

# Planning Committee

10am - Thursday 5 December 2013

## Planning & Building Standards Service Plan 2013/14 - Six Monthly Performance Update

<b>Item number</b>	6.1
<b>Report number</b>	
<b>Wards</b>	City Wide

### Links

<b>Coalition pledges</b>	P15, P27, P28, P40
<b>Council outcomes</b>	CO7, CO19, CO24, CO25, CO26, CO27
<b>Single Outcome Agreement</b>	SO1, SO4

### Mark Turley

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# Executive summary

## Planning & Building Standards Service Plan 2013/14 - Six Monthly Performance Update

### Summary

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The purpose of the report is to update Committee on progress relative to the performance framework indicators set out in the Planning and Building Standards Service Plan 2013-14. The Service Plan was approved at Planning Committee on the 16 May 2013. This update details progress to the end of September 2013.

### Recommendations

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It is recommended that the Committee note the progress made in the delivery of the performance framework indicators and actions in the Service Plan 2013-14.

### Measures of success

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The Service Plan 2013-14 sets out the actions Planning and Building Standards aim to deliver for the continuous improvement of our services. Whilst pursuing more effective and efficient systems, the focus is increasingly on outcomes and performance. A key aspect of the Planning and Building Standards Service Plan is to show how we will meet the requirements of the Scottish Government Performance Frameworks for Planning and Building Standards, the Edinburgh Single Outcome Agreement and the Council's Performance Framework.

### Financial impact

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There are no direct financial implications arising from this report.

### Equalities impact

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There is no relationship between the matters described in this report and the public sector general equality duty.

### Sustainability impact

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This report has no adverse sustainability impacts. There is no effect on carbon emissions, there are no climate change impacts and the actions in the Service Plan promote environmental good stewardship.

### Consultation and engagement

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Internal and external consultation took place in the preparation of the Service Plan 2013-14. This report provides a progress update of the performance framework indicators and actions in the Service Plan 2013-14. No consultation has been undertaken on this interim statement.

## Background reading / external references

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- Planning & Building Standards Service Plan 2013-14

## Planning & Building Standards Service Plan 2013/14 - Six Monthly Performance Update

### 1. Background

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1.1 The Planning and Building Standards Service Plan 2013-14 was approved at Planning Committee on the 16 May 2013. The Service Plan detailed the performance framework indicators and actions under 4 key headings.

- Key Performance Results
- Customer Results
- Community Results
- People Results

The report in Appendix 1 details progress of the performance framework indicators and actions as at the end of September 2013.

### 2. Main report

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2.1 Progress on each performance framework indicator and action in the Service Plan is detailed in Appendix 1 of this report.

2.2 The quarterly monitoring of the performance framework indicators and actions in the Service Plan allows us to measure progress. Significant progress has been achieved in the six months April 2013 to September 2013 which includes:

- Completion of the One Door Approach charter. The charter has now been uploaded onto the Council website.
- Implementation of a joint working agreement between Planning, Building Standards, Estates and Economic Development. The protocol establishes responsibilities for joint working on development plans and development proposals. Workshops have been held with all staff in all services to promote this.
- Extending the use of Social Media as a communication tool. Two-way Twitter has been implemented from September 2013 with a soft launch. Enquiries are now starting to come in via Twitter and the next stage will be to widen the promotion of this service.

- The Royal Mile Action Plan has been approved. A new governance structure has been put in place to address the implementation and the project is now linking with the wider City Centre work.
- Progress is continuing with the Planning and Building Standards Management Review. The timescale for this has been revised to 31 March 2014 to align with other service reviews in Services for Communities.

### **Key Performance Indicators**

2.3 Some performance indicator targets were recently revised in line with the Services for Communities Service Plan 2013-16. This review of targets was undertaken to align with the approach in other service areas in Services for Communities.

- Major Applications – The target has been increased from 75% to 80% of applications meeting the determination date. This is measured by either the four month default target or by the timescale negotiated with the applicant through a Planning Processing Agreement. In the April to September period 21 major applications were decided in the six month period. 18 had process agreements. 16 met the PPA target date. Two out of the three applications without a PPA met the four month target. This means 18 out of 21 met target which is 85.7%.
- Non Householder – The target was increased from 70% to 75% of applications meeting the two month determination date. The first quarter performance was above target at 78.1% but the second quarter performance failed to reach target at 71.6%. Both quarters would have met the initial target of 70% but the second quarter fails to meet the revised target of 75%. Resources in the Development Management teams are currently being realigned to seek improvement in performance.
- Householder Applications – The target has been held at 90% of applications meeting the two month determination date. This is consistent with national expectations. In the April to September period 88.69% of these applications met the target which was a result of competing pressures. Performance is expected to improve in the current quarter.
- Listed Buildings – The target has been held at 70% of applications meeting the two month determination date, because of the relatively new use of increased delegation powers under the national scheme. Performance is good, with 82.9% of such applications determined within two months during the April to September period.
- Building Warrant Applications – The targets have been held at 80% of the first reports being issued within 15 days and 90% within 20 days. In the first quarter, 74.8% met the target of 15 days and 93.3% met the target of 20 days. In the second quarter, the results were 60% and 84.1% respectively. This was a consequence of increased volume and complexity of warrant applications during these periods.

## Growth in Development Pressures

- 2.4 Since the start of the financial year, the number of planning and building warrant applications has increased substantially. As noted above, this has adversely affected performance and increased the average time taken to process applications. Currently, overtime is being used on a limited and strictly controlled basis to manage the increase in workload in both divisions. When performance has been restored to target levels, a detailed review of staff resources and workload will be undertaken.
- 2.5 Building Warrant applications received for the six months April 2013 to September 2013 are 2,486 which is an increase from 2,348 received for the same six months April 2012 – September 2012. The increase is 138 applications (5.9%) on the same period last year.
- 2.6 Planning applications received for the six months April 2013 to September 2013 are 2,777 which is an increase from 2,290 received for the same six months April 2012 – September 2012. The increase is 487 applications (21.3%) on the same period last year.

## 3. Recommendations

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It is recommended that the Committee note the progress made in the delivery of the performance framework indicators and actions in the Service Plan 2013-14.

### Mark Turley

Director of Services for Communities

## Links

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<b>Coalition pledges</b>	P15 – Work with public organisations, the private sector and social enterprise to promote Edinburgh to investors P27 – Seek to work in full partnership with Council staff and their representatives P28 – Further strengthen our links with the business community by developing and implementing strategies to promote and protect the economic well being of the city P40 – Work with Edinburgh World Heritage Trust and other stakeholders to conserve the city's built heritage
<b>Council outcomes</b>	CO7 – Edinburgh draws new investment in development and regeneration CO19 – Attractive Places and Well Maintained – Edinburgh remains an attractive city through the development of high quality buildings and places and the delivery of high standards and maintenance of infrastructure and public realm

CO24 – The Council communicates effectively internally and externally and has an excellent reputation for customer care

CO25 – The Council has efficient and effective services that deliver objectives

CO26 – The Council engages with stakeholders and works in partnership to improve services and deliver agreed objectives

CO27 – The Council supports, invest in and develops our people

**Single Outcome Agreement**

SO1 - Edinburgh's economy delivers increased investment, jobs and opportunities for all

SO4 – Edinburgh's communities are safer and have improved physical and social fabric






**Appendices**



Appendix 1 – Planning and Building Standards Service Plan 2013-14 – Six monthly performance as at September 2013

# Planning and Building Standards Service Plan 2013-14

Generated on: 28 October 2013

Priority	Status
1 Key Performance Results	

PERFORMANCE FRAMEWORK INDICATOR	INDICATOR	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	2013/14	Target	Status	Latest Note & improvement actions
		Value	Value	Value	Value	Value			
Increased quality of assessment and compliance during the construction process	% of Construction Compliance and Notification Plans (CCNP) issued with Building Warrants	100%	100%			200%	95%		Fully achieved. A plan was sent with every issued Building Warrant
High Quality Development on the Ground	% of approved major developments within the year to show added value quality improvements	100%	85.7%			92.85%	80%		7 major applications determined in the 2nd quarter of which 6 had added value. Performance above target for 2nd quarter.
Efficient and Effective Decision making	% of non-householder planning applications dealt with within 2 months	78.1%	71.6%			74.85%	75%		Non householder performance this quarter was 71.6% which met the old 70% target but does not meet the new 75% target. Resources in Development Management are being re-aligned to seek improvement in performance.
Efficient and Effective Decision making	% of Listed Building Consent applications determined within 2 months	83.9%	82%			82.95%	70%		At 82% Listed Building consent performance was above target for the 2nd quarter.
Efficient and Effective Decision making	% enforcement cases where statutory action taken notice served within 4 months of receipt of complaint	90.9%	100%			95.45%	80%		2nd Quarter Performance above Target.

PERFORMANCE FRAMEWORK INDICATOR	ACTION	TARGET	Status	Latest Note
Financial Governance	Submit the required financial data (verification costs and revenue) to BSD	Submit Quarterly		The required data for the current quarter is presently being collected and will be submitted to Scottish Government by their 30 October deadline. It is confirmed that the previous quarters information was submitted on time.
Development of and adherence to objectives outlined in balanced scorecard	Submit the balanced scorecard on an annual basis for acceptance by the BSD and thereafter report achievement against the outlined objectives	Submit the proposed scorecard and report on achievement by the deadlines imposed by the BSD at the start and close of the financial year		This action has been fully completed.










PERFORMANCE FRAMEWORK INDICATOR	ACTION	TARGET	Status	Latest Note
National Headline Indicators	Report on representations to the proposed Local Development Plan by December 2013	By December 2013		On track. More than 2,000 submissions received. Collating & redacting underway. Headlines reported to 3 October Planning Committee. Redacted and indexed representations likely to be in public domain by end October.
25% reduction by March 2014 in undetermined cases over 3 years old at April 2013.	Removal of planning and building standards legacy cases from the system	25% reduction by March 2014 in undetermined cases over 3 years old at April 2013.		<p>Stage 1 - Desk Study has been completed and this identified a total of 222 cases. 96 (43%) require data to be entered on Uniform to remove the Legacy Cases. 24 (11%) need to be withdrawn because they are either ancient, been superseded by developments on the ground or withdrawal letters have already been sent. 25 (11%) require further investigation as documentation is incomplete. 77 (35%) are subject to legal agreements and therefore planning permission has not been issued.</p> <p>Stage 2 - Data entry on Uniform to remove the 96 and 24 cases as detailed in Stage 1 (54%). Further investigation of incomplete cases and categorisation of legal agreement cases to be pursued, withdrawn or left due to political sensitivities.</p> <p>Stage 3 - Withdrawal and activation letters to be sent, complete investigations on incomplete cases and update data on Uniform.</p> <p>Overall on target and achievable within the timescale.</p>









Priority	Status
2 Customer Results	

PERFORMANCE FRAMEWORK INDICATOR	INDICATOR	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	2013/14	Target	Status	Latest Note & improvement actions
		Value	Value	Value	Value	Value			
Achieve targets for processing Building Warrant applications	Building Warrant Applications - % first report issued in 15 days	78.4%	60%			69.2%	80%		The target was not met due to a substantially increased workload since April 2013.
Increased Commitment to meeting customer expectations	Building Warrant Applications - % first report issued within 20 days	93.3%	84.1%			88.7%	90%		The target was not met due a substantially increased workload since April 2013.
Increased Commitment to meeting customer expectations	Building Warrant Applications - % first report issued within 35 days	99.1%	99.1%			99.1%	97%		The target was exceeded.

PERFORMANCE FRAMEWORK INDICATOR	ACTION	TARGET	Status	Latest Note
Adherence to service commitments of a National Customer Charter	Publish the Customer Charter on the Council website	Review Quarterly		The Building Standards Customer Charter was reviewed in October and has recently been republished on a revised web-page.



PERFORMANCE FRAMEWORK INDICATOR	ACTION	TARGET	Status	Latest Note
Open for Business	Review of pre-application advice service including resources and recording	Review current pre application service by October 2013 and implement new service by March 2014		Internal and external workshops completed. Project boards held in July and October. Options are currently being analysed with a view to a further report to the Board in November with a new service proposal. On target.
Certainty	Major applications service - Provide a guidance publication	Provide a guidance publication on the major development service in Edinburgh by March 2014		A guidance publication has been drafted on Major Developments. On Target
Customer Service	Deliver an up-to-date One Door Approach customer charter	Completion of One Door Approach charter by October 2013.		The Charter is now complete and has been uploaded onto the Council web page and the Orb. An internal message will be issued by Mark Turley to raise awareness. Action Completed.
Communication and Engagement	Implement joint working agreements with Building Standards, Economic Development and Corporate Property to ensure linkage of development consents	Implement joint working agreements by October 2013.		The protocol with Economic Development and Estates is now complete and workshops have been held with all services areas to promote it. It will now be placed in the procedures manual on the Orb. The joint working agreement between Planning and Building Standards was agreed by PBSLT on 15/10/13 and will now be desk top published, communicated through the November core brief and training will be set up. Alan Moonie will attend team meetings to promote it. Action Completed.
Communications, Engagement and Customer Service	Demonstrate how customer feedback on engagement is used to improve policy and processes	Report on outcomes by September 2013		Ongoing. Feedback routinely sought at public-facing Planning events - eg at all LDP engagement events in May 2013 information from feedback forms shaped how subsequent sessions were run. Town Centre guidance exercises - public drop-in events held. Due date amended to 31 March 2014.
Communications, Engagement and Customer Service	Raise awareness of Planning among young people	Identify opportunities to involve young people in major projects by March 2014		Firhill School placement visit at end May for 3 days - involved in Royal Mile project. Local primary school children from two schools also involved in Royal Mile project in mind mapping exercise and graffiti art project. The other major project where schoolchildren involved is the Forth Rail Bridge WHS. Secondary school children from Queensferry and Inverkeithing schools will have The Bridge (Iain Banks) as part of their curriculum next year. A writing competition will follow. Inverkeithing also introducing the bridge into their design and technology classes.  This has now been agreed by the Forth Bridge Steering Group and is being taken forward by a sub group. The competition will be launched in the schools in November. Another project where the involvement of school children is being assessed is with the Quality Indicators. This will be developed by the end of 2013.
Communications, Engagement and Customer Service	Extend the use of Social Media as a communication tool	Implement two-way Twitter by September 2013		Soft launch has taken place. Enquiries starting to come in via Twitter. The next stage is to widen the promotion of this service. There will be a review after 6 months. Action Completed.

Priority	Status
3 Community Results	

PERFORMANCE FRAMEWORK INDICATOR	ACTION	TARGET	Status	Latest Note
High Quality Development on the Ground	Development of 'Added Value' framework to improve quality of planning applications	Implement an 'Added Value Assessment Framework' by December 2013		Work has progressed well on added value. An access report has now been created and a report will be taken to PBSLT in November on the framework. On target.
Communication and Engagement	Edinburgh Planning Concordat	Complete version 2 by October 2013 and launch by December 2013 to embrace Community Councils in a tripartite process.		Edinburgh Planning Concordat now complete. It will be issued to community councils in November 2013 along with details of how to apply for grant funding. On target.
Improved partnership working underpinned by engagement with a National Forum	Attend meetings of the National Forum and implement the assigned actions	Attend all meetings of the National Forum. Record implementation of actions arising.		This initiative was to be taken forward by Scottish Government but the inaugural meeting has not yet been organised. Building Standards has confirmed its willingness to participate in the Forum when it is introduced by Scottish Government.
High Quality Development on the Ground	Develop indicators of environmental quality	Prepare a list of measures to inform planning policy and processes by December 2013		The update of the Character Appraisals is now underway using the QI process as part of the review. Other opportunities will be assessed by the end of December as per target.
High Quality Development on the Ground	Maintain and enhance the vitality and viability of Shopping Centres	Finalise Town Centre guidance pilots by December 2013. Publish 2nd batch in draft by March 2014.		On track. 5 Dec 2013 Planning Committee targeted for finalised town centre guidelines. Project planning underway to identify next centres and prepare draft guidelines.
High Quality Development on the Ground	Improve the environment of the Royal Mile	Finalise Royal Mile Action Plan by September 2013		Finalised Action Plan has been approved. New governance structure has been put in place to address implementation. Project now linked into wider City Centre work. Action Completed.
High Quality Development on the Ground	Improve the environment of the City Centre	Contribute to City Centre Vision initiatives by March 2014		Participation with Working Group. George Street proposals have been firmed up and will be included in a report to the Transport and Environment Committee on the 29 October 2013. This covers the consultation on City Centre vision and the summer pilot projects in George Street.
Efficient and Effective Decision Making	Exploit information from the 2011 Census	Analyse and disseminate output by March 2014		On track. City-level tranches published and being analysed by Planning Information. First small-area tranches expected in November and early 2014. Internal project group set up.

Priority	Status
4 People Results	

PERFORMANCE FRAMEWORK INDICATOR	ACTION	TARGET	Status	Latest Note
Effective Management Structures	Review of Planning and Building Standards Management Structure	Review and implement new management structure by December 2013.		To align with other service reviews in SFC, the implementation target date has been revised to 31/03/14. Progress to end of September has been completed on target for data gathering, comparative studies and benefits dependency mapping.

PERFORMANCE FRAMEWORK INDICATOR	ACTION	TARGET	Status	Latest Note
Continuous Improvement	Improved staff training	<ul style="list-style-type: none"> <li>• 5 hours IT training per staff member</li> <li>• 31 hours additional training</li> </ul>		On Target. Staff Development Group are coordinating a series of IT training events for staff. Regular updates from the Staff Development Group provided in the monthly Core Brief and E-Mail communications to staff.
Continuous Improvement	Engage staff in progressing organisational improvements	Action Plan to be approved by end of June 2013 Implement Staff Engagement Action Plan by March 2014		Actions are being progressed by the Staff Engagement Group. Next event will be a feedback session to all staff.