

**Planning and Architecture Division
Planning Performance
Framework 2014-15**

July 2015



CONTENTS	Page Number
Foreword	3
1. National Headline Indicators	4
2. Defining and Measuring a high-quality planning service	6
• Open for Business	6
• High Quality Development on the Ground	8
• Certainty	9
• Communication, Engagement and Customer Service	11
• Efficient and Effective Decision Making	14
• Effective Management Structures	15
• Financial Management	16
• Culture of Continuous Improvement	17
3. Supporting Evidence	20
4. Service Improvement Plan	21
Appendix 1 – Statistics	26

Foreword

I am delighted to introduce the planning performance framework for the Scottish Government's Planning and Architecture Division for year 2014 -15. Planning and Architecture have vital roles to play in delivering high quality places for Scotland. Scottish Ministers aspirations, set out in Scottish Planning Policy are for the planning service to perform to a high standard and to pursue continuous improvement.

I hope that in reading this document you will become more familiar with the wide range of projects that Planning and Architecture division have pursued in the last year to support Ministers' objectives on planning and place. I also hope that the document will enable you to learn more about our performance, our achievements and our priorities for improvement going forward.

Changes to Ministerial portfolios followed the appointment of our First Minister in November 2014 with Alex Neil MSP assuming responsibility for planning matters within his portfolio of Social Justice, Communities and Pensioners' Rights. The first comprehensive review of Scottish Planning Policy was published alongside Scotland's third National Planning Framework following parliamentary process. Significant progress was also made in implementing Creating Places, in developing the new ePlanning and eBuilding Standards portals, in the success of the SEA Gateway and across a range of high profile policy and casework issues.

Going forward, planning will support Scotland's Economic Strategy and the key objectives of increasing competitiveness and reducing inequality. We will also support consideration about how our process and practice can be further improved to support delivery of housing, quality of place and engagement with our communities and other key stakeholders.

John McNairney
Scottish Government's Chief Planner



1. Headline Indicators

Key Outcomes	2012-13	2013-14	2014-15
NATIONAL POLICY			
• age of National Planning Framework (as at 31 March 2015)	3.8 years	4.8 years	0.75 Years
• revision of National Planning Framework: on track (to be reviewed at least once every five years)?	y	On track for publication in June 2014	Yes
• age of Scottish Planning Policy (SPP) (as at 31 March 2015)	3.2 years	4.2 years	0.75 Years
• revision of Scottish Planning Policy (SPP): on track	y	Publication aligned with NPF in June 2014	N/A
• age of Architecture Policy (as at 31 March 2015)	6.1 years	0.75 Years	1.75 Years
DEVELOPMENT PLANNING			
• no. of Development Plan consultations handled	18	21	178¹
• % of consultations responded to within planning authority deadlines.	88%	90.5%	95.5%²
• Development planning forums : <ul style="list-style-type: none"> ○ target to facilitate 8 regional forums; and ○ one national forum per year. 	7/8 Achieved	1 forum facilitated ³	N/A
	Achieved	Achieved	Achieved
EPLANNING			
• deliver ePlanning Programme business case targets for percentage of planning applications submitted online	48% (Target 22%)	51% (Target 30%)	63.5% (Target 45%)
PLANNING DECISIONS			
• Notified cases (total)	19	25	23
• % Dealt with within statutory deadline	94.7	95	91.3

¹ In June 2014 Scottish Government launched the Development Plan Gateway. The gateway approach has resulted in better recording of our involvement in **all** stages of the development plan process which accounts for the increase in the number of consultations handled.

² 170 consultations were responded to within planning authority deadlines during the reporting year. 8 consultations missed the planning authority deadline.

³ The intention has always been to take a step back from arranging and attending all regional forums and instead only attend where necessary. In 2013-14 we started to put this into effect, the one forum event noted above was part of the programme of events scheduled to be delivered in 2012-13.

ENVIRONMENTAL ASSESSMENT			
<ul style="list-style-type: none"> Environmental Assessment forums – target to facilitate one national forum per year on each of SEA, EIA and HRA. 	Achieved	Achieved	Achieved
<ul style="list-style-type: none"> Number of Environmental Reports received 	45	60	30
<ul style="list-style-type: none"> % responded to on time 	98%	99.2%	100%
<ul style="list-style-type: none"> Number of statutory screening and scoping requests received 	136	130	148
<ul style="list-style-type: none"> % responded to on time 	98.5%	98.0%	97.9%
CORPORATE PERFORMANCE STATISTICS			
Invoice Payment Performance			
<ul style="list-style-type: none"> Number of Invoices 	-	251	292
<ul style="list-style-type: none"> % paid within 10 Days 	100%	99.6%	99.3%
Ministerial Correspondence			
<ul style="list-style-type: none"> Ministerial Reply 	669 (94%)	894 (95%)	1150 (91.8%)⁴
<ul style="list-style-type: none"> Official Reply 	247 (89%)	348 (99.2%)	
<ul style="list-style-type: none"> Official Reply 	422 (97%)	546 (93%)	
<ul style="list-style-type: none"> Parliamentary Questions 	104 (100%)	62 (98%)	63 (92.1%)
Freedom of Information/Environmental Information Regulation			
<ul style="list-style-type: none"> Requests 	15 cases (80%)	16 Cases (56%)	25 Cases (80%)
<ul style="list-style-type: none"> Reviews 			22
<ul style="list-style-type: none"> Appeals 			2
			1

Planning Legislation

The implementation of new or amendment planning legislation is an important part of our work, but is not included in the table above. The preparation of Legislation and Circulars is often a lengthy process involving engagement with key industry representatives, local authorities, agencies and Scottish Government (SG) Directorates. Proposals are developed and subject to public consultation and are generally screened for their impacts on Equality Groups and Businesses. Legislation is also subject to parliamentary scrutiny. Therefore the legislative process does not fit any meaningful performance standard. During the reporting year legislative work has included:

- **The Town and Country Planning (General Permitted Development) (Scotland) Amendment Order 2014 (SSI 2014 No.142)**
- **Consultation on Changes to Permitted Development Rights Telecommunications Code Operators**
- **The Town and Country Planning (Control of Advertisements) (Scotland) Amendment Regulations 2014 (SSI 2014 No. 139)**
- **Regulatory Reform (Scotland) Bill 2014**
- **Ryder Cup Ambush Marketing**
- **Agreement reached on new EIA Directive 2014/52/EU**
- **Planning Controls, Pay Day Lending & Betting Offices Consultation**
- **Planning Controls on Hill Tracks**
- **Town and Country Planning (Fees for Applications and Deemed Applications) (Scotland) Amendment Regulations**

⁴ These figures will be updated once technical issues with corporate reporting systems are resolved.

2. Defining and measuring a high-quality planning service

Scotland's Economic Strategy, published in March 2015, reaffirms the Scottish Government's commitment to creating a more successful country, with opportunities for all of Scotland to flourish, through increasing sustainable economic growth.

We have a Divisional Business plan which is agreed with Senior Management and Ministers. This sets out our priorities for the year and the budget and resources allocated to deliver these. The business plan feeds into individual's business objectives for the year.

Our business plan sets out that we will take forward a range of initiatives and projects that support the three themes of *One Scotland*, the 2014-15 Programme for Government,: Creating More, Better Paid Jobs in a Strong, Sustainable Economy; Building a Fairer Scotland and Tackling Inequality; Passing Power to People and Communities.

We will also contribute to the two mutually supportive goals in the Government's economic strategy of increasing competitiveness and tackling inequality in Scotland. Boosting investment and innovation, supporting inclusive growth and maintaining our focus on increasing internationalisation – all key strategic goals of the Government's economic strategy are reflected in the Business Plan for 2015/16.

OPEN FOR BUSINESS

The Government believes that the planning system has a key role to play in making Scotland a more successful country, with opportunities for all to flourish through increasing sustainable economic growth.

Our actions have focussed on delivering a fast, efficient, predictable service which delivers high quality development on the ground for the benefit of the people, communities and the economy of Scotland.

Following Nicola Sturgeon's appointment as First Minister on 19 November 2014 a new Scottish cabinet was appointed on 21 November. Alex Neil MSP was appointed Cabinet Secretary for Social Justice, Communities and Pensioners' Rights with responsibility for planning along with:

- community empowerment, community planning, local government, building standards, business improvement districts, town centres, housing, welfare and measures against poverty and homelessness,

Since his appointment Mr Neil has met with a wide range of stakeholders and attended a number of events to speak about his ambitions for planning.

In March 2015 Mr Neil hosted an event with a range of key stakeholders which focussed on identifying improvements to the planning system. At the event Mr Neil asked the attendees to identify short, medium and long term actions. Stakeholders have begun submitting their ideas to us and we are in the process of analysing them to identify the common themes and to pull together a list of priority actions.

Quote from Stakeholder Survey – March 2015

“When I talk to colleagues who work in England, they are envious of the excellent relationships that exist in the planning community in Scotland, and especially of the links between heads of planning and the Scottish Government's staff and the approachability of Ministers”.

The Chief Planner also regularly meets with key industry representatives to discuss current issues and has been involved in a number of conferences and meetings over the past year. The table below outlines the key industry representatives that he has met with and the events and meetings that he has participated in. Planning and Architecture staff also meet with a range of stakeholders throughout the year from industry representatives, developers and agents to communities, residents and cultural and heritage bodies.

The Government’s Economic Strategy sets out that our focus will be on effective development planning, and more efficient decision making including seeking solutions where development has stalled.

Our engagement has also included attendance at a number of conferences which presented opportunities to promote the publication of NPF3 and SPP and to highlight the changes from the existing policies.

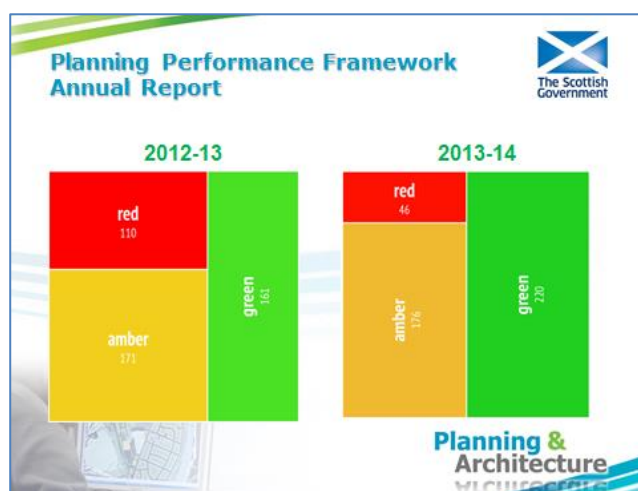
Regular Industry Engagement	Conferences/Meetings	PAD Led Events
<ul style="list-style-type: none"> • COSLA • Homes for Scotland • HOPS • RTPI • Scottish Property Federation (SPF) • Scottish Renewables 	<ul style="list-style-type: none"> • Inside Government – March 2015 • Waterfront Conference – October 2014 • SPEL – September 2014 • White Paper Conference – November 2014 • Homes for Scotland Awards – May 2014 • SPF Dinner – May 2014 • Planning - The transition to local government, Belfast – September 2014 • RTPI Centenary Celebration – October 2014 	<ul style="list-style-type: none"> • Heads of Planning Event – November 2014 • Scottish Awards for Quality Planning – November 2014 • Five Administrations meeting – April & November 2014 • High Level Group on Planning Performance • Stakeholder Planning Improvement Event – March 2015

We also continue to offer one day placements to stakeholders to come in to learn more about the work we do. These sessions have been run since 2009 and continue to be well attended.

Case Study: Open for Business - Planning Performance Framework Workshops

Our planning performance and improvement team worked closely with HOPS and the Improvement Service to deliver three workshops to planning authority staff during Spring 2015. The workshops provided the opportunity for us to engage and provide feedback to planning authorities on:

- The third round of PPF reports (PPF3)
- [The Planning Performance Annual Report 2013/14](#)
- Updates to PPF4 guidance



Workshops were held in Edinburgh, Glasgow and Perth. A total of 56 delegates attended from 32 different authorities. The workshops also provided the opportunity for delegates to share good practice on different aspects of their PPF reports and how improvements had been delivered.

Feedback received following the event included:

“Important to have a forum to exchange experiences between Authorities”.

“This was a helpful exercise to share experiences and think about the next PPF”.

“This discussion will inform our next PPF”.

For the first time, our Planning Performance Annual Report included additional appendices on key agency performance. Our staff engaged with the key agencies on this feedback and delivered a presentation to the Key Agencies Group in February 2015.

HIGH QUALITY DEVELOPMENT ON THE GROUND

Scotland's policy statement on architecture and place sets out the comprehensive value good design can deliver. Successful places can unlock opportunities, build vibrant communities and contribute to a flourishing economy.

For the first time Placemaking has been included as a key policy principle in Scottish Planning Policy. It puts placemaking alongside sustainability as a key consideration in the planning process and should be applied to all development.

One of the commitments made in Creating Places was the development of a Place Standard. The purpose of the Place Standard is to support the delivery of high quality places in Scotland and to maximise the potential of the physical and social environment in supporting health, wellbeing and a high quality of life. It will do this by articulating what makes a good, sustainable place and setting a framework for processes which deliver places of high quality.

The quality and design of a place can significantly influence the ability of individuals and communities to live in healthy, sustainable ways. Issues such as wellbeing and quality of life, physical and mental health, social and cultural life, carbon emissions and energy use are all influenced by the quality of the environment. We have been working in partnership with NHS Health Scotland and Architecture and Design Scotland to develop the project.

We have undertaken initial consultation with key stakeholders throughout the year which has included presenting the Place Standard to all local authorities at the PPF workshops held in Edinburgh, Glasgow and Perth in early 2015, individual interviews and follow up questionnaires with workshop attendees and interviewees.

- Initial analysis has been carried out on workshop, interview and survey monkey responses to date and this will continue until the consultation phase is completed
- Initial analysis has also been carried out on reports commissioned from consultants (Smith Scott Mullan/ Barton Willmore/Collective Architecture) which tested the PS in different settings.
- The Place Standard project team will meet in early June to discuss consultation findings and agree recommendations to the Project Board.
- Piloting and consultation on a draft Place Standard will then be undertaken, with feedback being used to inform the final version which should be launched in November 2015.

In September 2013, the First Minister announced the themes for the 2015-18 Focus Years, including the designation of 2016 as a Focus Year on the theme of Architecture, Innovation and Design. The RIAS Festival of Architecture, seen as a central part of this focus year, is designed to boost confidence and understanding of our built environment, and seeks to make a lasting difference to Scottish communities

Case Study: High Quality Development on the Ground - Collaborative Working with Other Parts of Government

The development of a [Town Centre Toolkit](#) was a key commitment in the [Town Centre Action Plan](#) and [Creating Places](#). To develop the toolkit PAD worked jointly with the Scottish Government's Regeneration Division.

The toolkit was published in April 2015. It is divided into three themes about making town centres more attractive, active and accessible, and includes a section on making it happen. Using case studies for inspiration, the toolkit is designed to give everyone the opportunity to be involved in making improvements to their local area and offers guidance on how to make best use of the assets already in place.

Professor Leigh Sparks, Chair of Scotland's Towns Partnership

"This open access toolkit is both informative and inspirational. It will provoke ideas and creativity which should ultimately lead to a higher quality of design and sustainable placemaking."

"Building the document under clear themes and illustrating it with great examples clearly shows what can be achieved through better planning and design."

"Scotland's Towns Partnership will actively promote the tool to all of our members and partners, we see this Town Centre Toolkit as being a critical component towards delivering a stronger network of towns across Scotland".

CERTAINTY

We recognise that certainty in the planning service – a shared understanding of what will happen, avoiding unnecessary or unexpected time, costs and demands – can breed confidence and support investment in sustainable economic growth.

The government is committed to providing certainty in both the process and outcome in the work that we do and to embed a system which provides certainty to applicants and communities.

Last year we reported on the engagement we had undertaken on the National Planning Framework and Scottish Planning Policy. As outlined earlier in the report SPP and NPF3 were published in June 2014 providing Scotland with an up-to-date policy framework.

Progress on implementation of National Planning Framework continues with lead partners providing the first update to the [Action Programme](#).



"I write to congratulate you and your team for producing such high quality documents in a very tight timeframe. This was no mean feat and we appreciate the time, effort and commitment of you and your colleagues in making it happen. We are very pleased that both documents will provide a context for future planning decisions within the planning hierarchy framework. This approach is essential to developing a plan-led and proactive planning system which aims to facilitate sustainable development. We also commend the inclusive approach that was taken in developing both documents. This spirit of partnership working is an important aspect in helping to develop approaches that are supported by the profession and which recognise the roles the profession can play."

Craig McLaren, Director of Royal Town Planning Institute Scotland, 4 July 2014

We continue to engage with delivery partners and have spoken about the role of NPF3 at a range of events throughout the year.

We have also written to Authorities to clarify the role of statutory supplementary planning guidance and Scottish Ministers role in approval.

Throughout the year we have been progressing additional pieces of guidance for authorities covering emerging or rapidly changing subjects.

Guidance includes:

- **Net Economic Benefit**
- **Opencast Coal**
- **Housing**
- **Hill Tracks**

We have also commissioned Ryden, with WSP and Brodies to carry out a research project on the delivery of infrastructure. The primary aim is to identify and review existing and emerging practice in the delivery of infrastructure to enable development through the planning system in Scotland. A specific focus of the project will be on cumulative impacts and how strategic infrastructure, which will be defined in the course of the study, is planned and funded.

There are to be five key outcomes for The Scottish Government. The research will:

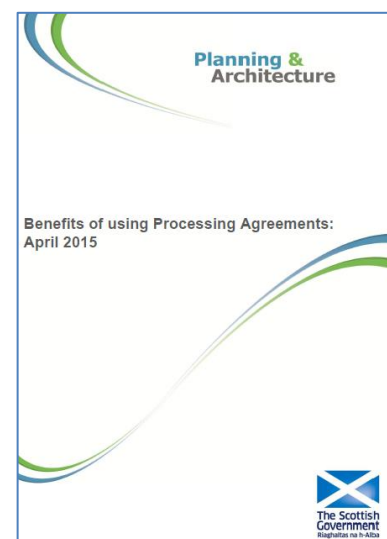
- Establish the current position;
- Identify the barriers;
- identify key principles;
- Provide recommendations to refine / strengthen identified approaches; and
- Inform whether further advice is needed.

The findings are due to be submitted to the Scottish Government in Summer 2015.

Case Study: Certainty – Benefits of Using Processing Agreements

Feedback received from some planning authorities at Planning Performance Workshops in February 2014 indicated that they were struggling to get applicants and developers to sign up to processing agreements.

We felt that it was important to capture the outcomes where planning authorities had used them in order to highlight the benefits and encourage further take up, including their use for complex local applications.



During August and September 2014 we interviewed a selection of planning authorities and applicants. The feedback we received led to the production of a report on the [Benefits of Using Processing Agreements](#) that was published in April 2015.

The report includes 5 best practice points for planning authorities, applicants and developers to consider in continuing the progress that has been made to date on processing agreements.

COMMUNICATIONS, ENGAGEMENT AND CUSTOMER SERVICE

Stakeholder engagement and collaboration are central to our work. We strive to provide the highest quality service possible to all customers of the planning system. We continue to run the e-planning helpdesk and helpline number for people to get in touch with us with their queries, we also publish contact details on our website and maintain a list of local authority contacts. We maintain a wide range of contacts, networks and engagement groups focused on delivering better planning and performance.

Digital Strategy

We are currently developing our digital strategy which will set out how we will share information with our customers, taking into account the launch of the new www.mygov.scot and www.gov.scot websites and other social media platforms.

The strategy outlines the various ways we communicate with our stakeholders and the circumstances when we will communicate with them.

An action plan for PAD will be developed during the early part of the 2015-16 reporting year. We will also begin implementing the actions within the plan throughout the year and report on our progress in our next PPF report.

We have continued to engage with our stakeholders throughout the year. The majority of our engagement has been covered within other sections. Our engagement has focused on both the service we provide in Planning and Architecture but also the planning service as a whole.

As outlined earlier, Mr Neil brought a number of key stakeholders together in March 2015 to identify priority areas for action. To support this work a questionnaire was also published which was publicised to all our stakeholders through our e-alert and twitter.

153 responses were received in total and covered a wide range of areas within the planning system. Attendees at the stakeholder event were also asked to submit their thoughts on Short, Medium and Long Term priorities for change and any game changing ideas to support delivery.

The responses have played a role in helping Mr Neil understand the issues faced by stakeholders of the planning system and have helped to shape his vision and identify his key priorities for the year ahead.

Correspondence

We also have a duty to provide internal and external customers with high quality service and advice. Much of our business centres on the provision of information and the Scottish Government has internal and external targets for final responses to be issued which are set down to achieve this high service. During 2014-15 the division dealt with the following (the % figures show the number dealt with within the relevant timescale⁵):

⁵ FOI, Ministerial Replies and Official replies are to be issued within 20 days of receipt. The deadline for submitting a response to a PQ varies depending on, for instance whether it is a written or oral PQ or if Parliament is in Recess

CORPORATE PERFORMANCE STATISTICS	2012-13	2013-14	2014-15
Invoice Payment Performance			
• Number of Invoices	-	251	292
• % paid within 10 Days	100%	99.6%	99.3%
Ministerial Correspondence	669 (94%)	894 (95%)	1150
○ Ministerial Reply	247 (89%)	348 (99.2)	(91.8%)
○ Official Reply	422 (97%)	546 (93%)	
• Parliamentary Questions	104 (100%)	62 (98%)	63 (92.1%)
Freedom of Information/Environmental Information Regulation	15 cases (80%)	16 Cases (56%)	26 Cases
• Requests			(85%)
• Reviews			24 (84%)
• Appeals			1 (100%)
			1 (100%)

Following actions identified within our Service Improvement Plan last year we have improved our performance in responding to FOI and EIR requests. We undertook a self-assessment of our internal practices and we have taken action to ensure that colleagues are aware of their responsibilities with regards to FOI and EIR requests. We also have two FOI champions available within the Division to offer advice and support to colleagues who have little experience of handling requests. The Champions are also responsible for carrying out reviews and assisting any colleagues in responding to Appeals.

The FOI unit has also carried out an SG wide self-assessment of its FOI practices during 2014. There were a number of areas which needed to be addressed and performance was a particular issue. Therefore the SG agreed a set of interim targets with the Information Commissioner which should help us meet her expectations. The new performance targets are outlined below. These are applied to both the SG as a whole and individual Directorates and Divisions.

- At least **85%** of requests and **80%** of reviews answered on time by end 2015
- At least **97%** of responses issued within 20 working days after the deadline

For 2016:

- At least **90%** of requests and reviews on time by end 2016
- At least **98%** of responses issued within 20 working days after the deadline

Although we have seen a marked improvement in the number of cases which we have responded to on time there still remains work to be done to ensure that we meet the interim targets set out above.

We are disappointed in the reduction of our performance in responding to Ministerial Correspondence, however we have still responded to more cases on time than the overall number of cases dealt with in the previous year. We have improved the monitoring of Ministerial Correspondence and reminders are sent weekly to colleagues that have cases which are due to be completed that week.

A modern apprentice has been recruited during the past year and one of their key tasks is to monitor the corporate correspondence we deal with and highlight any instances where deadlines are approaching and seek reasons for any delays in responding. This should help minimise any

late responses and also help to identify any common reasons for missing deadlines so that appropriate action can be taken to resolve the issue.

Case Study: Communications, Engagement and Customer Service - New Approaches to Stakeholder Engagement and Collaborative Working

We are working closely with stakeholders to deliver a number of planning reform projects. Central to success of these projects is collaborative working with stakeholders to develop aims, test, measure and implement changes. The projects follow the [3-Step Improvement Framework to Public Services](#), which supports action at a local level and creates the conditions to enable this to happen.

Streamlining Planning Assessments

The provision of assessments to support planning applications (e.g. flood risk assessments or retail impact assessments amongst others) was identified in Planning Reform Next Steps as an area where more could be done to improve consistency and aid the operation of the planning system.

In May 2014 we held a workshop and brought together a cross-section of stakeholders engaged in the preparation and review of planning assessments, to develop and test change ideas for streamlining and improving efficiency, proportionality and clarity.

This led to the development of a set of [guiding principles](#) and a [summary template](#) for assessments, which were then tested by planning authorities and key agencies.

We also facilitated a number of process mapping sessions with the stakeholders, including environmental consultants, Scottish Water, SNH and South Ayrshire Council to help them identify issues, causes of delay and possible solutions. These sessions have led to them developing their own change ideas and improvements for pre-application and planning application processes.

Feedback received to date on our approach to the streamlining planning assessments project and process mapping sessions has been positive. An example is included below:

“This is the first time the Scottish Government has asked authorities - how do you want to change? Involving South Ayrshire Council provided the opportunity for us to shape change”.

eDevelopment.scot programme

Another significant initiative being taken forward is the eDevelopment.scot programme. Throughout eDevelopment.scot programme we have engaged extensively with our stakeholders. We have issued a series of letters to Heads of Planning informing them of the status of the eDevelopment.scot programme and what they can expect in coming months. 2 stakeholder events were held in Edinburgh and Stirling for all local and planning authorities. This was to advise of the programme content and what changes to the system and business processes would occur. Numerous programme updates have been uploaded to the ePlanning and eBuilding Standards (Scotland) project partners group on the Knowledge Hub, which now has over 110 members.

We have also had magazine articles published to highlight the changes to the portal and the benefits it will bring. Under the governance arrangements of the programme we have representatives from local and planning authorities who attend each project and programme board. This is to advise them of progress and obtain their opinions on decisions the programme needs to take.

EFFICIENT AND EFFECTIVE DECISION-MAKING

One of the key services we provide as a division is in relation to Strategic Environmental Assessment.

Since the implementation of legislation in 2006, there has been a statutory requirement for those preparing public plans and programmes to carry out SEA. More than 1,000 SEA submissions have now been processed, with the Scottish Government's Environmental Assessment Team acting as a conduit for all SEA activity in Scotland - through the SEA Gateway. The Team provides technical support to policy areas across the Scottish Administration.

In the ten years since the 2005 Act brought SEA to the fore for public plan-making, there has been a vast variety of plans flowing through the Gateway - with the 1,000th report milestone reached in early 2015. A significant contribution to the success of SEA comes from the SEA Database, which keeps a public record of all SEA submissions. Our approach is unique, as we make all of the correspondence accessible online and fully transparent to the public.



Other public bodies from as far afield as Vietnam and Brazil have visited the Team to find out more and learn from Scotland's approach to SEA. Across the Scottish Government we have gained extensive experience in undertaking SEA, and we can use this in future assessments to ensure the work is proportionate and achievable within policy timescales.

The 1000th plan milestone presents an ideal platform to take stock and consider our future requirements for SEA so that we can continue to provide assistance to policy teams. As part of this exercise we are going to survey Directors and Deputy Directors in the near future to gauge our own statutory SEA activity levels across Government.



Habitats Regulation

The SEA team can also provide advice on other assessments such as Habitats Regulation Appraisal (HRA).

We have a group of environmental professionals that work alongside policy colleagues, providing advice and guidance on assessment requirements and the value that can be added to policy preparation through a meaningful SEA process.

The team has worked with many Directorates across a wide range of plan and policy areas with recent examples being the National Marine Plan, plans for the development of offshore renewables, NPF3 and SPP, and energy interests such as the Electricity and Heat Policy Statements.

The Environmental Assessment Team also provide Continuous Professional Development (CPD) training for SG policy makers who are aware of the statutory requirements of SEA.

SG Casework

Throughout the year we also deal with a variety of casework relating to:

- Development Plans;
- Supplementary Planning Guidance;
- Notified Planning Applications;
- Called-In Planning Applications; and

- Other Planning casework requiring consideration by Scottish Ministers.

Extending Gateway Approach

In June 2014 the Scottish Government launched the Development Plan Gateway. The Gateway provides a single point of contact for all development plans which require consideration by Scottish Government. This includes Scottish Government involvement in Main Issues Reports, Proposed Plans, Action Programmes, Examination, Further Information Requests, Adoption / Approval and Supplementary Guidance. It also provides feedback on working drafts as well as formal consultations.

The gateway has brought all development plan enquiries into one place and allows us to better monitor our performance in responding to authorities within the timescales set by them. As noted in the table on page 4, this new way of working has meant that we have a better handle on the number of plans we are consulted on, our performance in responding within the timescales set out and on plan preparation across Scotland.

The DP Gateway sits alongside the SEA Gateway and we are considering what other areas of the office would benefit from establishing a gateway approach to handling casework.

These single points of contact ensure that our customers can submit casework to us in an easy and consistent manner and makes our processes more streamlined avoiding duplication of effort.

EFFECTIVE MANAGEMENT STRUCTURES

With reductions in staff numbers across the public sector, we have sought to ensure that we are as responsive as possible to deliver the programme of work agreed with Ministers.

In the last 5 years the team head count has reduced from 81 to 56. Whilst significant reductions in the direct running cost (staffing) budgets are common across government, there are particular pressures that arise for areas such as Planning and Architecture Division where a significant level of work-load is associated with statutory responsibilities (e.g. preparation of the National Planning Framework, Ministerial case work, Development Plan approval or EIA screening) or contractual commitments (e.g. ePlanning and eBuilding Standards projects, the environmental assessment service to other parts of Government). We have responded to significant financial challenges by adopting a flexible approach to progress our business plan and also deal with other priorities as they arise during the year. The main areas of work we have focussed the resource available on non-statutory obligations is to those areas where we can add most value or where there is a very strong stakeholder expectation that we will deliver work.

Last year's PPF report outlined the work we had undertaken to restructure the division. The new structure has bedded in and has been working effectively to deliver on our business plan as agreed at the beginning of the year. However, due to some staff changes, some further restructuring has been required. This has presented an opportunity for some staff to get experience of working at higher grades for set periods of time. This expands our skills capacity whilst retaining knowledge and allowing a smooth transition into new teams.

An example of this policy in action is the departure of one of the assistant chief planners on an 18 month career break. An open competition was held asking all professional planning staff to apply to fill the post on a temporary basis. A principal planner has now been appointed and will take up the post in May 2015. A similar exercise has been undertaken to back fill the principal planner post and a senior planner will take up that temporary promotion opportunity at the same time.

Planning and Architecture have also been engaged in work to reduce the content of our business plan due to our budget reduction. A balance needs to be struck between ensuring we are sufficiently

resourced to deliver Ministerial priorities, our statutory functions and ensuring staff have an interesting and varied workload which challenges them and allows them to develop.

At our staff away-day in May 2014, a key area of discussion was how we could ensure that we had a mobile workforce that could react to work pressures and priorities as and when they arise. This approach has now been embedded within the division, with a number of staff being deployed to different teams to help deliver priorities. This has also provided the opportunity for staff to develop by gaining new skills and learning new areas of expertise.

ePlanning

The ePlanning portal has seen a significant growth in popularity in the last year which has been marked by two key milestones. More than **60%** of all applications and appeals are now submitted online as opposed to using traditional paper based postal applications. This is double the figure forecast when the site was launched, which is a fantastic achievement. The second milestone was reached in February, when the **100,000th** application was submitted through ePlanning Scotland. The portal currently processes an average of 2,200 applications and appeals a month, providing a high quality planning service.

The ePlanning portal is being hailed as an example of the Scottish Government's continued commitment to providing a successful online service in partnership with local government. The next step, which is now under way, is to build on its success by expanding the service to Building Standards. This national portal for eBuilding Standards is estimated to be ready for Summer 2016.

It will enable businesses and members of the public to apply for building warrants and submit completion certificates online. eBuilding Standards will help realise similar savings in cost and time to those of the ePlanning portal.

Another significant achievement made in 2014 was the awarding of Crystal Marks from the Plain English Campaign. A review of the site user guide, all the guidance notes for the forms on the site and all the help text in the forms was carried out. With the help of Plain English Campaign, we were able to cut out a lot of jargon and simplify a lot of complicated paragraphs. The new site user guide also has a full contents menu which, when you click on a heading, will take you straight to that section of the guide.

Chrissie Maher OBE, Founder-Director of Plain English Campaign said:

"We applaud ePlanning Scotland for the amount of work they carried out to make their site as accessible as possible. Planning is always a difficult area for people to understand and, at the Campaign, we are more used to complaints about planning information than compliments. So, we hope that this site encourages other authorities to take the same approach to clarity."

We are continuously reviewing and making improvements to the site to make sure it meets the needs of our users.

FINANCIAL MANAGEMENT AND LOCAL GOVERNANCE

In 2014-15 99.3% of invoices were paid on time. We continue to place a high level of importance on paying invoices within the deadline to ensure that companies are paid promptly, particularly small businesses and third sector organisations. The prompt payment also allows us to see a clearer position of how our budget is being utilised throughout the year.

Invoice Payment Performance	2012-13	2013-14	2014-15
• Number of Invoices	-	251	292
• % paid within 10 Days	100%	99.6%	99.3%

With ever decreasing budgets we have had to become creative in the delivery of the work we do. There are particular pieces of work which are extremely high profile and are time critical. The ePlanning replacement is one such project and work has been underway to ensure that a full staff complement is maintained so that the project is delivered on time, on budget and to the expected quality.

For the first time we have also included our performance against our budgets for the reporting year. Outlined below is a breakdown of our performance against the budgets allocated for our Administration costs⁶ and our programme budget⁷.

	Budget Allocation	Under/Over Spend
Administration	£2,577,000	£41k (1.6%)
Programme	£3,878,000	£17k (0.4%)

CULTURE OF CONTINUOUS IMPROVEMENT

The Service Improvement Plan Steering Group which was established in 2013-14 continues to meet regularly to monitor progress on commitments made in our SIP and to discuss any new issues.

Progress against our commitments is outlined on page 22.

The group has also fed into this year's improvement ideas and will again help drive forward and embed the actions and deliver continuous improvement.

Obtaining Evidence for our Service Improvement Plan

This year we have continued to take a proactive approach to obtaining evidence to inform our service improvement plan for 2015-16.

Staff Survey

The annual Scottish Government staff survey was carried out in October 2014. 91% (49) of Planning and Architecture Staff responded to the survey.

The Staff survey highlights that staff find their jobs interesting, we have a supportive environment and that creative solutions are encouraged to help deliver our key priorities.

There are 9 key indicators in the staff survey. Outlined below is our performance against those indicators and includes how the responses compare to our results last year and those of both the wider directorate and the Scottish Government as a whole.

The table below outlines the key highlights and areas of improvement identified in the staff survey.

Highlights	Areas for Improvement
<ul style="list-style-type: none"> Staff are interested and challenged by work 	<ul style="list-style-type: none"> Work life balance
<ul style="list-style-type: none"> Staff have confidence in decisions made by managers 	<ul style="list-style-type: none"> Acceptable Workload
<ul style="list-style-type: none"> Staff receive regular feedback on 	<ul style="list-style-type: none"> Feeling involved in decisions that affect

⁶ staff costs, stationery, call charges, travel and subsistence and other overheads, items of capital expenditure such as computer hardware and software, telecoms equipment and vehicles. However, it excludes the costs of direct frontline service provision or support activities that are directly associated with frontline service delivery

⁷ payments to Local Authorities, NDPBs, grants, grant in aid, etc.

performance	my work
<ul style="list-style-type: none"> • People can be relied upon in teams when things get difficult 	<ul style="list-style-type: none"> • Work providing a feeling of personal accomplishment
<ul style="list-style-type: none"> • Teams work together to improve service and encouraged to find new ways of working 	<ul style="list-style-type: none"> • Opportunities to progress career
<ul style="list-style-type: none"> • Staff feel they have the necessary skills to do job 	<ul style="list-style-type: none"> • Learning and development opportunities helping to develop career
<ul style="list-style-type: none"> • Staff feel trusted to carry out my job effectively 	<ul style="list-style-type: none"> • Learning and development undertaken in past 12 months have helped improve my performance.

PADs response to the Staff Survey

The Chief Planner and Team Leaders have met to discuss the results of the staff survey. Although some of the results are very positive there are still some areas of concern which require attention.

A draft action plan has been drawn up which has identified specific actions which are targeted at tackling the issues identified by the staff survey. Some issues cannot be directly tackled by PAD as they are wider organisational issues and will be dealt with separately.

One of the key issues identified was ensuring that staff are aware of what actions had been taken by Planning and Architecture Division throughout the previous year before the survey is published. This is something which will be taken forward in 2015.

The draft action plan has fed into our service improvement plan for 2015-16. This years' Service Improvement Plan will focus on improving our results in the staff survey, implementing the actions identified within the digital strategy and also any areas for action identified within our PPF report.

PAD Stakeholder Survey

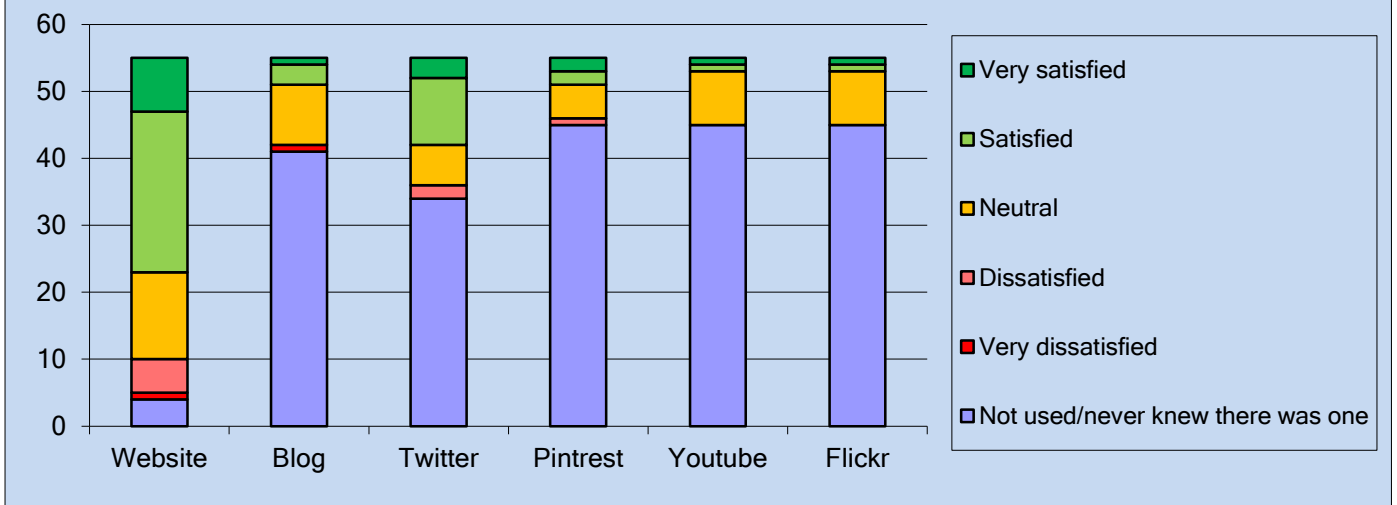
A stakeholder survey has also been undertaken. This year the number of questions was reduced from 22 down to 12. The main change was the removal of some of the more detailed questions regarding our digital engagement. As part of our digital strategy we will take forward a standalone digital survey to help understand our stakeholders views about how we engage digitally and to identify areas for improvement.

We received 96 responses to our survey. This is down from the 131 responses received last year. The main findings are:

- Over 80% of respondents were happy with the level of service provided by the division.
- The majority of people contact the planning section of the division to discuss:
 - Legislation;
 - Policy;
 - Applications being considered by Scottish Ministers or Planning authorities; or
 - Responding to a consultation
- E-mail continues to be the most popular method of communication.
- Over 80% of people considered staff to be helpful

Respondents were also asked to gauge their level of satisfaction with the social media platforms that we use. The results to this question were interesting and have informed our work on the digital strategy.

How would you rate the information shared by Planning and Architecture Division through the following social media platforms?



As the table above demonstrates the website is the primary digital platform which people use to find out information. The survey highlights that further work is required to promote the presence we have on various other social media platforms. This is a key part of our digital strategy for 2015-16.

Finally stakeholders were asked to suggest ideas to improve the service we provide. Suggestions primarily focussed on our website and digital engagement. The most common suggestions were:

- To improve the website search functions and make it easier and more logical to find things, particularly for non-planning professionals.
- Ensuring our website is kept up to date and old or irrelevant information is removed.
- Making our website more engaging and inspirational. Creating places was cited as a good example but it being kept up-to-date was an issue highlighted.
- Making better use of social media and promoting the different social media platforms that we use.

Sharing Information

We have also been taking action to share information and improve collaboration within the Division. Previously lunchtime seminars had been held where internal and external presenters were invited to give a talk on their particular subjects and areas of expertise. We found that the events had become infrequent and participation had started to drop. Initial interest and take up would be really positive and then on the day the turnout would be low due to people’s work pressures or the feeling that they couldn’t afford the time away from their desk.

Following some internal discussion it was suggested that the lunchtime seminar format needed to be reinvigorated. A rebranding to “show and tell” events was undertaken and the format of long presentations followed by questions was abandoned.

The new show and tell events will be short, lively discussions on topical issues and on SG and PAD systems. Sessions have already been held on:

- First Minister's Questions
- Net Economic Benefit of proposed development
- PPF feedback
- GIS

A programme of events/subjects has been drawn up and sessions are intended to be held monthly. To take account of different working patterns and to ensure people have the opportunity to attend the sessions can be held on more than one occasion and are not restricted to lunchtime.

In addition to the above, all staff prepare a Personal Learning Plan (PLP) as part of our staff appraisal process. The PLP is used to record agreed training, learning and development activities that will be priorities in the coming year. Staff training and development opportunities are promoted and encouraged throughout the division and include internally run Scottish Government training courses on a range of topics and skills and external events. External events attended by staff during the reporting period include The Scottish Young Planners Conference, RTPI Conference and Fol.

3. Supporting Evidence

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

- Divisional Business Plan
- Staff Survey Results - <http://www.scotland.gov.uk/Topics/Research/by-topic/public-services-and-gvt/Employee-Survey>
- Casework Statistics - <http://www.scotland.gov.uk/Topics/Built-Environment/planning/Decisions>
- Scottish Government website – www.gov.scot
- Divisional Learning Plan
- SG Planning and Architecture Division Stakeholder Feedback Survey
- Discussions with Staff
- Service Improvement Plan Steering Group Meetings and Discussions

4. Service Improvements

In 2015-16 our focus will be on improving our digital communication. This decision has been taken in response to the results from our stakeholder survey. The results indicated that our website needed some updating and greater promotion of the other digital platforms we use is required. We also recognise that throughout the year opportunities have been missed to improve our communication with stakeholders.

Digital Commitments

1. Undertake a digital survey which builds on the results from the Stakeholder Survey undertaken in March 2015.
2. Develop a Digital Strategy Action Plan.
3. Make better use of Government's main web resource and central media accounts.
4. Make it easier for people to contact us. This will include looking for opportunities to expand the gateway approach to managing casework/consultations handled by PAD.
5. Encourage more two-way communication through better use of twitter and our blog.
6. Better promote the work we do rather than just focussing on formal publications.

We will also continue to deliver on the commitments from 2014-15 as well as:

7. Deliver actions set out in Staff Survey Action Plan and promote actions taken in response to 2014 survey prior to the 2015 survey
8. Utilise the Corporate Tracker to help improve our performance in responding to Ministerial Correspondence, Parliamentary Questions and Freedom of Information requests throughout the year by ensuring that there is an even spread of cases between staff and identifying any cases where a deadline may be missed and taking appropriate action to ensure the timescales are met.

Progress on 2014-15 Commitments

Commitment	Status
We will take action to improve the service that we provide to stakeholders contacting Planning and Architecture Division. Actions will include:	
<ul style="list-style-type: none"> • improving our phone system and how we use it <p>A New Phone system was installed across the government estate in May 2014. The phones brought new functionality including caller display, call history, missed call or a voicemail message left and a more visual representation of when phones within in your pick up group are ringing.</p> <p>Pick-up groups were updated on 8th September following our accommodation move.</p> <p>Feedback from teams has been that less phones are going unanswered and the new features are being utilised effectively. The revised pick up groups which were agreed with each team have also been well received.</p>	Complete
<ul style="list-style-type: none"> • setting out clearly our roles and responsibilities <p>A good practice note was circulated to staff to coincide with the accommodation move and the installation of the new phones. As outlined above staff have already been realising the benefits of the new system and revised pick up groups.</p>	Complete
<ul style="list-style-type: none"> • improving the contact information on our website <p>Contact information for each member of PAD staff is published on our website along with a short summary of what we do. Contact information is available either as an a-z list or split into teams and functions. Central points of contact are also published.</p>	Complete
<ul style="list-style-type: none"> • set up an experience survey which will be open throughout the year in 	

<p>which customers will be asked to rate the service they have received</p> <p>Survey has been drafted. Considering approach to administering the survey and how best to record results before issuing. To go live alongside new e-mail signature template.</p>	<p>In Progress</p>
<p>We will improve our internal communication to ensure that we are aware of what is going on across the office and how we are performing against our new Business Plan.</p> <p>A lot of work has gone into ensuring information is shared amongst the division. Regular team meetings are held which present an opportunity for information to be disseminated.</p> <p>The Chief Planner produces a weekly note which outlines his plans for the week ahead and provides a review of the previous week. This also presents an opportunity for him to feedback on anything from Directorate level meetings.</p> <p>Some teams within the Division also circulate notes of their weekly meetings to ensure colleagues are aware of their availability and the range of work which they are available to assist with.</p> <p>We have revamped the lunchtime seminar series as outlined in our report.</p> <p>Colleagues have also held drop in sessions for staff to explain and share their experiences of particular pieces of work which they have delivered. One example of this was a session held by the Planning Improvement Team about the project undertaken to provide feedback to all 34 local authorities, 4 strategic development plan authorities and 7 key agencies on their PPF reports.</p>	<p>Complete</p>
<p>We will re-establish the Training Liaison Officer network to help identify the key learning activities across PAD and to help address the issues which have prevented people undertaking training as highlighted by the SG Staff Survey.</p> <p>A new training network for PAD has been established however it has not yet met. This will progress further in 2015-16 once staff have completed their personal learning plans for the year ahead.</p>	<p>In progress</p>
<p>We will appoint a number of web champions across PAD to ensure that we have an increased number of people trained in writing and publishing information for our website. Seminars will also be presented to each Team within PAD to outline what has been done during the review of the website and seek any feedback on what should be reinstated or removed.</p> <p>Seminars have been presented to each team within the division and webpages have been reviewed and updated where necessary. We have decided to not appoint web champions at this time as our focus has been on developing our digital strategy and action plan. This decision will be kept under review.</p>	<p>Complete</p>
<p>We will refurbish the office to help improve the space we have and to improve communication within and between teams. We will install places for people to undertake specific tasks in quiet areas and introduce more visual representations of the work that we do.</p> <p>The office refurbishment was undertaken during summer 2014. We have also taken some of our policies into consideration when we undertook the refurbishment of our office space.</p> <p>A key theme of our team is 'people and place'. Places shape our behaviour, our health and the quality of our lives, from how we move around, where we work and our impact on the environment. The role of planning and design in Public Service Reform</p>	<p>Complete</p>

is shaping more of our work with a focus on outcomes and the positive benefits good places can deliver.

The accommodation changes have created a range of more informal spaces for teams and colleagues to meet and chat. This can offer a much more productive dynamic than the rigid structure imposed by meeting rooms. Removing our formal meeting rooms alongside the atrium in VQ where we are based has brought in light and made our space feel more open and pleasant.

We have created a library which allows us to organise information and share knowledge more productively, a dedicated project room and an informal reception area. All of these changes have enabled us to work more informally together and is already encouraging us to collaborate in new ways. Prior to the reorganisation, the team was split into two distinctive work spaces - it is now much easier for us to work together.

We will create consistent templates for PAD. This will include e-mail signatures and PowerPoint presentations. E-mail signatures can be used to promote the various methods of finding out information as well as highlighting particular pieces of work throughout the year. Using a consistent PowerPoint template will help ensure that we are delivering the same messages in a consistent co-ordinated approach.

In part

A Powerpoint template was developed and circulated to staff on 24 October 2014. This means that presentations delivered by planning and architecture division staff look consistent and are branded appropriately. This also means that slides can be lifted from different presentations with limited formatting changes required. The new template has been used at various events throughout the year including the Heads of Planning Scotland Event in November.

A presentations tab has been added to the divisional tracker which outlines what presentations have been given, when and to what audience. There has been some limited usage so far but further promotion activities will be undertaken throughout the next reporting year.

An e-mail signature template has been developed and is awaiting roll out.

Implement the new business plan and monitor our progress against the objectives. This will include a new reporting methodology which will assist with monitoring progress and prioritising tasks and resources.

Complete

A new monitoring system was put in place during the reporting year. A RAG (Red, Amber, Green) rating was given to each item within the business plan and this was reviewed at the monthly team leaders meetings. A new template was also produced for team leaders to complete for each meeting which provides an update on the specific workstreams which they are taking forward.

We will monitor all corporate correspondence which includes Ministerial Correspondence, Parliamentary Questions, Freedom of Information/Environmental Information Regulation requests and Briefing requests. This means that there is a single place to find the most recent information on a particular subject and allow us to monitor our performance and identify any areas where support or improvement is needed.

Complete

Currently we have a number of different corporate systems which are used to administer and record the correspondence we handle on a daily basis. None of these systems are integrated with one another and therefore it can be difficult to retrieve information about our performance.

We have implemented a new system for monitoring all corporate correspondence which we deal with in one place. It also provides information about the number of cases we have handled, how many of those are out of date and can also be used as an information resource for members of staff.

The tracker records information about Ministerial Correspondence, Parliamentary Questions, Freedom of Information & Environmental Information Regulation requests, Advice to Ministers and presentations given by Planning and Architecture staff.

The tracker plays a key role in monitoring our performance in meeting our statutory deadlines for responding to correspondence and FOI/EIRs and the deadlines set out in relation to Parliamentary Questions. This means we can record the reasons for delays and take action to reduce those occurrences. The tracker is also used to report our current performance to senior management throughout the year and allows us to take action if our performance drops below expectations.

We will improve our performance on FOI/EIR case. We are aware of the issues which have affected those late cases. We are considering whether we can increase the amount of information that we proactively publish on our website to help reduce the number of requests that we receive. We will look back over the requests we have received over the past couple of years to see if there are any particular types of information which we could have proactively published.

Complete

We have reviewed the cases handled throughout the previous year and concluded that it was difficult to identify the information which may generate a lot of interest. We will monitor the sorts of information and decisions that we are making and pro-actively publish information to assist in reducing the number of FOI/EIR cases which we handle.

The Scottish Government has taken forward an internal assessment of FOI review handling to support our commitment to continuous improvement. The assessment was designed to look at whether there were aspects of the quality or timeliness of review handling which could be improved. The internal review has been supported by the Scottish Information Commissioner and her staff.

The Planning and Architecture Division has also undertaken its own self-assessment.

Planning and Architecture Division is well placed to handle requests for Reviews. However, we will continue to monitor the situation and take action if any issues are identified.

New performance targets are now in place for the Scottish Government.

We always welcome comments about our service and suggestions about how we can improve.

This might also include comments about things that have gone well and that we should continue to do. Please feel free to contact us with feedback at any time:

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Appendix I

PLANNING PERFORMANCE FRAMEWORK - OFFICIAL STATISTICS

Around 30 different case types can come before Ministers in their Statutory Casework Role. We are committed to efficient decision making and have structures and processes in place to ensure speed of handling. A breakdown of some of the cases handled by Scottish Ministers is outlined below. The statistics are broken down into two separate tables: those that have specific deadlines and those without. It should be noted that all the cases outlined below are not comparable, they are subject to different timescales and different processes, for instance requiring input from other Government Departments, therefore the timescales should not be compared with one another. Where cases are submitted to DPEA it is for a Reporter, appointed by Ministers, to carry out an examination of the issues and report to Ministers with a recommendation.

Category	2012-13			2013-14			2014-15		
	Total number of decisions	(Avg. timescale, weeks)	% Dealt with within statutory deadline	Total number of decisions	(Avg. timescale, weeks)	% Dealt with within statutory deadline	Total number of decisions	(Avg. timescale, weeks)	% Dealt with within statutory deadline
Notified cases (total) – Statutory 2 Month Deadline	19	2.9	94.7	25	4	95	23	5.2	91.3
<ul style="list-style-type: none"> Cases cleared back to council - under 28 days 	18	2.7	-	12	2.3	-	14	3.3	-
<ul style="list-style-type: none"> Application Called in – under 28 days 	-	-	-	1	3.2	-	1	4.0	-
<ul style="list-style-type: none"> Cases cleared back to 	1	6.3	-	3	7.8	-	7	7.5	-

council - over 28 days									
• Application Called in – over 28 days	-	-	-	4	5.6	-	1	11.2	-
Applications called in are handled within a 3 month target on receipt of report from DPEA	3	-	-	2	8.5	100	2	9.1	100
Case returned to Council ⁸	-	-	-	3	3.9	-	-	-	-
EIA Screening directions (target 3 weeks)	30	2.4	93.3	17	3.8	58	13	2.7	69

If cases are submitted to DPEA, performance is measured against issuing decisions within 3 months of receiving the Reporter's report.

Category	2012-13		2013-14		2014-15	
	Total number of decisions	Avg. timescale, weeks	Total number of decisions	Avg. timescale, weeks	Total number of decisions	Avg. timescale, weeks
Compulsory Purchase Orders	2	20.6	5	12.4	3	16.0
• Non-report cases	0	0	4	13.5	1	6.1
• Including reports from DPEA	2	45	1	5	2	21.0

⁸ Statutory objection was resolved & case returned to Council as notification no longer required.

Control of Advertisement Orders	1	24.1	1	34.4	-	-
Revocation	19	5.4	19	2.7	16	3.8
Modification Orders	-	-	1	4	-	-
Article 4 Directions	9	38.6	3	14.5	-	-
Hazardous Substances Orders	1	4.6	2	1.9	2	3.2
Stopping Up Orders	2		1	6.1		
• Non-report cases	0		0	0	1	6.7
• Including reports from DPEA	2	48.6	1	6.1		
Flood Protection Schemes	1	5.2	2	3.5	-	-
Purchase Notice	1	10.0	2	14.5	-	-
Recalled Appeals						
• DPEA Report Case	0	0	4	17.2	2	4.4
Listed Building Consents						
• DPEA Report Case	0	0	3	12.2	2	10.4
Certificate of Appropriate Alternative Development						
• DPEA Report Case	-	-	1	12	3	6.3

ePlanning: online applications

	2012-13	2013-14	2014-15
Total number of applications	43114	44222	42332
Applications submitted through ePlanning Scotland website	19999	22637	26901
Business case prediction	22%	30%	45%
Actual	48%	51%	63.5%

Statistics are not yet available to enable completion of the table above. The table will be updated when the annual planning performance statistics are published at the beginning of July.

WORKFORCE INFORMATION

PAD staffing levels during the period of the report were as follows:

	1 April 2012	31 March 2013	31 March 2014	31 March 2015
Professional and technical staff	35	28	23	27
Generalists	33	29	29	29
Total Number of Staff	68	57	52	56

