

THE HIGHLAND COUNCIL
PLANNING, DEVELOPMENT & INFRASTRUCTURE
COMMITTEE

Agenda Item	8
Report No	PDI 25/14

20 AUGUST 2014

PLANNING PERFORMANCE FRAMEWORK AND QUARTER 1 PERFORMANCE REVIEW

Report by Director of Development and Infrastructure

Summary

This report advises Members on the delivery of the Development Management, Building Standards and the Development Plan services for the 1st Quarter of 2014/2015. The report also seeks approval for the Service Improvement Plan which will be included within the Council's Planning Performance Framework submission to Scottish Government by end September 2014.

1 Introduction

- 1.1 Key performance indicator information is reported to committee every Quarter and the outturn figures for the first Quarter of 2014/15 are now available.
- 1.2 This report also sets out the Planning Service Improvement Plan for 2014/15, following feedback from Scottish Government on last year's Planning Performance Framework. Approval is sought for the actions contained within it.

2 Development Management

- 2.1 The total number of applications received during this quarter was 1,000. Fee income has £565k, an increase from last quarter of £72k.
- 2.2 Appendix 1 sets out the key performance indicators for Development Management, based on the Scottish Government reporting template. Quarter 1 saw performance levels maintained, although slightly below our amended annual targets on some measures. 69% of all planning applications were determined within the 2 month period, just short of the new target of 70%.
- 2.3 Enforcement information is also shown in Appendix 1. For Quarter 1, 97 enforcement cases were taken up during this quarter, with 46 of these being resolved through negotiation. 15 Enforcement Notices have been served, and work is ongoing on the other cases.
- 2.4 At the last meeting of this Committee, members asked for some information on

the Council's performance relative to other rural local authorities within our benchmarking group. This is included within Appendix 1 and shows a strong performance relative to the other local authorities and the Scottish average, taking into account the nature of our geography and the number of planning applications dealt with.

3 Building Standards

- 3.1 The number of building warrant applications received during Q1 was 822. This compares with Q1 last year and is slightly more than Q4 13/14. There has however been a noticeable increase in the number of major applications and the complexity of work received during this quarter. Performance across all internal KPIs remains very good (Appendix 2).
- 3.2 Fee income for building warrants was £630k, an increase of £152k (24%) from the same period last year.

4 Development Plans

- 4.1 As Members will recall, Committee agreed the Council's position on issues raised through the consultation on the Inner Moray Firth Proposed Local Development Plan. This enabled officers to submit the Plan to Scottish Government for Examination by independent Reporters.
- 4.2 The team collaborated with key partners to prepare a bid to Scottish Government for 'Green Infrastructure' funding to enable the provision of new and improved walking / cycling connections between the City Centre, South Kessock and Muirtown areas to enable a stronger relationship between the City, the river and canal, and the seafront. This will be reported through the City of Inverness Area Committee.
- 4.3 Work in Quarter 1 focussed heavily on our City and Town Centres with charrette style consultation events held in Inverness, Tain, Nairn and Fort William to help draw up Action Plans for maximising footfall in these city/town centres. Events were well attended and priorities were agreed for each centre.
- 4.4 There was ongoing partnership working between transport and planning officers and Transport Scotland on options for A9/A96 transport connections and transport improvements and development options in the Inshes & Raigmore area. This culminated in jointly-run public consultation events which were held in late May / early June.

5 Planning Performance Framework - Service Improvement Plan

- 5.1 The Council is required to submit a Planning Performance Framework (PPF) to Scottish Government by end September 2014. A copy of the draft Planning Performance Framework is available within the member's library for information. The most important element of the document however is a Service Improvement Plan, given the focus being placed on performance improvement by Scottish Government and COSLA.

5.2 Feedback from Scottish Government, Members, Community Councils and the public has been used to develop this Service Improvement Plan for 2014/15. Members are asked to agree the improvement actions set out in Appendix 3, which it is hoped will further assist in improved performance and customer confidence in the service.

5.3 Important issues to be addressed over the coming year include the amended performance targets, putting in place procedures for member involvement in pre-application advice, implementing new arrangements for e-planning, engaging better with community councils, and carrying out customer surveys.

6 Implications

6.1 There are no direct resource, legal, equalities, climate change or risk Implications arising from this report.

Recommendation

That the Committee:

- note the performance updates across the Development Management, Building Standards and the Development Plans teams; and
- agree the Service Improvement Plan for submission to Scottish Government.

Designation: Director of Planning and Development

Author: Malcolm Macleod, Head of Planning and Building Standards (Ext: 2506)

Date: 6 August 2014

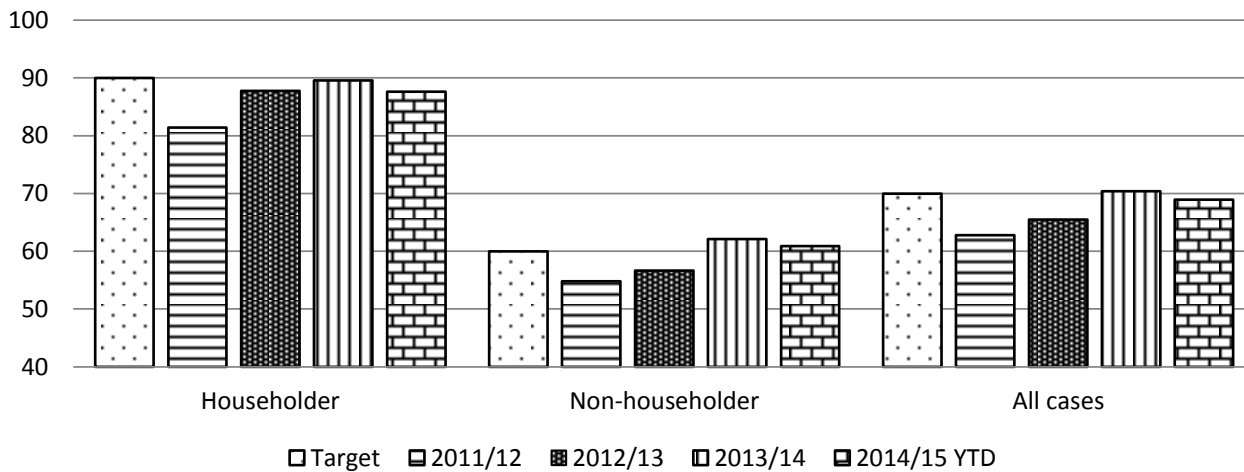
**Appendix 1
Performance Statistics**

**Highland
Quarter 1 2014/15**

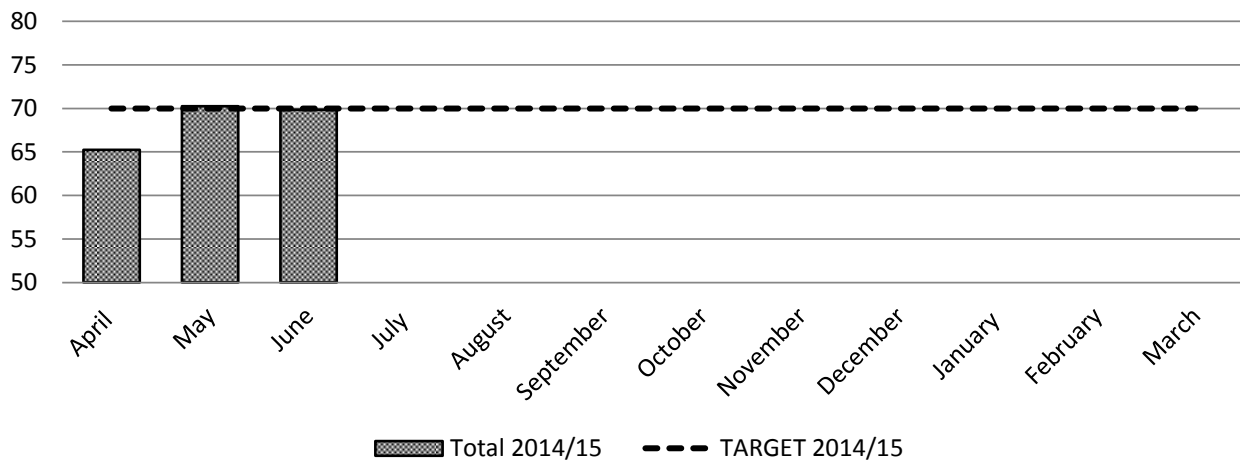
Planning Applications			
Category	Total Number of Decisions	% Within Agreed Timescales	
Processing Agreements	5		
Major Applications	5	80.0%	
Local Applications			
EIA developments			
Other Applications			
	Total Number of Decisions	% within timescales*	Average Time (Weeks)
All Major Developments	9	44.4%	20.3
All Local Developments	621		10.5
Local: less than 2 months	428	68.9%	
Local: more than 2 months	193	31.1%	
Local developments (non-householder)	435		12.1
Local: less than 2 months	265	60.9%	
Local: more than 2 months	170	39.1%	
Local developments (householder)	186		6.6
Local: less than 2 months	163	87.6%	
Local: more than 2 months	23	12.4%	
Other Consents	71		9.2
Other : Less than 2 months	49	69.0%	
Enforcement Activity			
	Number		
Cases Taken Up	97		
Notices Served	15		
Reports to Procurator Fiscal	0		
Prosecutions	0		
Pre-Application Advice			
Major Packs within 4 weeks	100.0%		
Local Packs within 6 weeks	75.0%		

* 4 months for major developments and 2 months for local developments and other consents

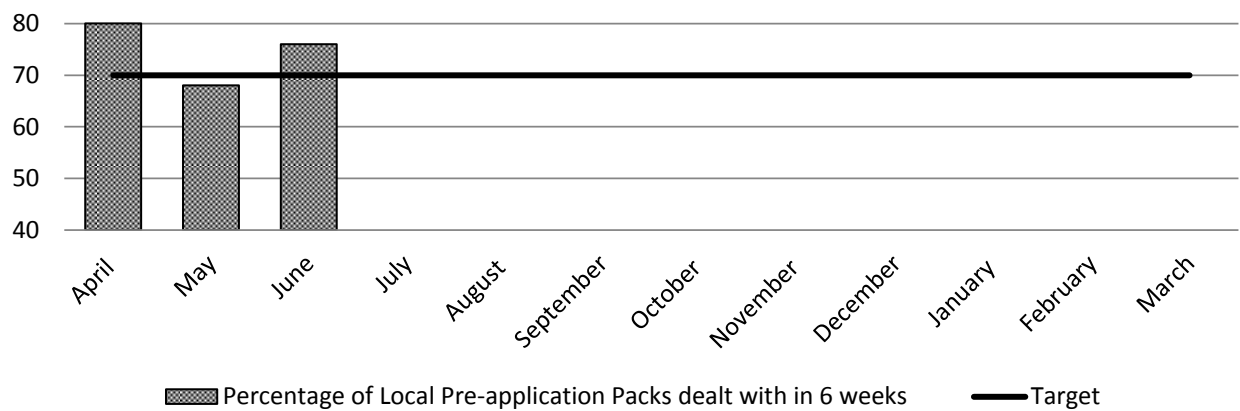
Development Management Performance - % of local planning applications dealt with in 2 months



Development Management Performance - % of all planning applications dealt with in 2 months



Development Management Performance - Local Pre-application



Benchmark Performance Figures for 2013/14

All Local Applications: Average Time & Percentage under 2 months								
Post - August 2009 applications								
Planning Authority	2013/2014					2012/2013		
	Number of applications	Percent Under 2 Months	Average Time Under 2 months	Average Time Over 2 months	Overall Average Time (weeks)	Number of applications	Percent Under 2 Months	Overall Average Time (weeks)
Aberdeenshire	2,913	69.9%	6.9	24.6	12.2	3,075	62.7%	15.4
Argyll & Bute	1,083	76.3%	6.8	21.3	10.3	1,061	69.2%	11.6
Dumfries & Galloway	1,485	50.3%	6.4	17.5	11.9	1,264	46.8%	12.9
Eilean Siar	400	60.5%	6.2	15.3	9.8	413	59.1%	10.7
Highland	2,597	70.7%	6.6	20.2	10.6	2,436	67.3%	11.4
Orkney Islands	381	62.7%	6.8	17.0	10.6	609	46.1%	10.7
Scottish Borders	907	69.7%	7.2	38.1	16.6	947	64.2%	13.9
Shetland Islands	356	57.0%	6.8	16.4	11.0	286	68.2%	11.0
SCOTLAND	10,122	66.8%	6.8	21.8	11.7	29,332	69.4%	11.4

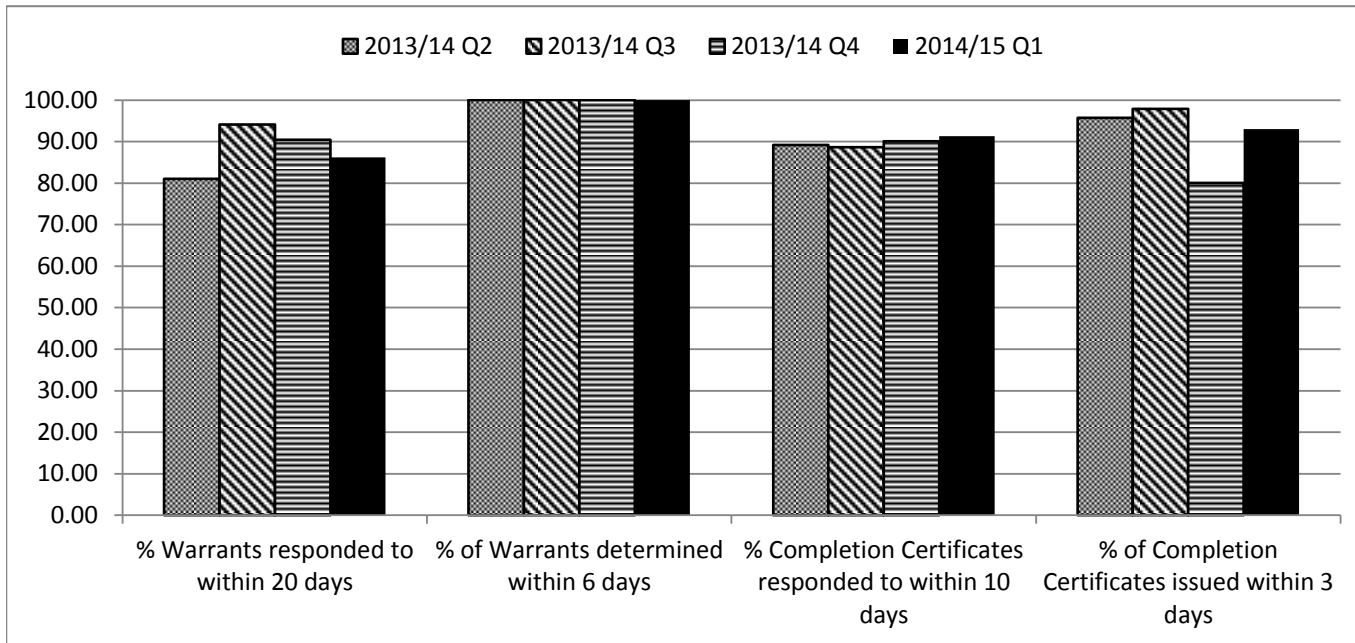
Source: Scottish Government

A full publication is available at the following link:

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

Appendix 2
Building Standards Performance 2014/15 Quarter 1

	% Warrants responded to within 20 days	% of Warrants determined within 6 days	% Completion Certificates responded to within 10 days	% of Completion Certificates issued within 3 days	Target
2013/14 Q2	81.00	100.00	89.20	95.70	80
2013/14 Q3	94.12	100.00	88.60	97.84	80
2013/14 Q4	90.40	100.00	90.10	80.00	80
2014/15 Q1	86.22	100.00	91.32	93.00	80



Building Standards Volumes and Income (Last 4 Quarters)

	2013/14 Q2	2013/14 Q3	2013/14 Q4	2014/15 Q1
Warrants Decided	766	782	775	669
Compl. Certs	586	586	509	717
Income (£000)	495	378	554	630

APPENDIX 3 - SERVICE IMPROVEMENT PLAN 2013/14

Service Improvement Plan 2014/15

- We will prepare and publicise a presentation of high quality developments supported by the Service by March 2015.
- We will put in place a process for involving Members in providing input to pre-application advice for major developments.
- We will deliver Focus Groups for Planning and Building Standards across the Highland area during 2014/15.
- We will implement improvements to our means of engagement with Community Councils
- We will put in place a refreshed social media presence covering all aspects of planning and building standards and provide more engaging ways to communicate through our website.
- We will carry out a range of comprehensive customer surveys during 2014/15 and prepare an action plan from the results.
- We will ensure that all staff have Employee Review and Development Plans delivered and the Service Training Plan produced by end August 2014.
- We will put in place a managed hosted service for UNIFORM and the Document Management System.
- We will deliver improvement to the project management of consents required for Council projects to assist with the delivery of the overall Capital Programme
- We will put in place new arrangements for the handling and storage of planning application documents.
- We will fully implement Development Management for Enterprise by March 2015
- We will carry out a benchmarking exercise with other rural planning authorities during 2014/15.
- We will introduce performance management measures to monitor the delivery of Development Plans and associated audits and projects against timescales in the Development Plan Scheme and report progress through its annual review.
- We will put in place new project management arrangements for Development Plans to ensure delivery against timescales set out in the Development Plan Scheme.

Planning Performance Targets 2014/15

- We will deliver 100% of Major Pre-application packs within 4 weeks.
- We will deliver at least 70% of Local Pre-application packs within 6 weeks.
- We will achieve at least an average of 24 weeks for determination of major planning applications.
- We will achieve at least an average of 11 weeks for determination of local planning applications.
- We will achieve at least an average of 9 weeks for determination of Other applications.
- We will determine at least 70% of all Planning Applications within 2 Months.

- We will determine at least 90% of Householder Planning Applications within 2 Months.
- We will determine at least 62% of Non Householder Planning Applications within 2 Months.
- We will ensure that 100% of planning applications for major developments are offered Processing Agreements and a Case Review update within 6 weeks.