

Agenda Item	8
Report No	PLA 07/17

HIGHLAND COUNCIL

Committee: Places Committee

Date: 15 June 2017

Report Title: Planning Performance Framework and Quarter 4 Performance Review

Report By: Director of Development & Infrastructure

1 Purpose/Executive Summary

- 1.1 This report advises Members on the delivery and performance of the Development Management, Building Standards and the Development Plan services for the last Quarter of 2015/2016.

2 Recommendations

- 2.1 Members are asked to note the performance updates for the Development Management, Building Standards and the Development Plans teams.

3 Background

- 3.1 Key performance indicator information is reported to Committee every Quarter and the outturn figures for the fourth Quarter of 2016/17 and the year-end figures are now available.

4 Development Management

- 4.1 During Q4, 59% of all local planning applications were determined within 2 months, taking an average time of 11.6 weeks. The year to date figure for all planning applications now stands at 65% determined within 2 months, against a target of 70% (see **appendices 1 and 2**). Work continues to improve performance by continuing to find more efficient processes.
- 4.2 A significant piece of work has been undertaken on developer contributions over the period - looking at the current processes and procedures relating to development plan policy, legal arrangements for Section 75s, finance arrangements for collection and monitoring and setting a firm framework for future spend.
- 4.3 The major developments pre-application advice service continues to deliver 100% of packs within four weeks. Performance of the local pre-applications advice service has slightly improved from last quarter, with 61% of the packs being delivered within the target 6 week period.

5 Building Standards

- 5.1 Performance for responding to a warrant application came in slightly below target. Response times to an application for warrant recorded 75% for Q4, similar to Q3. The main reasons for this reduced performance are some long terms sickness absences and vacancies. Measures are in place to manage workloads and improve performance.
- 5.2 Performance across the 5 other internal KPIs averaged at 93%. This is consistent with last quarter and also last year. The target on those KPIs is 90%. The level of submissions to the new eBuilding Standards portal remain one of the highest in the country, averaging around 90%.
- 5.3 During Q4 a letter appointing Highland Council as verifier for our geographical area for a period of three years was received from Scottish Ministers. Whilst it is disappointing that the Council was not appointed for a period of 6 years the new Performance Framework and Operating Framework will allow the issues raised by Scottish Government to be targeted as priority action areas over the next twelve months. It is critical that improvements and efficiencies in the following areas are demonstrated:
- minimising the time taken to issue a first report or to issue a building warrant or amendment to building warrant;
 - increasing quality of compliance assessment during the construction processes;
 - committing to the building standards customer charter;
 - understanding and responding to the customer experience;
 - maintaining financial governance;
 - continuing the commitment to eBuilding Standards; and
 - committing to objectives outlined in the annual performance report.

6 Development Plans

- 6.1 During Q4 the West Highland and Islands Proposed Local Development Plan was considered by Area Committees and is now being prepared for consultation. The Caithness & Sutherland Local Development Plan has been submitted to Scottish Ministers for Examination. The Inverness City Centre Development Brief was published for consultation with two exhibitions held to raise awareness and gather peoples' views. Work is also progressing on the Inverness East Development Brief for referral to Area Committee and consultation later this year.
- 6.2 Further improvements were made to the Council's online Wind Energy Map to provide a comprehensive picture of wind energy development across Highland.

7 Implications

- 7.1 Resource – the delivery of the services outlined within this report are contained within the overall Service budget.
- 7.2 Legal – none.
- 7.3 Community (Equality, Poverty and Rural) – none.
- 7.4 Climate Change/Carbon Clever - none
- 7.5 Risk – none.
- 7.6 Gaelic – none

Designation: Director of Development and Infrastructure

Date: 26 May 2017

Author: Malcolm Macleod, Head of Planning and Environment

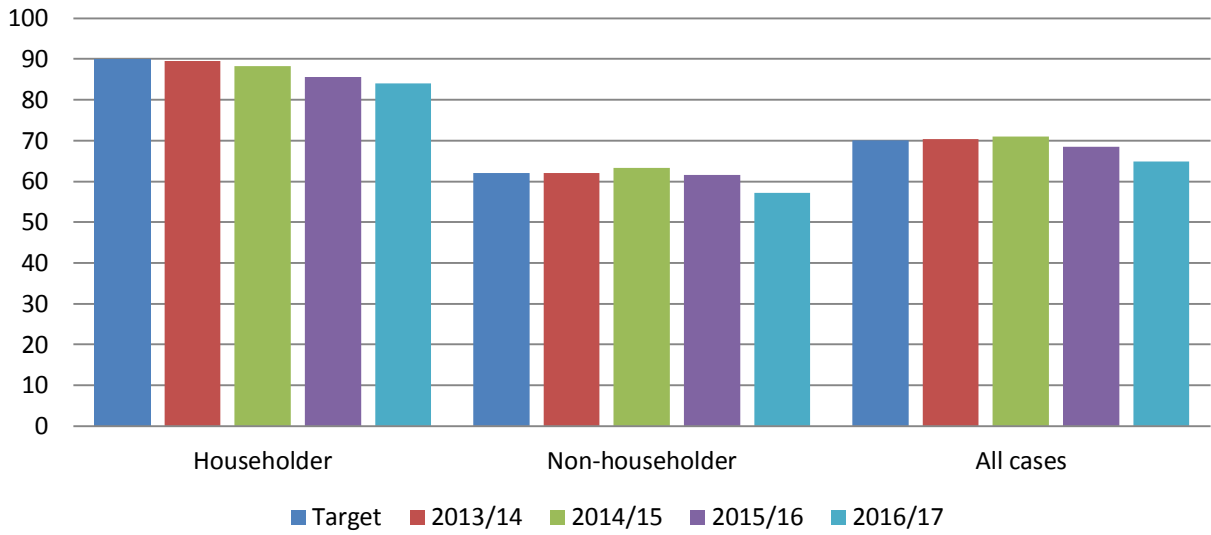
**Appendix 1
Performance Statistics**

**Highland
Quarter 4 2016/17**

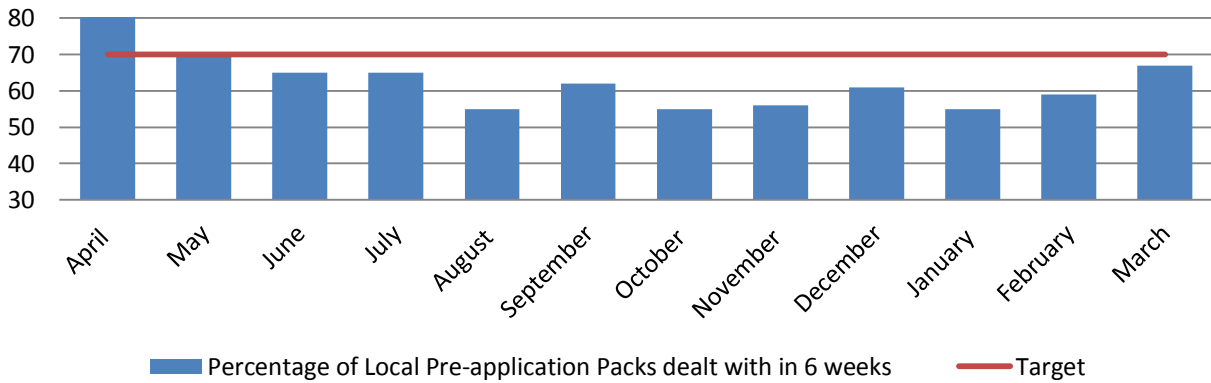
Planning Applications			
Category	Total Number of Decisions	% Within Agreed Timescales	
Processing Agreements	4	100.0%	
Major Applications	4	100.0%	
Local Applications			
EIA developments			
Other Applications			
	Total Number of Decisions	% within timescales*	Average Time (Weeks)
All Major Developments	10	30.0%	20.0
All Local Developments	597		11.6
Local: less than 2 months	353	59.1%	
Local: more than 2 months	244	40.9%	
Local developments (non-householder)	440		12.8
Local: less than 2 months	237	53.9%	
Local: more than 2 months	203	46.1%	
Local developments (householder)	157		7.9
Local: less than 2 months	116	73.9%	
Local: more than 2 months	41	26.1%	
Other Consents	88		11.0
Other : Less than 2 months	55	62.5%	
Enforcement Activity			
	Number		
Cases Taken Up	42		
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	61.2%		

* 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



Percentage of Local Pre-application packs in 6 weeks



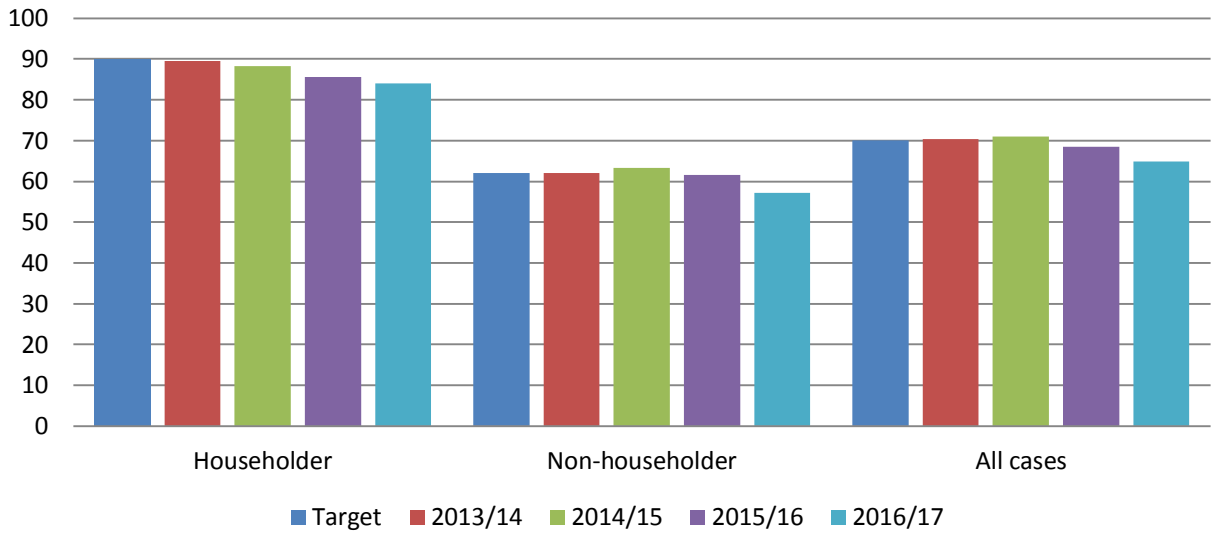
**Appendix 2
Performance Statistics**

**Highland
2016/17**

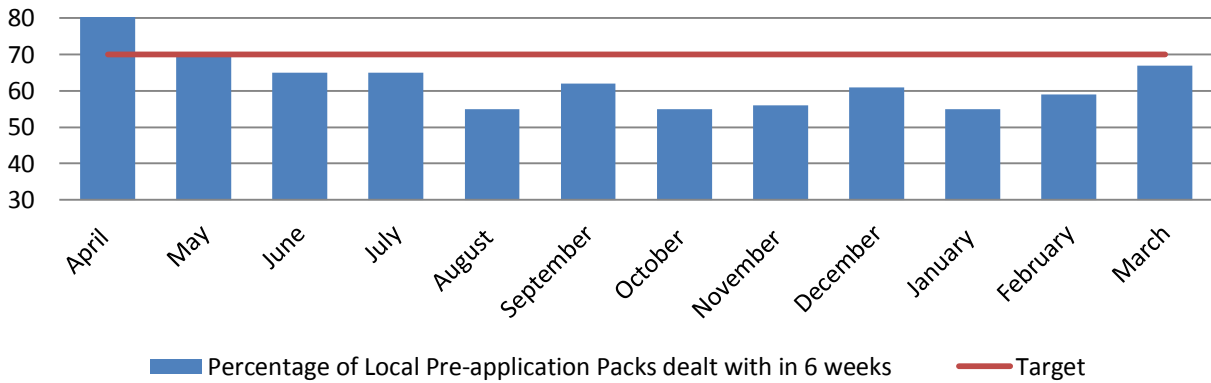
Planning Applications			
Category	Total Number of Decisions	% Within Agreed Timescales	
Processing Agreements	8	87.5%	
Major Applications	8	87.5%	
Local Applications			
EIA developments			
Other Applications			
	Total Number of Decisions	% within timescales*	Average Time (Weeks)
All Major Developments	25	24.0%	27.0
All Local Developments	2,336		11.4
Local: less than 2 months	1,516	64.9%	
Local: more than 2 months	820	35.1%	
Local developments (non-householder)	1,663		12.6
Local: less than 2 months	951	57.2%	
Local: more than 2 months	712	42.8%	
Local developments (householder)	673		7.8
Local: less than 2 months	565	84.0%	
Local: more than 2 months	108	16.0%	
Other Consents	370		9.8
Other : Less than 2 months	244	66.0%	
Enforcement Activity			
	Number		
Cases Taken Up	119		
Notices Served	29		
Reports to Procurator Fiscal	0		
Prosecutions	0		
Pre-Application Advice			
Major Packs within 4 weeks	100.0%		
Local Packs within 6 weeks	63.0%		

* 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

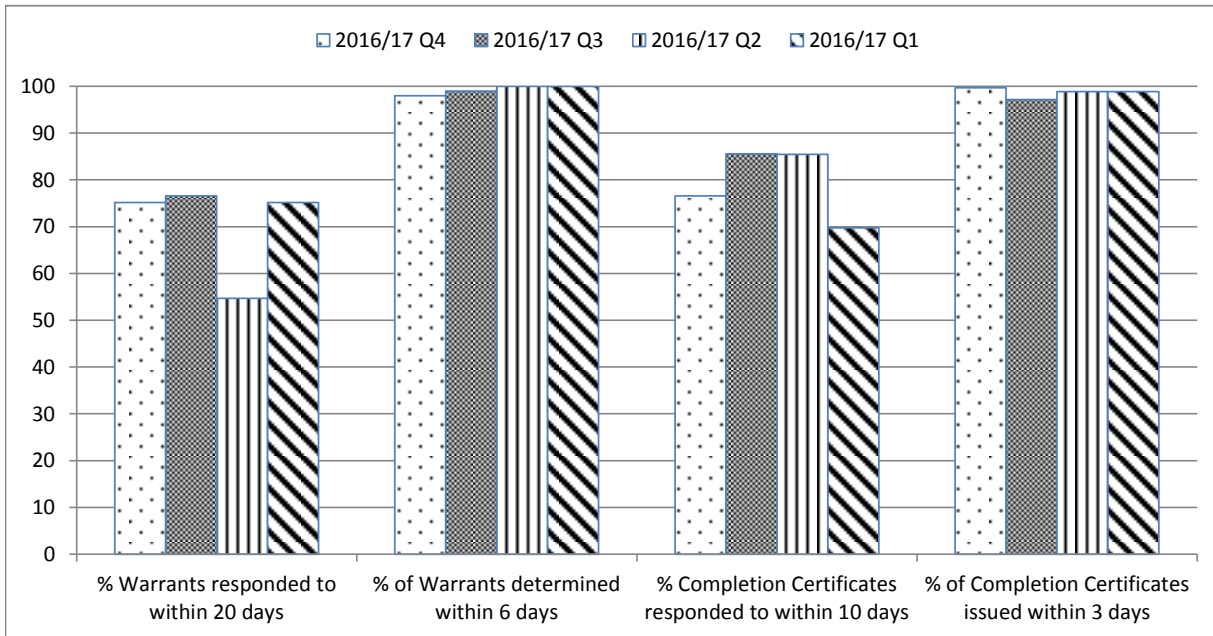


Percentage of Local Pre-application packs in 6 weeks



Appendix 3
Building Standards Performance 2016/17 Quarter 4

	% 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
2016/17 Q4	75.2	98	76.6	99.7	90
2016/17 Q3	76.6	99	85.6	97.2	90
2016/17 Q2	54.7	100	85.5	98.9	90
2016/17 Q1	75.20	100.00	69.80	98.90	90



Building Standards Volumes and Income (Last 4 Quarters)

	2016/17 Q1	2016/17 Q2	2016/17 Q3	2016/17 Q4
Warrants Decided	772	775	873	789
Compl. Certs	1097	743	676	550
Income (£000)	479	533	491	521