
Report to: **Planning Committee**

Date of Meeting: **28th November 2013**

Subject: **Planning Performance Framework Annual Report
2012/2013**

Report by: **Development Quality Team Leader**

1.0 Purpose

1.1. The purpose of this report is to seek approval of our latest Planning Performance Framework (PPF) for 2012/2013 for onward submission to the Scottish Government.

2.0 Recommendations

2.1. It is recommended that the Committee APPROVE the Planning Performance Framework in Appendix 1 to this report and instruct submission to the Scottish Government.

3.0 Background

3.1. Until 2011, measurement of the performance of planning by the Scottish Government had focussed on:

- (i) The speed of decision making on planning applications; and
- (ii) Local Plan coverage in the Council's geographic area

3.2. However, while the Scottish Government continues to collate performance statistics on planning applications from all Scottish planning authorities on a quarterly basis, and publish a detailed comparative analysis of this information by application type and development type, the spectrum of performance awareness has broadened. In 2011/2012, Heads of Planning Scotland (HOPS) launched the PPF as a new model of describing and analysing the work of planning authorities.

3.3. The main components of the PPF were and remain:

Part 1 National Headline Indicators

Part 2 Performance assessment across 8 areas of agreed activity which combine to define and measure a high quality planning service

Part 3 Supporting evidence and links to related reports and studies

Part 4 Service Improvements for the period and a review of such improvement in the preceding year.

3.4. The Council's first PPF (for 2011/2012) was approved by the Planning Committee on 13th December 2012 and then submitted to the Scottish Government. We later received feedback from the Minister of Local Government and Planning, in June this year. It provided some detailed analysis of our report, much of which was supportive of our performance, and some of which has been used to inform our 2012/2013 report. Equally, however, the Minister identified the key areas where he is looking for a particular focus on improvements across the country. These are set out below, with in each case, a supplementary note on the actions which we have or are taking to deliver such improvements.

- Development plans should be relevant and up to date, reviewed and replaced on a rolling 5 year cycle. *Comment: The First Alteration to our Local Plan was approved in 2011. The Local Development Plan was approved by Council last month, and may well be approved by Scottish Ministers in 2014. Our programme for approval and adoption fulfills the Minister's expectations.*
- Evidence of pre-application discussions, and strong project management for significant developments. *Comment: We have consulted on, and re-modelled our pre-application advice service. We plan to make increased use of process agreements for major and other significant developments.*
- Greater emphasis to be placed on positive outcomes and quality of place rather than process and information gathering. *Comment: We now record added value on place making in our application management system, and will take this message from the Minister as further support in negotiating improved quality of design and place making in Clackmannanshire. The inclusion of Supplementary Guidance on Placemaking in the Local Development Plan will help to facilitate this outcome.*
- Notwithstanding qualitative issues, there is a continued need to increase the pace of decision making on planning applications. *Comment: Reassuringly, our performance on speed on decision making remains high, and reflects a standard which the Minister is expecting from other authorities to deliver. We will continue to fulfil this model of excellence through strong management of planning application casework.*
- Councils need to resolve long running legacy applications. They are distorting performance, hindering the delivery of development and damaging planning's reputation. *Comment: We did have a very small number of what could be described as legacy applications. However, with the recent decision to approve the application for major development at Sauchie West, these have all now been turned around and decided.*

- Improved performance on the delivery of Section 75/legal agreements.
Comment: There is certainly compelling evidence that legal agreements can take extraordinarily long to negotiate and resolve. They may not necessarily enjoy the same measure of scrutiny and management as the planning application itself. Development Services works closely with Legal Services on agreements and while we do not have statistics to verify the duration of such negotiations, we will continue to take onboard the Minister's ambition.

3.5. This feedback has contributed to work on the preparation of our second PPF, which comprises Appendix 1 to this report.

4.0 Considerations

4.1. Part 1 of the PPF largely consists of statistical analysis of the planning function. Compared to the previous years figures, there is no significant change or trend to report. The most notable points are:

- The delivery/approval of over 2000m² of commercial floorspace
- A slight reduction in the percentage of applications subject to pre-application advice. This unexpected trend is unlikely to continue in forthcoming years.
- An improvement in decision making timescales for householder developments, the average time falling from 6.0 weeks to 5.6 weeks.

4.2. The PPF was developed by Heads of Planning Scotland as a more holistic approach to the assessment of planning authority performance and improvement. In that respect, therefore, it presents a wide perspective on the quality, range and diversity of service provision. For example, the document highlights:

- Our pre-application advice service to all prospective applicants
- The initiatives in place to promote innovative housing development and plan for the pedestrian before the vehicle
- The value to have been derived from our Scheme of Delegation for Local Developments
- The quality of advice and engagement with third parties in the Development Plan and Development Management processes
- The consolidation of customer consultation through local forums and the implementation of consequential service improvement recommended during these events
- Our robust management processes for planning application decision making

4.3. The report concludes with evidence of steps taken to implement Service Improvements during 2012/2013, and the comparable improvements to the planning service in the current year.

5.0 Resource Implications

5.1. Financial Details

5.2. The full financial implications of the recommendations are set out in the report. This includes a reference to full life cycle costs where appropriate. Yes

5.3. Finance have been consulted and have agreed the financial implications as set out in the report. Yes

5.4. Staffing

6.0 Exempt Reports

6.1. Is this report exempt? Yes (please detail the reasons for exemption below) No

7.0 Declarations

The recommendations contained within this report support or implement our Corporate Priorities and Council Policies.

(1) **Our Priorities** (Please double click on the check box)

| | |
|--|-------------------------------------|
| The area has a positive image and attracts people and businesses | <input checked="" type="checkbox"/> |
| Our communities are more cohesive and inclusive | <input type="checkbox"/> |
| People are better skilled, trained and ready for learning and employment | <input type="checkbox"/> |
| Our communities are safer | <input checked="" type="checkbox"/> |
| Vulnerable people and families are supported | <input type="checkbox"/> |
| Substance misuse and its effects are reduced | <input type="checkbox"/> |
| Health is improving and health inequalities are reducing | <input type="checkbox"/> |
| The environment is protected and enhanced for all | <input checked="" type="checkbox"/> |
| The Council is effective, efficient and recognised for excellence | <input checked="" type="checkbox"/> |

(2) **Council Policies** (Please detail)

None

8.0 Equalities Impact

8.1 Have you undertaken the required equalities impact assessment to ensure that no groups are adversely affected by the recommendations?
Yes No

9.0 Legality

- 9.1 It has been confirmed that in adopting the recommendations contained in this report, the Council is acting within its legal powers. Yes

10.0 Appendices

- 10.1 Please list any appendices attached to this report. If there are no appendices, please state "none".

Appendix 1 - Development Services, Planning Performance Framework
Annual Report 2012/2013

11.0 Background Papers


- 11.1 Have you used other documents to compile your report? (All documents must be kept available by the author for public inspection for four years from the date of meeting at which the report is considered)

Yes (please list the documents below) No

Author(s)

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Approved by

| NAME | DESIGNATION | SIGNATURE |
|----------------|------------------------------|---|
| Julie Hamilton | Development Services Manager |  |



**Clackmannanshire
Council**

**DEVELOPMENT SERVICES
PLANNING PERFORMANCE
FRAMEWORK
ANNUAL REPORT 2012 / 2013**

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Introduction

This is Clackmannanshire Council's second annual report on its Planning Performance Framework for Development Services. Following our submission and publication of performance information for 2011/2012, and as part of its culture of continuous improvement, the Council has given consideration to the Scottish Government's feedback provided in June this year. Where appropriate, we have considered the scope to review practice and procedures, imbed these within our planning process, and include changes in our new document.

This year saw the substantive launch of the Council's Local Development Plan, prepared in accordance with the legislation and advice embraced within the Government's delivery of Planning Reform in Scotland, and replacing the Stirling and Clackmannanshire Structure Plan and the Clackmannanshire Local Plan. Following the publication of the Main Issues Report, an intensive period of work has followed in preparation of the draft LDP. This has included a comprehensive period of consultation with local communities, engagement with other stakeholders, examination of key policy areas and identification of priority topics for supplementary guidance.

To facilitate this exercise, one of two Principal Planners within the Development Quality Team was seconded to Development Planning on a full time then part time basis. This has brought a valuable knowledge and understanding resource to that exercise, but has constrained some progress on delivery of Service improvements within the Development Quality Team. The secondment arrangements will extend into 2013/2014 for a period of time.

This annual report represents a summary of the services provided by the Council on planning related matters. Measurement of performance has in the past largely focussed on speed of decision making on planning applications and time periods for up to date development plans. The Planning Performance Framework broadens that profile, and presents an analysis of our performance in a wider context. It includes, for example, evidence of our procedures outwith the regulatory process, illustrates the proactive steps taken to engage with customers, and shows how the Service has made a difference in the quality of development approved or carried out in Clackmannanshire.

Part 1 - National Headline Indicators

PLANNING PERFORMANCE FRAMEWORK ANNUAL REPORT 2012-2013

1. National Headline Indicators (NHIs)



Clackmannanshire
Council

| Key outcomes | 2012-2013 | |
|--|--|--|
| Development Planning: <ul style="list-style-type: none"> age of local/strategic development plan(s) (full years) <i>Requirement: less than 5 years</i> development plan scheme: on track? (Y/N) | <p>2</p> <p>Y</p> | |
| Effective Land Supply and Delivery of Outputs <ul style="list-style-type: none"> effective housing land: years supply effective housing land supply ¹ housing approvals ³ effective employment land supply ² employment land take-up effective commercial floor space supply commercial floor space delivered ⁴ | <p>5 years</p> <p>1452 units</p> <p>185 units</p> <p>109.26ha</p> <p>10.20 ha</p> <p>14,000 m²</p> <p>4,530 m²</p> | |
| Development Management Project Planning <ul style="list-style-type: none"> percentage of applications subject to pre-application advice number of major applications subject to processing agreement or other project plan percentage planned timescales met Decision-making <ul style="list-style-type: none"> application approval rate delegation rate | <p>10%</p> <p>0</p> <p>n/a</p> <p>94%</p> <p>91%</p> | |
| Decision-making timescales Average number of weeks to decision: <ul style="list-style-type: none"> major developments local developments (non-householder) householder developments | <p>0</p> <p>10.2 weeks</p> <p>5.6 weeks</p> | |
| Enforcement <ul style="list-style-type: none"> time since enforcement charter published / reviewed (months) <i>Requirement: review every 2 years</i> number of breaches identified / resolved | <p>30 months</p> <p>42/50</p> | |
| ¹ Supply for 20012/2013 - 2016/2017 from 2012 HLA ² From sites allocated in the adopted Development Plan minus any taken up since adoption ³ The figure excludes any housing approved as part of an application for Planning Permission in Principle ⁴ The figure excludes development within Classes 4, 5 and 6 of the Use Classes Order | | |

| |
|--|
| <p><u>Development Planning</u></p> <p>Recent adoption of the Local Plan alteration ensures it remains up to date.</p> <p>Some slippage in LDP production, however this is reflected in the updated Development Plan Scheme.</p> |
| <p><u>Effective Land Supply and Delivery of Outputs</u></p> <p>Effective Housing Land Supply remains high. Good take up of employment land at just under 10% of the total Local Plan allocation.</p> |
| <p><u>Project Planning</u></p> <p>The % figure appears relatively low. Inconsistency of recording is a contributory factor. Changes are planned and described later in this report.</p> <p><u>Decision Making</u></p> <p>The application approval rate remains largely unchanged. The percentage of applications determined under the Scheme of Delegation has fallen marginally, with an added number of requests from Elected members for applications "called in" for committee decision. Nevertheless, the delegation rate remains proportionally high.</p> <p>The figures confirm that no major applications were decided during the year. Evidence from three separate developments indicate that developers are managing the application process to phase or sub-divide sites, keep applications under the threshold for major developments and therefore manoeuvre their way around the obligations for pre-application consultation. Recent Proposal of Application Notices would appear to signal some major applications in 2013/14. The average timescale for 2011/12 was the result of the Council's efforts to clear legacy applications. We have one remaining major development in this category awaiting a decision, and realise that this could distort figures for next year.</p> |
| <p><u>Decision Making Timescales</u></p> <p>The figures record a continuity of performance on non-householder developments, and an improving trend on householder applications. With the planned introduction of improved project management tools and associated training, the Service is confident that timescales in all categories will continue in the right direction.</p> |
| <p><u>Enforcement</u></p> <p>The resolution of breaches of planning control indicates cases that would have been carried over from last year, hence the number of resolutions exceeding the cases identified.</p> |

Part 2 - Defining and Measuring a High Quality Planning Service

1. Open For Business

The Development Quality Team is structured with a customer focus. The three case officers deal with: residential development; commercial development; and householder developments. This ensures that customers receive a consistent level of advice, and it helps to develop good working arrangements with developers, and those less familiar with planning procedures. For example, the planner dealing with householder developments has the skill set necessary to communicate with applicants and third parties who are typically unfamiliar with planning procedures. Similarly, the officer responsible for residential development can consistently apply knowledge and policy on designing streets and other design guidance. Indeed, this officer is leading on much of the residential policy guidance for the Local Development Plan, and will be producing supplementary advice on topics such as Layout and Design, Energy Efficiency and Open Space Provision. We see that continuity of customer focus in the Development Plan process as an important "golden thread" through the planning service.

Development Quality has no separate enforcement or monitoring officer. Each officer provides a "cradle to grave" service, from pre-application advice through to monitoring implementation of development. For example, in addition to providing pre-application advice and the assessment of subsequent planning applications, each officer actions receipt of, or the absence of, a Notice of Initiation of Development and monitors compliance with planning conditions.

Free pre-application advice continues to be available to all prospective applicants. This message is set out on the Council's website and widely known to all regular agents. However, our practice for recording enquiries is less consistent than it should be, suggesting for example that the figure of 10% in the National Headline Indicators is lower than in reality. There is therefore a commitment to introduce a robust, managed process, with improved recording and consistency of advice. Planned changes are already underway and include separate tracking of householder and non householder enquiries. We will also introduce a recording procedure for householder enquiries on permitted development rights and the need for planning permission. Our customer focussed structure, combined with the recording of all pre-application enquiries, ensures that officers are aware of advice that may have been provided to applicants. They can quickly reference this at the preliminary assessment stage.

Appropriate internal consultation takes place at pre-application stage with Roads, Environmental Health, Land Services and others. This is recorded on our property management database, and allows officers to decide on what input is required, and identify the proportionate request for information to accompany any planning application. The model is closely aligned to the call from the Director of Planning and Communities, Homes for Scotland, for planners and engineers to move away from defensive engagement, and become involved in the business of giving proactive positive advice. Crucially, providing advice on relevant information avoids delay at the planning application stage. For example, in circumstances where we have asked for information in advance, and it does not then accompany the subsequent application, we will not delay decision making to wait again for this information. This only leads to repeat publicity, uncertainty and confusion for third parties.

2. High Quality Development on the Ground

Development Quality provides a joint pre-application advice service to deliver the Government's objectives in Designing Streets to ensure a seamless transition through the planning and road construction consent regimes. Innovative housing layouts giving priority to pedestrians and moving away from recognised forms of suburban

development have consequently been approved and implemented in Alloa, Dollar and Alva. This commitment to high quality layout and design will be captured in forthcoming supplementary guidance in the Local Development Plan, in order to drive forward our commitment to higher standards of space and built form.

Design improvements secured through the planning process are recorded on the planning application management system, captured against a series of criteria which include: changes to comply with Development Plan policy on amenity, design and road safety; securing of community benefit or developer contribution; and changes following pre-application advice.

Development guidelines are included in the schedule of sites in the adopted Local Plan. This guidance has provided planning officers and applicants alike with clear indication of standards and design thresholds expected to be captured or achieved in development proposals. This will be refined and improved in the Local Development Plan, and priority sites will be identified for the production of development briefs. This will build on similar work already undertaken for former school sites in Alloa and Alva, and is referenced in Part 4 of the report.

3. Certainty

Almost all planning applications continue to be decided in accordance with the balance of Local Plan policies, or in accordance with allocations and the schedule of sites within the Clackmannanshire Local Plan. The formatting and content of the Schedule of Sites in the draft LDP has examined any inconsistencies in the adopted Local Plan, primarily

to ensure that the user will be more certain of key parameters, densities, site constraints and developer contributions.

A high proportion of planning applications are decided by the Council's Appointed Officers in accordance with its Scheme of Delegation for Local Developments. This provides customers (applicant, agents and third parties) with added certainty in decision making arrangements. This eliminates the risk of change and provides confidence in decision making at appeal at a local level. Evidence indicates that Councillors are comfortable with the decision making arrangements but will have the opportunity to review the Scheme of Delegation in 2013. We also have a relatively low number of requests for Local review on planning application decisions, a further indicator of the success of this scheme, but a clue also on our drive to enable rather than regulate development. Our approval rate remains proportionately high, and is evidence of meeting the Planning Reform call for delivering development.

Case officers will convene a case conference with the Development Quality Team Leader and Development Service Manager (the Appointed Officers) to discuss key applications, and all applications with representations against the development. This provides early direction on the outcome of each application and ensures that proportionate levels of scrutiny are built in to the decision making process. Applicants and agents can then receive early notification of progress and probable outcome. However, this is only one of several milestones in the planning application process, and process mapping will be developed in the coming year to identify key stages, deadlines and action, to provide applicants with more certainty earlier in the process.

The neighbour notification process is an essential part of decision making. We attach messages to the notification envelope to ensure that recipients open the contents and understand the significance. This helps to eliminate uncertainty regarding the execution of the process and the status of planning decisions that might otherwise be subject to challenge. Officers also check the list of notifiable neighbours during site visits to verify the accuracy of our Corporate Address Gazetteer. This is recorded in reports of handling to bring added certainty on decision making, and reduce any risk of challenges or complaint.

All third parties receive a written notification of Council decisions on applications (see Appendix 2 for an example of the notification letter). This includes the decision, any conditions and reasons, a summary of the objections and an explanation of our response that has contributed to the decision. Experience indicates that this feedback is well received, helping to explain how the Council has dealt with the objection and reached its decision, particularly if the decision was not necessarily in accordance with the third parties' hopes or expectations.

4. Communications, Engagement and Customer Service

The on-line planning information service continues to provide 24/7 advice to all those who engage in the planning application process. Information on applications, development advice and planning procedures have been enhanced this year with information on non-material variations and a range of frequently asked questions.

Our annual Development Quality Customer Forum was held in March 2013, which focussed on the latest aspects of planning reform and the increasing emergence of design as a material planning consideration. The forum will continue to be held on an annual basis, but with the planned introduction of a separate forum for joint Community Councils. Customer feedback from the forum will be reviewed and actioned in 2013/2014, and therefore reported in full in our next annual report. However, this exercise is well underway, partly in the context of a successful award of Customer Service Excellence for the Community & Regulatory Service within which Development Planning and Development Management operate.

Feedback from the previous year's Forum was positive and agents learned much about householder permitted development rights and other changes in legislation. To assist with continuous improvement, we sought feedback on specific areas of service improvement. The following actions were implemented:

- Enhanced website advice on permitted development rights
- Pre-application advice will include reference to information that may be required
- Improved performance on average timescales for householder planning applications
- Increased frequency of these events

Development Services recognises the different forms of communications available to customers to obtain information on the service we provide. In addition to the online planning information service which continues to reach a wide number of third parties, customers can make direct telephone contact with planning officers. All incoming calls are answered by a planning officer or support staff. Where a planning officer is not available, the call will be returned later that day. A customer should never need to leave a recorded message with the Council.

To understand the regulatory process and help inform change, the Service prepared an organisational model of service delivery. This is illustrated in Appendix 3. This will be the benchmark for assessing any further change in service delivery.

In the early stages of the Local Development Plan, we recognised the need for a customer insight into the different stages of plan preparation, monitoring and implementation. The matrix in Appendix 7 was a vital tool to plan out the nature and timing of consultation, and fitting this communication with the needs and expectations of different customer groups.

During the preparation of the Local Development Plan there were a number of meetings with the Scottish Government, Scottish Water, SNH, SEPA and community groups.

As part of the background work into a review of the Green Belt for the LDP a workshop was held for community groups to input and give their ideas.

Two communities produced 'Community Plans' and meetings were held with these groups to discuss their proposals and how the LDP could best reflect the aspirations of the communities.

Prior to putting the Proposed LDP through the Council Committee process, Community Councils were given the opportunity to look at and comment on the Proposed Plan.

5. Efficient and Effective Decision Making

We have already referred to the customer focussed case officer structure, our model for pre-application advice, case conference arrangements for key applications and the Council's Scheme of Delegation for Local Developments. The latter will be reviewed by the end of 2013 to comply with the Development Management Regulations and recent changes to the Scheme of Delegation and Local Review Regulations.

Case officers undertake site visits within 7 days of receipt of all planning applications. A photographic records is held on the application file. Officers are expected to have collated all information on the expiry of publicity periods, identified relevant policy considerations and agreed a likely decision or key issues within a four week period. Applicants or agents can expect first communication within that same time frame.

The Service has a robust committee decision making structure in place which is fit for purpose and designed to avoid any delay in decision making, and structured to give added certainty. The key features of this structure include:

- the release of confidential draft agendas to the Council's Management Team and Councillors as an early warning system;
- pre-Committee convenor briefings on Committee agenda items to identify any new information received and barriers to decision making;
- arrangements for site visits to be convened before the planned committee meeting;
- a scheme of oral representations which provides the opportunity for officer, applicant, objectors and community councils to address the committee;
- arrangements for decisions to be issued immediately after the committee meetings.

The Council's Corporate Enforcement Group to coordinate regulatory decision making is no longer convened. Our Service improvements for 2013/2014 include new liaison arrangements as part of a wider Enforcement Improvement Plan.

6. Effective Management Structures

Development Planning and Development Management are co-located within the Development Service, itself part of the wider Community & Regulatory Service which includes Roads and Transportation, Regulatory Services and Housing Services. A Community & Regulatory management meeting takes place every two weeks.

Additional management structures within the Service include:

1. Monthly team leaders meeting focussing on strategic cross cutting issues, applications and proposals
2. One to one manager and team leader meetings on a fortnightly basis, focussed on major applications, LDP progress, forthcoming items of committee business and significant enforcement case work.
3. Diarised one to one weekly meetings between team leaders and case officers with case conference meetings where key applications require management input.

Monthly performance reports are submitted to the Development Services Management Team which provide details of applications received and decided, performance information on those decisions, an analysis of the reasons that we have contributed to performance targets not being met, and an up to date record of fee income set against targetted figures.

7. Financial Management and Local Governance

The budget setting process is undertaken on an annual basis to identify expected expenditure and income for the coming year. This will include the outsourcing of any key projects, income from planning applications and other sources, and is set against Action Plans and Key Performance Indicators in the Community & Regulatory Services Business Plan for the period.

The Service continues to ensure that flexible resource management arrangements are in place to broaden skills, knowledge and experience and to react to fluctuating demand on resources from the Local Development Plan and Development Quality casework.

8. Culture of Continuous Improvement

All staff within the planning service undertake a performance review and development programme on an annual basis, with 6 monthly reviews. This exercise focuses on behavioural competences such as commitment to quality, developing people and excellence in customer service. This is embedded in the Council's drive towards continuous improvement and the delivery of the Clackmannanshire Improvement Model.

The Development Planning and Development Quality Teams have annual action plans which will inform the PRD process. This is monitored on a regular basis.

An essential component of the Customer Forum is a request for participants to identify a single area of service improvement that would improve their experience of the planning service. These have been collated and reviewed to identify priorities for change, and are reflected in the Service Improvement Plan for 2013/2014.

Part 3 - Supporting Evidence

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

- 2012/2013 Community and Regulatory Service Business Plan
- Clackmannanshire Council Competency Framework
- Submission for Customer Service Excellence

- Clacksweb - Planning & Building Standards
- Development Planning and Development Quality Service Improvement Plans
- Discussions with staff in the respective teams

Part 4 - Service Improvements for 2013/2014

In the coming year we will:

- Review feedback from the 2012/2013 Customer Forum, identify and implement priorities for change
- Convene the 4th DQ Customer Forum and a separate Joint Community Council Forum

- Further review the content of Development Services website, anticipating changes and improvements in performance information, renewable technology for houses, planning application procedures and the enforcement register
- Strive to meet Key Performance Indicators for major, local non-householder and householder planning applications
- Identify priority sites for planning guidance and prepare development briefs
- Consult on and implement an improved pre-application advice service for householder, non-householder and permitted development enquiries
- Prepare a site visit assessment tool for householder and non-householder planning applications
- Examine improvements to planning application process management by offering process agreements for all major applications and significant local developments, and preparing a planning application process map with key milestones, diary entries and target periods
- Prepare a Planning Enforcement Improvement Plan and implement agreed actions, including review of our Enforcement Charter
- Review the Scheme of Delegation for Local Developments, and amend Scheme in line with 2013 Regulations
- Add a Customer Service Satisfaction questionnaire online and with any correspondence for the Local Development Plan.

Delivery of Service Improvements: 2012/2013

| Action | Completed? |
|---|-------------------|
| 1 Implement where appropriate the recommendations from the 2011/2012 DQ Customer Forum feedback on Service Improvements | Yes |

Our customer forum for 2011/2012 was well received. Analysis of feedback froms which were completed by those attending is provided in Appendix 4. This also identifies areas for improvement that were suggested at the time, plus our

observations and actions

- 2 Improve our website content and layout in accordance with the findings and recommendations in the Pendleton Report Yes

As part of our ongoing monitoring of the contents of our website, a number of changes to the content, and ease of access/navigation, were implemented. The Council has formal procedures in place for allocated officers to regularly review contents for accuracy and ease of use.

- 3 Undertake a peer group review of approved and implemented housing developments, examined against government guidance on place making and emerging Local Development Plan policy on design and layout of developments No

This work has not commenced. The change in staff resource was a contributing factor, but the timing was felt to be better aligned to progress on supplementary planning guidance on Layout and Design. This will proceed in 2013/2014.

- 4 Review and update the Service portfolio of development briefs for sites in the Local Development Plan Part

Sites will be identified in the forthcoming Local Development Plan. Following approval of the draft document, priority sites shall be selected. Development briefs will focus on emerging guidance on placemaking.

- 5 Improve performance on project planning indicators for 2011/2012 Yes

Evidence from Appendix 1 indicates that the Service has consolidated its level of performance in the separate areas of planning advice application decision making and enforcement.

- 6 Review the Council's Scheme of Oral Representations at the Planning Committee by surveying key users and identifying areas for change Yes

The review of the Scheme of Oral Representations is complete (see Appendix 5). It covered pre-committee administrative arrangements and the committee meetings themselves. The Scheme works extremely well, and required little modification. Minor changes to advanced notification of meeting and added flexibility within the procedures for speaking and questions to follow, have been implemented.

- 7 Review Scheme of Delegation on Local Developments and implement agreed recommendations No

The Scheme of Delegation was not reviewed during the period. The timing was changed to accommodate the change to the Town and Country Planning (Schemes of Delegation and Local

Review Procedure)(Scotland) Regulations 2013. The opportunity will be taken to review "call-in" arrangements, to take applications to committee for decision

- 8 Undertake customer satisfaction survey, identify any areas of weakness in service delivery and examine areas for improvement Yes

The results of the customer satisfaction survey comprise Appendix 6. Given the breadth of respondents who were either satisfied or very satisfied with the service we provide, no specific areas of service improvement emerged, beyond those reported elsewhere in this report.

- 9 Convene a DQ Customer Forum with a focus on a continuing programme of Planning reform Yes

The Development Quality Customer Forum was convened in 2012/2013, and will continue to be run on an annual basis, with a separate event for community council representatives

- 10 Increase the use of Planning Contravention Notices, Section 33A Notices and Fixed Penalty Notices to speed up enforcement decision making Part

The change in use of formal notices did not materialise as planned. For this reasons, it will feature in the Planning Enforcement Improvement Plan for 2013/2014

**Appendix (to Appendix 1)
PLANNING PERFORMANCE FRAMEWORK
OFFICIAL STATISTICS**

Decision-making timescales

| Category | Total number of decisions 2011-2012 | Average timescale (weeks) | |
|--------------------------------------|-------------------------------------|---------------------------|------------|
| | | 2011-2012 | 2012-2013 |
| Major developments | 0 | | 0 |
| Local developments (non-householder) | 127 | | 10.2 weeks |

| | | | |
|--|------------|--|------------|
| <ul style="list-style-type: none"> Local: less than 2 months Local: more than 2 months | 72% | | 5.7 weeks |
| | 28% | | 21.5 weeks |
| Householder developments | 116 | | 5.6 weeks |
| <ul style="list-style-type: none"> Local: less than 2 months Local: more than 2 months | 90% | | 5.1 weeks |
| | 10% | | 10.4 weeks |
| Housing developments | | | |
| Major | 0 | | 0 |
| Local housing developments | 31 | | 15.1 weeks |
| <ul style="list-style-type: none"> Local: less than 2 months Local: more than 2 months | 61% | | 6.2 weeks |
| | 39% | | 29.1 weeks |
| Business and industry | | | |
| Major | 0 | | 0 |
| Local business and industry | 34 | | 8.6 weeks |
| <ul style="list-style-type: none"> Local: less than 2 months Local: more than 2 months | 85% | | 6.2 weeks |
| | 15% | | 22.9 weeks |
| EIA developments | - | | |
| Other consents* | 28 | | 3.3 weeks |
| Planning/legal agreements** | - | | |
| Local reviews | 3 | | 12.9 weeks |

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

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

