

Planning and Architecture Division Planning Performance Framework 2015-16 November 2016



The Scottish Government
Riaghaltas na h-Alba

FOREWORD

I'm delighted to introduce the 2015/16 planning performance framework for Scottish Government's Planning and Architecture team. Scottish Ministers maintain a strong commitment to a high performing planning system that supports development delivery, community engagement and quality of place. I hope that this annual report will give some insight into the range of work our Planning and Architecture colleagues deliver as well as those areas that we highlight for ongoing improvement.

We lead a range of policy and statutory casework but also support work across the wider Scottish Government. This includes support to community engagement, place-making, economic development, energy, environment, culture, climate change, provision of Strategic Environmental Assessments and support for infrastructure and housing delivery. The National Planning Framework and Scottish Planning Policy reflect some of that work and we were pleased to see these key documents recognised in 2015 for excellence in infrastructure delivery by the Royal Town Planning Institute. Further highlights for my team during the course of the year were the launch of the Place Standard, a collaboration with Architecture and Design Scotland and NHS Health Scotland which has been well received by communities and practitioners alike and the continued progress of eDevelopment with the launch of the new ePlanning service in January 2016.

In 2016, the Scottish Government's Year of Innovation, Architecture and Design (YIAD) celebrates and promotes Scotland's achievements in innovation, architecture and design. Planning and Architecture Division has made a significant contribution to the planning of activity for the year and worked closely with stakeholders such as the Royal Incorporation of Architects in Scotland to ensure the Festival of Architecture engages and inspires a wide audience across Scotland. Linked to this, participation at this year's Venice Biennale for Architecture with the 'Prospect North' exhibition has promoted our approach to community engagement to an international audience as well as here at home during 2016.

In recent years we have been keen to find new ways to deliver against a context of limited resources and we will continue to seek collaboration in delivery going forward. This will be crucial as we take forward the Government's response to the review of planning, the secretariat to which was provided by my team. This is a hugely important time for planning in Scotland. The ongoing review provides an opportunity for us all to improve the contribution that planning makes to our places and communities and it will provide the framework for much of the work that we will deliver in 16/17. All of us in Planning and Architecture division look forward to working with you on that journey.

John McNairney
Chief Planner



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1. NATIONAL HEADLINE INDICATORS

Key Outcomes	2012-13	2013-14	2014-15	2015-16
NATIONAL POLICY				
age of National Planning Framework (as at 31 March 2016)	3.8 years	4.8 years	0.75 Years	1.75 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	Yes
age of Scottish Planning Policy (SPP) (as at 31 March 2016)	3.2 years	4.2 years	0.75 Years	1.75 Years
revision of Scottish Planning Policy (SPP): on track	y	Publication aligned with NPF in June 2014	N/A	N/A
age of Architecture Policy (as at 31 March 2016)	6.1 years	0.75 Years	1.75 Years	2.75 Years
DEVELOPMENT PLANNING				
no. of Development Plan consultations handled	18	21	178 ¹	306
% of consultations responded to within planning authority deadlines.	88%	90.5%	95.5%	98.7%
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	18
% Dealt with within statutory deadline	94.7	95	91.3	94.4
ENVIRONMENTAL ASSESSMENT				
Number of Environmental Reports received	45	60	30	46
% responded to on time	98%	99.2%	100%	100%
Number of statutory screening and scoping requests received	136	130	148	120
% responded to on time	98.5%	98.0%	97.9%	100%
NATIONAL FORUMS – Hold one national forum per year				
Development Planning	Achieved	Achieved	Achieved	Achieved
Development Management	N/A	N/A	N/A	Achieved
SEA	Achieved	Achieved	Achieved	Achieved

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.

HRA	Achieved	Achieved	Achieved	Achieved
EIA	Achieved	Achieved	Achieved	Achieved
CORPORATE PERFORMANCE STATISTICS				
Invoice Payment Performance				
Number of Invoices	-	251	292	218
% paid within 10 Days	100%	99.6%	99.3%	(97%)
Ministerial Correspondence	669 (94%)	894 (95%)	1150 (91.8%)	700
Ministerial Reply (on time)	247 (89%)	348 (99.2)		144 (67%)
Official Reply (on time)	422 (97%)	546 (93%)		488 (85%)
Diary (on time)				64 (79%)
Parliamentary Questions	104 (100%)	62 (98%)	63 (92.1%)	27 (88%)
Freedom of Information/Environmental Information Regulation	15 cases (80%)	16 Cases (56%)	25 Cases (80%)	28 cases (92%)
Requests (on time)			22	23
Reviews (on time)			2	3
Appeals(on time)			1	2

Development Planning

There has been a marked increase in the number of consultations passing through the Development Plan Gateway. The increase can be partly put down to reporting covering the full year and more authorities progressing plans. To assist with the increase in workload one member of staff has been moved into the team and a graduate planner has been temporarily recruited to further manage the increased workload.

Corporate Performance

Our performance in responding to FOI/EIRs has improved over the past year with 92% of cases being responded to within the statutory timescales which is above the interim targets set by the Scottish Government as a means of driving improved performance.

Our performance on both Parliamentary Questions and Ministerial Correspondence has declined over the past year. Our records show that PAD is meeting the targets set for producing a draft response, however, the delays are then occurring during the final clearance process. We will investigate whether there is anything we can do to prevent these delays happening in the coming year.

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 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:

- Transposition of land use planning elements of EC SEVESO III Directive – regulations entered into force June 2015.

- The [Town and Country Planning \(Miscellaneous Amendments\) \(Scotland\) Regulations 2015](#) came into effect on 14 September 2015. The Regulations made a number of technical amendments to update references to the European EIA Directive; clarify transposition of Article 3 of that Directive in keeping with guidance in PAN 1/2013; and clarify the time periods governing the determination of multi-stage EIA applications.

During the year we have published:

Planning Circular 3/2015 - Planning Controls for Hazardous Substances - This circular provides updated guidance in relation to The Town and Country Planning (Hazardous Substances) (Scotland) Regulations 2015 and related planning matters. It replaces the 1993 Circulars in this regard, which have been revoked.

Planning Circular 2/2015: Consolidated Circular on Non-domestic Permitted Development Rights - This Consolidated Circular has been updated with a new Annex G: Development by Electronic Communications Code Operators. The new annex provides guidance on PDR in class 69 of the GPDO, following amendments to that class in June 2014. Circular 5/2001 has been revoked.

2. DEFINING AND MEASURING A HIGH-QUALITY PLANNING SERVICE

This year we have provided some specific examples where we have taken an innovative approach to delivery or where we have made improvements for the benefit of our stakeholders. However a list of some of our key achievements is listed below.

Our key achievements throughout the year include:

- In collaboration with NHS Health Scotland and Architecture & Design Scotland, we launched the [Place Standard](#) in December 2015 to support the delivery of high quality places, maximising the potential of the physical and social environment in supporting health, wellbeing and a high quality of life
- We project managed the new, enhanced e-Planning portal, launched on 13 January 2016, to replace and improve on the previous service. Within 10 weeks the new portal recorded 4,938 new registered users, 6,346 applications and appeals, and over £3.4m of fees paid to Planning authorities
- We managed a successful transition to the new ePlanning service and the closure of the outgoing system. The uptake of the outgoing portal had increased to 74% in the last full quarter it was operating, and the early statistics on the new service suggest that success has continued through the transition
- Scotland's National Planning Framework (NPF3) and Scottish Planning Policy (SPP) Scotland's first up to date and integrated national policy framework and spatial plan were recognised in July 2015 with success in [two categories](#) of the 2015 RTPI Awards for Planning Excellence - a unique achievement within UK administrations.
- We have provided secretariat and professional support for the independent panel appointed to review the planning system to ensure that planning realises its potential to improve quality of life and places for people across Scotland. The review generated extensive interest and debate during the written and oral evidence periods and the number of ideas posted by users of the online discussion forum exceed all other Scottish Government dialogue exercises to date.
- We have managed a range of requests for high profile brokerage from developers, monitored key sites and handled a number of varied and high profile casework. For example, Inverness Castle, Bangour Village Hospital, An Camas Mor etc. We also supported the Coal Task Force and Longannet Task Force and contributed to discussions on the future of Cockerzie Power Station.

The Chief Planner's brokerage and mediation role was originally reflected in the 2011 Government Economic Strategy. Where principle parties are agreeable the Chief Planner can be involved in brokering a solution, respecting the statutory role of both Ministers and planning authorities in the planning process. In this role the Chief Planner can facilitate discussions and help an application move forward, particularly where Government Agencies are involved in the process or where there is a particular issue that needs to be resolved.

More informal contact may also be made with local authorities to enquire about the progress of major applications so that Ministers can be kept advised or where there is Ministerial correspondence. In all instances our team will avoid commenting on the merits of a case and are mindful of the respective roles of both Ministers and planning authorities.

- We published draft advice on planning for housing and infrastructure delivery, based on collaborative working with a wide range of stakeholders.

<ul style="list-style-type: none"> • We delivered the transposition of land use planning elements of EU SEVESO III Directive and have progressed the transposition of EU Directives on Environmental Impact Assessment.
<ul style="list-style-type: none"> • We have worked collaboratively with digital and BS colleagues to commission research on permitted development rights for telecommunications
<ul style="list-style-type: none"> • We have commissioned research providing an independent review of hill tracks.
<ul style="list-style-type: none"> • We have successfully delivered the 2015-16 Charrette Programme supporting 17 charrettes with 8 being led directly by communities
<ul style="list-style-type: none"> • We secured Scotland's acceptance into the official Venice Architecture Biennale programme - a first for Scotland
<ul style="list-style-type: none"> • We launched the Town Centres Toolkit which was endorsed by Scotland's Towns Partnership and 14 pilots are under completion
<ul style="list-style-type: none"> • We have introduced a new system of version control and undertaken a review of Circulars to identify those that are no longer relevant to the planning system. This, accompanied by on-going work to consolidate Circular content, has enabled us to reduce the number of current Planning Circulars by 57% over the course of the year
<ul style="list-style-type: none"> • We continued to provide secretariat to the High Level Group established to support improved planning performance across the country. In the autumn we issued feedback reports to local authorities, Strategic Development Planning Authorities and agencies, and published the Planning Performance Annual Report 2014/15.
<ul style="list-style-type: none"> • We provided a grant of £237,000 in 2015-16 to support the core activities of PAS. <u>PAS</u> provides independent advice and training on planning and environmental matters and encourages public engagement with the planning process.
<ul style="list-style-type: none"> • We provided funding of £1,660,000 during 15-16 to Architecture and Design Scotland (A+DS) to promote the value of good architecture and sustainable places in support of current policy.

Other achievements are listed in Appendix II.

QUALITY OF OUTCOMES

Housing and Infrastructure Delivery Guidance

We are always looking for new ways to produce guidance and advice to authorities and a recent example of an innovative approach we have taken was with the production of the Housing and Infrastructure Delivery Guidance which was published in February 2016. We were aware that there were issues for authorities when preparing their SDPs and LDPs with regards to housing and the infrastructure required to support development. Rather than follow the traditional method of producing and then consulting on a document before final publication we decided to take a co-production approach. To achieve this we held 9 engagement workshops from the 27 October to 4 November. They involved a wide range of stakeholders who were tasked to come up with solutions, good practice suggestions and key points to include in the advice.

Over 200 people attended the workshops, with a wealth of experience from the planning and development sector, agencies, representative organisations and infrastructure providers. The workshops covered a range of topics such as: Infrastructure Provision, The Role of Key Agencies, Call for Sites, Action Programmes, Cumulative Contributions, 5 Year Effective Housing Land Supply and Innovative Delivery Methods. We were aware that good practice is happening and were keen to share this more widely. The advice contains a number of examples which were brought to our attention during the stakeholder workshops. These highlight approaches that have been taken by planning authorities, developers, housebuilders and infrastructure providers to help assist with housing and infrastructure delivery.

The guidance has been published in draft and we invited comments to allow practitioners the opportunity to test out the advice and provide any feedback on its use before we publish a final version.

A lessons learnt session was held following publication of the draft guidance and these will be fed into future projects.

QUALITY OF SERVICE AND ENGAGEMENT

Online Discussion Forum – Planning Review

The Planning Review has also presented an opportunity to try out something new. The Scottish Government has in the past year moved over to e-consultation platforms. Given the high level of interest in the review, the panel wanted to allow stakeholders a further opportunity to feed into the review process following the formal written evidence process. The panel were aware that people had a lot to say when asked about the planning system and were keen to create a place where everyone had an opportunity to do so.

The secretariat offered to host an online discussion forum on the SGs Dialogue platform. This is the first time we've hosted a discussion on the planning system. Dialogue has worked well for



Draft Planning Delivery Advice: Housing and Infrastructure



other Scottish Government departments, with successful discussions focused on a variety of topics, from benefits for carers to fishing for wild salmon in Scotland.

The forum went live in January 2016 for an initial 3 week period. The forum was such a success that the deadline was extended until the 29 February. In the end 114 ideas were posted on the site which generated 378 comments and 936 ratings across all the ideas. The forum was open to all members of the public and organisations who wished to put forward their views on the six key areas or on the planning system more generally.

You can still view the forum here:

<https://ideas.scotland.gov.uk/independent-review-of-planning>.

Development Management Forum

This year we re-established the National Development Management Forum which took place on 24 November, 2015. Building networks, engaging with others, and sharing good practice were key themes at this year's Forum.

A new format for the forums was introduced which allowed delegates to select from a number of topical workshops to attend on the day, providing the opportunity for planning officers to come together alongside their counterparts from the development industry, planning consultants, key agencies and others involved, or with an interest in, the development management process.

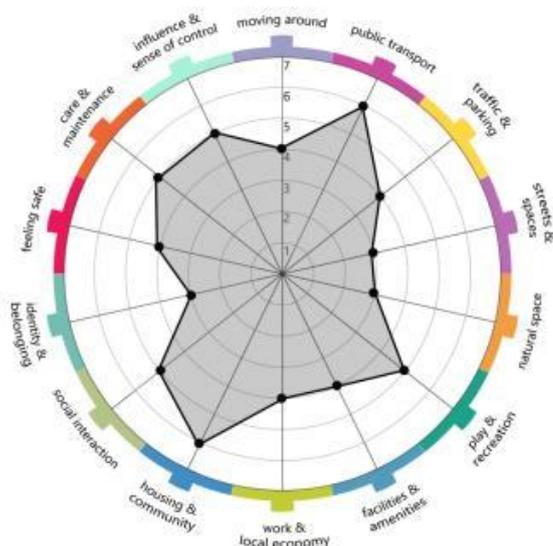


The event brought together 100 delegates from planning authorities, the private sector, the Agencies and central Government, to discuss and share ideas through a mix of plenary sessions and practical 'hands-on' workshops across a range of topical development management themes.

Individual workshops provided the opportunity to hear first-hand from Historic Environment Scotland (HES) about changes to listed buildings procedures and the role of HES; to contribute to the development of practice aimed at streamlining EIA Scoping for Coal; and, to inform the early development of Scottish Government proposals for transposing changes to Europe's EIA Directive.

Workshops were also held on 'Planning for Housing Delivery', and 'The Place Standard'.

Reflecting on the day itself, Nicola Barclay, Chief Executive at Homes for Scotland and a guest facilitator at the forum commented: "*The value of*



the Forum is in bringing together the different parties in a collaborative environment to share experience and build relationships to support the delivery of high quality development on the ground.”

A new approach has also been taken with regards to making the content from the forums available to delegates after the event. All papers and presentations are now held on Google Drive and are circulated to attendees following the event along with any summaries of workshops and other discussions. This approach worked well and has now been rolled out to the Development Planning and SEA/HRA forums.

Planning Decisions Team

During the reporting year we began a blog on the Scottish Government Blog Platform and we have been taking the opportunity to promote the work that we do and to explain our role. One example of this was the blog post in January 2016 by the Planning Decisions Team which is a team of civil servants and professional planners who process and assess cases notified to Ministers under [Circular 3/2009: Notification of Planning Applications](#).

The blog highlighted that the team also deals with a number of other case types and that we have created [process maps and checklists](#) which give more advice about the most common case types handled by the team. These are available on our website and we are monitoring the impact these have had with regards to the number of cases being submitted with the correct information. If the checklists and process charts are seen to be having a beneficial impact then we will consider what other types of cases these could be created for. We have also taken on new casework relating to Historic Environment Scotland which has brought a number of new case types for the team to consider. We are currently developing internal process charts and desk instructions to for these new cases and will consider whether there is benefits to making these available publicly. We will also report on our performance on these new cases in next year’s PPF report.



A single point of contact has also been established (planning.decisions@gov.scot) which anyone can use to find out about progress with a case or to query how the process works.

e-Planning



ePlanning has been widely recognised as a positive example of delivering an online service in partnership across the public sector, on time and within budget. Take up has continued to increase steadily since first introduction in 2009 – most recently, around three quarters of all planning applications were being submitted through the ePlanning service.

Our eDevelopment.scot Programme Team is building on this success. In a joint programme with the Scottish Government's IT division (ISIS), all Scottish planning authorities and some external suppliers, we have developed a new ePlanning portal – built in-house by ISIS – replacing the original one as the contract for its operation came to an end. Taking this approach has secured the long-term future for the service. It has also given the Scottish Government and our partners greater control over the asset and the flexibility to adapt and update the portal however and whenever suits best. And crucially, the cost to the Scottish Government

“Over the past six years the ePlanning portal has brought significant benefits for users of Fife’s planning service by making it cheaper, easier and quicker to submit planning applications. Fife is keen to embrace the improvements and additional functions the new portal will bring, and to work with all of our customers to ensure they maximise these benefits.”

Mary Stewart, from Fife Council planning division

“The architectural industry now operates virtually exclusively in the digital world, with all of the efficiencies in information production and communications it has to offer.

“It is therefore important that agencies and the profession interacts and follows this lead to extend these efficiencies into the wider industry. ePlanning has led the way and as a practice, we find the service easy and effective to use. We look forward to the introduction of the new service, which will continue and improve this service providing greater efficiencies for applicants and agents.”

David Blaikie, of David Blaikie Architects

and to local authorities is now considerably lower than had been previously.

The new ePlanning.scot service was launched on 13th January 2016 and has been an immediate success with a continuing high level of take-up. The programme team worked closely with service providers and customers to ensure a smooth transition.

Introduction of the new ePlanning service has been led by the eDevelopment Programme Team using strong project management principles. It has been devised on a like-for-like basis, to maintain user familiarity, but has also included new mapping tools, additional forms and greater administration rights for each local authority to allow better management of applications.

Over the first four years the new portal is predicted to save approximately £17m for the local planning authorities and around £28m for applicants and agents.

Fundamentally, this has been about transformational change in the way public services are delivered in a digital age. And coming next, with our local government partners we are now preparing to expand eDevelopment to introduce an eBuilding Standards service in summer 2016, further delivering customer service improvements and efficiencies.

Blog

As previously mentioned, during the reporting year we closed down our self-hosted WordPress blog and relocated to the Scottish Government Blog Platform. This puts our blog posts alongside colleagues in Marine, the Chief Medical Officer, Environmental Management and Digital Engagement amongst a host of other areas. Hosting our blog on the SG platform has the advantage of raising the profile of our blog and potentially attracting new followers through increased exposure to many more viewers on a centralised platform. It now means anyone accessing the SG blog platform can see our blog posts as they will be easily identified from the main page.

We have also tried to improve the quality of the blog to make it more personal and informative for our stakeholders where previously the external blog was used much like an additional website for things which were unable to be hosted on our main website due to technical limitations.

Since we started this new approach we have blogged about a variety of different subjects and for different purposes. There has been blogs about publication we have issued, the work of individual teams within the division and also secondments which people have undertaken.

Since we first moved over in October 2015 we have 19 blog posts which have had 3588 page views, 2733 are unique page views and 65% of our traffic is new viewers.

GOVERNANCE

	Budget Allocation		Under/Over Spend	
	2014-15	2015-16	2014-15	2015-16
Administration	£2,577,000	£2,381,000	£41k (1.6%)	£15k (0.6%)
Programme	£3,878,000	£4,095,000	£17k (0.4%)	£50k (1.2%)

Administration Budget

- Direct running costs are forecast to be £15k overspent (0.6%). This would represent delivery of a 11.9% budget reduction against the 2014-15 baseline. It also takes account of new and unfunded pressures to support the Programme for Government commitment to review the Planning System in Scotland.

Programme Budget

- The Division forecasts an overspend of £50k (1.2%). This takes account of new and unfunded pressures to meet Ministerial commitments on Coal Restoration, Unconventional Oil and Gas and the Review of the Planning System in Scotland.

CULTURE OF CONTINUOUS IMPROVEMENT

In January 2015 we rebranded our internal lunchtime seminars as Show and Tell sessions. The aim was to reinvigorate what had become a tired and poorly attended format. The purpose was to help share information within the division, share and tap into colleagues' expertise, provide more interactive sessions and hear about other workstreams which are relevant to planning.

Since the rebranding, over 20 sessions have been held and have contained a range of different subjects which has included:

- the business team explaining their role and how they can provide help and assistance to providing;
- feedback on the process of taking a co-production approach to producing the Housing and Infrastructure Delivery Guidance; and
- how the SAQP could be improved.

The formats have ranged from holding standard presentation and questions sessions to more interactive sessions with an opening question which attendees are tasked to answer. Hosts are asked to consider what the best format will benefit them and participants the most.

Most sessions have been offered on more than one occasion to allow as many people to attend as possible. In the coming year we will continue to build on the success of the events and have already drawn up a forward plan of events. A survey has been undertaken with staff to gain their feedback on the sessions and to identify improvements and future subjects.

Progress against our service improvement commitments is outlined on page 14.

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 2016-17 we will:

Commitments

1. Complete the transition to the new www.gov.scot website. Create a monitoring plan to gather user feedback on the new content and make improvements.
2. Identify opportunities to take a co-production approach to developing advice and guidance
3. We will establish a set of Service Standards for the Development Planning Gateway
4. Respond to the report produced by the independent panel who undertake the review of the Scottish planning system
5. We will continue to take action on the results of the staff survey and report on these future PPF reports.
6. We will promote the range of events planned for the Year of Innovation, Architecture and Design

Progress on 2015-16 Commitments

Commitment	Status
<p>Undertake a digital survey which builds on the results from the Stakeholder Survey undertaken in March 2015.</p> <p>A Digital Survey was launched in March 2015 and ran until the end of July 2015. Over 70 people responded to the survey and provided valuable feedback on the range of websites, web platforms and the ways we communicate with our stakeholders online. The responses have helped shape our digital strategy and engagement over the past year.</p>	Completed
<p>Develop a Digital Strategy Action Plan.</p> <p>Our digital survey action plan was finalised in July 2015. Since its publication we have been working on implementing the actions identified within it. This has included:</p> <ul style="list-style-type: none"> managing the transition of web content to the new www.gov.scot and www.mygov.scot websites; carried out a digital stakeholder survey; continually monitoring the web platforms we use and considering the best ways to communicate with stakeholders through the use of google analytics; identifying appropriate opportunities to proactively promote the work we are doing; clearly setting out everyone's roles and responsibilities with regards to digital engagement; and keeping senior management up-to-date on progress with the digital workstream. 	Completed – work is ongoing to implement the strategy.
<p>Make better use of Government's main web resource and central media accounts.</p> <p>In October 2015 we introduced our presence on Scottish Government Blogs. As outlined earlier within the report we have produced blogs on a large range of issues relevant to the work Planning and Architecture carry out. In the coming year we will continue to offer a variety a different blog pieces to keep our stakeholders informed and engaged on the things we are doing.</p> <p>We have also volunteered to transition over to the new Scottish Government web platform which will mean reducing our content and presenting it in a clearer concise way. The new content is due to go live during the summer.</p>	Completed - Ongoing

<p>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.</p>	<p>Completed</p>
<p>We have introduced a central point of contact for all Planning Casework which is submitted to Scottish Ministers. This provides consistency for stakeholders and ensures that there is a single process for submitting information to Scottish Ministers no matter what type of case is to be submitted. We have also introduced a central point of contact for Development Management enquiries. Having these central points of contact helps us to provide a good service to our customers and also build resilience in how we deal with enquiries. As well as these central points of contact we also publish a full list of individuals, their responsibilities and contact details on our website.</p>	
<p>Encourage more two-way communication through better use of twitter and our blog.</p>	<p>Ongoing</p>
<p>We have not really experienced the kind of two-way engagement which was first envisioned when this commitment was made.</p> <p>As explained earlier in this report we have introduced the new Planning and Architecture Blog on the SG blog platform and continuing to use twitter including creating hashtags for events and live tweeting from SAQP 2015. As part of the Independent Review we have trialled the new Dialogue platform used by the SG which acted as an online forum for people to post their ideas and comment on other peoples' ideas which was very successful.</p> <p>We have seen a fairly mixed response to the use of hashtags at events. We will monitor this going forward and look at ways to either increase engagement or to desist the practice.</p> <p>The blog has also generated limited two-way engagement, however, we still feel this is one of the best methods for promoting the work we do and we will continue to utilise this platform. In the year ahead we will investigate ways to generate more discussion on the things we publish.</p>	
<p>Better promote the work we do rather than just focussing on formal publications.</p>	<p>Completed - Ongoing</p>
<p>During the reporting year we submitted entries into the annual RTPI awards. In July 2015 it was announced that work on National Planning Framework 3 and Scottish Planning Policy had been successful in two categories, Excellence in Planning to Deliver Infrastructure (Award) and Excellence in Plan Making Practice (Commendation) in the 2015 RTPI Awards for Planning Excellence.</p> <p>This commitment is also being delivered through the topics covered in our blog and through Twitter.</p>	
<p>Deliver actions set out in Staff Survey Action Plan and promote actions taken in response to 2014 survey prior to the 2015 survey</p>	<p>Ongoing</p>
<p>During the course of 2015-16 we developed a People Survey Action Plan and delivered the following commitments:</p> <ul style="list-style-type: none"> • We created short diary slots with the Chief Planner surgery as a vehicle for colleagues to discuss key issues. • The majority of staff have participated constructively in 'show and tell' events to keep people informed about what is going on. • We established a Divisional Learning Group to help people take advantage of the resources and learning opportunities available. 	

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.

Ongoing

Our Business team have an established process for highlighting forthcoming deadlines to action officers /team leaders and providing statistics of caseloads by teams and branches to help identify pressures. We have identified that there are still issues with meeting the deadlines on some case types once they have left PAD and we will investigate those issues further and identify if there is any action we can take to improve the situation.

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:

Scottish Government
Planning and Architecture Division
Area 2-H (South)
Victoria Quay
Edinburgh
EH6 6QQ
email: Chief.Planner@gov.scot
Tel: 0131 244 7888

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			2015-16		
	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	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	18	3.7	94.4
Cases cleared - under 28 days	18	2.7	-	12	2.3	-	14	3.3	-	14	3.1	-
Application Called in – under 28 days	-	-	-	1	3.2	-	1	4.0	-	1	3.7	-
Cases cleared - over 28 days	1	6.3	-	3	7.8	-	7	7.5	-	4	5.7	-
Application Called in – over 28 days	-	-	-	4	5.6	-	1	11.2	-	2	7.5	-
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	3	6.8	100
Case returned to Council²	-	-	-	3	3.9	-	-	-	-	-	-	-
EIA Screening directions (target 3 weeks)	30	2.4	93.3	17	3.8	58	13	2.7	69	14	3.2	-

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

² Statutory objection was resolved & case returned to Council as notification no longer required.

Category	2012-13		2013-14		2014-15		2015-16	
	Total number of decisions	Avg. timescale, weeks	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	4	
Non-report cases	0	0	4	13.5	1	6.1	2	11
Including reports from DPEA	2	45	1	5	2	21.0	2	52
Control of Advertisement Orders	1	24.1	1	34.4	-	-	1	8
Revocation	19	5.4	19	2.7	16	3.8	16	3.7
Modification Orders	-	-	1	4	-	-	1	3.6
Article 4 Directions	9	38.6	3	14.5	-	-	10	8.9
Hazardous Substances Orders	1	4.6	2	1.9	2	3.2	0	0
Stopping Up Orders	2		1	6.1			2	
Non-report cases	0		0	0	1	6.7	0	0
Including reports from DPEA	2	48.6	1	6.1			2	33.5
Flood Protection Schemes	1	5.2	2	3.5	-	-	3	2.6
Purchase Notice	1	10.0	2	14.5	-	-	1	11.6
Recalled Appeals	0	0	4	17.2	2	4.4	9	1
DPEA Report Case								
Listed Building Consents	0	0	3	12.2	2	10.4	0	0
DPEA Report Case								
Certificate of Appropriate Alternative Development	-	-	1	12	3	6.3	0	0
DPEA Report Case								

ePlanning: online applications

	2012-13	2013-14	2014-15	2015-16
Total number of applications	43114	44222	42332	
Applications submitted through ePlanning Scotland website	19999	22637	26901	31617
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 as at 31 March 2016 were as follows:

	1 April 2012	31 March 2013	31 March 2014	31 March 2015	31 March 2016
Professional and technical staff	35	28	23	27	27
Generalists	33	29	29	29	33
Total Number of Staff	68	57	52	56	60

The increase in staffing levels can be accounted for by the filling of some long standing vacant posts, resourcing new casework responsibilities and bringing people in to work on specific fixed term projects. Two staff members have been recruited to work on the transposition of the EIA Directive, another 2 members of staff were recruited to work on the implementation of the Coal Taskforce recommendations. The eDevelopment project is also supported by a number of staff who are on fixed term appointments. Also during the reporting year we have recruited a modern apprentice to manage the SEA and Development Planning Gateways.

Appendix II Planning and Architecture Divisions' Key Achievements

This report provides an end year review of progress made against the Work-streams and milestones in our Action Plan for the year ending 31 March 2016.

Our Business Plan was designed to deliver the [Key Planning Outcomes](#) for Scotland and in turn the [five strategic objectives](#) and [Scotland's Economic Strategy](#) all of which underpin the Scottish Government's [Purpose](#)

Key Planning Priorities

Our Priorities in 2015-16 were to:

- Deliver the commitments set out in our three key policy statements
 - [Scotland's Third National Planning Framework](#)
 - [Scottish Planning Policy](#)
 - [Creating Places](#)
- Deliver improvements to the planning system to make it effective and efficient for all stakeholders.
- Deliver improvements in development planning and ensure that development plans reflect our national policy.
- Promote place, place-making, architecture and community empowerment.
- Improve the delivery of housing provision and quality places and buildings.
- Continue to provide technical support on environmental assessment across the Scottish Government
- Handle planning casework, including Heritage Management casework, on behalf of Scottish Ministers.
- Maintain the e-planning portal and develop an enhanced and integrated e-Planning/e-Building standards portal.
- Support Ministers through MACCS, PQs , FOI/EIRs and Briefing as required
- Collaborate effectively with legal advisors and other stakeholders to manage legal actions and challenges on behalf of Scottish Ministers

Publications

We have published the following Advice, Guidance, Plans and Statements:

- Town Centre Toolkit (Published April 2015)
- [Marine planning](#) Circular 1/2015 ([Published June 2015](#))
- [Flooding online advice](#) ([Published June 2015](#))
- Contribution to the development and delivery of the [Joint Housing Delivery Plan](#) ([Published June 2015](#))
- [Neighbour notification for wind turbine applications](#) ([Published June 2015](#))
- [Prior notification and approval for hilltracks](#) (Circular 2/2015 Published June 2015)
- [Zero waste online advice](#) ([Published July 2015](#))
- [Environmental Report](#) to support the Consultation on the Circular Economy in Scotland (Published August 2015)
- [Planning for Infrastructure Research](#) (Published August 2015)

- [Pentland Firth and Orkney Waters Marine Spatial Plan Environmental Report \(SEA\00797\)](#) (Published September 2015)
- Chief Planner letter concerning The Town and Country Planning (Neighbouring Planning Authorities and Historic Environment) (Scotland) Direction 2015 (Published September 2015)
- Chief Planner letter providing advice to Planning Authorities on Private Rented Sector (Published October 2015)
- Chief Planner letter concerning The Town and Country Planning (Notification of Applications) (Unconventional Oil and Gas) (Scotland) (Number 2) Direction 2015 (Published October 2015)
- Chief Planner letter concerning The Town and Country Planning (Notification of Applications) (Underground Coal Gasification) (Scotland) Direction 2015 (Published October 2015)
- Chief Planner letter concerning Energy Targets and Scottish Planning Policy (Published November 2015)
- [Guidance on the planning procedures around hazardous substances](#) (Published November 2015)
- [Surface Coal Mine Restoration - final report](#) (Published November 2015)
- Consolidated [Circular on non-domestic permitted development rights](#) (Circular 2/2015 Published June 2015 - Revision 1.0 published November 2015)
- Chief Planner letter concerning Aligning Planning and Road Construction Consents (Published January 2016)
- Draft planning delivery guidance on [Housing and Infrastructure](#) (Published February 2016)
- Draft advice on [net economic benefit in planning \(Published March 2016\)](#)
- Annual Report on the Operation of Section 72 of the Climate Change (Scotland) Act 2009 (Published March 2016)
- Duration of permissions and Section 42
- Heat Policy Post Adoption SEA Statement

Good Practice, Forums and Events

We have continued to support and promote good design and planning through running key events and the sponsorship of awards, including delivering:

- SEA Forum in April 2015
- Saltire Housing Awards in June 2015
- Development Planning Forum in August 2015
- Integrated Development Management/EIA Forum delivered in November 2015
- the RIAS Doolan Award in November 2015
- Scottish Awards for Quality in Planning (SAQP) in November 2015
- Student Design Competition in March 2016
- Scottish Civic Trust MyPlace Awards in March 2016
- Scottish Scenic Routes Initiative Competition in March 2016

 [/ScotGovPlanning](#)

 youtube.com/channel/UCFXVlacEAuv_YMbbaekmoTQ

 uk.pinterest.com/creativeplaceSG/

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