Literacy training

Summary

Case Study Title:

Climate Literacy

Location and Dates:

Fife Council and Community Planning Partners June

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):

- No.15 Sharing good practice, skills and knowledge between authorities

Key Areas of Work

- Climate change
- Staff Training

Stakeholders Involved

- Authority Other staff
- Authority Planning Staff

Overview:

Climate Literacy has been developed and delivered to Fife Council services and community groups via Planning Services, using an accredited scheme from the Carbon Literacy Project. Planning Services have demonstrated commitment to climate literacy within the service, leading in what can be achieved as a service.

Goals:

To inspire and inform Council staff and community members to increase climate action throughout Fife Council's service delivery and as individuals and communities.

Outcomes:

Fife Council is a Bronze level Carbon Literate Organisation, Planning service is Gold due to further commitment and working with other organisations to achieve the standard. Over 100 trained officers and a further 80 in Fife's communities resulting in an estimated 183 tonnes carbon dioxide equivalent saved annually with a lifetime saving of 548 tonnes carbon dioxide equivalent. The development project has finished and the climate literacy programme will continue with the aim of Fife Council moving up the scale of Carbon Literate Organisations and assisting the Fife Public Sector and partners to address the climate emergency at all levels from the same basis of knowledge and agency..

Name of key officer

Hayley Williamson - Environmental Strategy Officer

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Group actions

- You can implement networks
- Working together

Activity : Dragons Den

- Discuss within your teams some **interventions and ideas** which would **significantly reduce carbon emissions in your local area** (external emissions under your influence).
- Consider the **co-benefits (financial & health)** and choose your **best idea** to **pitch back; dragons den style** to the rest of the group.

Slides from Climate Literacy training

“ Fife Council’s Planning Services have been diligent and tireless in engaging staff in the Fife Climate KnowHow course and securing accreditations in Carbon Literacy from the Carbon Literacy Project ”

Ea O'Neill, Community Engagement Team Manager, Greener Kirkcaldy

Food: greenhouse gas emissions across the supply chain

Greenhouse gas emissions across the supply chain

Why certain foods have such high emissions

Images: See copyrighting document for image

Climate Literacy online training cohort screen grab (with permission from learners).

Culture of Continuous Improvement

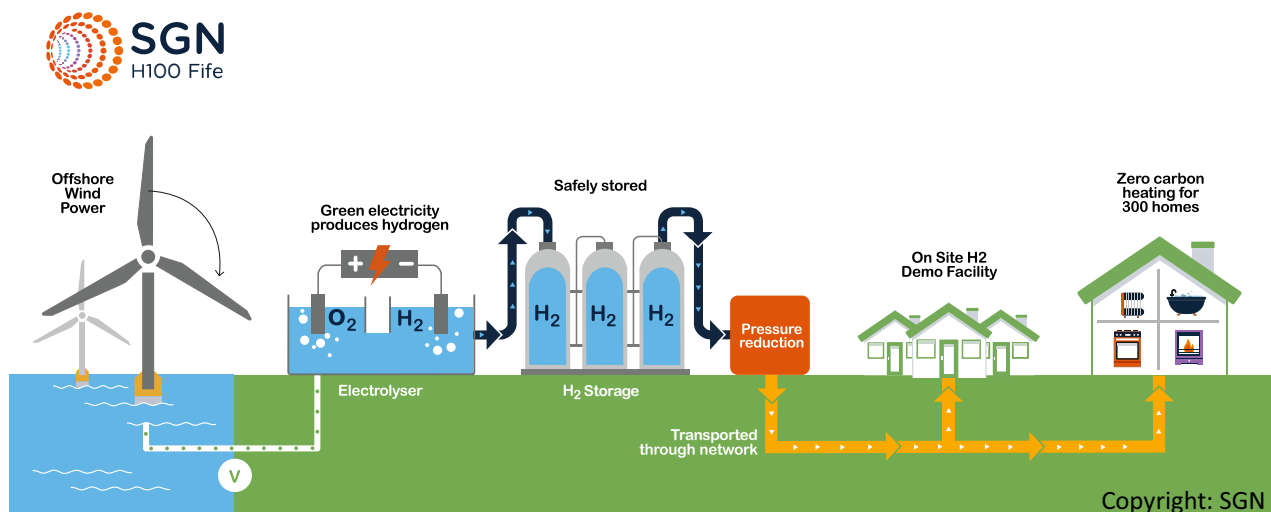
Case Study 6:

H100 Fife

Fife Council declared a Climate Emergency in September 2019, and launched the Climate Fife Strategy and action plan in February 2020. H100 Fife is one of the projects that are pioneering the decarbonisation of heat for the UK. Fife Council's Planning Service has incorporated the Climate Change and Zero Waste Team as of April 2021, synergising place making and action on climate change.

Working collaboratively with SGN and a range of Council Services, the Climate Change & Zero Waste Team (CCZW) within Planning Services is enabling delivery of the world's first 100% green hydrogen heating system to homes.

In 2019 SGN announced that Methil would be the site of their H100 project, and created the H100 Fife project. SGN secured funding from Ofgem and Scottish Government in late 2020, to secure manufacture of the electrolyser, hydrogen storage tanks and hydrogen appliances, and to construct the systems to connect the neighbouring offshore wind turbine to the processing of hydrogen, an on-site demonstration centre, and the 100% hydrogen distribution network to 300 homes.



The complexity and the need for rapid inputs to SGN's pre-construction and construction timetable was recognised by Fife Council; CCZW) was given the role of the key liaison and enabler for the Council's roles to support SGN's delivery of the world's first 100% hydrogen heating system to homes in Levenmouth.

Throughout 2021 CCZW has convened stakeholder meetings between SGN and a group of Senior Stakeholders within the Council (Councillors and senior managers), and an officers' group to manage the ongoing activities required of Fife Council. This vital coordination and communication role supports SGN's progress.

Leading presentations of SGN to Association of Public Sector Excellence (APSE) and to Swansea Council in 2021, Planning Services demonstrated to other UK local authorities how we are collaborating with the Distribution Network Operator to decarbonise the gas network to enable reduction in carbon emissions for domestic heating. The full scale of the work of CCZW to drive Fife Council's support of H100 Fife includes engaging colleagues in Housing Services, during which we secured Housing agreement that boilers in tenants' homes could be replaced with hydrogen boilers, and that all tenants in the area could be offered the opportunity to opt in to H100 Fife, not required to do so. Clear and consistent communication with Council tenants, local householders of all tenures, Councillors and council staff is vital to ensure information about the project is not confused or incorrect. CCZW engaged a range of front line council officers to aide that work, and SGN has now established a Customer Liaison Group within the local community.

Engaging with housing management colleagues, CCZW has enabled SGN to secure information to inform their projections of volume of heat required, and home layouts and construction types to inform the planning of installation works. Engaging with procurement colleagues, CCZW has enabled review of the appliance specifications to ensure the appliances that the H100 Fife projects installs in tenants' homes will comply with the Standards followed by Fife Council. Engaging with Building Services, CCZW has initiated conversations on how SGN will support the training of Fife Council gas maintenance staff to evolve the Council's ability to support the hydrogen appliances beyond H100 Fife's trial stage to 2027; this will protect the Council from increased maintenance costs.

Throughout the project life, CCZW has not been involved in the H100 Fife Planning process, enabling a fair and transparent Planning decision in 2021.

This support will continue through the construction period, until the network switch on the end of 2023, and then throughout the trial period to 2027. Throughout the trial period the Council will work with SGN and their contractors to ensure Fife Council tenants and householders of all tenures continue to have a smooth service, and to support the decarbonisation of heat in support of evolution of the UK's heating policy.

“ Fife Council’s Planning Services have facilitated the engagement of Council staff and local communities for H100 Fife, reviewing existing policies to facilitate the world’s first green hydrogen network. It is an external support function that has and continues to help enabling the delivery of our pre-construction and construction timetable but also helps shape and deliver stakeholder engagement activity relating to the H100 Fife project and act as a sounding board for our planned engagement within the community and provide insight into the local area.

There are several characteristics of Levenmouth that we aim to align and engage with to maximise the benefit to the local area, such as: Alignment with Fife Council’s Sustainable Energy and Climate Action Plan (SECAP) as a Council that has declared a ‘Climate Emergency’.

Fife Council’s Planning Services have been identified as a key stakeholder for the project and continue to play an important role in maximising the benefits and supporting our comprehensive project and stakeholder engagement plans, implemented throughout the key stages of the project, ensuring the plans are transparent, inclusive and effective and ultimately important for the project’s success and enduring solution. ”

Stephen Tomlinson, H100 Fife Programme Lead

Summary

Case Study Title:

H100 Fife – working in partnership with SGN

Location and Dates:

Levenmouth, 2020 - 2027

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
- 12 Corporate working across services to improve outputs and services for customer benefit
- 13 Sharing good practice, skills and knowledge between authorities

Key Areas of Work

- | | |
|------------------|-------------------------|
| • Climate change | • Collaborative Working |
|------------------|-------------------------|

Stakeholders Involved

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

Overview:

A description of the activities which have taken place during the case study period. Working collaboratively with SGN and a range of Council Services, the Climate Change & Zero Waste Team (CCZW) within Planning Services is the key liaison and enabler for the Council's roles to support SGN's delivery of the world's first 100% hydrogen heating system to homes in Levenmouth.

Leading presentations of SGN to APSE and to Swansea Council in 2021, Fife's Planning Services demonstrated to other UK local authorities how we are collaborating with the Distribution Network Operator to decarbonise the gas network to enable reduction in carbon emissions for domestic heating. The full scale of the work of CCZW to drive Fife Council's support of H100 Fife includes engaging colleagues in Housing Services, during which we secured Housing agreement that boilers in tenants' homes could be replaced with hydrogen boilers, even if they were not due for replacement.

Goals:

To trial a viable alternative to fossil fuel heating.

Outcomes:

To date the case study has demonstrated the flexibility of Fife Council Services to trial a world leading decarbonisation opportunity that will reduce carbon emissions in Levenmouth, and could lead to carbon emissions reductions throughout the world. The collaborative relationship with SGN has engaged Council officers and Elected Members to ensure clear and consistent communication of this potentially complex project. The next stages are for SGN to finalise the pre-construction works, arrange training for the Council's gas maintenance staff where required, recruit the 300 households to join the trial network, and to construct and launch the network by the end of 2023. Fife Council staff will continue to respond to SGN's requests for support and inputs timeously, to communicate with our tenants and local householders, and to support Elected Members' queries. We will also continue to take a view of SGN's proposed future phases of work to potentially expand the network beyond the initial 300 connections, to 1000 households and potential future commercial and industrial use, where possible formally supporting SGN's applications for funding from a range of sources.

Name of key officer

Shona Cargill, Lead Officer (Sustainable Development)

Quality of Service Engagement

Case Study 7:

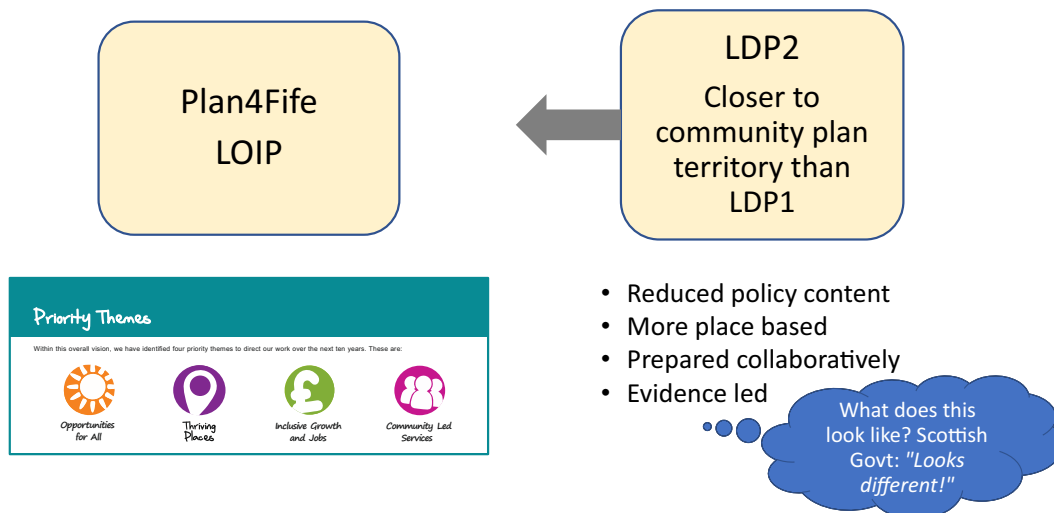
LDP Collaboration

Preparatory work on the next version of Fife's Local Development Plan (LDP) got underway during 2021. A new planning statutory and regulatory framework was also being developed nationally at that time, which meant there would be uncertainty until the legislation and regulations were defined and an opportunity to reimagine what the new LDP could be. It was important not to work in isolation and a collaborative model of working was established at the outset, comprising three related parts:

1. Raising corporate awareness within the council
2. Involvement of the Key Agency Group developing the LDP
3. Peer review.

Raising corporate awareness

Starting work on local development plans is a relatively infrequent event and has often been seen as a matter for the 'planning department' rather than a corporate activity. Planning Services wanted to change that at the outset of project planning. Discussions with senior managers across all Council Directorates and in Services most directly involved in or affected by development planning activity raised awareness of the new LDP and what they wanted from it. This will be an ongoing dialogue.



Corporate awareness: Identifying how the LDP is a corporate document closely aligned to the Local Outcome Improvement Plan

Fife LDP2 Key Agency Group

LDP2 needs to be different given the National Planning Framework's role as part of the development plan. A place-centred approach to the plan was identified which will sit well with the Council's People and Place area management model; it also allows the plan to 'tell the story' of how will evolve as the plan is prepared and implemented.

The Key Agencies Group was keen to provide support for collaborative working with its stakeholders to help deliver a Green Recovery through its role in land use planning. Fife Council asked for support to help establish a place-based approach to the early stage of the LDP preparation, with a focus on the Green Recovery. The initial workshop on 13th May 2021 focused on collective exploration of shared high-level ambitions and aspirations to inform a collaborative, place based approach to its plan development. The workshop was attended by a wide variety of Key Agencies and a range of senior representatives of Fife Council services with place-based functions.



Key Agency Group: The workshops sought ideas on the strengths Fife's places offer to help inform Fife's story for the new LDP

“ The Key Agencies Group has been pleased to support Fife in taking a place based, collaborative approach to their early local development plan preparation through our Green Recovery Offer. Workshops at whole place and local area level have brought together participants from across council services and agencies to consider place-based challenges, opportunities and priorities for Fife and its communities. The work supports a corporate approach to plan preparation, in complement to wider evidence gathering by the Planning team, and to help inform the story of change that the plan will seek to deliver. It's been a pleasure to work as a group of agencies with the Fife team to navigate new practices and approaches in support of national planning legislation, policy and guidance for new style local development plans.

A&DS, on behalf of the Key Agencies Group.

Fife LDP Peer Review Group

Rather than work in a bubble, a Fife Peer review Group was established with invited planning authority development plan managers across Scotland participating. The scope and terms of reference for the group is:

- share experiences in preparing our respective local development plans including the main stages around the evidence report and gate check, proposed plan, and associated assessments and consultation at a time of emerging legislative changes;
- act as a forum for questions, suggestions, or help as we undertake our Fife's work;

- provide a pool of ideas and experience to inform the Heads of Planning Scotland Development Plan Sub-Committee as regulations are published and implemented;
- recognise that we will each be operating to our own timescales and will not have access to the same resources in preparing our plans; that in itself may be informative; and
- information shared within the group and its chat and file structure will stay within the group as a 'safe space' other than agreed updates to relevant HoPS committees/groups.

“ The LDP Peer Review Group has been extremely beneficial to me and is a useful and important network and sounding board to navigate and discuss how to prepare and produce an LDP in the new planning system. ”

Antony McGuinness, Manager - Development Planning, Environment and Climate Change, Angus Council

Summary

Case Study Title:	
LDP collaboration	
Location and Dates:	
MS Teams virtual meetings on several dates from April 2021	
Elements of a High Quality Planning Service this study relates to (please select all that apply):	
<ul style="list-style-type: none"> • Quality of outcomes • Governance 	<ul style="list-style-type: none"> • Culture of continuous improvement
Key Markers (please select all that apply):	
<ul style="list-style-type: none"> • 6. Continuous improvements • 12. Corporate working across services to improve outputs and services for customer benefit • 13. Sharing good practice, skills and knowledge between authorities 	
Key Areas of Work (please select/delete all that apply, as appropriate):	
<ul style="list-style-type: none"> • Local Develop Plan • Other (<i>corporate working</i>) 	<ul style="list-style-type: none"> • Collaborative Working
Stakeholders Involved (please select/delete all that apply, as appropriate):	
<ul style="list-style-type: none"> • Key Agencies • Other (<i>other Council services</i>) 	<ul style="list-style-type: none"> • Authority Other Staff
Overview:	
This is a summary of an ongoing process intended to ensure Fife's new LDP is prepared collaboratively. The first stages have focussed on internal and public sector stakeholders. The next stages will open up to external stakeholders	
Goals:	
A better informed LDP programme with corporate ownership.	

Summary continued

Outcomes:

The corporate awareness raising has helped in establishing a corporate LDP Board which will govern the plan programme and the additional £100k to support plan preparation.

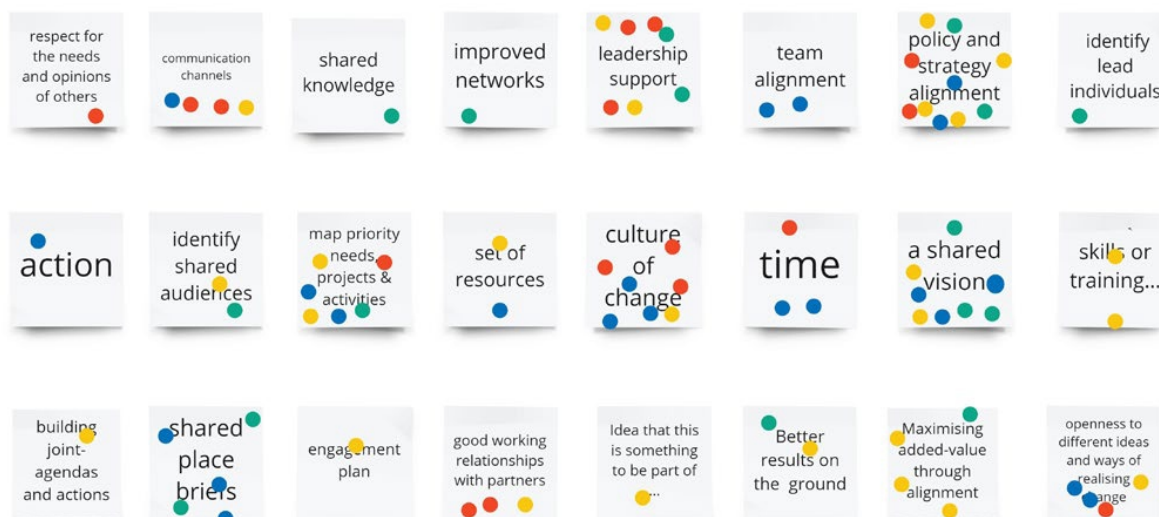
LDP2 Key Agency Group on 13th May 2021, over 40 participants from a range of Fife Council services and Key Agencies came together to explore how we could work together to inform development of Fife's Local Development Plan (LDP), in line with the Place Principle. The workshop was scoped and facilitated by A&DS with support from agency colleagues. The aims of the workshop were to:

- Develop a shared understanding of the existing place qualities and drivers for change across Fife
- Establish a collective understanding of the whole place vision or 'story of change' which can be tested and refined with input from other key audiences;
- Establish support for a place-based, collaborative approach to ongoing work to develop the Local Development Plan.
- Participants were asked to write a postcard from their future selves describing the Fife they could see in 2050.

A follow-on workshop on 28th September 2021 focussed on exploring opportunities, challenges, and priorities at a local area level. Evidence was captured in advance through a survey to services and agencies about key assets, key issues/needs/challenges, key place-based initiatives or investments, and on future opportunities/initiatives or actions. This info was mapped out onto community planning areas as a backdrop to small group discussions about place based priorities within local areas.

Name of key officer

Bill Lindsay, Service Manager (Policy & Place)



The Key Agency Workshops explored how all services and community planning partners can work together to meet common objective

Governance

Case Study 8:

Working With and Learning From our Customers

Following on from our customer recommendations made in PPF 10 we have undertaken the following:

- We have explored different ways to engage with our customers. We have developed a dedicated 'customer contact' page on our website. This includes an online service where customers can make direct contact with Planning Services
- We have rolled out software to our staff that allows all staff to make and receive phone calls from their PC's whether they are working from home or in the office.
- We have promoted customers to submit and pay for planning applications on submission via the ePlanning.scot portal, and have further developed this through new online offerings on our website. Payments and applications can now be reconciled in a timely manner while we are working from home or in the office. This creates a more efficient service for both staff and our customers.
- We continue to provide a duty officer service to our customers. We have implemented a new hybrid way of working and can now meet customers face to face and digitally, using MS Teams.

Some of the feedback we have received from our customers:

- “ The nature of the application meant lengthy dialogue was necessary to achieve a positive decision, overall, we have been very happy with the service provided by Fife Council on the numerous applications we have been involved with. ”
- “ I was very happy with the way the application was dealt with by Fife Council and their Staff, particularly so given the current Covid restrictions etc. ”
- “ Thank you very much for your speedy response to my email. I note all that you say. It is very helpful to have this detail. I believe that 3m x 3m will help us to achieve our goals for the future on this site. Thank you so much for providing clarity. We do look forward to submitting the drawings with confidence now. Many thanks for taking the time to include such clear guidance. We are much obliged and we wish all the best for 2022 to you and your team. ”
- “ If you could please record a compliment from Alan Rae of Kirkwood Homes to both Declan Semple and Sarah Purves in respect of their excellent work on their related planning applications and customer service throughout. ”
- “ Dear Mr Forsyth, thank you very much for taking the time to reply to my email personally. Given your remit & its demands, the fact that you have seen fit to do so, means a lot. ”
- “ Hi Martin, Many thanks for your help during the planning process, and at committee there. We all tuned in – RCD are delighted. ”
- “ Mr Blackie – once again, my thanks – you certainly seem to be able to get things moving, ”
- “ Hi Claire, I really want to thank you for all your help. It is so much appreciated!!! You just helped me so much. ”

During 2021/22 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 2021 to 31st March 2022, the Development Management team sent 2337 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.

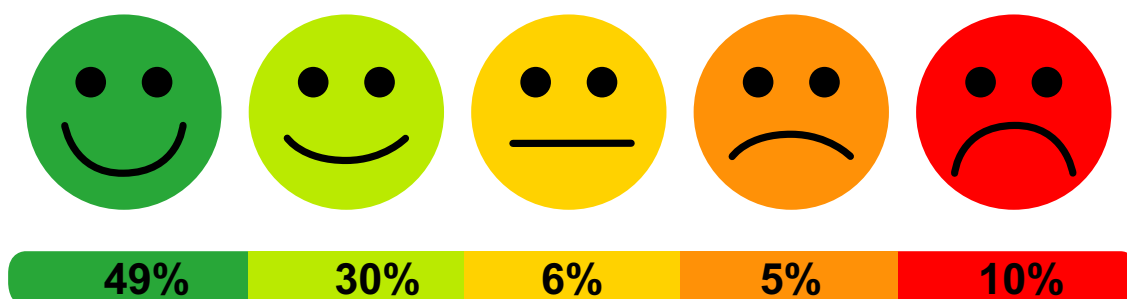


405 completed

17% return rate

76% completed by agents

Overall Satisfaction Levels during 2021/22



The following themes were highlighted by our customers: -

- Finding information online
- Application processing timescales
- Communication on the progress of a planning application

Actions for 2022-23 PPF12 Reporting period

- We will continue to investigate how we can use technology to provide improved communication to our customers. For example, we will explore more ways in which we can provide notifications to customers at key stages in the planning application process. Our new mini website can be developed further to include a live timeline where customers can enter either their application number or application site address then the stage their application is at will be displayed on the webpage.

- Whilst over the past years significant inroads have been made in reducing application processing times, the survey outcome shows this is still the most pressing concern for applicants and agents alike. The average processing time for Householder Applications (excluding Extension of Time and Processing Agreements) was 11.04 weeks during this reporting period. This reflects issues arising due to COVID restrictions initially. Although most of our staff have been away from the office, this allowed us to explore new ways of working remotely to ensure business continuity. We found that staff may have IT problems whilst working remotely which is likely to impact on the application processing times. We will introduce a Tech Support drop-in session once a month for staff to join in and raise any IT or technology issues they have. While delays are inevitable in processing some applications, it is important to ensure that where a case is ready to be determined, the decision is delivered and communicated quickly. We will continue to promote a Section 69 instead of Section 75, which helps reduce the time taken further as planning contributions are dealt with upfront.
- We are currently collaborating with our IT team to create more interactive customer guides on the new mini website. The guides will include videos and visual demonstrations on how to carry out various planning functions online.

Summary

Case Study Title:	
Working and Learning from our Customers	
Location and Dates:	
Customer Survey 1 April 2021 – 31 March 2022	
Elements of a High Quality Planning Service this study relates to (please select all that apply):	
<ul style="list-style-type: none"> • Quality of outcomes • Quality of service and engagement 	<ul style="list-style-type: none"> • Culture of continuous improvement
Key Markers (please select all that apply):	
<ul style="list-style-type: none"> • 6 Continuous improvements 	
Key Areas of Work (please select/delete all that apply, as appropriate):	
<ul style="list-style-type: none"> • Process Improvement 	<ul style="list-style-type: none"> • Staff Training
Stakeholders Involved (please select/delete all that apply, as appropriate):	
<ul style="list-style-type: none"> • General Public 	<ul style="list-style-type: none"> • Authority Other Staff
Overview:	
<p>During 2021/22 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 2021 to 31st March 2022, the Development Management team sent 2337 invitations to customers asking them to complete our online survey.</p> <p>The feedback allows the Planning Service to look at key areas for improvement in relation to Development Management.</p>	
Goals:	
<p>To listen and respond to customers</p> <p>To develop guidelines and processes to assist the customer.</p> <p>To look at innovative ways which will enable the customer to self-service through the use of technology.</p>	
Outcomes:	
<p>Outcomes from our 2021-22 survey that have been implemented: -</p> <p>We have identified issues relating to communication with our customers during the pandemic and beyond along with new ways of working. We implemented a new mini website where customers can view our live application processing times and submit an online form for discretionary enquiries such as Pre-applications and Non-Material variations etc.</p> <p>We have improved our development management customer survey. By using MS Forms we can analyse our customer feedback better, as it is now connected to Power BI. This enables us to interrogate our customer feedback much more efficiently.</p> <p>We introduced an automatic communication/notification to applicants and agents to inform them that we have received their application, with our reference number and that it is waiting to be validated. We also encouraged them to check the application for validation using our predefined validation standards as set out by the HOPS Validation Guidance.</p> <p>We continue to provide duty officer service to deal with general enquiries and for customer who may require guidance on submitting planning applications. We continue to provide a call back service to our customers and can meet them face to face when required.</p>	
Name of key officer	
Kerry Strachan, Planning Improvement Technician	

5. Service Improvements

1A: Delivery of Service Improvement Objectives 2022-23

The following table provides Fife Council's assessment of how we consider we have delivered on our service actions and objectives identified in PPF10. Additional details and information on many of these are reported in this PPF. Many of our objectives which we set last year have been impacted by the need to develop new ways of working and adapting our processes to meet the challenges arising from COVID 19.

Committed Improvement & Actions in PPF10	Complete	Self Assessment RAG Status as at 31 March 2022
Learning from Covid and adaptations to service delivery	Ongoing	Our new ways of working are continuing to embed and we are implementing our service approach to Corporate Hybrid working.
Explore continued operation of online planning committees to contribute to continuity of the Planning Service	Ongoing	Online committee meeting continued through the PPF11 Reporting period. These have provided continuity during and coming out of the pandemic to maintain service delivery. The technology developed and the approaches used are being applied in our moves to hybrid work styles.
Undertake webinars and workshops with agents and developers to work to improve the quality of applications particularly to focus on the need to provide more upfront technical details such as Flooding and Drainage information at the validation stage.	Yes	Our Head of Service and Service Managers meet housebuilders, developers and agents on a regular basis. Feedback is incorporated into our Customer Feedback/Communications Project work. A seminar was delivered online to set out the Flooding and Drainage guidance and how this is applied at validation and through the planning assessment process.
Progress the outcomes from our Communications Project outlined in Case Study 8	Ongoing	Delivery of the outcomes of this project continues. We have undertaken LEAN business process reviews of Enforcement and Transportation. Updates to Uniform and progress messaging to customers have also been implemented.
Communicate and engage with young people to ensure that their voice is heard, and they can contribute to the planning process as part of an engagement strategy for the new LDP.	Ongoing	We will report further on this as work on the LDP continues through the PPF 12 reporting period
Continue to develop and use IT to improve Customer information and provide updates as to the progress of their applications	Ongoing	We report on progress with that objective in Case Study 8. This work continues with an extensive range of customer experience improvements programmed as part of our Communications Project.

B: Service Improvement Objectives 2022-2023.

Our improvement agenda is driven from feedback from our customers collated from surveys (see case study 8: Working with and Learning from our Customers) and lessons learned from complaints. The most significant area to reflect on during the PPF 11 reporting period are the adaptations to the way we work and engage with our customers arising from the implication of the COVID 19 pandemic which remains significant drivers in shaping our business. This has presented significant challenges but also opportunities to reconsider our business and service delivery models. We continue to apply LEAN as a tool to drive change, secure innovation and critically evaluate our business to seek opportunities to improve it. In addition to the ongoing objectives continuing through from PPF10 noted above the following list gives an overview of some of the main objectives we aim to deliver within the PPF 11 reporting period:

1. We will continue to investigate how we can use technology to provide improved communication to our customers. For example, we will explore more ways in which we can provide notifications to customers at key stages in the planning application process. Our new mini website can be developed further to include a live timeline where customers can enter either their application number or application site address then the stage their application is at will be displayed on the webpage.
2. Whilst over the past years significant inroads have been made in reducing application processing times, the survey outcome shows this is still the most pressing concern for applicants and agents alike. The average processing time for Householder Applications (excluding Extension of Time and Processing Agreements) was 11.04 weeks during this reporting period. This reflects issues arising due to COVID restrictions initially. Although most of our staff have been away from the office, this allowed us to explore new ways of working remotely to ensure business continuity. We found that staff may have IT problems whilst working remotely which is likely to impact on the application processing times. We will introduce a Tech Support drop-in session once a month for staff to join in and raise any IT or technology issues they have. While longer time periods are required to process some applications, it is important to ensure that where a case is ready to be determined, the decision is delivered and communicated quickly. We will continue to promote a Section 69 instead of Section 75, which helps reduce the time taken further as planning contributions are dealt with upfront.
3. We are currently collaborating with our IT team to create more interactive customer guides on the new mini website. The guides will include videos and visual demonstrations on how to carry out various planning functions online. We are also using Wiki videos and training videos for colleagues to embed in house training. Our CPD events are open to other services to share knowledge and to assist in streamlining the planning process.

6. National Headline Indicators

A: NHI Key Outcomes - Development Planning

Development Planning	2021-22	2020- 21
Local and Strategic Development Planning:		
<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 2022:</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) – 4 years 6 months</p> <p>TAYplan (Approved 11th October 2017) – 4 years 5 months</p> <p>SESplan (Approved 27th June, 2013) – 8 years, 9 months</p>	<p>As at 31st March 2021:</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) – 2 years 6 months</p> <p>TAYplan (Approved 11th October 2017) – 2 years 5 months</p> <p>SESplan (Approved 27th June, 2013) – 6 years, 9 months</p>
<p>Will the local/strategic development plan(s) be replaced by their 5th anniversary according to the current development plan scheme?</p>	<p>No. The LDP review is being project managed and undertaken under the provisions of the Planning (Scotland) Act 2019 which requires LDPs are reviewed in a 10 year cycle. FIFEplan 2 preparation timescales will be included in a future Development Plan Scheme once a detailed work programme has been prepared reflecting the Scottish Government's draft secondary legislation for preparing LDPs.</p> <p>Work on the LDP Evidence Report commenced at the end of 2021 to coincide with the publishing of the draft secondary legislation for LDPs.</p> <p>Reflecting the provisions of the Planning (Scotland) Act 2019, the SESplan and TAYplan authorities have been wound up and there will be no future replacements of the current Strategic Development Plans.</p>	<p>Not fully. The LDP review will be project managed and undertaken under the provisions of the Planning (Scotland) Act 2019. FIFEplan 2 preparation timescales will be included in a future Development Plan Scheme when further information is available from the Scottish Government. It is anticipated that work on the LDP will commence close to the end of 2021 to coincide with Scottish Government timescales for publishing secondary legislation for LDPs.</p> <p>In the meantime, the Council will monitor the use and effectiveness of the policies and proposals within the adopted Local Development Plan, and gather evidence to help inform the approach to preparing the next Local Development Plan.</p> <p>Reflecting the provisions of the Planning (Scotland) Act 2019, the SESplan and TAYplan authorities have not programmed any future replacement of their current Strategic Development Plans. However, interim Regional Spatial Strategies are currently being prepared. While Fife will maintain cross-boundary working with the Dundee City Region authorities, for the purposes of future regional planning, the whole of Fife is contained within the Edinburgh & South East Scotland Regional Spatial Strategy. An interim Regional Spatial Strategy was submitted to the Scottish Government in 2020.</p>
<p>Has the expected date of submission of the plan to Scottish Ministers in the development plan scheme changed over the past year?</p>	No	No
<p>Were development plan scheme engagement/consultation commitments met during the year?</p>	<p>N/A Given the stage the Local Development Plan is currently at, as per the Development Plan Scheme, no engagement or consultation was undertaken within the PPF11 period.</p>	<p>N/A Given the stage the Local Development Plan is currently at, as per the Development Plan Scheme, no engagement or consultation was undertaken within the PPF10 period. This was reflected in the DPS with no requirement.</p>

Effective Land Supply & Delivery of Outputs	2021-22	2020-21
Established housing land supply	33,891 units	33,629 units
5-year effective housing land supply programming (1) (2)	7,356 units	7,355 units

5-year effective land supply total capacity	Units	Units
Dunfermline and West Fife HMA (3)	4682	4683
Kirkcaldy, Glenrothes and Central Fife HMA (3)	2392	2392
SESplan (Fife) (3)	n/a	n/a
St Andrews and North East Fife HMA	1131	1131
Cupar and North West Fife HMA	630	630
Greater Dundee HMA	239	239
5-year housing supply target (4)	n/a	n/a
5-year effective housing land supply (to one decimal place)(5)	Years	Years
Dunfermline and West Fife HMA	7.5	6.9
Kirkcaldy, Glenrothes and Central Fife HMA	7.7	7.7
SESplan (Fife) (3)	n/a	n/a
St Andrews and North East Fife HMA	6.5	6.5
Cupar and North West Fife HMA	4.6	4.6
Greater Dundee HMA	4.1	4.1

Housing approvals (6)	144 applications	178 applications
Housing completions over the last 5 years	5,725 units	5,725 units
Marketable employment land supply	214.7 ha	214.7 ha
Employment land take-up during reporting year	1.6 ha	1.6 ha

1. The 2021/22 figures are sourced from Housing Land Audit 2020. The 2020/21 figures have been carried over from PPF10 and are source from Housing Land Audit 2020. An error has been found in the 'Established Housing Land Supply' figure and Dunfermline and West Fife HMA (5-year effective housing land supply) figure provided in PPF10 therefore the figures above do not match as expected.

2. Fife does not have an overall housing land requirement and is covered by 2 strategic development plans. The reported housing market areas are those stipulated in SESplan and TAYplan.

3. In PPF8, the 2018-19 totals for Dunfermline and West Fife HMA and Kirkcaldy, Glenrothes and Central Fife HMA were combined to give an overall figure for the SESplan area of Fife. Since PPF9, capacities have been reported by individual HMAs.

4. Fife is covered by 2 strategic development plans (SDP), TAYplan to the north and SESplan to the south. Neither SDP sets a housing supply target as both were prepared under Scottish Planning Policy 2010.

5. This calculation uses the adjusted annual housing land requirement as the denominator. See Housing Land Audits – Position Statements.

6. This figure is the number of approved applications for housing/residential development including PPP proposals: we do not record the actual number of units approved and cannot therefore determine this figure from the records held in Uniform.

We publish our housing statistics online in Fife Council's [Housing Land Audit](#), which includes the most up to date figures.

B: NHI Key outcomes – Development Management:

Development Management:	2021-22	2020-21
Project Planning		
Percentage and number of applications subject to pre-application advice	11%(149)	8%(121)
Percentage and number of major applications subject to processing agreement	4%(1)	50% (8)
Decision Making		
Application approval rate	96.7%	96.7%
Delegation rate	96.3%	95.4%
Validation	44%	36%
Decision-making Timescales		
Major Developments	34.1 weeks	39.7 weeks
Local developments (non-householder)	15.7 weeks	9.6 weeks
Householder developments	11 weeks	8.2 weeks
Legacy Cases		
Number cleared during reporting period	75	39
Number remaining	9	14

C: Enforcement activity

	2021-22	2020-21
Time since enforcement charter published / re-viewed	0 months	4 months
Requirement: review every 2 years		
Complaints lodged and investigated	545	586
Breaches identified – no further action taken	206	150
Cases closed	615	473
Notices served	4	0
Direct Action	1	0
Reports to Procurator Fiscal	0	1
Prosecutions	0	0

D: NHI Key outcomes – Commentary

Commentary

Short contextual statement

The disruptive impact of COVID continued to create difficulties and challenges throughout the Planning Service not to mention the wider impacts to our lives into the PPF 11 reporting period. The Planning Service in Fife however has maintained a continuity of service through the pandemic, and we have been able to draw on our past investment in electronic case processing and remote working to provide high levels of customer satisfaction. The challenges and necessary changes responding to these are now being incorporated in to our new ways of working. We continue to undertake site visits by exception which also delivers commitments to adapting to climate change while ensuring robust informed decisions are made. Committees continue to be delivered virtually and hybrid working for planning colleagues has become the business norm.

The health and wellbeing of our colleagues remains an important consideration with different people exposed to many life pressures and personal challenges over and above the disruption to their working lives. The pressures arising from COVID particularly colleagues who were solitary home working, dealing with family issues, home schooling and the overall psychological pressures and impact of lock down periods have made mental health and wellbeing issues even more of a focus during the pandemic period and this remains a key focus for the planning service.

The challenges however presented opportunities to explore new ways of working and created opportunities to adapt and deliver the services we provide which we may not have considered or required to implement had the necessities not arisen. As we note in our case studies, we have reflected on the covid experience to shape the new normal our business is still reshaping and evolving, and we are committed to deliver an excellent planning service. We are proud that we have continued to not only deliver a planning service throughout the pandemic, and while we are by no means through the issues arising from it, we have continued to determine applications create opportunities for new business investment, support the housing and residential development sectors and put in place new processes to deliver new infrastructure.

7. 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	2021-22	2021-22	2020-21
Overall			
Major developments	19	34.1 weeks	39.7 weeks
Local developments (non-householder)	419	15.7 weeks	13 weeks
<ul style="list-style-type: none"> Local: less than 2 months Local: more than 2 months 	(37.7%) (62.3%)		
Householder developments	611	11 weeks	8.2 weeks
<ul style="list-style-type: none"> Local: less than 2 months Local: more than 2 months 	(49.1%) (50.9%)	7.3 14.6	7.2 11.1
Housing Developments			
Major	5	55.4 weeks	32.6 weeks
Local housing developments	86	18.7 weeks	13.5 weeks
<ul style="list-style-type: none"> Local: less than 2 months Local: more than 2 months 	(26.7%) (73.3%)	6.9 23.0	7.4 20.1
Business and Industry			
Major	2	18.2 weeks	0
Local business and industry developments	25	16.9 weeks	11.1 weeks
<ul style="list-style-type: none"> Local: less than 2 months Local: more than 2 months 	(32%) (68%)	7.7 21.3	16 15
EIA Developments	1	46.7 weeks	22.7
Other Consents			
<ul style="list-style-type: none"> As listed in the guidance(right) 	452	8.1 weeks	6.2 weeks
Planning/legal agreements			
<ul style="list-style-type: none"> Major: average time Local: average time 	1 2	179.1 weeks 38.2 weeks	39.1 weeks 28.7 weeks

B: Decision-making: local reviews and appeals

		Original decision upheld			
	Total number of decisions	2021-22		2020-21	
Type	No.	No.	%	No.	%
Local reviews	8	5	63%	18	85.7%
Appeals to Scottish Ministers	19	8	42.1%	4	30.8%

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 (and in many cases because of) the ongoing challenges presented by the COVID pandemic to prioritise the views and feedback of our customers despite continuing business pressures. We strive to deliver continuous improvement, while supporting our staff; and empowering and enabling them to deliver as high a quality of service as possible to the residents, visitors, and businesses of Fife.

8. Workforce Information

The workforce information below provides a snapshot of the Planning Service staff position as at 31st of March 2022. This information is also an integral part of providing the context for the information presented throughout this PPF document.

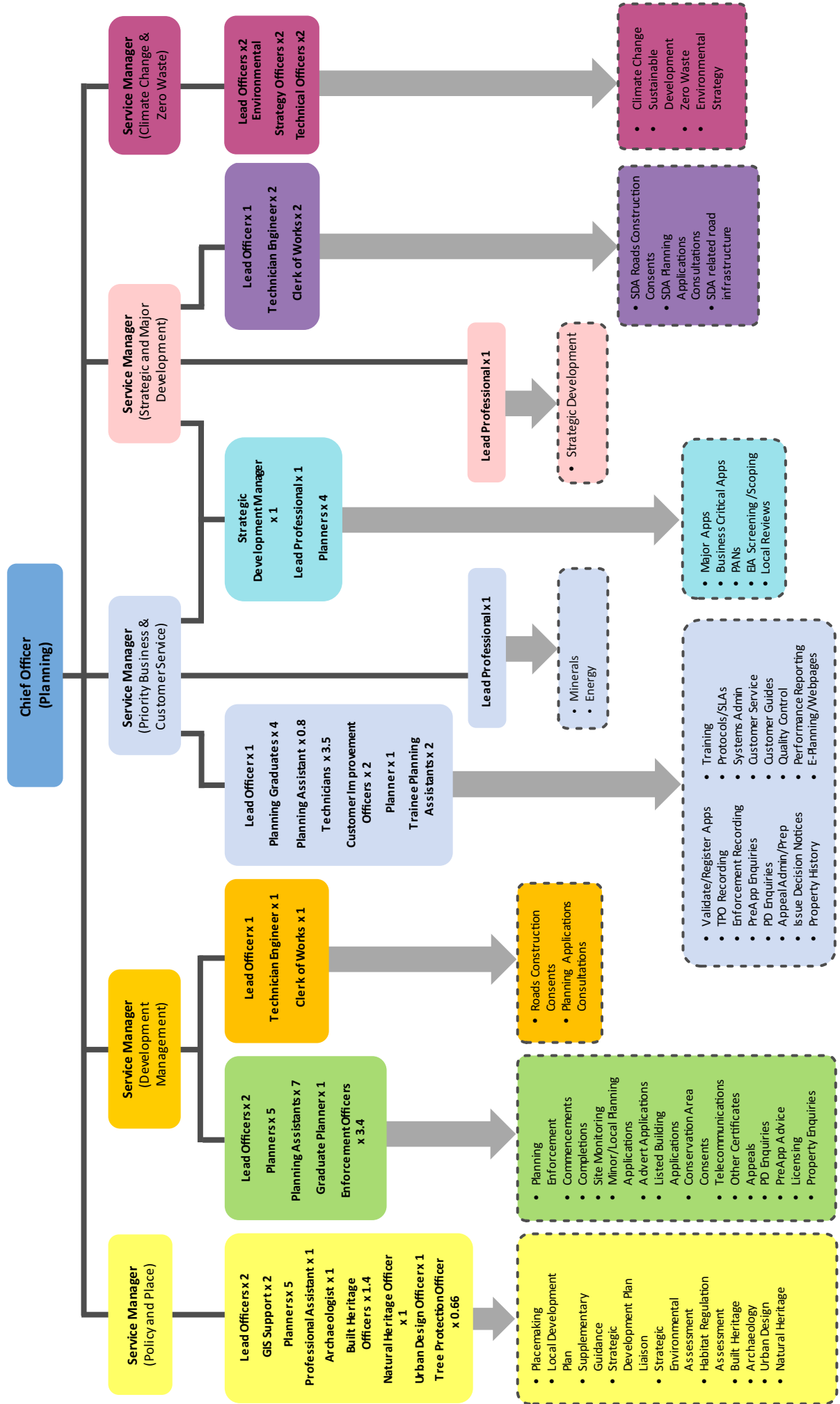
	Tier 1 <i>Chief Executive</i>	Tier 2 <i>Director</i>	Tier 3 <i>Head of Service</i>	Tier 4 <i>Manager</i>
Head of Planning Service			1	

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

Planning Service Structure



9. Planning Committee Information

The following table provides information on the number of meetings and site visits by those bodies throughout the 2020-21 PPF 10 reporting period

Committee & Site Visits	Number per year
Full council meetings	6
Planning committees	25
Area committees	48
Committee site visits	0
Local Review Body	7
LRB site visits	0

10. Supporting Evidence

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

[Planning Homepage](#)

[Fife Council Online Planning Portal](#)

[FIFEplan](#)

[Development Plan Scheme](#)

[Enforcement Charter](#)

[Strategic Development Plans](#)

[—DPEA Fife Core Library](#)

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

11. Contact & Communication

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.

PAM EWEN

Head of Service

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Acknowledgements

The help and assistance of all colleagues in Planning Services who contributed to the collation of this document is gratefully acknowledged.

End notes