



Heads of Planning Scotland

# **PLANNING PERFORMANCE FRAMEWORK**

**ANNUAL REPORT TEMPLATE & GUIDANCE NOTES**

**VERSION 5**

**31<sup>st</sup> MARCH 2016**

**DEADLINE FOR SUBMISSION OF PPF5 REPORTS TO THE  
SCOTTISH GOVERNMENT IS FRIDAY 29 JULY 2016**

## **Introduction**

The Planning Performance Framework is entering its fifth reporting year in a strong position, largely due to the commitment to continuous improvement and high quality reporting shown by authorities. Heads of Planning Scotland remains committed to the effective use of the framework in the drive towards consistently high quality planning services across the country.

The PPF has been designed to be flexible and to evolve as experience grows. The updates incorporated into this guidance and the 2015/16 template are the outcome of Scottish Government's assessment of 2013/14 and 2014/15 reports and wider discussions about performance between HoPS and the Scottish Government. The most significant changes are;

- the expansion of the indicators relating to development planning,
- an indicator relating to legacy cases
- the information required in development management – project planning

The guidance provided in Section 2 covers the PPF report and Performance Markers. These markers were agreed in 2013 through the Ministerial High Level Group on Performance and it is essential that your PPF report provides the information needed by the Scottish Government to consider your performance against the markers. This is your opportunity to provide the evidence and explanations in support of the performance story illustrated by the statistics. The text box at the end of Part 1, and section D in Part 5 are available for presenting this evidence.

HoPS is supporting performance improvement through benchmarking, particularly in terms of the four elements of high quality planning services set out in Part 2, this is a change from the previous eight elements, as HOPS and the Scottish Government decided that several of the markers could be consolidated to remove repetition. Authorities are encouraged to work within their SOLACE Benchmarking Family<sup>1</sup> and to refer to this work and associated outcomes in their PPF report. Notes of benchmarking meetings are available on the Heads of Planning Scotland Members Forum (Knowledge Hub Group).

If you have any comments on the Planning Performance Framework or the guidance, or would like information about how to access the Knowledge Hub, please email [hops@improvementservice.org.uk](mailto:hops@improvementservice.org.uk)

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<sup>1</sup> Family 1 – Eilean Siar, Argyll & Bute, Shetland Islands, Highland, Orkney Islands, Dumfries & Galloway, Aberdeenshire, Scottish Borders (Cairngorms NPA are also part of this group)  
Family 2 – Perth & Kinross, Stirling, Moray, South Ayrshire, East Ayrshire, North Ayrshire, East Lothian, Fife (Loch Lomond & Trossachs NPA are also part of this group)  
Family 3 – Angus, Clackmannanshire, Midlothian, South Lanarkshire, Inverclyde, Renfrewshire, West Lothian, East Renfrewshire  
Family 4 – North Lanarkshire, Falkirk, East Dunbartonshire, Aberdeen City, City of Edinburgh, West Dunbartonshire, Dundee City, Glasgow City

# **SECTION 1**

## **Annual report template**

**Part 1: National Headline Indicators (NHIs)**

<b>Key outcomes</b>	<b>2015-16</b>	<b>2014-15</b>
<p><b>Development Planning:</b></p> <ul style="list-style-type: none"> <li>• age of local/strategic development plan(s) (years and months) at end of reporting period <i>Requirement: less than 5 years</i></li> <li>• Will the local/strategic development plan(s) be replaced by their 5<sup>th</sup> anniversary according to the current development plan scheme? (Y/N)</li> <li>• Has the expected date of submission of the plan to Scottish Ministers in the development plan scheme changed over the past year? (Y-earlier/Y-later/N)</li> <li>• Were development plan scheme engagement/consultation commitments met during the year? (Y/N)</li> </ul>		
<p><b>Effective Land Supply and Delivery of Outputs*</b></p> <ul style="list-style-type: none"> <li>• Established housing land supply</li> <li>• 5-year effective housing land supply</li> <li>• 5-year housing supply target</li> <li>• 5-year effective housing land supply (<i>to one decimal place</i>)</li> <li>• Housing approvals</li> <li>• Housing completions over the last 5 years</li>   <li>• Marketable employment land supply</li> <li>• Employment land take-up during reporting year</li> </ul>	<p><b>units</b> <b>units</b> <b>units</b> <b>years</b></p> <p><b>units</b> <b>units</b></p> <p><b>ha</b> <b>ha</b></p>	

*\* the most up to date approved figures are to be supplied*

<p><b>Development Management</b></p> <p><b>Project Planning</b></p> <ul style="list-style-type: none"> <li>• Percentage of applications subject to pre-application advice</li> <li>• Number of major applications subject to processing agreement</li> <li>• Number of applications subject to other project plan</li> <li>• Percentage planned timescales met</li> </ul> <p><b>Decision-making</b></p> <ul style="list-style-type: none"> <li>• Application approval rate</li> <li>• Delegation rate</li> </ul>	<p style="text-align: center;">%</p> <p style="text-align: center;">%</p> <p style="text-align: center;">%</p> <p style="text-align: center;">%</p>	
<p><b>Decision-making timescales</b></p> <p>Average number of weeks to decision:</p> <ul style="list-style-type: none"> <li>• Major developments</li> <li>• Local developments (non-householder)</li> <li>• Householder developments</li> </ul>		
<p><b>Legacy Cases</b></p> <ul style="list-style-type: none"> <li>• Number cleared during reporting period</li> <li>• Number remaining</li> </ul>		
<p><b>Enforcement</b></p> <ul style="list-style-type: none"> <li>• time since enforcement charter published / reviewed (months) <i>Requirement: review every 2 years</i></li> <li>• number of breaches identified / resolved</li> </ul>		
<p><i>Text box: short contextual statement – focus on reasons/factors which have influenced performance and any increase/decrease</i></p>		

## PLANNING PERFORMANCE FRAMEWORK

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

<b>Quality of outcomes</b>
<b>Quality of service and engagement</b>
<b>Governance</b>
<b>Culture of continuous improvement</b>

### Part 3: Supporting evidence

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

### Part 4: Service Improvements 2016-17

In the coming year we will:

- 
- 
- 

Delivery of our service improvement actions in 2015-16:

<b>Committed improvements and actions</b>	<b>Complete?</b>
<b>[Commitment]</b> <ul style="list-style-type: none"><li>• <i>[Actions carried out / evidence]</i></li><li>•</li></ul>	<i>[Yes/No]</i>
<b>[Commitment]</b> <ul style="list-style-type: none"><li>• <i>[Actions carried out /evidence]</i></li><li>•</li></ul>	<i>[Yes/No]</i>
<b>[Commitment]</b> <ul style="list-style-type: none"><li>• <i>[Actions carried out /evidence]</i></li><li>•</li></ul>	<i>[Yes/No]</i>

**PLANNING PERFORMANCE FRAMEWORK**  
**Part 5: Official Statistics**

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

Category	Total number of decisions 2015-2016	Average timescale (weeks)	
		2015-2016	2014-2015
<b>Major developments</b>			
<b>Local developments (non-householder)</b>	(%)		
<ul style="list-style-type: none"> <li>Local: less than 2 months</li> <li>Local: more than 2 months</li> </ul>	(%)		
<b>Householder developments</b>			
<ul style="list-style-type: none"> <li>Local: less than 2 months</li> <li>Local: more than 2 months</li> </ul>	(%) (%)		
<b>Housing developments</b>			
<b>Major</b>			
<b>Local housing developments</b>			
<ul style="list-style-type: none"> <li>Local: less than 2 months</li> <li>Local: more than 2 months</li> </ul>	(%) (%)		
<b>Business and industry</b>			
<b>Major</b>			
<b>Local business and industry</b>			
<ul style="list-style-type: none"> <li>Local: less than 2 months</li> <li>Local: more than 2 months</li> </ul>	(%) (%)		
<b>EIA developments</b>			
<b>Other consents*</b>			
<b>Planning/legal agreements**</b>			
<ul style="list-style-type: none"> <li>Major: average time</li> <li>Local: average time</li> </ul>			
<b>Local reviews</b>			

\* 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 & 8 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			
		2015-2016		2014-2015	
		No.	%	No.	%
Local reviews					
Appeals to Scottish Ministers					

## C: Enforcement activity

	2015-2016	2014-2015
Cases taken up		
Breaches identified		
Cases resolved		
Notices served***		
Reports to Procurator Fiscal		
Prosecutions		

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

## D: Context

*Text box: short contextual statement – focus on reasons/factors which have influenced performance and any increase/decrease*



## 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
<b>Head of Planning Service</b>				

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

		DM	DP	Enforcement	Other
<b>Managers</b>	No. Posts				
	Vacant				
<b>Main grade posts</b>	No. Posts				
	Vacant				
<b>Technician</b>	No. Posts				
	Vacant				
<b>Office Support/Clerical</b>	No. Posts				
	Vacant				
<b>TOTAL</b>					

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	
30-39	
40-49	
50 and over	

<b>Committee &amp; Site Visits*</b>	<b>Number per year</b>
Full council meetings	
Planning committees	
Area committees (where relevant)	
Committee site visits	
LRB**	
LRB site visits	

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.

	<b>Total Budget</b>	<b>Costs</b>		<b>Income***</b>
		<b>Direct*</b>	<b>Indirect**</b>	
Development management				
Development planning				
Enforcement				
Other				
<b>TOTAL</b>				

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.

# **SECTION 2**

## **Guidance Notes**

## **Submission of the Report to the Scottish Government**

- Your annual PPF Report must be submitted to the SGplanning mailbox at: **chief.planner@gov.scot**
- The deadline for submission of reports is **Friday the 29<sup>th</sup> July 2016**
- The decision to put your report to committee is for each authority to consider however the timing of this should not mean your report is late in being submitted.

## **Part 1: National Headline Indicators (NHIs)**

### *Interpretation*

<b>DEVELOPMENT PLANNING*</b>	
<i>Age of local/strategic development plan(s) (years and months) at the end of the reporting period</i>	Number of years and whole months passed starting from date(s) existing local or strategic development plan(s) were adopted /approved.
<i>Will the local/strategic development plan(s) be replaced by their 5<sup>th</sup> anniversary according to the current development plan scheme?</i>	Using the development plan scheme in force on 31 <sup>st</sup> March at the end of the reporting year, is the expected adoption/ approval date of each plan less than 5 years after the date the current plan was adopted/approved?
<i>Has the expected date of submission of the plan to Scottish Ministers in the development plan scheme changed over the past year?</i>	Comparison of the development plan scheme at the start of the reporting period with the one in force at the end of the reporting period
<i>Were development plan scheme engagement/consultation commitments met during the year?</i>	Both the timing and nature of engagement should be considered here. Exceeding the commitments given in qualitative terms should not be seen as requiring a negative response. However, commitments missed by more than a month should be reported and justified.
<i>Established housing land supply(units)</i>	<p>This indicator will usually be captured by a Housing Land Audit on an annual basis. The most up-to-date figure should be given, with the base date also being reported. All housing tenures should be included.</p> <p>Established housing land supply: the total housing land supply including both unconstrained and constrained sites. This will include the effective housing land supply, plus the remaining capacity for sites under construction, sites with planning consent, sites in adopted local development plans and where appropriate other buildings and land with agreed potential for housing development</p> <p>Circular 2/2010 Glossary  <a href="http://www.scotland.gov.uk/Resource/Doc/212607/0103970.pdf">http://www.scotland.gov.uk/Resource/Doc/212607/0103970.pdf</a></p>
<i>5-year effective housing land supply (units)</i>	<p>This indicator will usually be captured by a Housing Land Audit on an annual basis. The most up-to-date approved figure should be given, with the base date also report. All housing tenures should be included.</p> <p>Effective housing land supply: the part of the established</p>

	<p>housing land supply which is free or expected to be free of development constraints, and will therefore be available for the construction of housing in the next 5 years.</p> <p>Circular 2/2010 Glossary  <a href="http://www.scotland.gov.uk/Resource/Doc/212607/0103970.pdf">http://www.scotland.gov.uk/Resource/Doc/212607/0103970.pdf</a>  SPP(2014) para 110 &amp; 125  <a href="http://www.scotland.gov.uk/Resource/0045/00453827.pdf">http://www.scotland.gov.uk/Resource/0045/00453827.pdf</a></p>
<i>5-year housing supply target (units)</i>	<p>This is the total number of additional homes (all tenure) that the development plan seeks over the following 5-year period. Under SPP(2014) this is called the housing supply target, although previously this was often referred to as the housing requirement. However, for the avoidance of doubt, it is not the housing land requirement which includes a margin of flexibility to ensure the housing supply target can be met. If the target is updated in light of historic completions, this should be specified.</p>
<i>5-year effective housing land supply (years supply to one decimal place)</i>	<p>Calculation of the 5-year supply using the figures provided above (5-year effective housing land supply &amp; 5-year housing supply target) using the following formula:</p> $= \left( \frac{\text{5-year effective housing land supply (units)}}{\text{5-year housing supply target (units)}} \right) * 5$ <p>SPP(2014) para 110 &amp; 125  <a href="http://www.scotland.gov.uk/Resource/0045/00453827.pdf">http://www.scotland.gov.uk/Resource/0045/00453827.pdf</a></p>
<i>Housing approvals (units)</i>	<p>Total number of units (all tenures) consented during the reporting period.</p>
<i>Housing completions over the last 5 years (units)</i>	<p>Total number of new homes (all tenures) completed over the preceding 5-year period.</p>
<i>Marketable employment land supply (hectares)</i>	<p>This indicator will usually be captured by a business or employment land audit on an annual basis. The most up-to-date figure should be given, with the base date also reported. Marketable employment land – land which as well as meeting business requirements, such land should have a secure planning status, be serviced or serviceable within 5 years, and be accessible by walking, cycling and public transport.</p> <p><b>SPP2 (2003)</b> para 10  (<a href="http://www.scotland.gov.uk/Resource/Doc/47007/0026443.pdf">http://www.scotland.gov.uk/Resource/Doc/47007/0026443.pdf</a>)  and <b>SPP (2014)</b> para 101  (<a href="http://www.scotland.gov.uk/Resource/0045/00453827.pdf">http://www.scotland.gov.uk/Resource/0045/00453827.pdf</a>).</p>
<i>Employment land take up during the reporting year (hectares)</i>	<p>Quantity of land removed from the marketable supply due to the start of work on site during the reporting year (or the most recent 12 month period available), specifying the period concerned.</p>

*Notes:*

*\*Planning Authorities should report on SDPs as well as LDPs if relevant. National Park Authorities should only report on their own plans. Housing figures should be reported by Housing Market Areas as well as Council Area or SDP Area where appropriate.*

<b>DEVELOPMENT MANAGEMENT</b>	
<i>Applications subject to pre-application advice</i>	Planning applications decided during the year on which the planning authority had provided pre-application advice to the applicant normally including written advice.
<i>Number of applications subject to processing agreement</i>	Applications decided during the year for which there had been a processing agreement, shared and understood and agreed between the applicant and planning authority, including a scheduled timetable for handling of the application.
<i>Number of applications subject to other project plan</i>	Applications subject to any other type of project plan.
<i>Application approval rate</i> <i>Delegation rate</i>	Percentage figures; to be provided by the Scottish Government (Analytical Services), drawn from the data provided by planning authorities.
<i>Decision-making timescales</i>	Average number of weeks from receipt of a valid planning application to decision. Figures to be provided by the Scottish Government (Analytical Services), drawn from the data provided by planning authorities. The figures used in the PPF report should be based on 'all applications' and not 'post – August 2009 applications'.
<i>Legacy cases</i>	Applications which are more than one year old. Provide details of the number of legacy cases cleared during the reporting period and the number remaining (as at 31 March).
<i>Time since enforcement charter published / reviewed</i>	Position as at 31 March. The number of months since the authority's enforcement charter was last published or reviewed and re-published. Include hyperlink to the latest version of the charter.
<i>Number of breaches identified / resolved</i>	Matters which the planning authority has recognised to be breaches of planning control during the year; along with a record of identified breaches that have been resolved either through negotiation or compliance with more formal enforcement action.

**Text box**

You can use the text box below the NHIs table to provide a short contextual statement, focussing on reasons/factors which have influenced your authority's performance and any increase or decrease on past results. Authorities should focus on decision making timescales, however this text box can also be used to provide relevant context for the development land supply and delivery figures, such as the area or percentage of land covered by environmental designations or national parks. It should be used to explain any obvious 'jumps' in figures between years whether this is housing land supply, housing approvals or other changes which would benefit from further context.

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

### **Changes for the 2015-16 PPF reports**

The measures in this section have been reduced in number to allow more concise reports.

The peer review exercise carried out for the 2014-15 PPF reports through benchmarking groups in autumn 2015 produced recommendations to simplify this part of the reports.

The former 8 sub-headings are now combined into 4 sub-headings.

1. Quality of outcomes – to include the previous headings:
  - a. High quality development on the ground
2. Quality of service and engagement – to include the previous headings:
  - a. Open for business
  - b. Certainty
  - c. Communications, engagement and customer service
3. Governance – to include the previous headings:
  - a. Efficient and effective decision-making
  - b. Effective management structures
  - c. Financial management and local governance
4. Culture of continuous improvement – this should focus on improvements and changes since the last PPF report.

This is not a prescribed format for every PPF report but rather a guide to key areas of evidence expected to be included in the report. Some consistency in format is useful to assist the assessment of performance and benchmarking activity.

### **General guidance**

Part 2 of the PPF report is where the qualitative evidence of performance should be provided. A good PPF will tell the story of your service's performance in the past year by

- being concise and focused – use lots of hyperlinks and references but keep the explanation short. Ensure that the narrative explains which measure of a quality planning service that you are addressing. Where relevant, link this to the key markers of performance.
- thinking about your audience – the PPF reports are now more directed towards a range of local stakeholders than as an audit report for Scottish Government scrutiny. It should read like an annual report. Ask for feedback from stakeholders and include quotations.
- using lots of case studies – these assist stakeholders' understanding of a quality service and provide a rich resource for identifying good practice through benchmarking with partners. Use a case study to evidence different measures of performance by cross referencing rather than by repetition.
- showing the journey of improvement – link back to the targets you set for the year and forwards to your next year targets. Be prepared to be honest and

critical, identifying areas where you can do better and address these in your service improvement plan for the year ahead (Part 4 of the PPF).

### **New sub-headings**

These are not prescribed lists. They are suggestions of performance evidence which have been drawn from benchmarking comparisons. They represent examples of possible areas which may be covered in each section but there may be other factors of performance that you consider are more appropriate to report under each of the sub-headings for your specific area.

### **Quality of outcomes**

The focus is on demonstrating the added value delivered by planning. Consider examples to illustrate performance, such as:

- in the context of the development plan, use case studies to show how planning policies and guidance have delivered high quality development on the ground
- the role of urban design panels, local award schemes, feedback from independent sources.
- local environmental improvements, regeneration and town centres activities and enhancements.

### **Quality of service and engagement**

Evidence under this subheading should demonstrate the planning service's positive actions to support sustainable economic growth, initiatives to work consistently with stakeholders and deliver a positive customer experience, such as:

- evidence of success from development plan action programmes, pre-application processes, policy in practice
- protocols and relationship management to ensure reliability of advice and working timescales with stakeholders
- clear project management for development planning
- communications strategy with customer service charters, customer surveys and local forums

### **Governance**

Performance measures under this subheading should illustrate how structures and processes are proportionate, effective and fit for purpose, such as:

- alignment of staffing resource, procurement and innovative working practices to address priorities
- strong collaboration between services, corporate working processes, shared services or joint working arrangements
- training of officers and members to support corporate working,
- use of lean processes to deliver efficiencies
- feedback from stakeholders about outcomes from ways of working.



## **Culture of continuous improvement**

Demonstrating a culture of continuous improvement should focus on how the past 12 months builds on evidence in the previous PPF and

- addresses the areas set out in the service improvement plan.
- evidences ongoing training of staff, management and members in priority areas
- clear vision and programme as basis for service improvements.

## **Part 3: Supporting evidence**

Explain (briefly) what information the authority has drawn on in compiling this report, such as:

- what customer input there has been which has influenced the report and/or authority actions;
- whether there has been any audit or management/process reviews, and the relevant findings;
- partnership work with others;
- formal and informal benchmarking;
- other Council reports and initiatives;

Include hyperlinks in the Supporting Evidence section and in the body of the main report, where possible.

## **Part 4: Service improvements**

### ***Service improvements in the coming year***

- Keep the focus on improvement activity rather than carrying out core/routine work or tasks
- Be clear about Service Improvement actions and their purpose - there should be a flow of information through the report from problem to solution.
- Aim to ensure that Service Improvement Commitments are SMART (Specific, Measurable, Achievable, Relevant and Time-Related).

State key commitments and actions for future service improvements, drawing on the results and findings from sections 1-2 and Appendix I. There is no maximum or minimum number of commitments to be made here – but it might be best to have a small number, focused on specific and practical service improvements.

### ***Delivery of service improvement actions committed in previous year***

Based on the service improvement plan from the previous year, report on the commitments made and the specific actions carried out in relation to each commitment, including any evidence of the results of those actions.

## **Part 5: Official Statistics**

### ***Decision-making timescales***

Information on decision-making timescales for planning and other applications will be provided by the Scottish Government (Analytical Services), drawn from the data provided by planning authorities. The figures used in the PPF report must be based on the 'all applications' timescale. You can simply copy/paste in the 2015-16 full year table we publish for the authority on the SG website. You can use the information you receive prior to its publication on the web.

<http://www.scotland.gov.uk/Topics/Statistics/Browse/Planning/Publications/plannaps2013annual>

It is important that the statistics give an accurate and reliable account of the timescales for handling applications. There will be an opportunity for planning authorities, when providing their data to the Scottish Government, to highlight particular cases where substantial, and clearly unavoidable, delays have occurred. Additionally, the planning authority should highlight at that time any applications where there has been written agreement between the authority and the applicant that no action should be taken on the application during a specified period. The figures provided by the Scottish Government for this section may therefore have been reasonably adjusted to provide a more accurate marker of performance.

For applications where the authority and applicant have agreed a timescale different from the 2 month and 4 month targets, for example where there are processing agreements in place, the statistics on decision times will be adjusted to reflect these agreements.

### ***Local reviews and appeals***

Information on local review and appeal decisions will be provided by the Scottish Government (Analytical Services), drawn from the data provided by planning authorities.

### ***Enforcement activity***

Enter the number of potential breaches of planning control investigated, the number of formal notices served, the number of reports passed to the Procurator Fiscal and the number of prosecutions led. Cases taken up are those where parties were formally notified in writing that enforcement action may be taken by the authority under Sections 127 – 137 of the T&CP (Scotland) Act 1997.

## **Part 6: Workforce and Financial Information**

The Workforce and Financial Information section is designed to be a snapshot of the authority's workforce at 31 March 2016, not an exhaustive HR exercise. The information required is intended to be basic information which should not be in anyway arduous or difficult to complete. It should be a head count of staff and as the notes suggest, where members of staff work over different policy areas they should be counted in the policy area where they have spent more time working. The financial information is based on the LFR7 return.

## **PERFORMANCE MARKERS**

The performance markers are set out below. Careful attention should be paid to these and they should be evidenced within the body of the PPF report.

### **DRIVING IMPROVED PERFORMANCE**

<b>Performance Marker</b>	<b>Measure</b>	<b>Source/Evidence</b>	<b>Policy Support</b>	<b>PPF</b>
1 Decision making: authorities demonstrating continuous evidence of reducing average timescales for all development types	TBC	Statistics and National Headline Indicators	Official Statistics and PPF reports	NHIs
2 Project management: offer of processing agreements (or other agreed project plan) made to prospective applicants in advance of all major applications and availability publicised on planning authority website	Y/N	PA to provide	Modernising the Planning System (Audit Scotland); SG website / template	NHIs; Quality of Service and Engagement;
3 Early collaboration with applicants and consultees on planning applications: - availability and promotion of pre-application discussions for all prospective applications - clear and proportionate requests for supporting information	Y/N  Examples	PA to provide	White Paper; Delivering Planning Reform; Planning Reform Next Steps	NHIs; Quality of Service and Engagement
4 Legal agreements: conclude (or reconsider) applications within 6 months of 'resolving to grant' *  <i>* this will require production of supporting guidance, following wider stakeholder input</i>	Reducing number of live applications more than 6 months after resolution to grant (from same time last year)	PA to provide	Official statistics; PPF reports; evidence of delays to major developments	Quality of Service and Engagement; Governance

5 Enforcement charter updated / re-published	Within 2 years	PPF report	Planning Act (s158A)	NHIs
6 Continuous improvement: - show progress/improvement in relation to PPF National Headline Indicators - progress ambitious and relevant service improvement commitments identified through PPF report	Progress on all commitments	PPF report	Delivering Planning Reform; PPF Report	Culture of Continuous Improvement; Service Improvement Plan

### **PROMOTING THE PLAN-LED SYSTEM**

<b>Performance Marker</b>	<b>Measure</b>	<b>Source/Evidence</b>	<b>Policy Support</b>	<b>PPF</b>
7 LDP (or LP) less than 5 years since adoption	Y/N	PPF report	Planning Act (s16); Scottish Planning Policy	NHIs; Quality of Outcomes; Quality of service and engagement
8 Development plan scheme demonstrates next LDP: - on course for adoption within 5-year cycle - project planned and expected to be delivered to planned timescale	Y/N Y/N	PPF report	Planning Act (s16); Scottish Planning Policy	NHIs; Quality of Outcomes; Quality of service and engagement
9 Elected members engaged early (pre-MIR) in development plan preparation	Evidence of activity	PA to provide		Quality of Service and Engagement Governance
10 Cross-sector stakeholders, including industry, agencies and Scottish Government, engaged early (pre-MIR) in development plan preparation	Evidence of activity	PA to provide		Quality of Service and Engagement Governance
11 Production of regular and proportionate policy advice, for example through supplementary guidance, on information required to support applications	Evidence of activity	PA to provide		Quality of Service and Engagement

## **SIMPLIFYING AND STREAMLINING**

<b>Performance Marker</b>	<b>Measure</b>	<b>Source/Evidence</b>	<b>Policy Support</b>	<b>PPF</b>
12 Corporate working across services to improve outputs and services for customer benefit (e.g. protocols; joined-up services; single contact; joint pre-application advice)	Examples from the year	PA to provide		Quality of Service and Engagement Governance
13 Sharing good practice, skills and knowledge between authorities	Evidence of activity to pass on and adopt good practice	PPF report	Delivering Planning Reform; Planning Reform Next Steps	Culture of continuous improvement

## **DELIVERING DEVELOPMENT**

<b>Performance Marker</b>	<b>Measure</b>	<b>Source/Evidence</b>	<b>Policy Support</b>	<b>PPF</b>
14 Stalled sites/legacy cases: conclusion/withdrawal of planning applications more than one year old	Reducing number of applications more than one year old (from same time last year)	Statistics from SG Analytical Services		Governance
15 Developer contributions: clear expectations - set out in development plan (and/or emerging plan,) and - in pre-application discussions	Y/N Examples	LDP PA to provide		Quality of service and engagement

Further information is provided below on markers 11 and 15, which call for evidence on policy advice and examples of developer contribution expectations respectively

### **Marker 11 – Regular and Proportionate Policy Advice**

Authorities need to provide clear evidence and information to demonstrate how this is being achieved and delivered. This could include the following:

- A description of published guidance and advice with reference to particular examples. If you have specific advice on information required to support applications, explain what this is and how it is proportionate. If applicable, provide evidence of where policy advice or guidance has been developed in response to particular issues. This could include feedback from customers, market conditions or to improve matters such as efficiency, certainty and consistency.
- Include feedback/customer testimonies, where possible.

- Use case studies/examples, where possible, to help demonstrate how the policy advice is regular and proportionate.
- Provide evidence that the policy complies with Circular 3/2012 and key themes promoted
- If you have protocols in place (for example a shared service), be sure to explain them.

### **Marker 15 – Developer Contributions**

Authorities need to be clear on how the LDP and supplementary guidance ensures this. Evidence could include the following:

- Examples/reference to the LDP policy/supplementary guidance specifically covering this and how it is clear, with a description of how it is applied in practice
- Aim to include reference to Circular 3/2012 on planning obligations and how the policy/supplementary guidance aligns with this.
- Explain and provide some evidence of how developer contributions are set out and achieved at pre-application stage – examples, case studies, customer feedback and testimony.