



**Planning Performance Framework**

**Annual Report**

**2011-12**

**PLANNING PERFORMANCE FRAMEWORK  
ANNUAL REPORT 2011-2012**



**1. National Headline Indicators (NHIs)**

<b>Key outcomes</b>	<b>2011-2012</b>	
<b>Development Planning:</b> <ul style="list-style-type: none"> <li>age of local/strategic development plan(s) (full years) <i>Requirement: less than 5 years</i></li> <li>development plan scheme: on track? (Y/N)</li> </ul>	<p><b>See below</b></p> <p><b>Y</b></p>	
<b>Effective Land Supply and Delivery of Outputs</b> <ul style="list-style-type: none"> <li>effective housing land: years supply</li> <li>effective housing land supply</li> <li>housing approvals</li> <li>effective employment land supply</li> <li>employment land take-up</li> <li>effective commercial floor space supply</li> <li>commercial floor space delivered</li> </ul>	<p><b>18 years</b></p> <p><b>32,164 units</b></p> <p><b>20,160 units</b></p> <p><b>2,276ha</b></p> <p><b>N/A</b></p> <p><b>N/A</b></p> <p><b>N/A</b></p>	
<b>Development Management</b> <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 or 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><b>25% (est)</b></p> <p><b>2</b></p> <p><b>50%</b></p> <p><b>93.2%</b></p> <p><b>93.8%</b></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>79.9</b></p> <p><b>17.1</b></p> <p><b>7.9</b></p>	
<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><b>24</b></p> <p><b>N/A</b></p>	
Notes:		
<b><i>Development Planning</i></b>		

Given the huge area covered by the Highland Council, a number of Local Plans are currently still in force. Key to our performance is the ongoing effort to reduce the number of Local Development Plans to ensure up to date plan coverage. The Highland-wide Local Development Plan was adopted early in 2012 and is one of the first LDPs in Scotland to be adopted after following the new procedures (including Examination). Further information is given below.

Plan	Status at 31 March 2012	Date adopted/ approved	Number of full years passed
Badenoch and Strathspey Local Plan	Adopted	11 September 1997	14
Nairnshire Local Plan	Adopted	21 December 2000	11
Caithness Local Plan	Adopted	12 September 2002	9
Inverness Local Plan	Adopted	2 March 2006	6
Wester Ross Local Plan	Adopted	29 June 2006	5
Ross and Cromarty East Local Plan	Adopted	8 February 2007	5
Sutherland Local Plan	Adopted	24 June 2010	1
West Highland and Islands Local Plan	Adopted	9 September 2010	1
Highland-wide Local Development Plan	Intention to Adopt	5 April 2012	0
Inner Moray Firth Local Development Plan	Pre MIR publication	-	-
Caithness and Sutherland Local Development Plan	Pre commencement	-	-
West Highland and Islands Local Development Plan	Pre commencement	-	-

The timescales in the Development Plans Scheme were generally met, albeit that slippage is regularly reported to the Planning Environment and Development Committee.

### ***Effective Land Supply and Delivery of Outputs***

No figures are available for employment and commercial land take up. This is contained within the Council's Improvement Plan (Section 4) so that figures will be available for the next PPF.

### ***Development Management***

The major development average timescales reflect the complex nature of many of these applications, particularly in Highland Council area where there is a high number of large renewable energy schemes. Further information is available on request.

An estimate in relation to pre-application advice has been provided, which reflects the developing nature of our pre-application advice service. A growing number of planning applications are subject to the more formal pre-application advice. In 2011/12 a total of 25 major application pre-application advice packs and a total of 761 local pre-application advice packs were issued. In 2012/13 we will be able to more accurately report how many of these

were translated into planning applications and track whether this led to a more streamlined system.

All major applications do not yet have an accompanying Processing Agreement – this will be implemented during the course of 2012/13 to enable reporting in next years PPF.

***Enforcement***

We are progressing a review of the Enforcement Charter and will be bringing a report to the Planning Environment and Development Committee in due course. This review will ensure a more comprehensive system is in place for the monitoring and reporting of enforcement cases.

## PLANNING PERFORMANCE FRAMEWORK

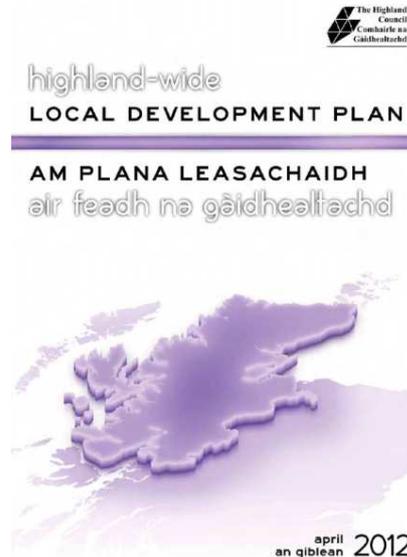
### 2. Defining and measuring a high-quality planning service

Open for  
business

#### **Planning Policy & Guidance**

We have published a Highland-wide Local Development Plan Action Programme. To date, the action programme has delivered a number of key supplementary guidance documents, information and research, the Highland Core Path Plans and, importantly, adoption of the Highland-wide Local Development Plan itself to support the sustainable economic growth of the area.

Our Development Plan Scheme clearly sets out how and when members of the public can get involved in the development planning process, as well as setting out the level of service customers should expect from the development plans team. Involvement is also encouraged and facilitated through use of social media, including Twitter, Facebook and our own Development Planning in Highland blog.



#### **Development Management**

We have worked in partnership with Historic Scotland to allow the Removal of Duty to Notify for certain types of Category B listed building consent applications. The Council has also signed and committed to a Partnership Management Agreement with Rio Tinto Alcan and Historic Scotland.

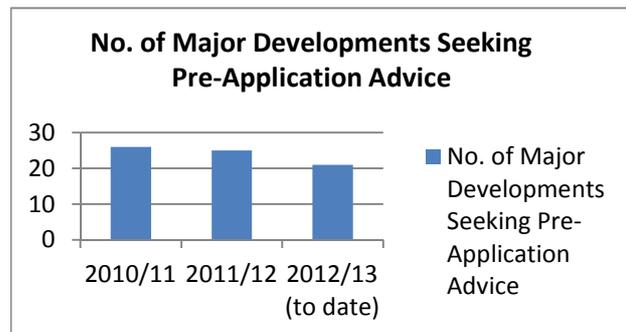
We have introduced new Service-wide processes for handling scoping requests under the Environmental Impact Assessment regulations and permitted development enquiries; these changes, which include use of our ePlanning system, result in a more streamlined, effective and transparent process.

We have continued to deliver an effective and efficient Pre-Application Advice Service for Major Developments and we have now introduced a similar service for Local Developments. These services are resourced and delivered in

partnership with other services and public bodies.

Take-up for both of these pre-application services has been excellent and interest and use continues to grow. During 2011/12 761 local pre-application packs were issued. The first half of 2012 saw 637 local pre-application requests lodged with the service and some 92% of these were processed within the target 6-week period.

In 2011/12 a total of 25 proposals came through the Pre-Application Advice Service for Major Developments, 100% of these were dealt with within a 4 week period. The Pre-Application Advice Service has also been a source of income generation for the Council contributing over £19,000 to the Service in 2011/12. This service also received a Commendation at the Scottish Awards for Quality in Planning, a COSLA Excellence Award (Silver), a Highland Council Quality Award and a Homes for Scotland Award in 2011/12.



### ***Developer Contributions***

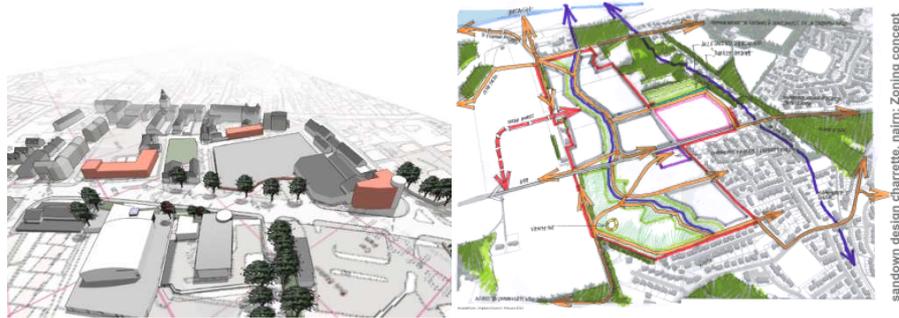
The Council has appointed a Planning Gain Negotiator, detached from the Planning and Development Service, to secure developer contributions. A single point of contact for contributions injects improved certainty, consistency and speed into the system.

*High quality development on the ground*

### ***Development Plans***

The Highland-wide Local Development Plan contains policies on Sustainable Design and Design Quality & Place-Making. They also allow the future preparation of supplementary guidance on Public Art and Residential Design & Layout both of which will provide detailed guidance and developer requirements related to quality placemaking.

We continue to use innovative techniques to engage local communities in designing their own settlements. Quality placemaking is as much about fit with the local community as well designed buildings. We used the charrette - architect facilitated workshop - technique for two sites in Nairn to inform development briefs issued during the 2011/12 year. One for the town centre and one for a large peripheral expansion area at Sandown. The outcome for both sites was a better mix of land uses, active travel connections and layouts more respectful of local context than would otherwise have been achieved.



### ***Development Management***

We strive to provide design improvements through the planning application process. In doing so we involve a range of design interests in promoting and encouraging higher quality developments. The evidence section contains an example of where this has been used to good effect.

We have 'added value' to and promoted developments that have won awards during the 2011/12 year. Some examples are given in the evidence section below. The Council is a supporter and sponsor of the Inverness Architects Association Design Awards.

#### ***Certainty***

The pre-application advice service detailed above provides certainty to the development industry over the likely outcome of a planning application. For major development all of the key agencies are fully engaged in the process and their views are included within the packs which are issued.

We hold regular major application monitoring meetings which aim to identify likely decision timescales. This existing procedure will assist the implementation of Processing Agreements over the course of this year.

Standard Conditions have been developed and are now being implemented to avoid delay and provide greater certainty.

We have prepared a UNIFORM manual which details how key tasks are to be undertaken by staff in processing planning applications. This will provide consistency of approach across our large area. This has been shared with other north of Scotland planning authorities.

A validation checklist is being developed to assist with achieving an increase in the quality of planning submissions. This is an area of work identified in our Improvement Plan.

#### ***Communications, engagement and customer service***

Our Customer Migration project, whereby first-time contact with the Service is processed by a central call centre, continues to be rolled out. Basic advice, forms and guidance notes can be issued by the call centre team to assist customers, and more detailed enquiries are passed to the most appropriate point of contact within the service; this helps us target resources effectively and efficiently, and ensures that a consistent level of service is offered. 184 complaints were received during 2011/12. 9% of these were upheld.

The Planning and Development Service have in place an Enforcement

Charter and a Development Plans customer service charter setting out the standards customers should expect.

We hold twice yearly Focus Groups with local agents to keep them up to date with policy and procedures and to gather feedback on performance and suggestions for improvements and we hold specific training events for community councils to help them gain a better understanding of the planning system and how they can get involved.

We have identified the strengths and weaknesses of our website and have put in place a programme of works to make information more accessible and to make the website more user friendly, for example Planning and Building Standards now have a joint homepage. We have held workshops with planning consultants and agents to maximise the use of e-planning. We have also increased our use of Social Media (use of a blog, Facebook and Twitter) to provide information on Development Plans and will expand this further in the future.



We continue to have Crystal Mark Status on our Development Plan Scheme and we are committed to making our development plan documents easy to read and understand. We also provide all headings in our publications in English and Gaelic.

*Efficient and effective decision-making*

The Council has two Area Planning Committees, North and South, which meet once a month. The Planning Review Body meets every six weeks. In 2011/12, Committee dealt with 212 planning applications, 25% of which were Council developments. Meetings are webcast and archived.

Regular meetings are held between senior staff and case officers to review case work and current applications. These are aimed at identifying issues and resolving potential constraints or challenges. Where solutions are found this may result in revisions to a current scheme, or a proposal being supported and not refused. We have recently introduced a new tab on our Uniform database to record such instances where these have taken longer than 2 months to determine in order that we can monitor and record this and the reasons for it.

We are working towards ensuring that all major applications have an accompanying processing agreement entered into to give confidence and establish an agreed timescale and commitment for dealing with these.

*Effective management structures* The development management function across Highland operates from 8 locations: Headquarters, Inverness, Kingussie, Fort William, Portree, Dingwall, Golspie and Wick. Almost 94% of our applications are dealt with under our scheme of delegation.

The increasing use of the eplanning system allows work to be moved around the area. The Council has invested in new software which will allow more efficient management of the different tasks in the processing of planning applications.

The Council's PDP process allows training needs to be fully assessed. Targeted training is provided where necessary.

We work in close partnership with key agencies and other local authorities. Training was undertaken earlier in 2012 with all of the Community Councils in Highland. We have worked closely with Inverness Business Improvement District in the preparation of an Inverness City Centre Development Brief.

*Financial management and local governance* The Planning & Development Service identifies key actions required to meet the Council's corporate objectives and these are used to ensure that appropriate resources are directed to the Service. The Service Plan is being amended to reflect the new Programme for the Administration.

The Council has a Consultancy Framework contract in partnership with other local authorities in the north of Scotland. This contract allows call-offs to be made against three preferred suppliers and has been used to deliver charrettes in Nairn and Inverness.

*Culture of continuous improvement* We strive to become more efficient and innovative in everything we do. E-planning has formed an increasingly important part of the Service. Becoming more transparent and accountable is crucial. We have introduced webcasts of committees and the Planning Review Body, together with E-Planning and OLDP we provide an increasing amount of information online.

By working closely with our elected members we ensure that they are provided with regular updates on planning related matters. This is done through joint training or briefing at Ward Business Meetings.

As set out elsewhere in this Framework, each staff member has created a plan for ongoing personal and work-related development, through their Personal Development Programme. Emphasis is placed on social events which help to introduce people to and create stronger relationships between staff. The provision of the latest technology (including video and teleconferencing facilities) enables our employees to work efficiently.

In becoming more sustainable, consultations are undertaken online with savings through reduced print and postage costs.

### **3. Supporting evidence**

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

#### **Highland-wide Local Development Plan and Action Programme**

<http://www.highland.gov.uk/yourenvironment/planning/developmentplans/HighlandWideLocalDevelopmentPlan.htm>

#### **Our Suite of Supplementary Guidance**

<http://www.highland.gov.uk/yourenvironment/planning/developmentplans/developmentplanpolicyguidance/>

#### **Highland Development Plan Scheme**

<http://www.highland.gov.uk/yourenvironment/planning/developmentplans/developmentplanscheme.htm>

#### **Development Planning in Highland Blog**

<http://hwldp.blogspot.co.uk>

#### **Twitter**

<http://twitter.com/highlanddevplan>

#### **Facebook**

<http://www.facebook.com/highlandLDPs>

#### **Planning Advice Note for Small Scale Business Developments**

<http://www.highland.gov.uk/NR/rdonlyres/DFC3498E-3998-439B-B768-BF859849D9B7/0/FinalAdviceNote.pdf>

#### **Protocol for handling planning applications for people with disabilities**

<http://www.highland.gov.uk/NR/rdonlyres/105CCC98-8B7E-47DE-8968-81E6ABFE4FCB/0/FINALProtocolforHandlingPlanningApplicationsforPeoplewithDisabilities.pdf>

#### **Development Management Guidance Notes**

<http://www.highland.gov.uk/yourenvironment/planning/developmentplans/developmentplanpolicyguidance/Otherplanningguidance.htm>

#### **Pre-Application Advice Services**

<http://www.highland.gov.uk/yourenvironment/planning/planningapplications/PreAppAdviceService.htm>

#### **Customer Migration**

<http://www.highland.gov.uk/yourcouncil/news/newsreleases/2012/February/2012-02-29-03.htm>

#### **Planning and Development Service Enforcement Charter**

<http://www.highland.gov.uk/yourenvironment/planning/planningapplications/UnauthorisedDevelopment.htm>

#### **Development Plans customer service charter (within Development Plan Scheme)**

<http://www.highland.gov.uk/yourenvironment/planning/developmentplans/developmentplanscheme.htm>

## **Development Plans Customer Satisfaction Survey**

<http://www.surveymonkey.com/s/X89YVTY>

We continue to use the national standards for involving the community set out by the Scottish Government in Planning Advice Note 3/2010: Community Engagement and Planning Aid Scotland's Scottish Planning = Effective Engagement and Delivery. We seek feedback on our methods of public consultation as part of our Development Plan Scheme so that we can continually refine our engagement methods. We have worked to increase our engagement with hard to reach groups with increased and innovative consultation with disability access groups, gypsy/travellers and young people. We have used innovative approaches to consultation, attending a local agricultural show, a music festival, and using a Charrette to develop a development brief for Sandown, Nairn.

### **Online customer survey at the bottom of all e-mail signatures:**

*Please take our customer survey by clicking on this link*  
<https://www.surveymonkey.com/s/QCMC9GD>

### **Corporate complaints procedure**

<http://www.highland.gov.uk/comments?id=comments>

### **Sandown, Nairn Charrette**

<http://www.highland.gov.uk/yourenvironment/planning/developmentplans/localplans/sandowndevelopmentbrief.htm>

### **Development on the Ground**

A planning application was refused for the development of a block of flats and retail units in a prominent Inverness city centre location largely on design grounds. A fresh application was submitted following extensive pre-application discussions with a range of interested parties, including the Inverness Design Review Panel (PLACE), the Inverness Civic Trust, Inverness Business Improvement District and the Council. The result was an application much improved in design quality that was approved in early 2012.

High quality and sustainable economic development are evidenced during the 2011/12 year by the start of site servicing at the University of the Highlands & Islands Campus at Beechwood, Inverness which will include high standards of energy efficient design, active travel connections and sustainable flood storage.

Castle Stuart Golf Course hosted the Scottish Open for the first time in 2011 as a culmination of its planning application and construction process. It is ranked within the top 100 in the world despite being open to the public for less than 3 years. It has been developed without adverse impacts to the nationally and internationally designated sites adjacent to the development and its club house is of high architectural quality.

Scottish Home Awards 2011 – Rural Development of the Year - development of 24 houses, Lochalsh and Skye Housing Association, Plockton

<http://www.scottishhomeawards.com/>

RIAS Andrew Doolan Awards Finalist 2011 – The Brochs of Coigach, Achiltibuie, Ross-shire  
<http://www.rias.org.uk/awards/doolan-award/2011-awards/the-brochs-of-coigach-achiltibuie/>  
Saltire Housing Design Awards 2011 Residential Commendation – Passive House Terrace, Milton of Leys, Inverness

Saltire Housing Design Awards 2011 Commendation – The Secret Garden  
[http://saltirehousingdesignawards.com/view\\_item.aspx?item\\_id=50169&add\\_cat=2011](http://saltirehousingdesignawards.com/view_item.aspx?item_id=50169&add_cat=2011)

### Scheme of Delegation:

<http://www.highland.gov.uk/yourcouncil/committees/committeeinformation/schemeofdelegation/>

### Planning Review Body in Highland

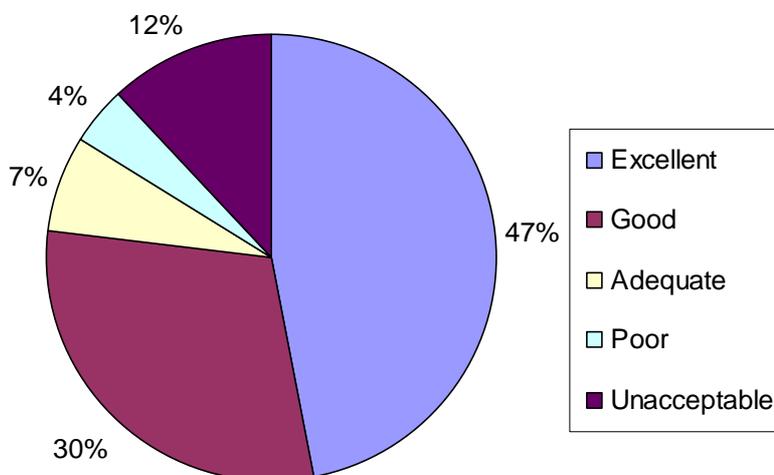
<http://www.highland.gov.uk/yourcouncil/committees/planningreviewbody/>

<http://www.highland.gov.uk/yourcouncil/committees/committeeinformation/frequentlyaskedquestions/faqs.htm>

### Customer Feedback

Customer feedback has been received over the course of the last year across the range of planning services, using a survey monkey link at the bottom of e-mails. There were 101 comments made through the online link over the course of the last year. More than 75% of respondents rated the service they received from us as Good or Excellent.

**How would you rate the service you receive from us?**



16 % of respondents rated the service they received as Poor or Unacceptable. The main reasons behind this were delays/length of planning process and a lack of consistency during the planning process but other reasons given included a lack of communication/explanation, that planners favour developers over the public, unhelpful staff, difficulties contacting the planning department and issues with ePlanning/the Council website. The survey has identified a number of potential improvements that can be addressed over the course of this year.

Customer feedback on the pre application advice service has been very encouraging. In response to the 26 feedback forms received during this period, all considered the response

to be useful, accessible and easy to understand. Over 73% were satisfied with the time taken to respond whilst 85% were satisfied with the way their enquiry was processed. Comments were almost universally in praise. Where observations for improvements were made these related predominantly to the timescale being 6 weeks which was considered too long by some and that other council services should also participate. Both aspects are under consideration by the Service at present.

**RTPI – Highlands and Islands Chapter**

<http://www.rtpi.org.uk/the-rtpi-near-you/rtpi-scotland/chapters/highlands-and-islands/>

**Webcast of Committees**

<http://www.highland.public-i.tv/core/>

#### **4. Service improvements: 2012-13**

In the coming year we will:

##### **Open for Business**

- *Deliver to the timescales set out within the Development Plan Scheme*
- *Improve our processes and procedures to continue to deliver 100% of Major Development Pre-application advice service within 4 weeks*
- *Improve our processes and procedures to deliver 90% of local Pre-application advice packs within 6 weeks (and work towards a 4 week determination timescale for implementation 2013/14)*
- *Improve our processes and procedures to determine 65% of all Planning Applications determined within 2 months*
- *Improve our processes and procedures to determine 85% of householder planning applications within 2 months*

##### **High Quality Development on the Ground**

- *Work with partners to ensure the effective operation of the PLACE Design Review Panel in Inverness*
- *Provide evidence of high quality designs being approved and implemented*
- *Carry out a formal review of the Enforcement Charter and put in place processes and procedures to support implementation.*

##### **Certainty**

- *Implement the protocols for Enterprise Areas and assist in the delivery of development on the ground in these areas*
- *Ensure that all Major Development proposals are accompanied by Processing Agreements by end of 2012*
- *Develop a Protocol with other services/agencies for delivery of joint consents e.g. Road Construction Consent or Hydro Scheme CAR Licence applications*
- *Provide better information to developers on the standards of information expected to accompany planning applications (validation checklist)*
- *Monitoring database to be further developed for employment and commercial developments*

##### **Communications, engagement and customer service**

- *Increase number of planning applications submitted electronically by actively promoting the e-planning system*
- *Provide evidence of efforts to engage with hard to reach groups*
- *Deliver Focus Groups for Planning across the Highland area during 2012/13*

### ***Financial Management and Local Governance***

- *Put in place a procedure for time recording of 5% of planning applications to be implemented in last quarter of 2012/13*

### ***Culture of continuous improvement***

- *Ensure that all staff have PDPs delivered and the Service Training Plan produced and implemented.*

Delivery of our service improvement actions in 2011-12:

Committed improvements and actions	Complete?
<p>A review of the Personal Development Planning (PDP) process to ensure that there is greater staff involvement in identifying our training needs</p> <ul style="list-style-type: none"> <li><i>PDPs undertaken for all staff, which identifies the key business objectives for 2012/13 and personal training and development priorities.</i></li> </ul>	Yes
<p>The development of a training plan for the Service based on the job specific competencies as identified through PDP process</p> <ul style="list-style-type: none"> <li><i>Based on the PDPs, a Service training plan is being developed and will be complete by October 2012.</i></li> </ul>	No
<p>Briefing visits to be scheduled twice yearly for senior/middle management in order to cascade information and training to all staff on a geographical or functional basis.</p> <ul style="list-style-type: none"> <li><i>Regular visits carried out by Area Managers and Head of Service.</i></li> <li><i>Monthly e-mail updates sent to all staff following management team meetings.</i></li> <li><i>Training events held for all planning and support staff.</i></li> </ul>	Yes
<p>A review of our induction process and link to specific job competencies for staff</p> <ul style="list-style-type: none"> <li><i>Not yet complete – rolled forward in review of Public Service Improvement Framework action plan</i></li> </ul>	No
<p>A review of the complaints process within the Service, ensuring staff and co-ordinators are aware of and are implementing the correct complaints procedure</p> <ul style="list-style-type: none"> <li><i>Highland Council has undertaken a review of the corporate complaints procedure and the planning service is integrated into this.</i></li> <li><i>A new Customer Service Officer for the Planning &amp; Development Service has been appointed to assist with the delivery of our new procedures for customer feedback.</i></li> </ul>	Yes
<p>Identify appropriate customer measures and targets;</p> <ul style="list-style-type: none"> <li><i>Not yet complete – rolled forward to 2012/13</i></li> </ul>	No
<p>Strengthening the service planning process by engaging with a wider range of staff from within the Service to identify and incorporate service specific actions/measures within the Service Planning process</p> <ul style="list-style-type: none"> <li><i>Not yet complete – new Service Plan being developed and reported to the Planning Environment and Development Committee in November 2012</i></li> </ul>	No
<p>Identification/development of defined performance indicators to measure community perceptions</p> <ul style="list-style-type: none"> <li><i>Not yet complete – rolled forward in review of Public Service Improvement Framework action plan</i></li> </ul>	No
<p>Improvement of key performance indicators by 5% in 2011/12</p>	Yes

<ul style="list-style-type: none"> <li>• <i>Improved performance management arrangements put in place.</i></li> <li>• <i>Percentage of all planning applications determined within 2 months improved by 7% in 2011/12</i></li> </ul>	Yes
<p>A review of the enforcement service across Highland;</p> <ul style="list-style-type: none"> <li>• <i>Review has been undertaken and additional staff resources identified to deliver the Council's Enforcement Charter.</i></li> <li>• <i>A further review is planned during 2012/13 and will report to the Planning Environment and Development Committee.</i></li> </ul>	No
<p>The development of indicators to reflect the input of quality in development proposals;</p> <ul style="list-style-type: none"> <li>• <i>Not yet complete – rolled forward in review of the Public Service Improvement Framework action plan</i></li> </ul>	Yes
<p>The development of indicators for responses to pre-application discussion to improve response times to our customers.</p> <ul style="list-style-type: none"> <li>• <i>Major and Local pre-application processes have been developed and delivered. Both are operating very well and feedback is excellent – see Section 1.</i></li> </ul>	Yes

**PLANNING PERFORMANCE FRAMEWORK  
OFFICIAL STATISTICS**

**Decision-making timescales**

Category	Total number of decisions 2011-2012	Average timescale (weeks)	
		2011-2012	2012-2013
<b>Major developments</b>	21	79.9	
<b>Local developments (non-householder)</b>			
• Local: less than 2 months	53.9%	6.6	
• Local: more than 2 months	46.1%	29.3	
<b>Householder developments</b>			
• Local: less than 2 months	82.5%	5.9	
• Local: more than 2 months	17.5%	17.7	
<b>Housing developments</b>			
<b>Major</b>	6	138.7	
<b>Local housing developments</b>			
• Local: less than 2 months	48.1%	6.8	
• Local: more than 2 months	51.9%	32.5	
<b>Business and industry</b>			
<b>Major</b>	4	64.4	
<b>Local business and industry</b>			
• Local: less than 2 months	67.2%	6.8	
• Local: more than 2 months	32.8%	32.5	
<b>EIA developments</b>	11	19.5	
<b>Other consents*</b>	334	12.0	
<b>Planning/legal agreements**</b>	57	75.8	
<b>Local reviews</b>	46		

\* 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 1973 or section 69 of the Local Government (Scotland) Act 1973

## Decision-making: local reviews and appeals

Type	Total number of decisions	Original decision upheld			
		2011-2012 No.	2011-2012 %	2012-2013 No.	2012-2013 %
Local reviews	42	28	67%		
Appeals to Scottish Ministers					

## Enforcement activity

	2011-2012	2012-2013
Cases taken up	330	
Breaches identified		
Cases resolved		
Notices served***	37	
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.

## Context

There has been an improvement in the speed of decision making over the last financial year, and this trend is continuing in 2012/13. Given the large rural nature of Highland, there are logistical challenges associated with site visits and service delivery, but these are being addressed as part of the service improvement plan.

The Council also has a high number of complex renewable schemes which by their very nature comprise large amounts of information and generate significant representations. The Council is committed to reducing the length of time taken to process major applications through the use of processing agreements and greater emphasis on pre-application consultation with the Council and other partner agencies.

As set out elsewhere in this PPF, enforcement remains a priority for the Council and will be subject to review over the 2012/13 period.

### WORKFORCE AND FINANCIAL INFORMATION

The planning functions of Highland Council are carried out by the Planning & Development Service. The Director of Planning & Development is Stuart Black who is responsible for the Service as a whole. The Planning & Building Standards function is managed by Malcolm Macleod, the Head of Planning & Building Standards.

The Planning & Development Service's Revenue Budget for 2012/13 is £7.868m. The income for 2012/13 is £3.641m which includes:

Planning Fees	-	£1.738m
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We handle between 3,500 and 4,500 planning applications per year. Over 50% of these are submitted electronically through our e-planning system.

The Development Management function is carried out by 45 members of staff working out of 8 offices – HQ, Inverness, Kingussie, Fort William, Portree, Wick, Golspie and Dingwall. These offices are managed by Allan Todd, Area Planning Manager – South and Dafydd Jones, Area Planning Manager – North.

The Development Plans team is based at Headquarters in Inverness, and is managed by the Development Plans Manager Scott Dalgarno. This comprises 16 members of staff, including a Research & Information team and technical support.