

**PLANNING PERFORMANCE
FRAMEWORK
2014/15**

**PLANNING PERFORMANCE FRAMEWORK
ANNUAL REPORT 2014-2015**



Part 1: National Headline Indicators (NHIs)

Key outcomes	2014-2015	2013-2014
<p>Development Planning:</p> <ul style="list-style-type: none"> age of local/strategic development plan(s) (full years) <i>Requirement: less than 5 years</i> development plan scheme: on track? (Y/N) 	<p>7/2</p> <p>y</p>	<p>6/1</p> <p>y</p>
<p>Effective Land Supply and Delivery of Outputs</p> <ul style="list-style-type: none"> effective housing land: years supply effective housing land supply housing approvals effective employment land supply employment land take-up 	<p>2.5 years</p> <p>2606 units</p> <p>2050 units</p> <p>5.5 ha</p> <p>1.0 ha</p>	<p>2.9 years</p> <p>2357 units</p> <p>138 units</p> <p>4.0 ha</p> <p>1.0 ha</p>
<p>Development Management</p> <p>Project Planning</p> <ul style="list-style-type: none"> percentage of applications subject to pre-application advice number of major applications subject to processing agreement or other project plan percentage planned timescales met <p>Decision-making</p> <ul style="list-style-type: none"> application approval rate delegation rate 	<p>52.6%</p> <p>0</p> <p>n/a%</p> <p>95.6%</p> <p>94.1%</p>	<p>43.2</p> <p>0</p> <p>n/a</p> <p>96.7</p> <p>85.4</p>
<p>Decision-making timescales</p> <p>Average number of weeks to decision:</p> <ul style="list-style-type: none"> major developments local developments (non-householder) householder developments 	<p>31.5</p> <p>13.9</p> <p>7.5</p>	<p>43.5</p> <p>22.8</p> <p>7.7</p>
<p>Enforcement</p> <ul style="list-style-type: none"> time since enforcement charter published / reviewed (months) <i>Requirement: review every 2 years</i> number of breaches identified / resolved 	<p>14 months since review/14 months since published</p> <p>167/56</p>	<p>1 month since publication/1 month since published</p> <p>179/45</p>

Development Planning

Development Plan Scheme 7 (April 2015) sets out the progress of the East Lothian Local Development Plan (ELLDP) in relation to the approval of SESplan and its Supplementary Guidance on housing which had implications for the timescale of LDPs. The DPS is backed up by rolling work programmes.

http://www.eastlothian.gov.uk/downloads/file/9831/development_plan_scheme_no7

The Main Issues Report and its related documents were approved by Members for consultation in October 2014 and a 12 week public consultation followed, with significant and positive responses.

<https://eastlothianconsultations.co.uk/housing-environment/east-lothian-ldp-mir>

https://eastlothianconsultations.co.uk/housing-environment/east-lothian-ldp-mir/consultation/published_select_respondent

http://www.eastlothian.gov.uk/meetings/meeting/5674/members_library_service

http://www.eastlothian.gov.uk/meetings/meeting/5504/east_lothian_council

The Council adopted updated Interim Guidance for Housing Land in order to provide developers with a criteria based framework under which to consider their investment options for developing new housing sites. For the Council this is a constructive tool to manage the shortfall in the housing land supply whilst working to implement the strategic sites of the approved local plan and forming the spatial framework for the ELLDP.

http://www.eastlothian.gov.uk/info/178/development_planning/1256/other_planning_guidance_and_information/11

The proposed LDP and its supporting documents continue to be progressed in line with the Development Plan Scheme through monthly meetings of a cross-service officer LDP group and a parallel officer/Member group, further informed by a weekly senior officer/Administration Member meeting. It is intended to report on the proposed LDP in the autumn which should allow for the LDP to be adopted within 2 years of the approval of the SDPs Supplementary Guidance. The LDP is subject to a Gantt chart detailing timescales, project work with timings and responsibilities, including cross service work and a Principal Planner is responsible for coordinating delivery to meet those planned requirements.

The Council acknowledges ongoing issues with the effective housing land supply and is working to deliver a proposed Local Development Plan this year as a significant stage in progress towards resolving this. Additionally, the Housing Land: Interim Guidance gives clear criteria for developers to engage with the Council over other proposed greenfield sites. The Council has also granted permissions for housing development on ineffective economic land. Completions remain relatively low, however, with site starts on the strategic sites at Halhill Dunbar and Mains Farm North Berwick and final approvals close for those at Wallyford and Letham Mains Haddington, there are opportunities for developers and housebuilders to improve their completion rates significantly. The Council will continue to take an active approach to working with developers on proposals for potential sites to see if others can be brought forward. It is disappointing that of the appeal decisions made on housing sites on Greenfield land in 2013-14 and 2014-15 there have been no site starts, despite active engagement with the housebuilders who have control of them and approval of matters specified in conditions including land at Beveridge Row Dunbar (90 units), Station Road Dunbar (17 units), Dovecot Haddington (120 units), Aberlady Road Haddington (90 units) and Barbachlaw Wallyford (90 units). Progress on these by housebuilders would be welcomed as an improvement to completion rates.

Effectiveness of employment land supply is constrained by lack of serviced sites, infrastructure costs, viability of investment in the current financial climate and contrast with high residential land values. Recent approvals of residential development on non-effective employment land sites have included for a proportion of serviced employment land in Haddington (approximately 25% of total site area of some 9.4 hectares), and an EU grant has been used to service and release the Council's 1 hectare landholding in Prestonpans. The ELLDP will propose mixed use sites with housing and business where appropriate and where serviced employment land can be delivered in conjunction with housing.

Development Management

The continued increase in pre-application enquiries percentage is encouraging and confirms the value of our open for business approach to planning enquiries.

Processing agreements are offered in relation to all major applications and complex local ones, advertised as an opportunity on the Council's website and through pre-application discussions, however, it remains the case that there has been no uptake of this as yet by developers.

The percentage of delegated decisions continues to improve, though this is now incremental rather than by a significant proportion. This evidences improvements made through updating the Council's Scheme of Delegation to allow for delegated decisions on Council interest applications and agreement with an amenity group that they comment on rather than object to applications which are consistent with Local Plan policy. There were 12 call-ins to Planning Committee in the year as opposed to 42 the previous year.

The improvement in results for major and local non-householder applications is encouraging. In both cases where applications took longer than the 4/2 month periods to determine, the reasons were where legal agreements were required and where it was appropriate to working with applicants on complex proposals cooperatively rather than moving to a quicker refusal.

Householder application results have been very good. Where any go over the 2 month period this is where an issue is under resolution with the applicant and where it would be unreasonable to move to a refusal within 2 months, or where applications are called in to Planning Committee.

Enforcement results show an improvement in number and proportion of cases resolved of those registered in the year. The number of actual cases resolved in the course of the year, including pre 2014-15 cases was 145.

PLANNING PERFORMANCE FRAMEWORK

Part 2: Defining and measuring a high-quality planning service

Open for business

A significant area of business for officers has been working with developers/consortia to secure permissions for strategic housing sites and other development opportunities including mixed housing/business use on ineffective employment land sites and to work constructively on phasing of section 75 agreement requirements to assist with cash flow. This includes support for amendments to Section 75 agreements where needed and justified. Agreements are phased where possible to allow housing completions in advance of contribution payments rather than requiring up-front payment. At Halhill, Dunbar, commencement of development of 525 houses was facilitated by the phasing of affordable housing provision early in the development in agreement with the landowner and by the amendment of the planning obligation to extend the timescale and phasing for education contributions for housebuilders. At Mains Farm, North Berwick the requirements for land and contributions for both school and road extensions to facilitate a mixed use development including 420 houses were subject to careful negotiation of phasing so as to remove infrastructure constraints.

Developers have a clear insight into requirements for affordable housing contributions, assessed in terms of the Council's adopted affordable housing policy, which has a 25% requirement for developments of 5 or more unit and a cascade for provision from on-site to off-site to commuted sum. The Council's Housing service completed a project on commuted sums with the District Valuer. Assessments have been made of housing areas within East Lothian and index linked values for affordable housing prepared so that accurate information is available for developers on costs and to take account for differences in land values in housing sub-market areas (e.g. land values in North Berwick differ significantly from those in Prestonpans).

Other requirements for developer contributions e.g. for education, transportation, open space/play provision are assessed on a case by case basis so as to ensure they meet the terms of Circular 3/2012. The Council has proposed a flat rate, 'roof tax', catchment based approach as a reasonable alternative to case by case assessments in its Main Issues Report, which would be a way of giving greater clarity and certainty for developers. However, the Scottish Government's consultation response to the MIR notes that such an approach may not be compatible with Circular 3/2012. Current Scottish Government research and consideration of infrastructure funding will shape the new Local Development Plan policy on developer contributions. An internal Section 75 working group was set up to give input to policy considerations and other potential funding models and a resource is being recruited to examine policy approaches of other authorities to further inform this.

Requirements for supporting information for applications is clearly set out in development frameworks and Local Plan policies. Where a developer is of the view that some part of the information normally required should not be in their case then a pragmatic approach is taken. Internal and external consultation at pre-application stage often assists with this process of consideration, particularly for smaller proposals. This is done on a case by case basis and examples are not recorded; it is case specific and often relates to consultee responses. An example of this approach is where policy or Historic Scotland require a window survey for replacement window applications, however, this can be onerous for a householder and often the condition of the windows can be established by site visit rather than insisting on a report.

Development Management has a customer focused pre-application advice service for all

types and size of project:

- a duty planner is available every weekday between 9am and 1pm to take personal and phone enquiries. If there is not enough information to assess the proposal then further details can be submitted by email or post
- email/post enquiries are allocated to officers with a response target of 10 working days. Some proposals need consultation with other Council services or outside bodies so responses will be given on the basis of information available and further feedback given as soon as possible. Requests for information to accompany applications are proportionate to the nature and scale of the application
- individual case officers meet with applicants for significant sites as required and with consultee involvement to resolve issues pre-application and cases are allocated on this basis.

The improvements in headline performance indicators for application determinations demonstrate that the restructuring of Development Management during 2013-14 has effected a better focus on major, complex and business applications whilst allowing for maintaining/improving standards for other applications.

Service review in 2015-16 will focus on embedding these improvements whilst implementing a structure of delegation to free up management time further to focus on strategic issues and working actively with developers to bring sites forward.

High approval rates reflect constructive pre-application discussions informed by development frameworks and briefs and consultation comments. Both pre-application enquiries and applications are discussed and appraised in weekly team meetings to highlight potential issues, assess opportunities for design improvements and give greater consistency on outcomes. Where resources allow, internal consultees including Roads, Education, Environmental Health, Landscape, Countryside and Legal services as appropriate to the case. However, not all applicants use the pre-application process or if they do, may not submit applications in accordance with the advice given so there is often a need to negotiate improvements at the application stage. The approval rates also reflect the service's willingness to work cooperatively with applicants to negotiate and resolve issues as a constructive and valuable approach to securing better developments whilst avoiding the duplication of work for both parties that a quicker refusal can result in.

Processing agreements have been offered for all major applications. No developers have taken this up this year, however, they will continue to be offered.

For 2014-15 682 written enquiries were received of which 486 were auctioned within the internal target period of 10 working days (71%) (2013-2014, 520 enquiries 72.1% within 10 working days. More complex enquiries require internal and external consultation to give a full response with a consequent impact on timescales.

High quality development on the ground

Local Plan design policies, the adopted *Design Standards for New Housing Developments* and development frameworks/design guidelines for individual sites give clear direction for shaping places through higher quality layout and housing design and reducing vehicle dominance.

http://www.eastlothian.gov.uk/downloads/file/659/design_standards_for_new_housing_areas

http://www.eastlothian.gov.uk/site/scripts/download_info.php?downloadID=1349&fileID=3940

Recent 'minded to grant' decisions on applications for the Letham Mains, Haddington site for

development of over 700 houses and flats included assessment of the urban design of the proposals based on the Design Standards and the Framework as was the case for Halhill, Dunbar and Mains Farm, North Berwick which are now on site and Wallyford where grouting works have been instigated.

Pre-application and application assessment processes are a key area for negotiation of design improvements, whether for large or small scale developments. There is scope to quantify the number of cases where improvements are secured by using a spreadsheet/database.

The Council's has worked with developers at Halhill Dunbar and Mains Farm North Berwick to achieve a site start and building is now ongoing and continues to work constructively with the developers at Wallyford and Letham Mains Haddington to bring these sites forward. The phasing of developer contributions and of affordable housing provision are key to making these sites effective.

Cala at Gilsland and Mains Farm in North Berwick have built out a range of homes in relatively small urban extensions of 49 and 100 units respectively. At Orchardfield in East Linton Miller Homes provide a sensitive 50 home extension to this conservation village. At Tranent Mains Farm Persimmon are delivering 29 homes with a strong urban frontage in a sensitive infill site. Miller and Persimmon are building out at Halhill Dunbar. Taylor Wimpy continue to build out Pinkie Mains Musselburgh.



Orchardfield, East Linton



Halhill, Dunbar

All of these and other developments now on the ground are rooted in their relevant development frameworks and the Council's Urban Design Standards. The Council has worked actively with the developers to achieve layouts derived from a philosophy of minimising the presence and impact of vehicle traffic through use of shared space and layouts which encourage parking to the side and rear of properties rather than on streets. The developments now being delivered embody the principles of Designing Streets.

Following on from its successful affordable housing development at Law View North Berwick, delivered as an example of what can be achieved with the above design agenda, the Council has subsequently delivered or procured similar high quality developments at Goose Green and Monktonhall Road Musselburgh and Nethershott Road Prestonpans.



Law View, North Berwick

Certainty

The high approval rate reflects the benefits of pre-application discussions and advice and a willingness to work with applicants constructively to resolve issues rather than resort to refusal of proposals.

The Council's criteria based interim guidance on non-allocated housing proposals has been updated. This allows officers to give constructive advice in relation to the appropriate location and scale for these, as a constructive tool to guide development as the LDP takes shape.

Two officer recommendations for approval as departures from the development plan were granted or minded to be approved one for a supermarket on a near town centre site, one for housing on a site allocated for community purposes.

Only 3 of 22 cases at Committee were overturned (one householder development, refused; one for housing, approved after a change of phasing proposed by the developer at Committee; and one infill house, approved). (2013-14 3 of 31 overturned). Committee support for officer recommendations with only occasional decisions to overturn is important in giving officers, applicants and developers confidence in the pre-application advice process.

Communications, engagement and customer service

Our customers are all stakeholders in the planning process; the public, developers, consultees, amenity bodies, Councillors and others.

Our shopfront for communication is the duty planner service together with the planning pages of the Council's website. This takes all enquiries, be it from prospective applicants or people concerned about an application which may affect them. As well as the avenues for pre-application advice, we provide clear and comprehensive guidance notes for applicants on the website and in paper form to help with the submission process. Applicants can also arrange to have their application checked over by a planning technician before they submit it.

Up to date information is provided on the development plan and a database of interested parties has been developed to facilitate distribution of updates.

The Main Issues Report consultation and related publicity created considerable interest. This was given prominence on the front page of the Council's website and a 4 page insert was published in the Council's Living magazine, distributed to every household in East Lothian. Twitter and Facebook updates were issued and newspaper adverts were published. The website information included a

video narrating the main strategy of the MIR and its implications. Six consultations events were held in each of East Lothian's main towns, comprising afternoon drop-in sessions and evening topic based workshops where attendees could view and discuss the MIR proposals and its related documents with officers and the Planning Committee convenor. 171 people attended workshops, with many others attending the drop in sessions. Officers also presented to the 6 Area Partnerships and to a meeting of rural interests. Through our consultation hub over 500 responses were received and in total 1001 were received at the end of the 12 week consultation period.

<https://eastlothianconsultations.co.uk/housing-environment/east-lothian-ldp-mir>

https://eastlothianconsultations.co.uk/housing-environment/east-lothian-ldp-mir/consultation/published_select_respondent

http://www.eastlothian.gov.uk/meetings/meeting/5674/members_library_service

http://www.eastlothian.gov.uk/meetings/meeting/5504/east_lothian_council

Due to specific interest in wind turbine applications, a dataset is maintained on the website, including applications made under Section 36 of the Electricity Act and related consultations from adjoining authorities.

Agents:

The Duty Planner service is the first point of contact for agents and case and policy officers are available for appointments where needed. The main issue with agents is how the standard of their work affects the Service workload. Of the 1055 applications received 2014-15, 677 or 64.2% were invalid (2013-14, 69%, 2012-13, 65%). This remains a high figure though down from previous years. Common reasons for applications being invalid include:

- incorrect fees– agents often fail to understand the fee regulations requirement that fees be calculated on the external envelope of the building rather than internal floorspace;
- insufficient drawings/statements – e.g. no site layout plan, omission of some relevant elevations or plans, no design/access statement where required
- incorrect drawings– e.g. elevations/floorplans/roofplans not matching up with each other
- incorrectly scaled/annotated drawings – e.g. scale bars and measurements not matching up, site line boundaries being incorrectly drawn.

Inadequate submissions from agents create a significant additional workload for the Council and also uncertainty over registration timescales for applicants. The Service has carried out a significant amount of work in previous years to publish (including website publishing) clearly stated and easily available guidance notes for submission of applications. These reflect legislative requirements that an application be sufficient to describe the development. The Duty Planner is also available to check through applications or discuss submission requirements. Workshops have been held with agents. The Service seeks to assist agents wherever possible to make competent applications that can be determined and (if needs be) enforced, but there is a responsibility on the part of agents to work with the guidance and access to advice. Further work will be done this year with benchmark planning authorities to see what other guidance and advice can be communicated to agents to help them improve their submissions.

http://www.eastlothian.gov.uk/info/200192/planning_online/1376/submitting_planning_applications

Public and Amenity bodies:

We accept representations by online portal, by email and by letter. All representations received in time are referred to in the report on the application; if there is objection the report goes on a weekly

list to Councillors, with access to copies of objections and representations. If an application is called-in from the list to Planning Committee anyone who has submitted a representation can attend Committee and present their case and this opportunity is also available when major applications are considered.

Case reports are publicly available once the application is determined or when published on the weekly list or Committee agenda. Reports give an assessment of the proposal and the reasons for the decision.

Complaints and comments are handled through the Council's Feedback procedures. Four complements were received. In addition 15 complaints were received in the year compared to 6 the previous year. Of the 15, 11 were not upheld, 2 were partially upheld and 3 upheld (2013-14, 2 of 6 partly upheld and none upheld, 2012/2013 16 of which 9 not upheld, 6 partially upheld, 1 upheld - 2011/2012: 12, 8 not upheld, 3 partially upheld, 1 upheld). The increase is disappointing, however, it reflects a number of contentious proposals applications in that period, including a Proposal of Application Notice from Scottish Enterprise for potential redevelopment of the Cocksie former power station which attracted significant community campaigning. It also needs to be seen in the context of a relatively low number of complaints as a very small proportion of the thousand or so complaints handled by the Council in the same period.

The following edited comments from businesses reflect perceptions of improvement in the Service from businesses:

I contacted [REDACTED] on behalf of Lothian Broadband who want to have a transmitter on his grandstand... he was praising planners and [REDACTED] in particular for all your help at recent meetings. (email to Councillor)

[REDACTED] of [REDACTED] praised [REDACTED] and [REDACTED] for their help. (email to Councillor)

Thank you very much for your help with our two applications for [REDACTED]. Email to Service Manager)

Efficient and effective decision-making

EFFICIENT

The Council's scheme of delegation allows for officer decisions for all but major development proposals, though where there is public objection or if the application raises important planning issues, the report is circulated to all Councillors through a weekly Scheme of Delegation List. This allows Councillors to call in applications to Planning Committee, if they see fit. Some 170 applications (16%) were decided this way rather than going to Committee (2013-14 260 24.4%; 2012-13 350 34%). This also reflects a reduction in objections by an amenity body following constructive discussions with them over policy and process.

The Council has a time limit of 6 months for conclusion of legal agreements on minded to grant applications, adopted in 2010. If not concluded in the required timescale then the application stands to be refused; this has occurred in only one case. No problems have arisen in this process and we have also piloted the Scottish Government's best practice for legal agreements. The potential to reduce this to 3 months is under discussion with the Council's Legal Services and Planning Convenor.

Committee and Council meeting timescales are monthly/2monthly respectively, other than during

summer recess. Timescales for reporting major and called-in applications are therefore at times constrained and that a 4 month timescale for determination is difficult to achieve, especially when reporting timelines cut into this by several weeks, meaning sometimes there would only be about 3 months to consult, resolve and report. To reduce the impact of this extra emergency committees have at times been called to facilitate quicker decision making e.g. in August 2014 to facilitate determination of applications for the strategic housing site at Halhill, Dunbar.

Since the beginning of 2014 some 90 legacy application cases have been withdrawn and a small number determined. Ongoing work will see further removal of legacy cases from the system.

Effective management structures

East Lothian's Planning Service operates within the Development Division of the Council's Partnerships and Services for Communities Department. There is no Director or Head of Planning post, the Service Manager, Planning reports to the Head of Development.

Service review with particular emphasis on the roles of all of the planning team dealing with wider day to day responsibilities and broadening out planner's responsibilities from traditional Development Management/Development Planning split roles, with a greater crossover of responsibilities. This will also integrate the support team (registration and admin) with the planning team under the same manager. The review is being finalised in conjunction with HR, Finance and Trade Unions after review of issues and obstacles to changing job descriptions.

In terms of decision making on applications and progressing the LDP this will allow greater focus on service culture, performance management and delivery.

Financial management and local governance

The Service Manager uses monthly financial monitoring statements to track current income and expenditure against budget. Regular meetings are held with a Management Accountant to ensure any issues with budgets are highlighted early. Financial performance 2014-15 showed underspends as a result of savings exercises and additional fee income due to a greater number of major applications. Higher budgeted fee income for this year is being reinvested in service provision.

Culture of continuous improvement

The service review addresses areas where performance requires further improvement with particular focus on major and complex applications.

East Lothian Council uses the *How Good is Our Council* (HGIOC) performance management system to assess its services annually through a critical analysis of performance to encourage continuous improvement. The service is committed to developing staff and improving skills through the Council's Performance Review and Development process, with annual assessment and 6 month reviews. This helps to identify and justify staff training and development need. Staff have attended courses on Trees and the Law, Use of Social Media in Planning, Development Plan Examination Submissions and workshops on Local Development Planning.

The Council's Performance Review and Development framework is used to assess and plan for staff

development needs. Training budget cuts have reduced the opportunities for staff to attend some available development courses and conferences. All information from the Improvement Service and other agencies is circulated to encourage all staff to participate where budgets allow.

In addition to participation in the relevant HoPS benchmarking group, the Planning Authority is a consistent contributor to the HoPS development management sub-committee and uses email networking through this to pursue issues and answer questions from other members. Both the meetings and the email network are valuable tools in receiving and distributing information on points of good practice as well as interpretation of planning law, including significant discussions on the status of Section 42 applications and permissions, model conditions for Windfarm developments and changes to historic environment legislation.

Part 3: Supporting evidence

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

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- How Good is Our Council?: self assessment of Policy & Projects and Development Management Services, 2015
- East Lothian Customer Care Charter
- East Lothian Customer Care Standards
- East Lothian Feedback Policy
- East Lothian Council Web Site: Planning Pages
- Planning: Service Plan 2014/15
- East Lothian Council Plan
- Single Outcome Agreement
- East Lothian Local Plan 2008
- Development Plan Scheme No 7, April 2015
- Design Standards for New Housing Areas, ELC, 2008
- Interim Guidance: Housing Land
- East Lothian Supplementary Landscape Capacity Study for Smaller Wind Turbines, 2011

- Development Frameworks for Blindwells New Settlement, Wallyford Settlement Expansion, Pinkie Mains (Musselburgh), Mains Farm/Gilsland (North Berwick), Letham Mains (Haddington), Hallhill South West (Dunbar)
- East Lothian Housing Land Audit 2014/15
- East Lothian Council Affordable Housing Policy
- Scheme of Delegation
- Scheme of Delegation List and Committee Expedited List Procedures
- Published Scottish Government Performance Figures
- East Lothian Council Planning Performance Figures
- Notes for Guidance for Submission of Applications

Part 4: Service Improvements 2015-16

In the coming year we will:

- *Complete the service review with amended structure and job descriptions and staff roles in relation to statutory and other functions of the service with further emphasis on improving timescales to determine major and complex applications*
- *Finalise and adopt IDOX workflow practices to facilitate electronic only working with efficiency gains*
- *Undertake further workshops with Agents engaged in the submission of planning applications and other statutory consents*
- *Set performance targets for registration and updating invalid applications*
- *Remove remaining legacy applications by withdrawal or determination*

Delivery of our service improvement actions in 2014-15:

Committed improvements and actions	Complete?
<p data-bbox="236 1697 256 1731">] </p> <ul style="list-style-type: none"> • <i>Complete a service review of management of the service, integrating development planning, development management and support staff under one manager in one location</i> • <i>Review completed and under assessment by HR, Finance and Unions prior to implementation</i> • <i>Single location project held up by corporate decisions on one service reception, relocation of other teams with office accommodation and change of personnel in space planning</i> 	<p data-bbox="1193 1574 1375 1765"><i>Partially, awaiting corporate work on relocation of other staff/services</i></p>
<ul style="list-style-type: none"> • <i>Complete a service review of staff roles in relation to statutory and other functions of the service with further emphasis on improving</i> 	<p data-bbox="1193 1921 1232 1955">No</p>

<p>timescales to determine major and complex applications</p> <p>]</p> <ul style="list-style-type: none"> • <i>Work complete within service but awaiting corporate assessment and clearance as above</i> 	
<p>]</p> <ul style="list-style-type: none"> • Procure necessary IT equipment and adopt workflow practices to facilitate electronic only working with efficiency gains for officers • <i>Tablet tested, seen as appropriate solution and acquired, final resolution of IDOX workflow control now being resolved. Approval of application reports through manager now handled electronically</i> 	Partially
<p>]</p> <ul style="list-style-type: none"> • Undertake workshop with Agents engaged in the submission of planning applications and other statutory consents • <i>Main Issues Report and Local Development Plan briefings have taken precedent with agents. Events to be scheduled for early 2016</i> 	No
<ul style="list-style-type: none"> • Set performance targets for registration and updating invalid applications • <i>Structure of line management for technicians requires corporate clearance of service review to come into effect</i> 	No, ongoing
<ul style="list-style-type: none"> • Remove all legacy applications by withdrawal or determination • <i>Moving into a third phase approach to deal with those where applicants/agents oppose the application being withdrawn; where the applications need to be determined there is significant workload issue. Third phase to deal with remaining applications to complete by September 2015</i> 	Ongoing

PLANNING PERFORMANCE FRAMEWORK
Part 5: Official Statistics

A: Decision-making timescales

Category	Total number of decisions 2014-2015	Average timescale (weeks)	
		2014-2015	2013-2014
Major developments	12	28.1	43.5 (6 cases)
Local developments (non-householder)	324	13.9	22.8 (331)
<ul style="list-style-type: none"> • Local: less than 2 months • Local: more than 2 months 	72.8% 27.2%	7.1 32.0	6.7 (68.3%) 57.6 (31.7%)
Householder developments	427	7.5	7.7 (517)
<ul style="list-style-type: none"> • Local: less than 2 months • Local: more than 2 months 	97.4% 2.6%	6.9 27.5**	6.6 (96.9%) 40.8 (3.1%)
Housing developments			
Major	6	28.1	55.4 (4)
Local housing developments	80	28.7	40.3 (90)
<ul style="list-style-type: none"> • Local: less than 2 months • Local: more than 2 months 	46.3% 53.8%	7.4 47.0	6.6 (47.8%) 71.2 (52.2%)
Business and industry			
Major	-	-	
Local business and industry	29	8.9	31.6 (36)
<ul style="list-style-type: none"> • Local: less than 2 months • Local: more than 2 months 	82.8% 17.2%	6.8 19.2	6.5 (61.1%) 71 (38.9%)
EIA developments	0	-	-
Other consents*	185	7.8	13.7 (209)
Planning/legal agreements**	13	50.2	121.1 (21)
Local reviews	7	11	12.6 (12)

* Consents and certificates: Listed buildings and Conservation area consents, Control of Advertisement consents, Hazardous Substances consents, Established Use Certificates, certificates of lawfulness of existing use or development, notification on overhead electricity lines, notifications and directions under GPDO Parts 6 & 7 relating to agricultural and forestry development and applications for prior approval by Coal Authority or licensed operator under classes 60 & 62 of the GPDO.

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

B: Decision-making: local reviews and appeals

Type	Total number of decisions	Original decision upheld			
		2014-2015 No.	2014-2015 %	2013-2014 No.	2013-2014 %
Local reviews	7	7	57.1	7	58.3
Appeals to Scottish Ministers	10	2	20.0	9	55.6

C: Enforcement activity

	2014-2015	2013-2014
Cases taken up	167	179
Breaches identified	56	45
Cases resolved	145	127
Notices served***	18	9
Reports to Procurator Fiscal	0	0
Prosecutions	0	0

*** Enforcement notices; breach of condition notices; planning contravention notices; stop notices; temporary stop notices; fixed penalty notices, and Section 33 notices.

D: Context

The improvement in results for major and local non-householder applications is encouraging. In both cases where applications took longer than the 4/2 month periods to determine, the reasons were where legal agreements were required and where it was appropriate to working with applicants on complex proposals cooperatively rather than moving to a quicker refusal.

Householder application results have been very good. Where any go over the 2 month period this is where an issue is under resolution with the applicant and where it would be unreasonable to move to a refusal within 2 months, or where applications are called in to Planning Committee.

Enforcement results show an improvement in number and proportion of cases resolved of those registered in the year. The number of actual cases resolved in the course of the year, including pre 2014-15 cases was 145.

Part 6: Workforce and Financial Information

The information requested in this section is an integral part of providing the context for the information in parts 1-5. Staffing information should be a snapshot of the position on 31 March. Financial information should relate to the full financial year.

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

Note: Tier 1= Chief Executive, Tier 2= Directors, Tier 3= Heads of Service, Tier 4= Managers

		DM	DP	Enforcement	Other
Managers	No. Posts	0	0	0	0
	Vacant	0	0	0	0
Main grade posts	No. Posts	8	4.6	1	3.5
	Vacant	0	0	1	0
Technician	No. Posts	1.5	1	0	0
	Vacant	0	0	0	0
Office Support/Clerical	No. Posts	0	0	0	4
	Vacant	0	0	0	0
TOTAL		9.5	5.6	2	7.5

Note: Managers are those staff responsible for the operational management of a team/division. They are not necessarily line managers.

Staff Age Profile	Number
Under 30	1
30-39	10
40-49	13
50 and over	1

Committee & Site Visits*	Number per year
Full council meetings	6
Planning committees	9
Area committees (where relevant)	n/a
Committee site visits	9
LRB**	6
LRB site visits	6

Notes:

*References to committees also include National Park Authority Boards. Number of site visits is those cases where visits were carried out by committees/boards.

**this relates to the number of meetings of the LRB. The number of applications going to LRB are reported elsewhere.

	Total Budget	Costs		Income***
		Direct*	Indirect**	
Development management	536000	448000	88500	550000
Development planning	640000	435000	205000	-
Enforcement	In DM figures	-	-	-
Other	-	-	-	-
TOTAL	1176000	883000	293500	550000

Notes:

* Direct staff costs covers gross pay (including overtime, national insurance and superannuation contribution). The appropriate proportion of the direct cost of any staff member within the planning authority spending 30% or more of their time on planning should be included in costs, irrespective of what department they are allocated to (for example, legal advice, administration, typing). Exclude staff spending less than 30% of their time on planning.

**Indirect costs include all other costs attributable to the planning service. Examples (not exhaustive) include accommodation, IT, stationery, office equipment, telephone charges, printing, advertising, travel & subsistence, apportionment of support service costs.

*** Include fees from planning applications and deemed applications, and recharges for advertising costs etc. Exclude income from property and planning searches.