

SCOTTISH BORDERS COUNCIL

planning performance framework

2017 - 2018



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INTRODUCTION

This is the seventh Planning Performance Framework (PPF) prepared by Scottish Borders Council for its Planning Service and covers the period 1 April 2017 to 31 March 2018.

The Performance Markers RAG (Red, Amber, Green) report issued by Scottish Government in respect of last year's PPF awarded 4 amber and 9 green RAG ratings (2 Markers being excluded as not applicable for that year's report.). This was the first year that no red markers were awarded which reflects the positive improvement journey the Planning Service has been on in recent years.

In considering the report, the Planning & Building Standards Committee was pleased to note that the significant efforts of the Planning Service to deliver improvements in performance over a number of years had been recognised. The Chairman congratulated the entire team on their performance and their professionalism.

This year's PPF sets out how we are helping to deliver the Council's corporate priorities; enabling good quality development in the right locations, balancing the needs of the community, the economy and the environment. It also addresses how we are continuing to improve performance in the challenging budgetary environment and adapting the service to meet the needs of the Borders.

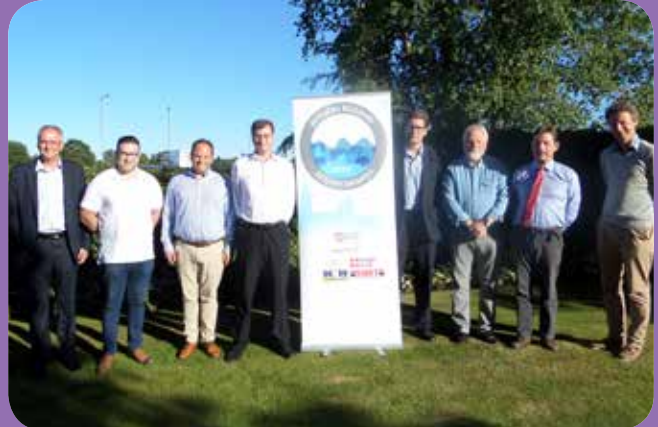




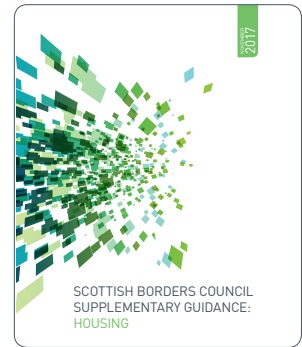
PART 1 - DEFINING AND MEASURING A HIGH QUALITY PLANNING SERVICE

QUALITY OUTCOMES

- 1.1 The Service continues to focus on improving design quality and delivering development that enhances the Borders environment and sustains its communities.
- 1.2 We ran our very successful Design Award Scheme again this year and had a total of 26 high quality entries in four categories: new build -residential, new build – commercial, placemaking and works to existing buildings. The shortlisting, site visits and judging has been undertaken and the winners will be announced in October at the award ceremony hosted at Marchmont House. For the first time the award scheme was sponsored externally by the construction industry.
- 1.3 The award scheme, which was the subject of a case study in last year's PPF, has also been shortlisted for a Scottish Award for Quality in Planning in the Plans category. The design awards are part of a toolkit developed by the Planning Service to improve and promote design quality. This toolkit also includes the publication and adoption of Supplementary Planning Guidance on Placemaking & Design and other policy and design guidance, the production of planning briefs, training for officers and members and the development of suitable policies within the Local Development Plan.
- 1.4 We commenced the review of the adopted Local Development Plan in 2017 and have carried out extensive stakeholder engagement and consultation, held a number of Members briefings, given presentations to Local Area Forums, started a range of policy reviews and issued a call for sites. We have formed an officer/member Planning Working Group to identify key policy issues and drive forward the design quality agenda. As a consequence of the group's deliberations, we are currently undertaking a retail pilot study for Galashiels and Hawick which aims to examine a range of policy approaches to re-vitalise their town centres. The outcome of this yearlong study will influence future policy development within the new Local Development Plan. We are due to issue a Main Issues Report in autumn 2018. The Development Plan scheme sets out our programme of works to deliver the new Local Development Plan and we remain on schedule to produce the new Local Development Plan in 2021.



1.5 In terms of other guidance, we produced [Supplementary Guidance on Housing](#) which allocates sites for housing to ensure we have an effective housing land supply and this was formally approved by Scottish Ministers in November 2017. We have also produced [Supplementary Guidance on Renewable Energy](#) which provides a range of information and guidance on renewable energy developments and their planning. The guidance is currently with Scottish Ministers for consideration.



1.6 As part of our on-going work with partners to maximise the economic benefits of the railway set out in the [Borders Railway Blueprint](#) and to assist in the delivery of employment development at Tweedbank near the new Borders Railway terminus, we now have approved [Supplementary Guidance for Tweedbank Business Park](#) along with our first [Simplified Planning Zone](#). We have also commenced work to incorporate the findings of the [Tweedbank Masterplan](#) into Supplementary Planning Guidance for the Lowood Estate at Tweedbank. We are also using the findings of the [Galashiels Masterplan](#) to inform the development of the Local Development Plan proposals and policies for Galashiels.



1.7 The [Selkirk Conservation Area Regeneration Scheme \(CARS\)](#) came to a close at the end of March 2018. Over the 5 years of the scheme 69 individual grants were delivered to property owners, the numbers of “Buildings at Risk” within the central area were reduced from 7 to 2 and major repairs to the steeple of the category A listed Sir Walter Scott Courthouse were undertaken and further funding secured to carry out a second phase of works. Public realm works to the Market Place were completed working in collaboration with Transport Scotland as some works involved the A7 trunk road. In addition, a long standing derelict building has now been demolished and redevelopment of this site to provide new social housing is underway. A total of approximately £900,000 of grant aid was paid out, contributing towards a total investment of £1.8 million in the town centre.



1.8 Following the success of our conservation based town regeneration schemes at Hawick, Kelso and Selkirk we have launched a [CARS scheme in Jedburgh](#). This 5 year project commenced in summer 2017 and will secure a total investment of around £2.5m through CARS grants, associated public works and private investment to deliver a number of key regeneration projects within the town.

1.9 After the successful [Borders Heritage Festival](#) last year, the planning service is working with external partners to establish a viable Heritage Forum which can both take on the longer term delivery of this annual festival and also act as wider vehicle to promote and interact with tourism activities. The Planning Service continues to support “Doors Open Day” as part of the Scotland-wide event coordinated by the Scottish Civic Trust during September.



1.10 We have worked in collaboration with colleagues in Economic Development and other Council departments, to develop the [Hawick Action Plan](#) and have assisted in the delivery of its key actions. This plan, funded by a Scottish Government grant of £3.26m, will assist in delivering a variety of business infrastructure projects, helping drive the local economy and encouraging business growth and

new investment in the town. It is anticipated these projects will provide new job opportunities to benefit the local community as well as act as a catalyst for further potential property development in the future. We continue to collaborate with Economic Development colleagues on a bid for a CARS scheme for Hawick Town Centre. There is on-going work to ensure that we co-ordinate this work with the opportunities being afforded by the Hawick Protection Flood Scheme and other regeneration proposals in the town.

QUALITY OF SERVICE AND ENGAGEMENT

- 1.11 We have always provided significant levels of pre-engagement with applicants and developers in advance of the submission of planning applications on the basis that this is time well spent in improving the quality of the eventually submitted proposal. From 1 April 2018 we introduced an enhanced pre-application enquiry service on a more formalised basis with a charging schedule which will enable clearer and more focussed engagement with the Planning Service. This service has been well received by customers and will mean that in future years we are able to increase the percentage of applications subject to planning advice. The new service has introduced standards that will ensure improved quality of guidance and a more consistent approach than the previous informal arrangements, including early engagement on development contributions and the use of processing agreements, enabling developers to proceed with greater confidence. We provide an on-line form to submit a pre-application enquiry and have [guidance notes](#) on the web site which set out the fee charges (when applicable), the proportionate information requirements in submitting a request and what the Council will provide in terms of a response and the timescale for doing so.
- 1.12 All staff in Planning & Related Services have made a valuable contribution to the delivery of a wide range of services throughout the Borders but a special mention must be made for Mr Lennox Blyth, Lead Building Standards Surveyor who was presented in 2018 with the James Delury Award for Individual Service Commitment by Local Authority Building Standards Scotland (LABSS).



- 1.13 Planning & Related Services has a wide range of environmental duties and the service is responsible through its Countryside Access Team, for the management of [Coldingham Bay](#) near Eyemouth in Berwickshire. The Coldingham Beach site is a good example of how a Local Authority can promote and encourage visitors to an area, which helps to develop the local economy, whilst identifying and improving the natural environment and providing a resource that can help encourage and teach the younger generation about the value of our natural resources. This is set out in more detail in Case Study 1 below.

Case Study 1 - BORDERS BAYWATCH - THE MANAGEMENT OF COLDINGHAM BEACH

Location and Dates:

Coldingham Bay, Berwickshire. The project is ongoing.

Elements of a High Quality Planning Service this study relates to:

- Quality of service and engagement

Key Markers:

Performance Marker 12 – Corporate working across services

Key Areas of Work:

- Conservation
- Environment
- Greenspace
- Guidance
- Interdisciplinary Working
- Collaborative Working
- Community Engagement

Stakeholders Involved:

- General Public
- Community Groups
- RNLI
- Authority Planning Staff
- Authority Other Staff

Overview:

Coldingham Bay is located on the North Sea Coast, approximately three kilometers north of the town of Eyemouth in the Scottish Borders. Coldingham Sands is an extremely popular beach area located in close proximity to the town of Coldingham which has a population of approximately 560 people.

The beach area is part of the Berwickshire and North Northumberland Coast Special Area of Conservation and supports a wide variety of plants and animals and located within this area is the St Abbs and Eyemouth Voluntary Marine Reserve.

Scottish Borders Council owns and manages an area of land in the Coldingham Bay area that includes the beach and associated sand dune systems. The beach is popular with visitors including surfers and body-boarders and therefore the Council works with the Royal National Lifeboat Institution to provide a lifeguard service over the summer months. There is a management group that includes the Community Council, the local Surf School and local interest groups that looks at the safety aspects associated with visitors using the beach as well as improving the local environment for local wildlife and tackling dune stabilisation issues associated with adjacent sand dune formations.

One of Scotland's Great Trails (The Berwickshire Coastal Path) runs through the site which also brings visitors to the area and there are also a number of beach huts which the Council manages.



The Council has a duty of care in relation to the visitors that visit the site and it is this partnership approach that has allowed the Council to provide a site that we feel is well managed and provides a great visitor attraction for the Scottish Borders.

Goals:

The management of the Coldingham Bay site is undertaken by the Countryside Access Team and includes general aspects such as road surfacing and parking provision, litter collection and the cutting back of vegetation. However, there are also other aspects that the scheme delivers:

- The Council employs lifeguards who patrol the beach during the summer months and help ensure that the safety of visitors is maintained on a regular basis. There is a Surf School located at the St Vedas Hotel which is located close to the beach and the owners are heavily involved in the management of the beach;
- There are presently approximately 55 beach huts on the site, with eleven additional units given planning permission recently. A draw was made to allocate ownership of the new units which attracted attention from people throughout the UK. The owners provide the Council with an annual rent for the units which are extremely popular;
- At the southern end of the site there is an area of dunes and grassland that supports a number of species including the Small Blue and the Northern Brown Argus butterfly. It is important that work is done to develop the biodiversity of the site and there are members of the management group that have a specific interest in maintaining and developing this environment;
- A lot of work has been undertaken to improve access to the site, including providing accessible platforms for wheelchair access and path improvement work to provide better access to the beach huts and picnic sites etc.;

- Recently, there has been a lot of work undertaken on the site to help regenerate the sand dunes by means of reducing access to areas of the dunes that have been damaged by footfall, the reduction of scrubland and the reintroduction of native grasses to help stabilise the dune system;
- The Council works with the Voluntary Marine Reserve which was the first marine reserve established in the UK to provide training sessions for children such as their rock-pool rambles sessions;

The Coldingham Bay Management Group consists of a wide range of local interest groups that are interested in the management of Coldingham Bay. The group includes representatives from the Community Council, St Vedas Surf School, The Voluntary Marine Reserve, wildlife groups and the Beach Hut Association. The management of the group is chaired by Council Officers from the Countryside Access Team.



Outcomes:

The case study at Coldingham has demonstrated that a partnership approach to the management of the beach has delivered an excellent visitor attraction for the Scottish Borders that allows visitors to safely



enjoy the facilities at Coldingham, whilst at the same time delivering environmental improvements and encouraging local biodiversity. The key to this partnership working is to involve the local community and interest groups in the decision making process and this approach has produced a local management group that is effective and is very keen to see continuing improvements for the site.

The project will continue to improve access to all users that wish to access the beach and at the same time to deliver dune stabilisation works and local biodiversity projects throughout the wider beach area.

Name of key officer

Mike Marsh – Countryside Access Team, Regulatory Services

1.14 We were successful in our bid for external funding to Historic Environment Scotland (HES) and the Forestry Commission Scotland to fully fund a post to polygonise (digitise) all the Historic Environment Records within the Scottish Borders and those in Clackmannanshire and part of Stirling as a Scottish pilot for the Mapping of the Archaeology of Scotland project being run by HES. The project is highlighted in Case Study 2 below.

Case Study 2 - MAPPING THE ARCHAEOLOGY OF SCOTLAND: SCOTTISH BORDERS AND STIRLING & CLACKMANNANSHIRE

Location and Dates:

The project started in July 2016 for a 20 month period, although an extension to the project has been agreed and funded by partners for a further year. The project is being implemented by a dedicated staff member on behalf of the partners who is based at Council HQ in Newtown St Boswells.

Elements of a High Quality Planning Service this study relates to :

- Quality of service and engagement
- Culture of continuous improvement

Key Markers:

Performance Marker 6 – Continuous Improvements
Performance Marker 13 – Sharing Good Practice,

Key Areas of Work

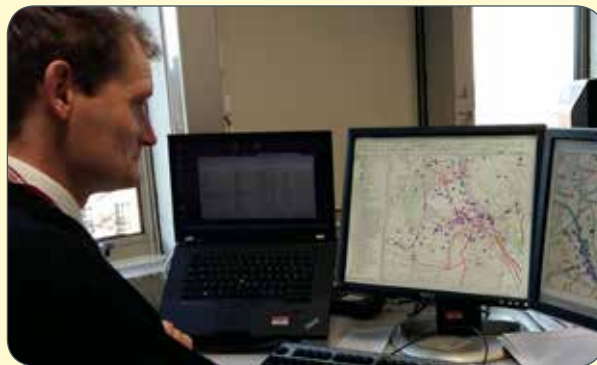
- Conservation
- Environment
- Town Centres
- Development Management Processes
- Collaborative Working
- Process Improvement
- Online Systems
- Historic Environment Recording

Stakeholders Involved

- Key Agencies – Historic Environment Scotland
- Staff in Other Planning Authorities
- Authority Planning Staff
- Authority Other Staff

Overview:

The Planning Service has developed and maintained a record of historic sites within its boundaries for more than 30 years. Initially this record was known as a SMR (Sites and Monuments Record) but more recently the record has been renamed HER (Historic Environment Record). The current HER is maintained by the built heritage team and was transferred to a GIS based system about 20 years ago. The HER contained about 16,000 individual records and these were mapped as “points” in the GIS mapping. In parallel the National Record of the Historic Environment in Edinburgh had about 20,000 records for our area, again mostly as “points” many of which were duplications of the HER entries, additionally there was duplication of points with other internal depictions



The project was developed to undertake:

- The digitalisation of the records (the creation of polygons) to identify and mark the physical site extents of features in place of single points.
- The concordance and rationalisation within the Council’s and the national records into a single dataset.

The initial project was established as a pilot to develop best practice in line with the aims of SHED (Scottish Historic Environment Data) and was largely externally funded by grants from both Historic Environment Scotland and the Forestry Commission Scotland, to tackle this work across the Scottish Borders as well as Stirling and Clackmannanshire, which contained about 3,000 unique site records on the Council’s HER. The project demonstrates joint working with other planning authorities and with key stakeholders.

A dedicated project officer was recruited started work on the records back in July 2016, with an initial projected completion date on March 2018. It became clear at an early stage that, in particular, the concordance and rationalisation of records was more complex than envisaged and accordingly a plan was developed to secure additional funding for further years to allow completion of the project. A similar concurrent project in Shetland by the Shetland Amenity Trust also encountered similar issues and extended its programme to complete the project.

The project has now been established for over two years and considerable progress has been made; at the end of March 2018, a total of 8,402 (50%) records in the Scottish Borders and 1,176 (40%) in Stirling and Clackmannanshire had been completed.

Goals:

The key goals of the project are:

- Achieve 100% polygonisation of all the site-based records both within the Scottish Borders and Stirling and Clackmannanshire that can be resolved.
- Make this HER information which maps the historic environment assets publically accessible, through CANMORE
- Use this information as a trigger for specialist consultations for Development Management and for Forward Planning to evaluate potential sites for development, including forestry; this will result in more targeted and effective consultation. (An early target was to concentrate on heritage assets within the major transport corridors in the Scottish Borders to support parallel work to review an extension to the Borders Railway and other transport improvements).

Outcomes:

Although the overall project is not yet complete, the improved data set is already in active use, and regular HER enquiries and for proactive Local Plan work and is helping more efficient and accurate planning decisions to be made ensuring that the

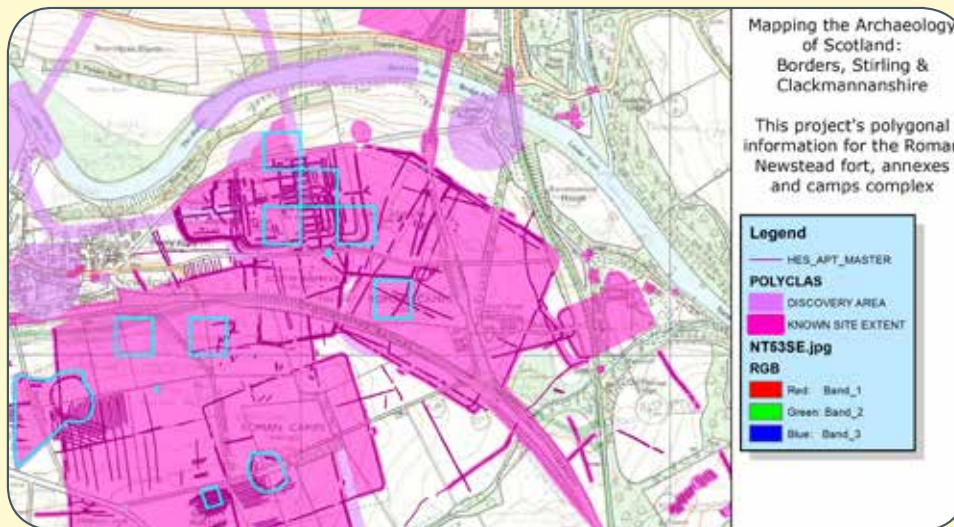
nature, extent and quality of historic assets is taken fully into account. This project also demonstrates collaborative working and the sharing of resources between three local authorities and HES to deliver the improved data set and will hopefully be seen as a model which could be rolled out for the rest of Scotland.

External funding has been obtained from both Historic Environment Scotland and Forestry Commission Scotland for the 3rd year of the project up to the end of March 2019, with the intention to bid for a final year of the project which will result in 100% polygonisation of all relevant records for both the Scottish Borders and Stirling / Clackmannanshire areas.

Once completed the triggers for specialist consultations will be reviewed and the current system of buffers based on points can be changed to reflect the more accurate polygons provided which will allow for more effective consultations and responses.

Name of key officer

Dr Christopher Bowles, Archaeology Officer, supported by Keith Elliott, Assistant HER Officer



1.15 A key Council priority is the delivery of affordable housing. As part of our response to the [Strategic Housing Investment Plan](#) and our renewed focus on pre-application engagement, we have developed a new partnership working approach with Eildon Housing Association and Hart Builders Ltd. This approach has been well received by partners with Hart Builders stating that they “are certain that it is allowing us to collaboratively produce better homes and communities as a result” and that “Scottish Borders Council should be commended for their leadership and refreshing approach to partnering”. Eildon HA has also stated that they are “delighted with the real impact this partnership approach is having in assisting in the delivery of our challenging programme”.

Case Study 3 - PARTNERSHIP WORKING – DELIVERING AFFORDABLE HOUSING

Location and Dates:

This partnership approach began in early 2018, with an initial workshop to discuss the wider affordable housing delivery programme, involving the main partners and which also facilitated involvement of other statutory bodies, such as Scottish Water and SEPA. This has led to an “on-tap” approach to design meetings to gather thoughts and views on individual schemes. Meetings are arranged on an on-going basis as schemes are brought forward in the delivery programme.

Elements of a High Quality Planning Service this study relates to:

- Quality of outcomes
- Quality of service and engagement

Key Markers :

Performance Marker 1 – Decision Making
Performance Marker 2 – Project Management
Performance Marker 3 – Early Collaboration
Performance Marker 10 - Cross Sector Stakeholders

Key Areas of Work

- Design
- Regeneration
- Housing Supply
- Affordable Housing
- Development Management Processes
- Planning Applications
- Interdisciplinary Working
- Collaborative Working
- Placemaking
- Place Standard

Stakeholders Involved :

- Local Developers
- Registered Social Landlord
- Authority Planning Staff
- Authority Other Staff

Overview:

The Government’s target to deliver 50,000 new homes for Scotland by March 2021 is a challenging one. Within the Scottish Borders, Eildon Housing Association is committed to developing 750 homes which represent a significant contribution toward delivery of the Council’s Strategic Housing Investment Programme and, in turn, the national housing target. Eildon have an established development partnership with Hart Builders Ltd, which will deliver 400 of these new homes on nine sites across the Borders region.

Acknowledging the importance of early engagement in the planning process, Eildon and Harts approached Scottish Borders Council to open



dialogue about some of their proposals. Early in this dialogue, the benefit of collaborative working became increasingly clear, so that the decision was collectively made to pilot a partnership working approach to housing delivery that would not only secure the speedy delivery of a range of statutory consents, including planning permission and road construction consent, but which would also drive up standards in the creation of high quality, energy efficient homes, putting quality placemaking at the heart of those discussions.

The core players are now Eildon, Hart Builders and Scottish Borders Council Planning Service, involving Planners, Roads Officers and Building Standards Officers, but also drawing in expertise from other services as required, as well as a range of architects and agents involved in scheme design.

Goals:

Pre-application discussions are nothing new; it is the close working relationship that makes this different and that was one of the key goal of this process, along with the objective of creating high quality developments and places.

As a partner in project development, the Council is able to engage with other stakeholders at the very outset before initial plans and site layouts are produced and tabled for comment. This creates the opportunity for planners to assist in the evolution of the design and to incorporate placemaking and design principles into the development process from the very outset. It also allows other players, both internally and externally, to be involved in the project development, making all parties stakeholders in the wider aims of both housing delivery and high quality placemaking, so that these become genuine shared aspirations for all of the parties involved.

The partnership has resulted in a healthy and cordial yet frank and open working relationship between the three key partners. Regular design meetings have allowed for a streamlined approach to scheme development, avoiding the need for costly delay or redesign at the application stage.

Despite these partnership working arrangements being relatively new, feedback from key participants has been very positive. It is a very inclusive and proactive relationship with Eildon HA. In addition, the working partnership allows EHA to confidently establish a programme for delivery, knowing the issues to be addressed, but also that the Planning Service is already assisting to achieve that shared aim.

The new partnership working arrangements with Eildon Housing Association are easily transferrable between other RSLs and development partners, which might just as easily include mainstream housebuilders and other developers. Engagement has already taken place with Scottish Borders Housing Association with a view to bringing forward more affordable housing projects through this shared approach.



These are working arrangements that could be transferred within the Scottish Borders, but there is no reason that they could not also work across Scotland.

Outcomes:

We believe that our partnership working with EHA and Hart Builders is an exemplar project demonstrating the benefits of early engagement in the development process, which benefits all of the partners involved. It promotes good working relationships and understanding of each partner’s aims, making for a shared vision of delivery. It allows key stakeholders to come together at the outset of the application process to influence the deliverability of affordable housing proposals, with the overall aim of meaningful contribution toward national targets for housing delivery. The workshops form part of a wider tool kit adopted by SBC to deliver improved design quality and placemaking in all new housing developments not just affordable housing proposals.

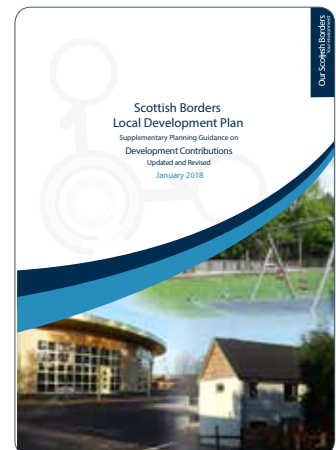
The approach demonstrates that close working relationships with developers are not to be feared and can be a positive step toward the delivery of high quality communities.

Name of key officer

John Hayward, Depute Chief Planning Officer

1.16 We continue to be a strong advocate for the use of processing agreements for both local and major planning applications and provide [guidance](#) on their use to our customers. We determined 423 applications with agreements last year: 7 major applications, 358 local applications and 58 for other consents. A total of 85.1% of applications with processing agreements were determined within the agreed timescales.

1.17 A new development contributions system has been implemented. We have re-distributed key tasks to officers within the service embedding this policy aspect within the wider planning application and enforcement process. The funds generated are monitored on a monthly basis and reported periodically to Corporate Management Team and the Council. [Supplementary Planning Guidance on Development Contributions](#) is available on the Council’s web site that sets out a consistent and transparent approach to implementing the Council’s policy. The SPG was updated in January 2018 to reflect cost indexation.



1.18 An extensive range of planning information is made available on the Council's web site and customers are encouraged to self-serve and utilise the benefits of the [web site](#) and [Public Access](#). The majority of our Community Councils now interact with us electronically. We have also provided training for Community Councils and other groups on our electronic services to enable them to access information 24/7. We provide case officers contact details for applicants, consultees and respondents on all correspondence. All information on planning applications is made available on the [Public Access Portal](#), including details of specialist officers from the wider planning service who have commented on the application. The service has developed Local View Fusion which is badged as [Find it](#) on the Council's website, which makes environmental information available to customers in a spatial format.

1.19 The move towards the electronic delivery of services is a key service aspiration and we continue to promote [electronic submission of applications](#) with agents and developers through stakeholder meetings, letters and offers of training on the system. The yearly average of applications received on-line now stands at 65%, which is comparable with 2016/17. We also have an active programme of engagement with stakeholders to increase the use of the system including e-consultation and communication on applications. We held 3 training sessions last year for Community Councils on the use of electronic systems and how to interact with the Council on planning matters.

1.20 The [Scottish Awards for Quality in Planning](#) are held annually and is one of the Scottish Government's most prestigious events. The purpose of these awards is to celebrate and recognise achievements in planning. This year the Planning Service received an award in the Process category for its "Caseload Spreadsheets and Performance Scorecard". The spreadsheets and scorecard were developed in-house by planning and business support staff, and have resulted in improvement of processing times and in the speed and certainty of decision making. The spreadsheets:

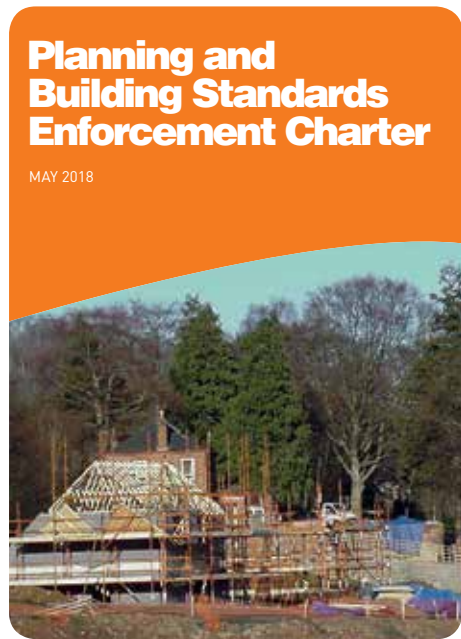


- Promote efficient working within department,
- Enable widespread use of Planning Processing Agreements.
- Allow for caseload management, and present a clear overview of current performance.
- Provide the Council comprehensive understanding of its current standing in terms of annual performance.
- Incentivise staff to improve performance.

1.21 The [Housing Land Audit 2017](#) confirms that the established land supply is 8,586 units and the 5-Year Effective Housing Land Supply figure 3,469 units, which equates to 4.45 years of land supply. However, the figures do not include the land supply identified in the recently approved Supplementary Guidance on Housing which allocates a further 926 units. The addition of these units means that the LDP will meet the Housing Land Requirement set out within SESplan and ensures that there is a 5-Year effective housing land supply within the Scottish Borders. Completions have reduced from 659 in 2008 to 250 in 2016/17, which is a decrease of 123 units on the number of houses completed in 2016/17. This level of development activity within the Borders is only being sustained due to publically funded projects being delivered by Registered Social Landlords. At present, there is limited activity by private sector housing developers.



- 1.23 We have produced a Development Management Charter and recently updated and published a new [Enforcement Charter](#) which is available on the Council's web site.
- 1.24 In 2016/17 we re-engineered our working practices in ePlanning and eBuilding Standards. The re-design was to ensure we took full and effective use of our IT systems and streamlined business processes. We are due to implement the Enterprise case management system and a mobile working solution for staff in Building Standards and Development Management. It is hoped that in due course we will roll out mobile tablet devices for staff in other service areas.
- 1.25 We held separate stakeholder meetings for agents/ developers and Community Councils in January and May 2018 respectively. The presentations at these meetings highlighted changes to the structure of the Planning Service, an update on the Local Development Plan, the improved provisional enquiry system, the launch of natural heritage guidance, training on Community Councils role in planning, on-line application submissions, the launch of our Design Awards and the Jedburgh CARS plus an update on the Planning Bill. The events also provided the opportunity to raise questions and provide comments about the services we provide, which are helpful in understanding customer priorities going forward. We have recently updated our guidance for Community Councils on their role in the planning system.
- 1.26 The results of the [extensive community engagement](#) undertaken with other sections of the Council and Community Planning Partners using the Place Standard Tool in 2016/17 will feed into the key issues in the Main Issues Report for the Local Development Plan that will be published later this year.
- 1.27 We are also a partner in the pilot project "[Making Places – Bridging the Gap](#)" where PAS (Planning Aid Scotland) are working in partnership with [Galashiels Academy](#) to introduce students to the concept of placemaking through the use of the [Place Standard](#). Outputs from this project will provide useful insights into issues that are important to young people and will help inform the development of the new Local Development Plan.
- 1.28 We have recently worked in collaboration with Transport Scotland, SEStran (South of Scotland Transport Partnership) and consultants Jacobs to help produce the first stage of the [Borders Transport Corridors Study](#) which includes the possible extension of the Borders Railway. The level of response from residents and stakeholders within the Scottish Borders was very high and has led to Transport Scotland adopting this approach as an exemplar for other parts of Scotland.
- 1.29 The GIS team continue to develop the spatial information to support planning and related services but also produce information available corporately and to the general public through web-maps, '[Find it](#)' and 'WebGIS', as well as producing new mapping applications for the proposed Tweed Path, Roads & Transport, and Emergency Planning. Work has been progressing towards upgrading the system to new technology, ArcGIS Online/Portal. This will provide a



modern user experience with enhanced functionality and new opportunities. We plan to use the new system to expand and improve the use of our spatial data on the Council's website and engage with the public in new ways using Story Maps.

- 1.30 The Council has a formal complaints procedure and has the facility for customers to complain using an [on-line form](#). In terms of complaints reporting, we received 28 complaints about Planning & Related Services last year, which is an increase of 13 from 2015/16. The majority of the complaints were not sustained but the 3 that were upheld all related to a failure to respond timeously to a customer's enquiry or complaint. The service has put in place procedures to ensure that customers receive responses within a reasonable timescale or are advised of any delay, together with the reasons why this has occurred.

GOVERNANCE

- 1.31 As part of the Council's induction process following last year's election all new Councillors have been given training in planning matters and Members of the Planning and Building Standards Committee and Local Review Body received tailored training sessions before they were able to sit on these Committees. The Council has an established Development Plan Working Group, which engages Members in the Development Plan process from an early stage.
- 1.32 The [Planning & Building Standards Committee](#) and the [Local Review Body](#) are held on a monthly basis, normally sitting on the first and third Monday, respectively, of each month during the day. In 2017/18 the Planning & Building Standards sat 10 times to determine 49 cases and undertook 2 site visits and the Local Review Body met 12 times to determine 45 items and undertook 2 site visits.
- 1.33 A high percentage of planning applications 97.2% were determined by officers under delegated powers and we had an approval rate of 93.4% for all applications. This approval rate has been sustained consistently over a number of years.
- 1.34 The figures reported in the National Headline Indicators in 2017/18 demonstrate that the determination periods for the main reporting categories of planning applications saw us deliver broadly similar performance to that achieved in 2016/17. This is despite a period of restructuring for the service, turnover in staff and the reduction in overall staff compliment to deliver services. The figures achieved are better than the annual national performance for Scotland as a whole in all application categories. We have seen a sustained improvement in performance from a position in 2012/13 when major applications were taking 60.8 weeks to determine, local applications (non-householder) were taking 26.8 weeks and local developments (householder) were taking 8.6 weeks. The equivalent figures for these categories of application in 2017/18 are 12.4 weeks, 7.7 weeks and 6.8 weeks respectively.
- 1.35 In Development Management, the traffic light system we introduced two years ago, and which was awarded a Quality in Planning Awards in 2017, assists in the monitoring of caseloads and meeting timescales. This system has helped us manage performance through this period, prioritising action and staff resource to avoid delays in determining applications. We continue to refine this system to ensure we maintain a focussed and effective management of outstanding legacy cases, particularly those subject to outstanding legal agreements. This process will be further enhanced with the implementation of the Enterprise case management system and mobile working for staff. Action on legacy cases and applications subject to a legal agreement is identified as a key improvement action for 2018/19.
- 1.36 Despite the enhanced monitoring of applications mentioned above, we have seen a reduction in the number of legacy cases (applications more than a year old) cleared from the system this year to 43 and this has resulted in an increase in the backlog of applications from 74 to 100. We have identified a priority action on legacy cases as a service improvement for 2018/19.

- 1.37 We promote the use of processing agreements for the handling of planning applications, and this approach has been embraced by developers/applicants. This approach will be a key tool in the management of legacy cases next year. Of those applications subject to an agreement, 85.7 % of the major applications were determined within the agreed timescale in the processing agreement and for all applications, 85.1% overall were determined within the agreed timescale.
- 1.38 **Guidance** on our use of processing agreements, together with agreement templates, is available on the Council’s website. We continue to refine our internal processes and dialogue with applicants to ensure that all applications subject to such agreements are determined on time.
- 1.39 The twin-tracking of planning applications and the legal process of concluding section 69 or 75 agreements, has led to further improvement in determination times in recent years and was featured in a case study in the **2015/16 PPF**. The process is delivering benefits and continues to be developed and improved upon and now many of the legal agreements are managed by using processing agreements. The remaining applications subject to legal agreement but not covered by a processing agreement have seen a slight increase in determination time to 22.9 weeks from 19.6 weeks in 2016/17. However this must be viewed in the context of the improvement made from 2015/16 when the decision time was 51.2 weeks. The requirements of the Council’s development contributions policy means that we enter into a large number of legal agreements to secure contributions and it is critical that there are discussions at an early stage between the Planning Service and applicants/developers to allow the effective managing of this process.
- 1.40 The new service structure identified through the Planning & Related Services review created 2 divisions: Development Standards and Planning and Implementation each led by a senior manager with a lead officer for each of the 6 service areas; Heritage & Design, Access & Transport, Planning Policy & GIS, Development Management, Building Standards and Roads Planning. The review allowed a re-examination of current working relationships and development of greater cross sector collaborative working, highlighting where we should direct resources and potential models for future service delivery. The improvements we have delivered have been influenced by this collaborative working and the more effective management of the new service. The service integration we have delivered already means we can provide more effective responses to development proposals, have greater consistency of decision making and achieve a wider understanding of the cross linkages and relationships within the Council that help deliver planning and corporate objectives.
- 1.41 We continue to face significant budget pressures and it is anticipated that this will continue into 2018/19. We have stringent budget monitoring processes to monitor and report on budget pressures on a monthly basis. A close working relationship between budget holders and finance staff has been developed to address these issues. The Council has also recently introduced a new financial management system called Business World, which aims to provide more effective financial control.
- 1.42 We have a number of working protocols in place with other Council services most notably with Housing Strategy, which enables effective working on affordable housing policy and investment decisions through the **Strategic Housing Investment Plan (SHIP)** process. Closer working with housing colleagues will be developed further with the integration of the Housing Strategy and Planning & Related Services teams later in 2018, enabling a closer alignment between planning and housing policy within the Scottish Borders.



- 1.43 The Planning Working Group of members and officers is a mechanism for debate and discussion on issues and procedures. Key members of staff are also involved with a range of corporate transformation projects and projects within the Council's capital investment programme.
- 1.44 Following the successful delivery of the [Selkirk Flood Protection Scheme](#), the service has been involved in various aspects of the design and development of the flood scheme the Council is promoting for Hawick. The skills, knowledge and design capabilities developed in the Selkirk project, along with the strong corporate working ethos, have allowed the Planning Team to add value to the flood scheme for Hawick. The development of strong links between planning, flood risk management and the project team has been important in developing a positive approach to collaborative working to deliver these two major Flood Protection Schemes. The project approach was the subject of a case study presentation at the [SNIFFER conference](#) in February 2018 and is highlighted in more detail in Case Study 3 below.



Case Study 4 - SELKIRK & HAWICK FPS FLOOD PROTECTION SCHEME – COLLABORATIVE WORKING

Location and Dates:

In August 2012, the Selkirk Flood Protection Scheme became the first major flood protection scheme with an environmental statement to be approved under the Flood Risk Management (Scotland) Act 2009. The scheme was formally opened by The Cabinet Secretary Roseanna Cunningham in February 2016.

The lessons learned from the Selkirk scheme have fed into the development of the project approach for the [Hawick Flood Protection scheme](#). The Council made its final decision to confirm the flood scheme at its meeting on 21st December 2017. This project is on-going and will be completed in 2022.

Elements of a High Quality Planning Service this study relates to:

- Quality of outcomes
- Quality of service and engagement
- Governance
- Culture of continuous improvement

Key Markers :

Performance Marker 12 – corporate working across services

Performance Marker 13 – Sharing good practice, skills and knowledge

Key Areas of Work:

- Design
- Conservation
- Regeneration
- Environment
- Greenspac
- Collaborative Working
- Process Improvement
- Project Management
- Development Management Process
- Interdisciplinary Working

Stakeholders Involved :

- Project team
- Authority Planning Staff
- Authority specialist Staff

Overview:

The Selkirk Flood Protection Scheme was the largest flood protection scheme Scottish Borders Council had delivered and it was the first to be promoted under the provisions of the new Flood Act. It was a steep learning curve for the authority in terms of process and procedure. There was the need to address governance arrangements and to get the right team in place to manage the project, including external consultants.



Goals:

To develop a collaborative and inclusive approach was seen as being critical to delivery of this major corporate project; the delivery not just on a technical basis but on time, on budget, sensitively and achieving as much added community engagement and environmental benefit as well.

Outcomes:

The key learning outcomes from the Selkirk project that were then integrated into the Hawick scheme were:

1. The importance of having planning representation at a senior level on the Project Board level to fulfilling the Environmental Assurance Role. This was critical in that it acknowledged the key role the Planning Service played in delivering the project and that planning was involved in the project decision making. It also allowed the Planning Service to support the project and provide advice and guidance; identifying issues/problems at an early stage and making sure that planning issues are given due consideration in project delivery.
2. The Planning Service is a multi-disciplinary team including Planning Policy, Development Management, Building Standards, Roads Planning, Access and Transport as well as Built and Natural Heritage and this resource was made available to the project team adding value and expertise to the project.



3. The establishment of an Environmental Working Group as a forum for the project team and planning and specialist officers to debate issues and manage specific work streams. The key driver was to focus on delivering outcomes and solving problems. These have worked incredibly well, delivering added benefit to the projects as well as allowing positive engagement with a range of external stakeholders – SEPA, SNH and local community interest groups. The inclusive approach helped co-ordinate efforts and instilled a collegiate working mentality and a wider corporate understanding. This assisted in avoiding a silo mentality and allowed pragmatic problem solving.
4. The importance of environmental protection and the potential for the scheme to deliver enhancement. Understanding that such projects are not just about delivering an engineering solution to flood management but that they offer the potential for significant added benefits to a community – environmental, social, educational, economic benefits - it is not all about flood protection.

5. The success of any project comes down to the people involved and leadership. We have been very lucky in terms of the project team both in terms of Council staff and the appointed consultants. The high degree of professionalism and technical skill shown aligned with their drive to pursue this collaborative approach is to be commended as is their enthusiasm and constructive attitude.
6. We developed a Material Variations Protocol to manage changes to the scheme or issues that arose through the construction phase of the scheme. This process was set up for discussion of these issues and their impact, their relative significance and obtaining sign off from the Planning Team. Most changes were classed as non-material but the provision of a new footbridge bridge for the Selkirk scheme required the submission of a separate planning application. This process is robust and can be utilised by other authorities undertaking flood protection schemes.

The Selkirk Scheme won a [Saltire Civil Engineering Awards - Environmental Award 2017](#)

“..it harnessed multi-agency collaborative working, achieving multiple benefits.. Achieves identifiable economic benefits, demonstrates value for money, and complements the natural and built environment.”

Name of key officer

Ian Aikman, Chief Planning Officer

1.45 We continue to explore ways to work more effectively and we positively engage with other authorities and agencies to share knowledge, information and best practice. There are a number of working protocols in place with bodies such as SNH, SEPA and Scottish Water and a selection of the key organisations and groups that we are involved with. We engage with a wide range of working groups, agencies and stakeholder and are involved in a number of multi-disciplinary/ agency initiatives, a number of the key ones are outlined below:

Partnership Working Table	
Organisation	Commentary
Large Rural Authorities Benchmarking Group	We have actively contributed to this benchmarking group for a number of years. The group shares information and best practice over a number of areas.
HoPS Executive & sub-Committees	We take an active role in the Development Management sub Committee and the Chief Planning Officer is currently vice chair of the Energy & Resources sub-committee. The Service Director Regulatory Services is on the HoPS Executive.
HoPS and knowledge hub	The authority takes an active part in HoPS and contributes to the information sharing on the knowledge hub.
Wind Energy Strategy Group	We formed and manage this group which considers the strategic implications of wind energy development in the Borders/Southern Scotland and North of England. The group's membership has grown to include representatives of adjoining local authorities both in Scotland and England, as well as officers from SNH and Historic Environment Scotland.
New Borders Alliance	This group consists of planning and housing officials from the Council and representatives of all the Registered Social Landlords in the Borders, where sharing information on related issues and research is undertaken. There is the ability to influence the Local Housing Strategy, the Strategic Housing Investment Plan and identify development opportunities for affordable housing.
Affordable Housing Liaison Group	This is an internal group of officers in planning and housing that seeks to share knowledge and information in the development of housing and planning policy and facilitating opportunities for the delivery of affordable housing.
Strategic Housing Investment Plan (SHIP) Delivery Group	This group consists of multidisciplinary staff from different departments in the Council, Registered Local Landlords and developers. The purpose of the group is to drive forward the delivery of the affordable housing programme identified in the SHIP.
SESplan Board and Operational Working group	The authority is engaged in a range of work streams associated with the production of the Strategic Development Plan. This includes joint working, sharing information, best practice and contributing to the development of policy on housing, retail, sustainable economic development etc. During 2017/18 the Council chaired the SESplan Board.
SEStran Board and Operational Working Groups	The authority is an active member of the South East of Scotland Transport Partnership and we have been involved in various projects including the production of the Regional Transport Strategy. An SBC Local Member is currently chair of the SEStran Board.
SCOTS Groups	The authority is an active member of the Society of Chief Officers of Transportation in Scotland and we have contributed to the production of the National Roads Development Guide.
Tripartite Working Group	We manage this tripartite forum which was set up with Scottish Water and Scottish Environment Protection Agency to discuss on-going development and infrastructure issues and to enable input into the development planning process.
South East Scotland Archaeological Research Framework (SESARF)	Established South East Scotland Archaeological Research Framework (SESARF) with other neighbouring local authorities with the aim of strengthening our knowledge to assist Development Management decisions. This represents collaboration with East Lothian and City of Edinburgh Councils.
Local Authority Building Standards Scotland (LABSS).	The Lead Building Standards Surveyor is the chairman of LABBS this year.

1.46 In addition to involvement with the groups listed above, there is regular dialogue with peers from other authorities about case specific applications, such as the cross border implications of renewables development but also on general matters of policy and procedure.

CULTURE OF CONTINUOUS IMPROVEMENT

- 1.47 How we delivered last year's improvement actions is set out in Part 3 of this document, as is the list of improvements actions we intend to deliver this year.
- 1.48 Our training budget remains sufficient to ensure that staff meet their Continuing Professional Development obligations. There are opportunities for staff to undertake longer term study which is funded in full, or in part, by the Council. We have gone through an extensive People Planning process for the service which is helping develop our workforce planning with the aim of up-skilling staff and addressing succession planning in the service. As part of the re-structuring of the service, we are using some of the savings delivered to create technician/support posts and to develop opportunities for the service to "grow its own" staff and to encourage more young people to enter the service.
- 1.49 We have recently introduced a programme of lunch time training sessions for staff within the Regulatory Services Department, which have been well attended and well received. This has included sessions on the "Local Development Plan" and "Fraud – Protecting the Public Purse" and there are sessions planned in the coming months on area based conservation schemes, access and transport, legal issues and the role of the Assessor. These sessions have allowed us to utilise in-house skills, knowledge and experience, giving staff a wider corporate perspective, valuable CPD and experience in providing training for colleagues.
- 1.50 Team meetings are used as a method to ensure that all staff are aware of relevant changes at both national and local level. Information from a weekly manager meeting is cascaded down to the relevant teams. This meeting provides a valuable medium for discussion and feedback.
- 1.51 The Council's staff appraisal process enables planning managers to reinforce the performance culture at all levels of the service. Using this process, staff have been encouraged to be involved in projects to deliver the aims set out in this Planning Performance Framework, but also wider departmental and corporate objectives.
- 1.52 We continue to develop our ePlanning and eBuilding Standards services and officers now use mobile devices for their site visits. We continue to refine our processes and procedures to move towards a fully electronic delivery of services once the Enterprise case management system is implemented.
- 1.53 Effective engagement with other authorities and organisations to consider best practice and shared learning has been set out already in this document.
- 1.54 The case studies identified already in this document along with the Quality in Planning Awards we received last year demonstrate that we are willing to examine and investigate new ways of working and engaging with stakeholders, which is also reflected in our work with our Community Planning partners and the use of the Place Standard.
- 1.55 Training was rolled out for all new members in advance of their sitting on the Planning & Building Committee and the Local Review Body. This continues to be supplemented by presentations to Members on particular topics and the production of Members Briefing Notes.

PART 2 - SUPPORTING EVIDENCE

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

- [Scottish Borders Council Planning Performance Framework 2016/17](#)
- [Scottish Borders Housing Land Audit 2017](#)
- [Scottish Borders Retail Survey 2016](#)
- [Scottish Borders Employment Land Audit 2016 and draft 2017 Audit](#)
- [Scottish Borders Town Centre Footfall Report 2016](#)
- [Scottish Vacant and Derelict Land Audit 2016](#)
- [Scottish Borders Village Services Audit 2016](#)
- Place GIS Systems.
- Regulatory Services budget
- Uniform data management system.
- [Public Access ePlanning system](#)
- Development Management / Building Standards Workload and Performance Briefing Notes. Monthly bulletin for Members.
- Building Standards Balanced Scorecard
- [Scottish Borders Council Web Site planning information pages](#)
- Development Management Improvement Plan 2014
- Development Management Charter 2018
- [Enforcement Charter 2018 & Guide to Enforcement Charter 2018](#)
- [Scottish Borders Council Corporate Plan](#)
- [Regulatory Services Business Plan](#).

2.2 The documents and information mentioned above are available on-line or by approach to Planning & Related Services.



PART 3 - SERVICE IMPROVEMENTS 2018-19

- 3.1 The Planning Service has identified a number of key service and performance improvement measures for 2018/19 and these are set out below:
- 1 Develop and expand our staff/member training programme.
 - 2 Complete re-engineered eDevelopment processes for Development Management/Building Standards and implement Enterprise case management system and mobile working for staff.
 - 3 Undertake case management and capacity review including priority action on legacy cases and cases subject to outstanding legal agreements
 - 4 Undertake People Planning II process for service to further review workforce, service and budget priorities for the coming period.
 - 5 Commence review of on-line service delivery
- 3.2 To ensure the improvements set out in the PPF are monitored effectively a 6 monthly priority update report will be prepared for the service to ensure that we are on track to deliver the identified improvements on time.

DELIVERY OF SERVICE IMPROVEMENT ACTIONS 2017-18

3.3 The specific commitments made in the PPF last year, along with the actions taken and progress made, are set out below:

Committed Improvements and Actions 2017/18	Complete?
<p>1. Investigate options to improve the monitoring and compliance with planning conditions</p> <p>Action: Work to implement this improvement action has overlapped with the fundamental review of the consultation process carried out in connection with Committed Improvement Action 2 below. We have reviewed planning condition monitoring processes and identified areas where improvement was necessary. This has included not only looking at processes for the monitoring of conditions on an on-going basis but also their effectiveness and enforceability. This has provided clarity on roles and responsibilities within the service. We have updated our database on mineral and renewables consents.</p>	<p>Complete</p> <p>Nearing Completion</p>
<p>2. Review effectiveness of internal consultation procedures on planning applications</p> <p>Action: A fundamental review of the consultation process has been undertaken, including the holding of workshops with staff to critically examine the types of applications that internal consultees are asked to comment on and the nature and usefulness of those comments, the provision of standing advice by specialists, the effectiveness and enforceability of planning conditions and their monitoring post decision and the creation of a standardised template for consultation responses. The aim has been to ensure that consultations are genuinely adding value to the development management process, with a view to prioritising cases where expert input is required, so that the process becomes more efficient, more focussed and more effective. The majority of the work has now been completed with revised consultation arrangements in place and templates now being used among all internal consultees; there only remains the completion of the list of standard conditions by regular consultees and the expectation is that this will be completed by the end of the year.</p>	
<p>3. Introduce new Provisional Enquiry process for Development Management</p> <p>Action: A scheme for the introduction of a new provisional enquiry scheme has been prepared along with guidance notes for applicants. A stakeholder workshop with agents/developers advised them in advance of the nature of the scheme and its implementation date. The scheme was formally launched on 1st April 2018.</p>	<p>Complete</p>
<p>4. Complete re-engineered ePlanning processes for Development Management</p> <p>Action: Business process re-engineering workshops were held with Development Management and Building Standards staff and processes identified to streamline application handling. Enterprise case management software purchased along with tablet devices for staff. The programme has been stalled due to delays in delivery of corporate IT solutions.</p>	<p>On-going action</p>
<p>5. Roll out design training for staff</p> <p>Action: A training session based on the Design Awards submissions is being arranged for staff and as part of our lunch time training sessions programme we will be including a design session. However, there has been a demand for training in a wider range of topic areas and the lunchtime training programme has been initiated which will run a session each month over the next year.</p>	<p>On-going action</p>
<p>6. Improve our use of web mapping for public engagement by upgrading to ArcGIS Online, using maps on more webpages, and developing Story Maps.</p> <p>Action: Work is on-going to develop our web pages and realise the full potential of Story Maps. Initial presentations and work indicates that these will be a very powerful communication tool.</p>	<p>On-going action</p>

PART 4 - NATIONAL HEADLINE INDICATORS

A: NHI Key outcomes - Development Planning:	2017-2018	2016-2017
Local and Strategic Development Planning:		
<ul style="list-style-type: none"> Age of local/strategic development plan(s) (years and months) at end of reporting period (Requirement: less than 5 years) 	SESplan (Approved June 2013) 5 years 1 months old SESplan II with Scottish Ministers Scottish Borders Local Development Plan (Adopted May 2016) 2 year 2 months old	SESplan (Approved June 2013) 4 years 1 months old Scottish Borders Local Development Plan (Adopted May 2016) 1 year 2 months old
<ul style="list-style-type: none"> Will the local/strategic development plan(s) be replaced by their 5th anniversary according to the current development plan scheme? 	Yes	Yes
<ul style="list-style-type: none"> Has the expected date of submission of the plan to Scottish Ministers in the development plan scheme changed over the past year? (Y-earlier/Y-later/N) 	No	No
<ul style="list-style-type: none"> Were development plan scheme engagement/consultation commitments met during the year? (Y/N) 	Yes	Yes
Effective Land Supply and Delivery of Outputs		
<ul style="list-style-type: none"> Established housing land supply 5-year effective housing land supply programming 5-year effective land supply total capacity 5-year housing supply target 5-year effective housing land supply Housing approvals Housing completions in the last 5 years 	Housing Land Audit 2017 8,586 units 3,469 units** 6,979 units*** 3,898 units* 4.45 years 171 units**** 1,489	Housing Land Audit 2016 8994 units 3389 units - 4207 units 4.02 years 148 1505 units
<ul style="list-style-type: none"> Marketable employment land supply employment land take-up during reporting year 	Employment Land Audit 2017 (draft) 107.42ha 2.51ha	Employment Land Audit 2016 110.1 Ha 0.7 Ha
B: Development Management	2017-2018	2016-2017
Project Planning		
<ul style="list-style-type: none"> percentage of applications subject to pre-application advice 	0%*****	85.5%
<ul style="list-style-type: none"> percentage and number of major applications subject to processing agreement 	70% / 7	100% / 7
Decision-making		
<ul style="list-style-type: none"> application approval rate delegation rate validation 	93.4% 97.2% 68.6%	95.0% 96.9% N/A
Decision-making timescales		
<ul style="list-style-type: none"> major developments local developments [non-householder] householder developments 	12.4 weeks 7.7 weeks 6.8 weeks	n/a 7.6 weeks 6.8 weeks
Legacy Cases (applications more than a year old)		
<ul style="list-style-type: none"> Number of cases cleared during reporting period Number remaining 	43 100	60 74
C: Enforcement Activity	2017-2018	2016-2017
<ul style="list-style-type: none"> Time since enforcement charter published / reviewed (months) Requirement: review every 2 years Complaints lodged Cases taken up Breaches identified Cases closed Notices served Direct Action Reports to Procurator Fiscal Prosecutions 	2 months 154 154 118 156 8 1 0 0	13 months 147 - - 109 10 - 0 0
D: NHI Key outcomes – Commentary		

Notes

*Based on the SESplan Housing Technical Note

** It should be noted that this does not include the 926 additional units contained within the Adopted Housing SG (November 2017), contributing towards the 5-Year Effective Housing Land Supply. The Housing SG was prepared in response to the identified housing shortfall at the LDP Examination. Therefore, with the addition of these units, it is considered that the Council will have a 5-Year effective housing land supply.

*** This figure includes all sites which commence programming within Years 1-5 and any residual capacity thereafter. The figure also includes 621 units from small sites, as within the HLA 80% of all small sites are considered as effective. The remaining 20% of small sites are not included within this figure, as they are considered to be potentially effective (Years 6-7).

**** The number of approvals is the additional number of units added to the established land supply for the 2017 HLA period. This includes windfall approvals and any approved units, above the allocated capacities within the LDP.

***** The provisional enquiry service was removed during the period of this PPF.

PART 5 - SCOTTISH GOVERNMENT OFFICIAL STATISTICS

A: Decision-making timescales (based on 'all applications' time)

Category	Total number of decisions 2017-2018	Average timescale (weeks)	
		2017-2018	2016-2017
Major developments	3	12.4	0
Local developments (non-householder)	256	7.7	7.6
• Local: less than 2 months	212	6.9	6.5
• Local: more than 2 months	44	11.8	12.8
Householder developments	338	6.8	6.8
• Local: less than 2 months	304	6.5	6.3
• Local: more than 2 months	34	9.6	11.1
Housing developments			
Major	0	n/a	n/a
Local housing developments	44	8.7	32.7
• Local: less than 2 months	35	7.0	7.1
• Local: more than 2 months	9	15.2	42.7
Business and industry			
Major	0***	n/a	n/a
Local business and industry	31	6.7	6.9
• Local: less than 2 months	27	6.3	6.4
• Local: more than 2 months	4	9.1	9.4
EIA developments	0	n/a	n/a
Other consents*	178	6.3	6.0
Planning/legal agreements**	4	22.9	19.6
• Local: less than 2 months	0	n/a	-
• Local: more than 2 months	4	22.9	-

* Consents and certificates: Listed buildings and Conservation area consents, Control of Advertisement consents, Hazardous Substances consents, Established Use Certificates, certificates of lawfulness of existing use or development, notification on overhead electricity lines, notifications and directions under GPDO Parts 6 & 8 relating to agricultural and forestry development and applications for prior approval by Coal Authority or licensed operator under classes 60 & 62 of the GPDO.

** Legal obligations associated with a planning permission; concluded under section 75 of the Town and Country Planning (Scotland) Act 1997 or section 69 of the Local Government (Scotland) Act 1973

*** All applications subject to processing agreements are excluded from the official statistics

B: Decision-making: local reviews and appeals

Type	Total number of decisions	Original decision upheld			
		2017-2018		2016-2017	
		No.	%	No.	%
Local reviews	37	25	67.6	13	44.8
Appeals to Scottish Ministers	5	1	20	1	50

PART 6 - WORKFORCE INFORMATION

	Tier 1 Chief Executive	Tier 2 Director	Tier 3 Head of Service	Tier 4 Manager
Head of Planning Service			x	

RTPI Qualified Staff	Head Count	FTE
Development Management	11	12
Development Planning	6	6
Enforcement	1	1
Specialists	1	1
Other (including staff not RTPI eligible)	44	48
Total	63	68

Note – 6 posts are currently vacant and one post is filled on a job share basis

Staff Age Profile	Head count
Under 30	3
30-39	13
40-49	15
50 and over	32
TOTAL	63

PART 7 - PLANNING COMMITTEE INFORMATION

Committee & Site Visits	Number per year
Full council meetings	12
Planning committees	12
Area committees (where relevant)	N/A
Comittee site visits	5
LRB**	11
LRB site visits	2



PART 8 - PERFORMANCE MARKERS

8.1 The following table sets out the performance markers that the Scottish Government use to consider performance by local planning authorities. This PPF highlights the evidence submitted by Scottish Borders Council to demonstrate how it has sought to meet those markers

Performance Marker		Evidence
1	Decision making: authorities demonstrating continuous evidence of reducing average timescales for all development types	Part 4 – NHI Table pages 21 -23 Part 5 – Table A page 23 Part 1 – paras – 1.20, 1.24, 1.33, 1.34, 1.35, 1.39 & 1.54 Part 1 – Case Study 3 pages 9-11
2	Project management: offer of processing agreements (or other agreed project plan) made to prospective applicants in advance of all major applications and availability publicised on planning authority website	Part 4 – NHI Table pages 21 -23 Part 1 – para 1.11, 1.15, 1.16, 1.37, 1.38 & 1.39 Part 1 – Case Study 3 pages 9-11
3	Early collaboration with applicants and consultees on planning applications: - availability and promotion of pre-application discussions for all prospective applications - clear and proportionate requests for supporting information	Part 4 – NHI Table pages 21 -23 Part 1 – paras 1.11, 1.15, 1.18 & 1.25 Part 1 – Case Study 3 pages 9-11 Part 3 Delivery of Service Improvements table - action point 3 – completed page 20
4	Legal agreements: conclude (or reconsider) applications within 6 months of 'resolving to grant'	Part 1- paras 1.11, 1.17, 1.35 & 1.39 Part 5 – Table A – page 23
5	Enforcement charter updated / re-published	Part 4 – NHI Table pages 21 -23 Part 1 – para 1.23
6	Continuous improvements: - show progress/improvement in relation to PPF National Headline Indicators - progress ambitious and relevant service improvement commitments identified through PPF report	Part 4 – NHI Table pages 21 -23 Part 5 – Table A page 23 Part 3 – para 3.3 & Committed Improvement Actions 2016/17 Table pages 20-21 Part 1 – Case Study 2 pages 8-9 Part 1 – paras 1.47 – 1.55
PROMOTING THE PLAN-LED SYSTEM		
7	LDP (or LP) less than 5 years since adoption	Part 4 – NHI Table pages 21 -23
8	Development plan scheme demonstrates next LDP: - on course for adoption within 5-year cycle - project planned and expected to be delivered to planned timescale	Part 4 – NHI Table pages 21 -23 Part 1 – paras 1.4, 1.25, 1.26 & 1.31
9	Elected members engaged early (pre-MIR) in development plan preparation	Part 1 – paras 1.4, 1.26, 1.31 & 1.43
10	Cross-sector stakeholders, including industry, agencies and Scottish Government, engaged early (pre-MIR) in development plan preparation	Part 1 – paras 1.4, 1.25, 1.26, 1.27, 1.28 & 1.42 Part 1 – Case Study 3 pages 9-11
11	Production of regular and proportionate policy advice, for example through supplementary guidance, on information required to support applications	Part 1 – paras 1.3, 1.5, 1.6, 1.11, 1.16, 1.17, 1.18, 1.38, Part 2 – Supporting Evidence para 2.1
SIMPLIFYING AND STREAMLINING		
12	Corporate working across services to improve outputs and services for customer benefit (e.g. protocols; joined-up services; single contact; joint pre-application advice)	Part 1 – 1.4, 1.6, 1.7, 1.8, 1.9, 1.10, 1.13, 1.15, 1.27, 1.41 & 1.44 Part 1 – Case Study 1 pages 6-7 Part 1 – Case Study 3 pages 9-11 Part 1 – Case Study 4 pages 15-17
13	Sharing good practice, skills and knowledge between authorities	Part 1 – paras 1.2, 1.35, 1.44 & 1.45 Part 1 – Partnership Working Table page 17 Part 1 – Case Study 2 pages 8-9 Part 1 – Case Study 4 pages 15-17
DELIVERING DEVELOPMENT		
14	Stalled sites/legacy cases: conclusion/withdrawal of planning applications more than one-year-old	Part 4 – NHI Table pages 21 -23 Part 1 – paras 1.35, 1.36 & 1.37 Part 3 – Service Improvements 2018/19 para 3.1 – action 3 page 20
15	Developer contributions: clear expectations - set out in development plan (and/or emerging plan,) and - in pre-application discussions	Part 1 – paras 1.11, 1.17 & 1.39

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