2018

PLANNING
Performance Framework

Shetland
Islands Council

PLANNING PERFORMANCE FRAMEWORK

Shetland Islands Council

2017-2018

INTRODUCTION

The Planning Performance Framework (PPF) is the Planning Authorities annual report on the planning service. The PPF was developed by the Heads of Planning Scotland (HOPS) and the Scottish Government to provide a document with a range of qualitative and quantitative indicators to document planning activities.

The PPF is entering its seventh reporting year. While the Planning (Scotland) Bill will in future mean planning performance reporting may change format HOPS remains committed to the effective use of the framework in the interim in the drive towards consistently high quality planning services across the country.

We seek input from councillors during the process – our performance is reported to Councillors and senior officials at our quarterly performance reporting committee meetings; and the Ministerial response and RAG assessment is reported to Councillors which in itself contributes to setting future priorities and commitments. Our regular Planning Team Meetings and individual Service meetings, and regular meetings with other council services and external bodies provide forums to discuss areas of concern and ideas for improvements.

Unfortunately our undoubted commitment to service improvement and delivery is jeopardised by our recruitment crisis. Currently we have failed to recruit to:
One Team Leader
3.4 FTE Development Management officers
2 FTE Development Planning Officers

Discussions have been ongoing for over a decade (at least) on funding the planning system and increase in fees. This does not address the situation that we face - we have had posts that have been empty for years and an increase in fees will not address that matter.
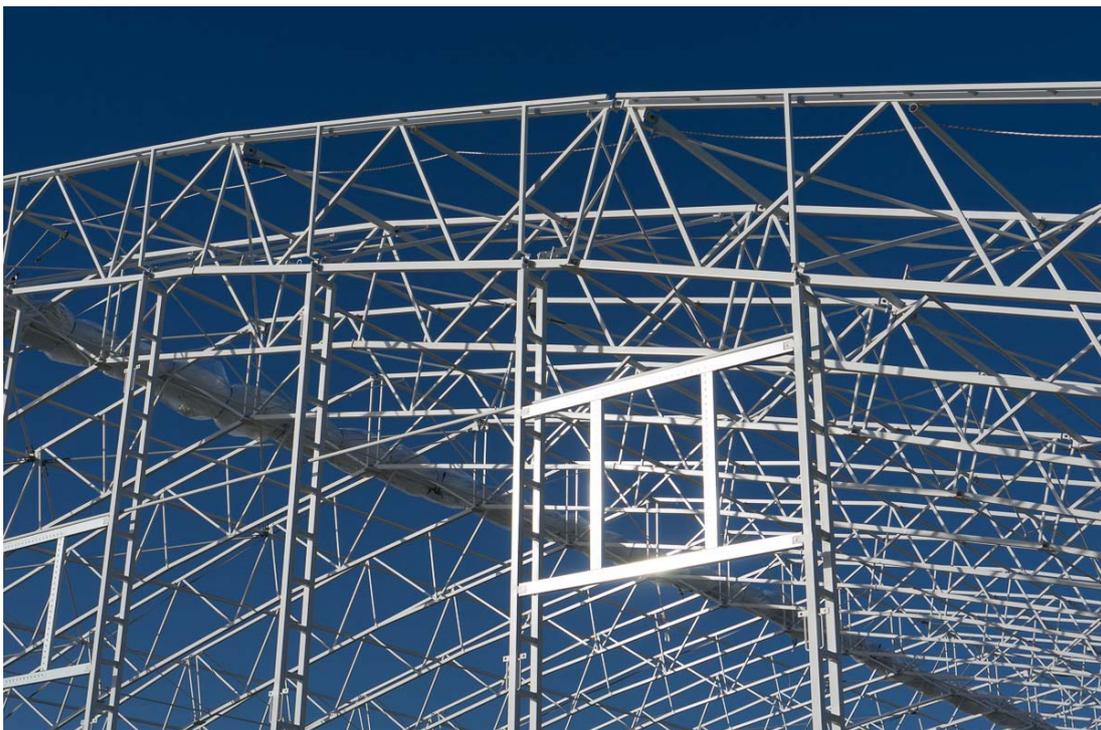
Case Studies

The case studies highlight some of the excellent work being undertaken by the Planning Service. Much of this work will be ongoing for several years.

The template makes reference to "Key Markers" – information on these is available at the end of this document.

Case Study Title:	
Staney Hill Masterplan	
Location and Dates:	
Lerwick 2016-18	
Elements of a High Quality Planning Service this study relates to (please select all that apply)**:**	
• Quality of outcomes	
• Quality of service and engagement	
Key Markers (please select all that apply)**:**	
2, 3, 12,	
Key Areas of Work (please select/delete all that apply, as appropriate)**:**	
• Design	• Interdisciplinary Working
• Masterplanning	• Collaborative Working
• Housing Supply	• Placemaking
• Affordable Housing	• Place Standard
•	• Project Management
Stakeholders Involved (please select/delete all that apply, as appropriate)**:**	
• General Public	• Authority Planning Staff
• Local Developers	• Authority Other Staff
• Key Agencies	•
Overview:	
Master plan for the development of the largest housing project in Shetland for many decades. The project involved working closely with the developer, the Hjaltland Housing Association ad their project team. The Planning Service led the engagement with other council services, key stakeholders and the public and through the ADS design meetings.	
Goals:	
The site was identified in the Local Development Plan. The intention was to ensure that not only did we ensure delivery of affordable housing, but that place making was critical to the success of the project.	
Outcomes:	
The masterplan was adopted as Council policy. The next stages are underway now. Full details of engagement, the masterplan and Council adoption at http://www.shetland.gov.uk/planning/LocalDevelopmentPlan.asp	
Name of key officer	
Suzanne Shearer	

Case Study Title:	
Knab Masterplan	
Location and Dates:	
Lerwick 2014-18	
Elements of a High Quality Planning Service this study relates to (please select all that apply):	
• Quality of outcomes • Quality of service and engagement	
Key Markers (please select all that apply):	
2,3,12	
Key Areas of Work (please select/delete all that apply, as appropriate):	
• Design • Conservation • Regeneration • Environment • Greenspace • Town Centres • Masterplanning • Housing Supply • Affordable Housing	• Interdisciplinary Working • Collaborative Working • Community Engagement • Placemaking • Place Standard • Project Management
Stakeholders Involved (please select/delete all that apply, as appropriate):	
• General Public • Key Agencies	• Planning Committee • Authority Planning Staff • Authority Other Staff
Overview:	
When the Anderson High School relocated, the Council was left with a large site containing numerous buildings, (three listed) significant open space and no overall strategy for regeneration.	
Goals:	
Through engagement with public and other key stakeholders, create a masterplan that will instil confidence in the community and encourage developers to invest.	
Outcomes:	
Numerous council departments and key stakeholders are continuing to work together with consultants to produce a masterplan by the end of this year. http://www.shetland.gov.uk/planning/KnabMasterplanconsultation.asp	
Name of key officer	
Suzanne Shearer	
Case Study Title:	
Scalloway Place Plan	
Location and Dates:	
Scalloway 2017-18	
Elements of a High Quality Planning Service this study relates to (please select all that apply):	
• Quality of outcomes • Quality of service and engagement • Governance	
Key Markers (please select all that apply):	
2,3,12	
Key Areas of Work (please select/delete all that apply, as appropriate):	
• Town Centres • Masterplanning • Housing Supply • Affordable Housing • Economic Development	• Interdisciplinary Working • Collaborative Working • Community Engagement • Placemaking • Place Standard

•	•

Stakeholders Involved (please select/delete all that apply, as appropriate)**:**

• General Public	• Authority Planning Staff
• Hard to reach groups	• Authority Other Staff
• Key Agencies	•

Overview:

Jointly funded by the Scottish Government and SIC , the Planning , the aim is to produce a place plan for Scalloway which is a pilot for place plans which will be part of the outcome of the review of planning. Is leading on public engagement which will lead to a Local Place Plan.

Goals:

The aim is to produce a place plan for Scalloway which is a pilot for place plans which will be part of the outcome of the review of planning.

Outcomes:

The community have been energised to engage and contribute to the LPP development.
http://www.scallowayplaceplan.com/about/
https://www.shetland.gov.uk/planning/LocalDevelopmentPlan.asp

Name of key officer

Simon Pallant

Case Study Title:

Developers Workshop new format

Location and Dates:

Lerwick January 2018

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

- Quality of outcomes
- Quality of service and engagement
- Governance
- Culture of continuous improvement

Key Markers (please select all that apply)**:**

2,3,6, 12,

Key Areas of Work (please select/delete all that apply, as appropriate)**:**

• Local Develop Plan & Supplementary Guidance	• Interdisciplinary Working
• Housing Supply	• Collaborative Working
• Affordable Housing	• Community Engagement
• Development Management Processes	• Placemaking
• Planning Applications	• Process Improvement
	• Project Management
	• Skills Sharing
	• Staff Training
	• Online Systems

Stakeholders Involved (please select/delete all that apply, as appropriate)**:**

• Local Developers	• Authority Planning Staff
•	• Authority Other Staff
	•

Overview:

A reinvigoration of the Developers' meetings, with a more interactive format . four subjects were discussed – validation of planning applications, verification during construction for building warrant applications, the Quality Audit process and Call for Sites.

Goals:

The aim was to get developers and planning service staff to develop better understanding, streamline the process and highlight ongoing projects aiming to speed up delivery of quality development, and housing in particular.

Outcomes:

Positive feedback from Developers and officers alike, improvement on quality of submissions (fewer invalids), action points identifies and agreement and follow up workshop in September.
Name of key officer
All Planning Service

Feedback from
Developers Worksho   FW dev feedback
doc.msg

Case Study Title:
Development Management team visit to Orkney
Location and Dates:
Orkney - 2017
Elements of a High Quality Planning Service this study relates to (please select all that apply)**:**

- Governance
- Culture of continuous improvement

Key Markers (please select all that apply)**:**
6, 13
Key Areas of Work (please select/delete all that apply, as appropriate)**:**

• Development Management Processes	• Performance Monitoring
• Planning Applications	• Process Improvement
	• Skills Sharing
	• Staff Training
	• Online Systems

Stakeholders Involved (please select/delete all that apply, as appropriate)**:**

	• Authority Planning Staff
	•

Overview:
Visit to colleagues in Orkney to look at processes and procedures, sharing best practice.
Goals:
Looking at how a neighbouring authority with similar issues worked.
Outcomes:
A number of procedural changes, some cultural exchanges, improved website page, and confidence building of key DM staff
https://www.shetland.gov.uk/planningcontrol/Gettingitright.asp
Name of key officer
John Holden

Case Study Title:
SNH Training – Biodiversity, Natural and Landscape
Location and Dates:
Shetland, various sites 2018
Elements of a High Quality Planning Service this study relates to (please select all that apply)**:**

- Culture of continuous improvement

Key Markers (please select all that apply)**:**
3, 6,
Key Areas of Work (please select/delete all that apply, as appropriate)**:**

• Environment	• Interdisciplinary Working
• Greenspace	• Collaborative Working
• Development Management Processes	• Skills Sharing

• Planning Applications	• Staff Training
Stakeholders Involved (please select/delete all that apply, as appropriate)**:**	
• Key Agencies	• Authority Planning Staff • SNH
Overview:	
A number of office and on site sessions to improve understanding of statutory duties	
Goals:	
Improve staff understanding and promote collaborative working with a key agency	
Outcomes:	
Identifies a number of areas for improvement and further training sessions to be arranged.	
Name of key officer	
Austin Taylor	

Case Study Title:	
Upgrading technology to help become paperless	
Location and Dates:	
Lerwick office and portable tech	
Elements of a High Quality Planning Service this study relates to (please select all that apply)**:**	
• Culture of continuous improvement	
Key Markers (please select all that apply)**:**	
6, 12	
Key Areas of Work (please select/delete all that apply, as appropriate)**:**	
• Development Management Processes • Planning Applications	• Interdisciplinary Working • Process Improvement • Project Management • Skills Sharing • Staff Training • Online Systems
Stakeholders Involved (please select/delete all that apply, as appropriate)**:**	
	• Authority Planning Staff • Authority Other Staff
Overview:	
Working with ICT Services to purchase and go live with new technology	
Goals:	
Streamlining processes and aiming for a paperless office as part of Council's Business Support Programme	
Outcomes:	
New equipment purchased from existing budgets, Staff trained, processes mapped and streamlined,	
Name of key officer	
John Holden	

Case Study Title:	
Web site upgrade	
Location and Dates:	
2017-18	
Elements of a High Quality Planning Service this study relates to (please select all that apply)**:**	
• Quality of service and engagement	

Key Markers (please select all that apply):	
2, 3, 5,	
Key Areas of Work (please select/delete all that apply, as appropriate):	
• Guidance • Development Management Processes • Planning Applications	• Process Improvement • Online Systems
Stakeholders Involved (please select/delete all that apply, as appropriate):	
• Local Developers	• Authority Planning Staff • Authority Other Staff

Overview:
Following feedback at the developers' workshop, customer feedback and our visit to Orkney, we updated our website, we worked with our Communications team to revamp the website. Up to date enforcement charter on line http://www.shetland.gov.uk/planningcontrol/PlanningControl-Enforcement.asp
Goals:
Improve communication and quality of applications and create a better understanding of the planning system nationally and locally
Outcomes:
Improved website content and layout https://www.shetland.gov.uk/planning/
Name of key officer
various

Case Study Title:
Quality Audit Process
Location and Dates:
2017-18
Elements of a High Quality Planning Service this study relates to (please select all that apply):
• Quality of outcomes • Quality of service and engagement • Governance
Key Markers (please select all that apply):
2, 3, 6,

Key Areas of Work (please select/delete all that apply, as appropriate):	
• Guidance • Development Management Processes • Planning Applications	• Process Improvement
Stakeholders Involved (please select/delete all that apply, as appropriate):	
• Local Developers	• Interdisciplinary Working • Collaborative Working • Placemaking • Process Improvement • Project Management • Skills Sharing

Overview:
Promoted at the Developers' workshop, we have had success with the Quality Audits. SIC officers from several services work with developers' design teams, encouraging a collaborative design approach that helps deliver high quality places.
Goals:
Joint working to deliver quality developments
Outcomes:
http://www.shetland.gov.uk/planningcontrol/documents/QualityAudit.pdf

Positive support and better understanding. Nothing on the ground yet.
Name of key officer
various

Part 2: Supporting evidence

Included in the case studies

Checklist

Case Study Topics	Issue covered in PPF7	Case Study Topics	Issue covered in PPF7
Design	x	Interdisciplinary Working	x
Conservation	x	Collaborative Working	x
Regeneration	x	Community Engagement	x
Environment	x	Placemaking	x
Greenspace	x	Charrettes	
Town Centres	x	Place Standard	x
Masterplanning	x	Performance Monitoring	
LDP & Supplementary Guidance	x	Process Improvement	x
Housing Supply	x	Project Management	x
Affordable Housing	x	Skills Sharing	x
Economic Development		Staff Training	x
Enforcement		Online Systems	x
Development Management Processes	x	Transport	
Planning Applications	x	Active Travel	
Other: please note			

Part 3: Service improvements

Service improvements in the coming year

I have to be realistic on the potential for improvement till the end of March 2019. Recruitment is creating difficulties in dealing with day to day work and public expectations of service delivery. We have identified significant improvements in the case studies despite staff shortages. A number of these projects are ongoing and will extend well beyond next year. We intend to focus on taking either taking these projects to implementation, or build on recent successes through a process of reviewing and refining. Our next Developers' Workshop will focus on whether we have achieved our objectives set out in the previous Report, and what the Council and developers need to do differently in all the areas we focused on.

Delivery of our service improvement actions in 2017-18:

Committed improvements and actions	Complete?
Revamping the Developers' Meeting with developers and councillors • See case study above	*Yes- (continuous review)*
Tackling the high number of invalid application - • See case study on Developers' workshop - validation above	*Yes – (continuous review)*
LEAN type exercise for Development Management with a fact finding trip to another authority • See case study above	*Yes (continuous review)*
Streamlining consultee engagement project • partly addressed but ongoing complete overhaul of service provider's organisation have stalled the project	*In part*
Business Transformation Programme • see case studies on going paperless and website revamp	*Yes (continuous review)*

Part 4: National Headline Indicators (NHI)

The National Headline Indicators (NHI) are a detailed list of work programme information that each planning service needs to collate in-house. They are designed by HOPS to allow for ongoing measurement of performance. The template below allows for 2016/17 and 2017/18 to be recorded in a consistent format. Additional guidance on completion is included within the template itself.

Please note that some of the indicators have been removed, adjusted or redefined from previous years.

A: NHI Key outcomes - Development Planning:

Development Planning	2017-18	2016-17	Guidance on what to include
Local and Strategic Development Planning:			
Age of local/strategic development plan(s) at end of reporting period *Requirement: less than 5 years*	**3 years 6 months**	**2 years and 6 months**	*Number of years and whole months passed starting from date(s) existing local or strategic development plan(s) were adopted /approved.*
Will the local/strategic development plan(s) be replaced by their 5th anniversary according to the current development plan scheme?	**Y**	**Y**	*Using the development plan scheme in force on 31st 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?*
Has the expected date of submission of the plan to Scottish Ministers in the development plan scheme changed over the past year?	**N**	**N**	*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*
Were development plan scheme engagement/consultation commitments met during the year?	**Y**	**Y**	*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.*

Effective Land Supply and Delivery of Outputs[1]			
Established housing land supply	**1277 units**	**1447 units**	*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.* *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* ***Circular 2/2010 Glossary*** *http://www.scotland.gov.uk/Resource/Doc/212607/0103970.pdf*
5-year effective housing land supply programming	**1034 units**	**1061 units**	*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 reported. All housing tenures should be included.* *Effective housing land supply: the programming of that part of the established 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. This is influenced by the rate of delivery.* ***Circular 2/2010 Glossary*** *http://www.scotland.gov.uk/Resource/Doc/212607/0103970.pdf* ***SPP(2014)*** *para 110 & 125* *http://www.scotland.gov.uk/Resource/0045/00453827.pdf*

[1] Audit Year

Please provide the housing land audit year utilised and state whether draft or final. The most up to date audit available at the time of submitting the PPF should be utilised which will either be the draft 2018 or final 2017.

5-year effective land supply total capacity	**n/a**	**n/a units**	*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.* *Effective housing land supply total capacity: this is the total remaining capacity of the part of the established 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. For example, if a site of 110 units is delivering 20 units per annum, the 5-year effective land supply is 100 units and the 5-year effective land supply total capacity is 110 units.* *Circular 2/2010 Glossary* *http://www.scotland.gov.uk/Resource/Doc/212607/0103970.pdf* *SPP(2014) para 110 & 125 http://www.scotland.gov.uk/Resource/0045/00453827.pdf*
5-year housing supply target	**710 units**	**710 units**	*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.*
5-year effective housing land supply (to one decimal place)	**7.3 years**	**7.5 years**	*Calculation of the 5-year supply using the figures provided above (5-year effective housing land supply & 5-year housing supply target) using the following formula:* $= (\frac{5-year\ effective\ housing\ land\ supply\ (units)}{5-year\ housing\ supply\ target\ (units)})*5$ **SPP (2014)** *para 110 & 125* *http://www.scotland.gov.uk/Resource/0045/00453827.pdf*

Housing approvals	**101 units**	**141 units**	*Total number of units (all tenures) consented during the reporting period.*
Housing completions over the last 5 years	**416 units**	**387 units**	*Total number of new homes (all tenures) completed over the preceding 5-year period.*
Marketable employment land supply	**154.62 ha**	**116.5 ha**	*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.* *__SPP2 (2003)__ para 10 (http://www.scotland.gov.uk/Resource/Doc/47007/0026443.pdf) and* *__SPP (2014)__ para 101 (http://www.scotland.gov.uk/Resource/0045/00453827.pdf).*
Employment land take-up during reporting year	**2.02 ha**	**0.4ha**	*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.*

B: NHI Key outcomes – Development Management:

Development Management:	2017-18	2016-17	Guidance on what to include
Project Planning			
Percentage and number of applications subject to pre-application advice	**71** **18.9%**	**16.9%**	*Planning applications decided during the year on which the planning authority had provided pre-application advice to the applicant normally including written advice. A number and percentage for this indicator is required.*
Percentage and number of major applications subject to processing agreement	**0%**	**0%**	*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. A number and percentage for this indicator is required.*
Decision Making			
Application approval rate	**98.2%**	**96.2%**	*Percentage figures; to be provided by the Scottish Government (Analytical Services), drawn from the data provided by planning authorities.*
Delegation rate	**99.7%**	**98.4%**	*Percentage figures; to be provided by the Scottish Government (Analytical Services), drawn from the data provided by planning authorities.*
Validation	**30.9%**	**38.7%**	*The percentage of applications which are validated upon first receipt.*
Decision-making Timescales			
Major Developments	**14 weeks**	**9.3 weeks**	*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'.*
Local developments (non-householder)	**10.7weeks**	**13 weeks**	*-*
Householder developments	**8.3 weeks**	**8.8 weeks**	*-*
Legacy Cases			
Number cleared during reporting period	**3**	**0**	*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).*
Number remaining	**0**	**0**	*-*

C: Enforcement activity

	2017-18	2016-17	Guidance on what to include
Time since enforcement charter published / reviewed Requirement: review every 2 years	9 months	1 months	*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.*
Complaints lodged and investigated	97	108	*Total enquiries made or complaints lodged about possible planning breaches which have been investigated.*
Breaches identified – no further action taken	-	-	*Potential breaches of planning control investigated.*
Cases closed	79	90	*Cases closed within this timeframe.*
Notices served	1	1	*Formal notices served including; enforcement notices; breach of condition notices; planning contravention notices; stop notices; temporary stop notices; fixed penalty notices, and Section 33 notices*
Direct Action	0	0	*Cases where direct action has been taken to resolve the breach*
Reports to Procurator Fiscal	0	0	*Reports passed to the Procurator Fiscal*
Prosecutions	0	0	*Number of prosecutions on planning enforcement activity led by the authority*

D: NHI Key outcomes – Commentary

Commentary	Guidance on what to include
Short contextual statement	
During the period, the Development Management Team has had a vacancy for a professional officer post, and also at least one planning officer on Maternity Leave. Towards the end of the period the Validation guidelines published by the Heads of Planning Scotland were adopted for use, which drew resources away from application handling as time was taken to educate applicants and agents alike of the level and consistency of information needed to adequately describe a development, as well as prevent the obvious mistakes. This initially resulted in there being a dip in the percentage of applications which were valid on first receipt. Inspite of the time this process took and the staffing situation, there have been improvements in some areas of performance.	*You can use the text box to refer to the NHI table and 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 5: Scottish Government Official Statistics

Scottish Government Official Statistics are drawn from quarterly returns by planning authorities. They are collated into an annual set of figures that is published on the Scottish Government website. The template below allows the information from these returns to be recorded in a consistent format. Additional guidance on how to access the statistics is included within the template itself.

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

Timescales	2017-18	2017-18	2016-17	Guidance on what to include
Overall				
Major developments	1	**14.0weeks**	**9.3 weeks**	***Decision-making timescales*** *Information on decision-making timescales for planning and other applications*
Local developments (non-householder)	187	**10.7weeks**	**13.0 weeks**	*will be provided by the Scottish Government (Analytical Services), drawn from*
• Local: less than 2 months	47.6%	**6.9**	**7.3**	*the data provided by planning authorities. The figures used in the PPF report*
• Local: more than 2 months	52.4%	**14.2**	**16.7**	*must be based on the 'all applications' timescale. You can simply copy/paste in*
Householder developments	56	**8.3weeks**	**8.8 weeks**	*the 2017-18 full year table we publish for the authority on the Scottish*
• Local: less than 2 months	80.4%	**6.3**	**6.8**	*Government website. You can use the information you receive prior to its*
• Local: more than 2 months	19.6%	**16.5**	**13.0**	*publication on the web.*
Housing Developments				
Major	**0**	**- weeks**	**9.3weeks**	www.gov.scot/Topics/Statistics/Browse/Planning/Publication
Local housing developments	65	**11.3weeks**	**12.8weeks**	*It is important that the statistics give an accurate and reliable account of the*
• Local: less than 2 months	41.5%	**6.9**	**7.3**	*timescales for handling applications. There will be an opportunity for planning*
• Local: more than 2 months	58.5%	**14.4**	**14.9**	*authorities, when providing their data to the Scottish Government, to highlight*
Business and Industry				*particular cases where substantial, and clearly unavoidable, delays have*
Major	**0**	**- weeks**	**- weeks**	*occurred. Additionally, the planning authority should highlight at that time any* *applications where there has been written agreement between the authority*

Local business and industry developments • Local: less than 2 months • Local: more than 2 months	**36** **33.3%** **66.7%**	**12.7weeks** **6.5** **15.7**	**14.7weeks** **7.6** **16.9**	*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.*
EIA Developments	**3**	**18 weeks**	**-weeks**	
Other Consents • *As listed in the guidance(right)*	**49**	**9.3weeks**	**6.4weeks**	*Consents and certificates: Listed buildings and Conservation area consents, Control of Advertisement consents, Hazardous Substances consents, Established Use Certificates, certificates of lawfulness of existing use or development, notification on overhead electricity lines, notifications and directions under GPDO Parts 6 & & relating to agricultural and forestry development and applications for prior approval by Coal Authority or licensed operator under classes 60 & 62 of the GPDO.*
Planning/legal agreements • Major: average time • Local: average time	**0** **-** **-**	**-weeks** **-weeks**	**weeks** **weeks**	*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 No.	2017-18 No.	2017-18 %	2016-2017 No.	2016-2017 %	Guidance on what to include
Local reviews	4	2	50%	3	100%	*Information on local review and appeal decisions will be provided by the Scottish Government (Analytical Services), drawn from the data provided by planning authorities.*
Appeals to Scottish Ministers	0	0	-	1	0	

C: Context

During the period, the Development Management Team has had a vacancy for a professional officer post, and also at least one planning officer on Maternity Leave. Towards the end of the period the Validation guidelines published by the Heads of Planning Scotland were adopted for use, which drew resources away from application handling as time was taken to educate applicants and agents alike of the level and consistency of information needed to adequately describe a development, as well as prevent the obvious mistakes. This initially resulted in there being a dip in the percentage of applications which were valid on first receipt. In spite of the time this process took and the staffing situation, there have been improvements in some areas of performance.

Part 6: Workforce Information

Workforce information should be a snapshot of the authorities planning staff in position on the 31st of March. The information requested in this section is an integral part of providing the context for the information in parts 1-5. The template below allows the information to be recorded in a consistent format, additional guidance on what to include is within the template itself.

	Tier 1 Chief Executive	Tier 2 Director	Tier 3 Head of Service	Tier 4 Manager	Guidance on what to include
Head of Planning Service			1		*Please note the tier of the most senior member of planning staff*

RTPI Qualified Staff	Headcount	FTE	Guidance on what to include
Development Management	7	5	*Please account for the number of staff employed by the planning service which are eligible to be RTPI Chartered/Licentiate/Associate/Student members.*
Development Planning	3	3	*This should be a head count and full time equivalent of the staff in each section.*
Enforcement	0	0	*Where members of staff have dual roles please include them only*
Specialists	1	1	*under the area which they spend more time working.*
Other (including staff not RTPI eligible)	8	6	

Staff Age Profile	Headcount	Guidance on what to include
Under 30		*Approximate age profile of the staff noted above*
30-39		
40-49		
50 and over		

Part 7: Planning Committee Information

The template below allows the information on the number of meetings and site visits during 2017-18 to be recorded in a consistent format, additional guidance on what to include is within the template itself.

Committee & Site Visits	Number per year	Guidance on what to include
Full council meetings	0	
Planning committees	4	*References to committees also include National Park Authority Boards.*
Area committees	n/a	*Where relevant*
Committee site visits	0	*Number of sites (i.e. applications) visited by committee.*
Local Review Body	*4*	*This relates to the number of meetings of the LRB. The number of applications going to LRB are reported elsewhere.*
LRB site visits	0	*Number of sites (i.e. applications) visited by the LRB.*

SECTION 5 - Performance Markers

National oversight of the performance of the Scottish Planning System is taken by a High Level Group, chaired by the Minister for Local Government and Communities. Heads of Planning Scotland sit on this group alongside COSLA and the RTPI. In 2013 the group agreed a set of "Performance Markers" which allow the Scottish Government a consistent basis to consider performance.

Thus, the PPF feedback reports provided by the Scottish Government stem purely from an assessment of whether these markers have been met. It is therefore essential that your PPF report provides the information needed by the Scottish Government to consider your performance against the markers. The content of your PPF report is your opportunity to provide the evidence and explanations in support of the performance story illustrated by the statistics.

The template below is for information only, setting out these markers, shows the measure that Scottish Government will apply, the policy background to the marker being applied and suggests where in your PPF you can evidence that this marker has been met. It is up to each planning authority if they wish to include a similar table for ease of referencing their PPF report content to the Performance Markers.
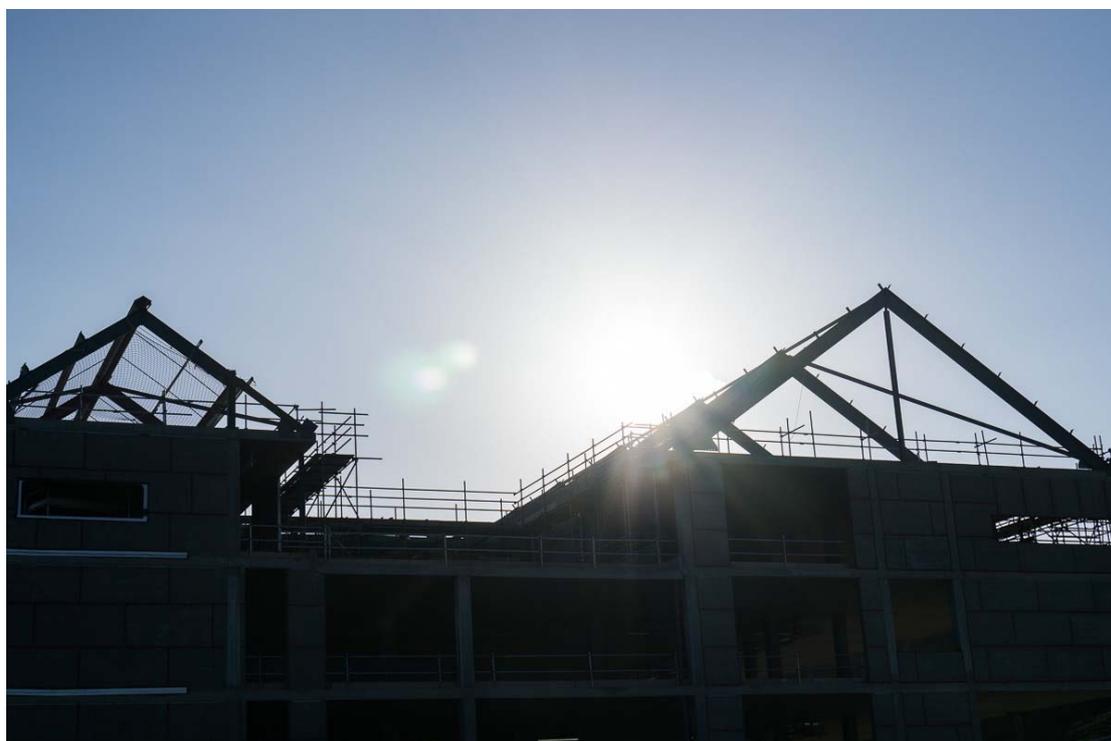
	Performance Marker	Measure	Policy Background to Marker	Part of PPF report best suited to evidence this marker
	DRIVING IMPROVED PERFORMANCE			
1	Decision making: authorities demonstrating continuous evidence of reducing average timescales for all development types	TBC	Official Statistics and PPF reports	NHI Scottish Government Official Statistics
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	Modernising the Planning System (Audit Scotland); SG website / template	NHI 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	White Paper; Delivering Planning Reform; Planning Reform Next Steps	NHI Quality of Service and Engagement
4	Legal agreements: conclude (or reconsider) applications within 6 months of 'resolving to grant[2]	Reducing number of live applications more than 6 months after resolution to grant (from same time last year)	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	Planning Act (s158A)	NHI

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[2] This will require production of supporting guidance, following wider stakeholder input

6	Continuous improvements: - 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	Delivering Planning Reform; PPF Report	Culture of Continuous Improvement Service Improvement Plan
PROMOTING THE PLAN-LED SYSTEM				
7	LDP (or LP) less than 5 years since adoption	Y/N	Planning Act (s16); Scottish Planning Policy	NHI 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	Planning Act (s16); Scottish Planning Policy	NHI Quality of Outcomes Quality of service and engagement
9	Elected members engaged early (pre-MIR) in development plan preparation	Evidence of activity		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		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		Quality of Service and Engagement
SIMPLIFYING AND STREAMLINING				
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		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	Delivering Planning Reform; Planning Reform Next Steps	Culture of continuous improvement
DELIVERING DEVELOPMENT				
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)		Governance
15	Developer contributions: clear expectations - set out in development plan (and/or emerging plan,) and - in pre-application discussions	Y/N Examples		Quality of service and engagement