



Heads of Planning Scotland

# PLANNING PERFORMANCE FRAMEWORK

ANNUAL REPORT

Shetland Islands Council

2021

Shetland Islands Council report for 2020-2021 is set out below. As you will note, it was a difficult year, with significant staff shortages and increasing workloads making it rather difficult to achieve all that we would wish. These factors have also contributed to our late submission.

But we have still achieved significant progress in many areas, whilst still delivering a quality service that is appreciated by our Councillors, our community and colleagues.

Our commitment to working with the community, developers and our Councillors is demonstrated in our case studies.

I do think that my colleagues in the Planning Service should be applauded for their continuing efforts to deliver a high quality service in difficult circumstances.

FINAL

<b>Case Study Title:</b>	
Developing Planning Protocols – Marine Planning & Natural Heritage	
<b>Location and Dates:</b>	
April to July 2020	
<b>Elements of a High Quality Planning Service this study relates to (please select all that apply):</b>	
<ul style="list-style-type: none"> <li>• Quality of outcomes</li> <li>• <b>Quality of service and engagement</b></li> <li>• Governance</li> <li>• <b>Culture of continuous improvement</b></li> </ul>	
<b>Key Markers (please select all that apply):</b>	
6 Continuous Improvement	
12 Corporate working across services to improve outputs and services for customer benefit	
<b>Key Areas of Work (please select the <b>main area</b> of work covered - 1 to 2 options maximum):</b>	
<ul style="list-style-type: none"> <li>• Design</li> <li>• Conservation</li> <li>• Regeneration</li> <li>• Environment</li> <li>• Greenspace</li> <li>• Town Centres</li> <li>• Masterplanning</li> <li>• Local Develop Plan &amp; Supplementary Guidance</li> <li>• Housing Supply</li> <li>• Affordable Housing</li> <li>• Economic Development</li> <li>• Enforcement</li> <li>• Development Management Processes</li> <li>• Planning Applications</li> </ul>	<ul style="list-style-type: none"> <li>• Interdisciplinary Working</li> <li>• <b>Collaborative Working</b></li> <li>• Community Engagement</li> <li>• Placemaking</li> <li>• Charrettes</li> <li>• Place Standard</li> <li>• Performance Monitoring</li> <li>• <b>Process Improvement</b></li> <li>• Project Management</li> <li>• Skills Sharing</li> <li>• Staff Training</li> <li>• Online Systems</li> <li>• Transport</li> <li>• Active Travel</li> <li>• Other</li> </ul>
<b>Stakeholders Involved (please select the <b>main stakeholders</b> - 1 to 2 options maximum):</b>	
<ul style="list-style-type: none"> <li>• General Public</li> <li>• Hard to reach groups</li> <li>• Local Developers</li> <li>• Key Agencies</li> </ul>	<ul style="list-style-type: none"> <li>• Planning Committee</li> <li>• <b>Authority Planning Staff</b></li> <li>• <b>Authority Other Staff</b></li> <li>• Other (<i>please note</i>)</li> </ul>
<b>Overview:</b>	
<p>In order to avoid extra pressure on our Natural Heritage Team, at a time when they were understaffed, the Marine Planning Team decided to set out when we consult them on marine planning applications. The intention was to ensure that we made best use of all our resources to help us focus on the marine planning applications and works licence development which were likely to have more significant environmental and natural heritage impacts. Key to achieving this was working together to draft and agree the content of the protocol and how it would operate.</p>	

<b>Goals:</b>
<p>Central to this new procedure was promoting early discussion and engagement between the Marine Planning and Natural Heritage Teams.</p> <p>In order to achieve this we drafted a Protocol between the 2 teams which covered:</p> <ul style="list-style-type: none"> <li>• When we shall not consult the Natural Heritage Team</li> <li>• When we will consult the Natural Heritage Team – Aquaculture</li> <li>• When we will consult the Natural Heritage Team – Works Licences</li> <li>• Main issues that should be considered in responses</li> <li>• Timescales for responding</li> <li>• Future review and monitoring.</li> </ul> <p>The main goal was to achieve focused responses to aid the determination of applications, and that these were received in reduced timescales.</p> <p>The protocol also focused on achieving better communication and implementing early discussions between the 2 teams.</p>
<b>Outcomes:</b>
<p>The development of the Protocol has led to more effective working relationships between our Marine Planning and Natural Heritage Teams. Key outcomes include:</p> <ul style="list-style-type: none"> <li>• More effective early discussions and highlighting of potential issues</li> <li>• Better communication and working relationships</li> <li>• Focused consultation responses</li> <li>• Reduction in time spent on deciding when to consult</li> <li>• Reduction in time and resources invested in responding to developments which have low risk of impacts upon environmental/natural heritage.</li> </ul> <p>The Protocol has also improved our working with NatureScot as it clarifies the situations when we will seek their advice and responses in line with their published guidance. To help enable this we involved them in the drafting of the protocol. This approach has also helped to avoid duplication of comments and avoids conflict.</p> <p>To date and upon review, the protocol has not resulted in any negative effects, and we continue to work closely with the Natural Heritage team in order to develop working relationships. It is also intended that similar protocols are developed between other teams in the planning service in the future.</p>
<b>Name of key officer</b>
<i>Simon Pallant (Team Leader – Coastal Zone Management Team)</i>

Case Study Title:	
Marine Planning Team: Pre-Application Service	
Location and Dates:	
November 2020 and Beyond	
Elements of a High Quality Planning Service this study relates to (please select all that apply):	
<ul style="list-style-type: none"> <li>• <b>Quality of outcomes</b></li> <li>• Quality of service and engagement</li> <li>• Governance</li> <li>• <b>Culture of continuous improvement</b></li> </ul>	
Key Markers (please select all that apply):	
3 Early collaboration with applicants and consultees on planning applications	
6 Continuous Improvement (previous identified service improvement)	
Key Areas of Work (please select the <b>main area</b> of work covered - 1 to 2 options maximum):	
<ul style="list-style-type: none"> <li>• Design</li> <li>• Conservation</li> <li>• Regeneration</li> <li>• Environment</li> <li>• Greenspace</li> <li>• Town Centres</li> <li>• Masterplanning</li> <li>• Local Develop Plan &amp; Supplementary Guidance</li> <li>• Housing Supply</li> <li>• Affordable Housing</li> <li>• Economic Development</li> <li>• Enforcement</li> <li>• <b>Development Management Processes</b></li> <li>• <b>Planning Applications</b></li> </ul>	<ul style="list-style-type: none"> <li>• Interdisciplinary Working</li> <li>• Collaborative Working</li> <li>• Community Engagement</li> <li>• Placemaking</li> <li>• Charrettes</li> <li>• Place Standard</li> <li>• Performance Monitoring</li> <li>• Process Improvement</li> <li>• Project Management</li> <li>• Skills Sharing</li> <li>• Staff Training</li> <li>• Online Systems</li> <li>• Transport</li> <li>• Active Travel</li> <li>• Other</li> </ul>
Stakeholders Involved (please select the <b>main stakeholders</b> - 1 to 2 options maximum):	
<ul style="list-style-type: none"> <li>• General Public</li> <li>• Hard to reach groups</li> <li>• <b>Local Developers</b></li> <li>• Key Agencies</li> </ul>	<ul style="list-style-type: none"> <li>• Planning Committee</li> <li>• <b>Authority Planning Staff</b></li> <li>• Authority Other Staff</li> <li>• Other (<i>please note</i>)</li> </ul>
Overview:	
<p>In our previous PPF Report we identified the service improvement to formalise the pre-application service for aquaculture applications. We have since completed this action to also include works licences (which cover a range of marine developments such as sub-sea cables, seaweed farming, piers, jetties, sea outfalls) and the service has continued to develop.</p>	
Goals:	

By formalising the pre-application service for both aquaculture and works licence applications that are determined by the Council, we set out to:

- Monitor the number of pre-applications received each year.
- Link pre-application advice and responses in our Uniform system to help improve effectiveness and efficiency in subsequent applications that were received.
- Provide a more effective and consistent service for customers/applicants.
- Reduce the time spent on responding to ad-hoc queries from developers.

**Outcomes:**

The help reach our goals we devised a pre-application form that potential applicants/developers could submit with their queries. This coincided with the update to our planning service webpages in November 2020 (also a previous identified service improvement)

Our webpage now includes a section of pre-application advice and link to the form:  
[www.shetland.gov.uk/coastal-marine-planning/make-marine-planning-application](http://www.shetland.gov.uk/coastal-marine-planning/make-marine-planning-application)

We discussed and publicised these changes with our local aquaculture and development industry to make them aware of the revised approach.

Using this approach and pre-application form has resulted in a number of benefits, including

- Better focused pre-application responses, ensuring the right development is happening in the right place
- Provision of clear and impartial advice
- Reduction in time and resource spent on going back and forth with informal queries
- Value-added subsequent submitted planning applications. Resulting in less issues arising.

To date in 2021 we have received over 30 pre-applications through the new system. This is a marked increase on previous years, especially for works licence developments. The change appears to be well received by industry and we have forthcoming meetings coming up where we intend to gauge their views.

Our next stage will be to monitor time taken to respond and examine how we can continue to improve timescales and effectiveness of responses.

**Name of key officer**

*Simon Pallant (Team Leader – Coastal Zone Management Team)*

Case Study Title:	
Online Developers Workshops - MS Teams	
Location and Dates:	
March 2021	
Elements of a High Quality Planning Service this study relates to (please select all that apply):	
<ul style="list-style-type: none"> <li>• Quality of outcomes</li> <li>• <b>Quality of service and engagement</b></li> <li>• Governance</li> <li>• <b>Culture of continuous improvement</b></li> </ul>	
Key Markers (please select all that apply):	
6. Continuous Improvement (previous identified service improvement) 11. Production of regular and proportionate policy advice, for example through supplementary guidance, on information required to support applications	
Key Areas of Work (please select the <b>main area</b> of work covered - 1 to 2 options maximum):	
<ul style="list-style-type: none"> <li>• Design</li> <li>• Conservation</li> <li>• Regeneration</li> <li>• Environment</li> <li>• Greenspace</li> <li>• Town Centres</li> <li>• Masterplanning</li> <li>• Local Develop Plan &amp; Supplementary Guidance</li> <li>• Housing Supply</li> <li>• Affordable Housing</li> <li>• Economic Development</li> <li>• Enforcement</li> <li>• Development Management Processes</li> <li>• Planning Applications</li> </ul>	<ul style="list-style-type: none"> <li>• Interdisciplinary Working</li> <li>• Collaborative Working</li> <li>• Community Engagement</li> <li>• Placemaking</li> <li>• Charrettes</li> <li>• Place Standard</li> <li>• Performance Monitoring</li> <li>• Process Improvement</li> <li>• Project Management</li> <li>• <b>Skills Sharing</b></li> <li>• Staff Training</li> <li>• <b>Online Systems</b></li> <li>• Transport</li> <li>• Active Travel</li> <li>• Other</li> </ul>
Stakeholders Involved (please select the <b>main stakeholders</b> - 1 to 2 options maximum):	
<ul style="list-style-type: none"> <li>• General Public</li> <li>• Hard to reach groups</li> <li>• <b>Local Developers</b></li> <li>• Key Agencies</li> </ul>	<ul style="list-style-type: none"> <li>• Planning Committee</li> <li>• <b>Authority Planning Staff</b></li> <li>• Authority Other Staff</li> <li>• Other (<i>please note</i>)</li> </ul>
Overview:	
In our previous PPF Report we identified the service improvement to plan and deliver online Developers Workshops. These were delivered via MS Teams in March 2021.	
Goals:	
Given that the Council Planning Service staff continued to work from home during the reporting period, we decided that we needed to adopt different approaches to communicating with the development industry. We therefore looked into delivering	

online presentations/workshops via MS Teams during our last PPF report, and decided to take a new approach by delivering the workshop online.

The main goals were to:

- Continue to deliver our successful annual developer workshops during the coronavirus pandemic to demonstrate that we were 'open for business'.
- Maintain and improve communication with developers.
- Trial the use of MS Teams workshops/presentations to gauge their effectiveness and decide whether they could be used more frequently.
- Provide a range of topics for developers to choose from.
- Work collaboratively with our Building Standards team, to deliver the workshops jointly and use/share the contacts we have developed.

#### Outcomes:

The workshops were delivered during the final week of March 2021, and covered a range of topics:

- Development Management - 'Coronavirus and Planning'
- Development Plans – Biodiversity Net Gain
- Marine and Coastal Planning – Works Licence Process and Pre-Application
- Building Standards – Remote Verification Inspections

To help us plan for the workshops, we held a number of staff sessions to develop our ideas and approaches. After looking at a range of online potential IT programmes to deliver the workshop, we decided to use MS Teams, as this has worked well for us during the Coronavirus pandemic and has become a fundamental part of our working practice and communication, both internally and externally.

As shown above a total of 4 workshop topics were offered to developers. These were attended by a number of developers and allowed for a positive approach to covering technical topics online. The presentations can be viewed here:

<https://www.shetland.gov.uk/planning-building/developers-workshop/1>

The main benefits of delivering our developers workshop this way have been:

- Providing a flexible approach to delivering our workshops.
- Easy sharing of information with developers.
- Listening to feedback, and making positive changes. Developers have previously said that they would like to attend workshops, but have been unable to attend due to timing or work commitments. Delivering them this way enabled us to share the presentations with them.



We intend to use this approach again in the future as it also provides an effective option for ad-hoc events when we need to provide updates to developers. We will also consider recording presentations in the future so that they can be shared more widely.

**Name of key officer**

*Iain McDiarmid (Head of Planning)*

*Suzanne Shearer (Team Leader – Development Plans)*

*Aaron Kerr (Team Leader – Building Standards)*

*John Holden (Team Leader – Development Management)*

*Simon Pallant (Team Leader – Coastal Zone Management Team)*

Part 3: Service improvements

**Service Improvements 2021-22**

In the coming year we will:

- Work with Promote Shetland on a new recruitment drive to look at different approaches
- Update our guidance on Local Review and implement the additional improvements identified by our recent Audit.
- Plan and deliver online engagement as part of LDP2.
- Monitor number of marine planning applications and work licence applications subject to pre-application advice.

Delivery of our service improvement actions in 2020-21:

Committed improvements and actions	Complete?
<ul style="list-style-type: none"> <li>• Use MS Planner as project management tool - <b>Yes</b> (MS Planner has been used by the Development Plans Team)</li> <li>• Explore the use of online engagement tools during the MIR phase of LDP2 - <b>Yes and will be Develop as further Service Improvement</b> (this was completed and researched, our MIR consultation will include online engagement tools)</li> <li>• Plan and deliver online Developers Workshops - <b>Yes</b></li> <li>• Formalise our pre-application advice service for aquaculture applications. - <b>Yes</b></li> <li>• Develop protocols for internal consultations on marine and land-use planning applications - <b>Yes</b></li> </ul>	

- Update our planning service website to coincide with the launch of the new council website in October 2020 - **Yes**, (new website was launched in November 2020)

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## Part 4: National Headline Indicators (NHI)

The National Headline Indicators (NHI) are a detailed list of work programme information that each planning service needs to collate in-house. They are designed by HOPS to allow for ongoing measurement of performance. The template below allows for 2018/19 and 2019/20 to be recorded in the same manner as it has been in previous years. Additional guidance on completion is included in the coloured sections within the template itself.

### A: NHI Key outcomes - Development Planning:

Development Planning	2019-20	2020-21	Guidance on what to include
<b>Local and Strategic Development Planning:</b>			
Age of local/strategic development plan(s) at end of reporting period <i>Requirement: less than 5 years</i>	<b>5 years and 6 months</b>	<b>6 years and 6 months</b>	<i>Number of years and whole months passed starting from date(s) existing local or strategic development plan(s) were adopted /approved.</i>
Will the local/strategic development plan(s) be replaced by their 5 <sup>th</sup> anniversary according to the current development plan scheme?	<b>N</b>	<b>N</b>	<i>Using the development plan scheme in force on 31<sup>st</sup> March at the end of the reporting year, is the expected adoption/ approval date of each plan less than 5 years after the date the current plan was adopted/approved?</i>
Has the expected date of submission of the plan to Scottish Ministers in the development plan scheme changed over the past year?	<b>Y-later/</b>	<b>Y-later/</b>	<i>Comparison of the development plan scheme at the start of the reporting period with the one in force at the end of the reporting period</i>
Were development plan scheme engagement/consultation commitments met during the year?	<b>Y</b>	<b>Y</b>	<i>Both the timing and nature of engagement should be considered here. Exceeding the commitments given in qualitative terms should not be seen as requiring a negative response. However, commitments missed by more than a month should be reported and justified.</i>

Effective Land Supply and Delivery of Outputs <sup>1</sup>			
Established housing land supply	1417 units	1414 units	<p><i>This indicator will usually be captured by a Housing Land Audit on an annual basis. The most up-to-date figure should be given, with the base date also being reported. All housing tenures should be included.</i></p> <p><i>Established housing land supply: the total housing land supply including both unconstrained and constrained sites. This will include the effective housing land supply, plus the remaining capacity for sites under construction, sites with planning consent, sites in adopted local development plans and where appropriate other buildings and land with agreed potential for housing development</i></p> <p><b>Circular 2/2010 Glossary</b>  <a href="http://www.scotland.gov.uk/Resource/Doc/212607/0103970.pdf">http://www.scotland.gov.uk/Resource/Doc/212607/0103970.pdf</a></p>
5-year effective housing land supply programming	1030 units	1028 units	<p><i>This indicator will usually be captured by a Housing Land Audit on an annual basis. The most up-to-date approved figure should be given, with the base date also reported. All housing tenures should be included.</i></p> <p><i>Effective housing land supply: the programming of that part of the established housing land supply which is free or expected to be free of development constraints, and will therefore be available for the construction of housing in the next 5 years. This is influenced by the rate of delivery.</i></p> <p><b>Circular 2/2010 Glossary</b>  <a href="http://www.scotland.gov.uk/Resource/Doc/212607/0103970.pdf">http://www.scotland.gov.uk/Resource/Doc/212607/0103970.pdf</a>  <b>SPP(2014)</b> para 110 &amp; 125  <a href="http://www.scotland.gov.uk/Resource/0045/00453827.pdf">http://www.scotland.gov.uk/Resource/0045/00453827.pdf</a></p>

<sup>1</sup> Audit Year

Please provide the housing land audit year utilised and state whether draft or final. The most up to date audit available at the time of submitting the PPF should be utilised which will either be the draft 2020 or final 2019.

5-year effective land supply total capacity	n/a	n/a	<p><i>This indicator will usually be captured by a Housing Land Audit on an annual basis. The most up-to-date approved figure should be given, with the base date also report. All housing tenures should be included.</i></p> <p><i>Effective housing land supply total capacity: this is the total remaining capacity of the part of the established housing land supply which is free or expected to be free of development constraints, and will therefore be available for the construction of housing in the next 5 years. For example, if a site of 110 units is delivering 20 units per annum, the 5-year effective land supply is 100 units and the 5-year effective land supply total capacity is 110 units.</i></p> <p><i>Circular 2/2010 Glossary</i>  <a href="http://www.scotland.gov.uk/Resource/Doc/212607/0103970.pdf">http://www.scotland.gov.uk/Resource/Doc/212607/0103970.pdf</a>  <i>SPP(2014) para 110 &amp; 125</i> <a href="http://www.scotland.gov.uk/Resource/0045/00453827.pdf">http://www.scotland.gov.uk/Resource/0045/00453827.pdf</a></p>
5-year housing supply target	<b>710 units</b>	<b>710 units</b>	<p><i>This is the total number of additional homes (all tenure) that the development plan seeks over the following 5-year period. Under SPP (2014) this is called the housing supply target, although previously this was often referred to as the housing requirement. However, for the avoidance of doubt, it is not the housing land requirement which includes a margin of flexibility to ensure the housing supply target can be met. If the target is updated in light of historic completions, this should be specified.</i></p>
5-year effective housing land supply (to one decimal place)	<b>7.3 years</b>	<b>7.3 years</b>	<p><i>Calculation of the 5-year supply using the figures provided above (5-year effective housing land supply &amp; 5-year housing supply target) using the following formula:</i></p> $= \left( \frac{\text{5-year effective housing land supply (units)}}{\text{5-year housing supply target (units)}} \right) * 5$ <p><i>SPP (2014) para 110 &amp; 125</i>  <a href="http://www.scotland.gov.uk/Resource/0045/00453827.pdf">http://www.scotland.gov.uk/Resource/0045/00453827.pdf</a></p>

Housing approvals	<b>162 units</b>	<b>60 units</b>	<i>Total number of units (all tenures) consented during the reporting period.</i>
Housing completions over the last 5 years	<b>390 units</b>	<b>367 nits</b>	<i>Total number of new homes (all tenures) completed over the preceding 5-year period.</i>
Marketable employment land supply	<b>149.2 ha</b>	<b>149.2 ha</b>	<p><i>This indicator will usually be captured by a business or employment land audit on an annual basis. The most up-to-date figure should be given, with the base date also reported.</i></p> <p><i>Marketable employment land – land which as well as meeting business requirements, such land should have a secure planning status, be serviced or serviceable within 5 years, and be accessible by walking, cycling and public transport.</i></p> <p><b>SPP2 (2003)</b> para 10 (<a href="http://www.scotland.gov.uk/Resource/Doc/47007/0026443.pdf">http://www.scotland.gov.uk/Resource/Doc/47007/0026443.pdf</a>) and <b>SPP (2014)</b> para 101 (<a href="http://www.scotland.gov.uk/Resource/0045/00453827.pdf">http://www.scotland.gov.uk/Resource/0045/00453827.pdf</a>).</p>
Employment land take-up during reporting year	<b>1.08 ha</b>	<b>0 ha</b>	<i>Quantity of land removed from the marketable supply due to the start of work on site during the reporting year (or the most recent 12-month period available), specifying the period concerned.</i>

**B: NHI Key outcomes – Development Management:**

<b>Development Management:</b>	<b>2020-21</b>	<b>2019-20</b>	<b>Guidance on what to include</b>
<b>Project Planning</b>			
Percentage and number of applications subject to pre-application advice	<b>23</b> <b>9.5%</b>	<b>23</b> <b>7.1%</b>	<i>Planning applications decided during the year on which the planning authority had provided pre-application advice to the applicant normally including written advice. A number and percentage for this indicator is required.</i>
Percentage and number of major applications subject to processing agreement	<b>0 %</b>	<b>0 %</b>	<i>Applications decided during the year for which there had been a processing agreement, shared and understood and agreed between the applicant and planning authority, including a scheduled timetable for handling of the application. A number and percentage for this indicator is required.</i>
<b>Decision Making</b>			
Application approval rate	<b>99.5%</b>	<b>97.8%</b>	<i>Percentage figures; to be provided by the Scottish Government (Analytical Services), drawn from the data provided by planning authorities.</i>
Delegation rate	<b>100%</b>	<b>99.4%</b>	<i>Percentage figures; to be provided by the Scottish Government (Analytical Services), drawn from the data provided by planning authorities.</i>
Validation	<b>17%</b>	<b>15%</b>	<i>The percentage of applications which are validated upon first receipt.</i>
<b>Decision-making Timescales</b>			
Major Developments	<b>54.1weeks</b>	<b>40.1weeks</b>	<i>Average number of weeks from receipt of a valid planning application to decision. Figures to be provided by the Scottish Government (Analytical Services), drawn from the data provided by planning authorities. The figures used in the PPF report should be based on 'all applications' and not 'post – August 2009 applications'.</i>
Local developments (non-householder)	<b>14.1weeks</b>	<b>14.0weeks</b>	-
Householder developments	<b>12.4weeks</b>	<b>8.3weeks</b>	-
<b>Legacy Cases</b>			
Number cleared during reporting period	<b>3</b>	<b>4</b>	<i>Applications which are more than one-year-old. Provide details of the number of legacy cases cleared during the reporting period and the number remaining (as at 31 March).</i>
Number remaining	<b>3</b>	<b>8</b>	-

### **C: Enforcement activity**

	<b>2020-21</b>	<b>2019-20</b>	<b>Guidance on what to include</b>
Time since enforcement charter published / reviewed Requirement: review every 2 years	<b>1 year</b> <b>6 months</b>	<b>6 months</b>	<i>Position as at 31 March. The number of months since the authority's enforcement charter was last published or reviewed and re-published. <a href="http://www.shetland.gov.uk/planningcontrol/documents/EnforcementCharter2019.pdf">http://www.shetland.gov.uk/planningcontrol/documents/EnforcementCharter2019.pdf</a> Include hyperlink to the latest version of the charter.</i>
Complaints lodged and investigated	92	<b>82</b>	<i>Total enquiries made or complaints lodged about possible planning breaches which have been investigated.</i>
Breaches identified – no further action taken	-	-	<i>Potential breaches of planning control investigated.</i>
Cases closed	<b>65</b>	<b>56</b>	<i>Cases closed within this timeframe.</i>
Notices served	<b>0</b>	<b>0</b>	<i>Formal notices served including; enforcement notices; breach of condition notices; planning contravention notices; stop notices; temporary stop notices; fixed penalty notices, and Section 33 notices</i>
Direct Action	<b>0</b>	<b>0</b>	<i>Cases where direct action has been taken to resolve the breach</i>
Reports to Procurator Fiscal	<b>0</b>	<b>0</b>	<i>Reports passed to the Procurator Fiscal</i>
Prosecutions	<b>0</b>	<b>0</b>	<i>Number of prosecutions on planning enforcement activity led by the authority</i>



#### D: NHI Key outcomes – Commentary

Commentary	Guidance on what to include
<b>Short contextual statement</b>	
Difficulties in recruitment and retention and increasing activity (applications and enforcement) from developments like large wind farms, and complex applications including a space port.	<i>You can use the text box to refer to the NHI table and provide a short contextual statement, focussing on reasons/factors which have influenced your authority's performance and any increase or decrease on past results. Authorities should focus on decision making timescales, however this text box can also be used to provide relevant context for the development land supply and delivery figures, such as the area or percentage of land covered by environmental designations or national parks. It should be used to explain any obvious 'jumps' in figures between years whether this is housing land supply, housing approvals or other changes which would benefit from further context.</i>

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## Part 5: Scottish Government Official Statistics

Scottish Government Official Statistics are drawn from quarterly returns by planning authorities. They are collated into an annual set of figures that is published on the Scottish Government website. The template below allows the information from these returns to be recorded in a consistent format. Additional guidance on how to access the statistics is included within the template itself.

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

Timescales	2020-21	2020-21	2019-20	Guidance on what to include
<b>Overall</b>				
<b>Major developments</b>	2	<b>54.1weeks</b>	<b>40.1 weeks</b>	<p><b>Decision-making timescales</b>            Information on decision-making timescales for planning and other applications will be provided by the Scottish Government (Analytical Services), drawn from the data provided by planning authorities. The figures used in the PPF report must be based on the 'all applications' timescale. You can simply copy/paste in the 2017-18 full year table we publish for the authority on the Scottish Government website. You can use the information you receive prior to its publication on the web.</p> <p><a href="http://www.gov.scot/Topics/Statistics/Browse/Planning/Publication">www.gov.scot/Topics/Statistics/Browse/Planning/Publication</a></p> <p>It is important that the statistics give an accurate and reliable account of the timescales for handling applications. There will be an opportunity for planning authorities, when providing their data to the Scottish Government, to highlight particular cases where substantial, and clearly unavoidable, delays have occurred. Additionally, the planning authority should highlight at that time any applications where there has been written agreement between the authority and the applicant that no action should be taken on the application during a specified period. The figures provided by the Scottish Government for this</p>
<b>Local developments (non-householder)</b>	141	<b>14.1 weeks</b>	<b>14.0 weeks</b>	
<ul style="list-style-type: none"> <li>Local: less than 2 months</li> <li>Local: more than 2 months</li> </ul>	(20.6%) (79.4%)	<b>6.7</b> <b>16.0</b>	<b>6.6</b> <b>19.1</b>	
<b>Householder developments</b>	31	<b>12.4 weeks</b>	<b>8.3 weeks</b>	
<ul style="list-style-type: none"> <li>Local: less than 2 months</li> <li>Local: more than 2 months</li> </ul>	(19.4%) (80.6%)	<b>5.9</b> <b>14.0</b>	<b>5.7</b> <b>11.6</b>	
<b>Housing Developments</b>				
<b>Major</b>	<b>0</b>	<b>- weeks</b>	<b>45.1 weeks</b>	
<b>Local housing developments</b>	50	<b>15.4weeks</b>	<b>14.7weeks</b>	
<ul style="list-style-type: none"> <li>Local: less than 2 months</li> <li>Local: more than 2 months</li> </ul>	(14.0%) (86.0%)	<b>6.3</b> <b>16.8</b>	<b>6.0</b> <b>16.9</b>	
<b>Business and Industry</b>				
<b>Major</b>	<b>0</b>	<b>-weeks</b>	<b>29.3 weeks</b>	

<b>Local business and industry developments</b> <ul style="list-style-type: none"> <li>Local: less than 2 months</li> <li>Local: more than 2 months</li> </ul>	<b>11</b>  <b>(0%)</b> <b>(100%)</b>	<b>20.7 weeks</b> - <b>20.7</b>	<b>15.0 weeks</b>  <b>6.5</b> <b>19.4</b>	<i>section may therefore have been reasonably adjusted to provide a more accurate marker of performance.</i>  <i>For applications where the authority and applicant have agreed a timescale different from the 2 month and 4 month targets, for example where there are processing agreements in place, the statistics on decision times will be adjusted to reflect these agreements.</i>
<b>EIA Developments</b>	<b>2</b>	<b>62.1weeks</b>	<b>-weeks</b>	
<b>Other Consents</b> <ul style="list-style-type: none"> <li>As listed in the guidance(right)</li> </ul>	<b>63</b>	<b>9.6 weeks</b>	<b>7.8 weeks</b>	<i>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 &amp; &amp; relating to agricultural and forestry development and applications for prior approval by Coal Authority or licensed operator under classes 60 &amp; 62 of the GPDO.</i>
<b>Planning/legal agreements</b> <ul style="list-style-type: none"> <li>Major: average time</li> <li>Local: average time</li> </ul>	<b>0</b> <b>0</b>	<b>-weeks</b> <b>-weeks</b>	<b>-weeks</b> <b>118.7 weeks</b>	<i>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</i>

**B: Decision-making: local reviews and appeals**

Type	Total number of decisions No.	Original decision upheld				Guidance on what to include
		2020-21		2019-2020		
	No.	No.	%	No.	%	
Local reviews	1	1	100	1	33.3	<i>Information on local review and appeal decisions will be provided by the Scottish Government (Analytical Services), drawn from the data provided by planning authorities.</i>
Appeals to Scottish Ministers	0		-		0	

**C: Context**

**A very difficult year as we continue to carry long term vacant posts. We are having difficulty finding time to focus on our new recruitment drive but this will have to be our priority and we hope for better success this time. The Planning Service has continued to deliver a high-quality service.**

## Part 6: Workforce Information

Workforce information should be a snapshot of the authorities planning staff in position on the **31<sup>st</sup> of March 2020**. The information requested in this section is an integral part of providing the context for the information in parts 1-5. The template below allows the information to be recorded in a consistent format, additional guidance on what to include is within the template itself.

		Tier 1 <i>Chief Executive</i>	Tier 2 <i>Director</i>	Tier 3 <i>Head of Service</i>	Tier 4 <i>Manager</i>	Guidance on what to include
Head of Planning Service (Coastal Zone Manager, Team Leader – Development Plans & Heritage, Team Leader – Development Management)				1	3	Please note the tier of the most senior member of planning staff

  

Staff Age Profile	Headcount	Guidance on what to include
Under 30	1	Approximate age profile of the staff noted above
30-39	4	
40-49	(8)	
50 and over	7	

  

RTPI Chartered Staff	Headcount	Guidance on what to include
Chartered staff	9	Approximate numbers of staff which are MRTPI

  

Staff Structure	Structure Diagram	Guidance on what to include

Noting the roles and job titles of staff within the planning authority hierarchy

*Due to changes in local authority structures it has become increasingly difficult to measure the different ways in which to allocate staff to roles. HOPS have decided it is a better representation to include a staff structure diagram. Examples of these can be found below:*  
[Inverclyde PPF 2018](#) page 37 or [Fife PPF 2018](#) page 56

*Text box: short contextual statement – please describe the staffing set up*

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## Part 7: Planning Committee Information

The template below allows the information on the number of meetings and site visits during 2019-20 to be recorded in a consistent format, additional guidance on what to include is within the template itself.

Committee & Site Visits	Number per year	Guidance on what to include
Full council meetings		
Planning committees	10	<i>References to committees also include National Park Authority Boards.</i>
Area committees		<i>Where relevant</i>
Committee site visits	0	<i>Number of sites (i.e. applications) visited by committee.</i>
Local Review Body	5	<i>This relates to the number of meetings of the LRB. The number of applications going to LRB are reported elsewhere.</i>
LRB site visits	0	<i>Number of sites (i.e. applications) visited by the LRB.</i>

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	Performance Marker	Measure	Policy Background to Marker	Part of PPF report best suited to evidence this marker
<b>DRIVING IMPROVED PERFORMANCE</b>				
<b>1</b>	Decision making: authorities demonstrating continuous evidence of reducing average timescales for all development types	During the reporting year we processed 2 complex major planning applications. These were for major developments of construction compounds with tracks and access roads associated with the development of an already s36 consented large windfarm in the central mainland of Shetland. Both the proposals had a number of complex issues requiring to be addressed before they could be determined.	Official Statistics and PPF reports	NHI Scottish Government Official Statistics
<b>2</b>	Project management: offer of processing agreements (or other agreed project plan) made to prospective applicants in advance of all major applications <u>and</u> availability publicised on planning authority website	Y/N <ul style="list-style-type: none"> <li>Offered for all major planning applications</li> <li>Recent examples of applications which used processing agreements include a number of fish farm applications.</li> <li>Processing agreements are publicised on our website along with the Scottish Government's Processing Agreement Template. <ul style="list-style-type: none"> <li><a href="https://www.shetland.gov.uk/planning-applications/make-planning-application">https://www.shetland.gov.uk/planning-applications/make-planning-application</a></li> </ul> </li> </ul>	Modernising the Planning System (Audit Scotland); SG website / template	NHI Quality of Service and Engagement;
<b>3</b>	Early collaboration with applicants and consultees on planning applications:	We continue to promote and use the Quality Audit process for a number of developments.	White Paper; Delivering Planning Reform;	NHI Quality of Service and Engagement

	<ul style="list-style-type: none"> <li>- availability and promotion of pre-application discussions for all prospective applications</li> <li>- clear and proportionate requests for supporting information</li> </ul>	<p>Pre-application discussions for land-use planning applications are promoted.</p> <p>Additionally, the majority of our marine planning applications involved detailed pre-application discussions and input from the Marine Planning Team. This results in better quality developments and helps ensure we get the right development in the right place. In the coming year we intend to formalise this service for the Marine Planning Team so we can better monitor, improve and report on the service we provide in next year's PPF.</p>	Planning Reform Next Steps	
4	Legal agreements: conclude (or reconsider) applications within 6 months of 'resolving to grant' <sup>2</sup>	Reducing number of live applications more than 6 months after resolution to grant (from same time last year)	Official statistics; PPF reports; evidence of delays to major developments	Quality of Service and Engagement Governance
5	Enforcement charter updated / re-published	<p>Within 2 years</p> <ul style="list-style-type: none"> <li>• Our <a href="#">enforcement charter</a> was re-published in 2019.</li> </ul>	Planning Act (s158A)	NHI
<b>PROMOTING THE PLAN-LED SYSTEM</b>				
6	<p>Continuous improvements:</p> <ul style="list-style-type: none"> <li>-show progress/improvement in relation to PPF National Headline Indicators</li> <li>-progress ambitious and relevant service improvement commitments identified through PPF report</li> </ul>	Progress on all commitments	<p>Delivering Planning Reform; PPF Report</p> <p>We have achieved the service improvements that we set last year.</p>	Culture of Continuous Improvement Service Improvement Plan

<sup>2</sup> This will require production of supporting guidance, following wider stakeholder input



			above on PAS elected member and community council training	
10	Cross-sector stakeholders, including industry, agencies and Scottish Government, engaged early (pre-MIR) in development plan preparation	Evidence of activity	<p>We provide regular updates on the LPD2 process to our community council liaison officer. A session on LDP2 and Call for Sites was held with the Association of Community Councils in March 2019.</p> <p>Following the Call for Sites consultation, we provide regular updates to all those who responded and asked to be contacted. This includes key agencies, other council services.</p>	Quality of Service and Engagement Governance
11	Production of regular and proportionate policy advice, for example through supplementary guidance, on information required to support applications	Evidence of activity	<p>We continue to hold developers workshops on a number of planning matters to support proportionate requests for supporting information. In November 2019 this year's workshop focused on the theme of water and drainage. Scottish Water representatives attended and we also used the workshop to discuss the expectations and requirements of our new flood risk guidance on climate change allowances that was published in April 2020.</p> <p>The Marine Planning Team also held a number of meetings with aquaculture industry in January 2020. This provided the opportunity to discuss a number of new approaches to shellfish farm developments and fish farm developments, including wild fish monitoring approaches and carrying capacity calculations for mussel farms. We involved industry throughout this process.</p>	Quality of Service and Engagement

			We also discussed the future update of our supplementary guidance and this provided the opportunity to go through new proportionate approaches that could be developed.	
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<b>SIMPLIFYING AND STREAMLINING</b>				
<b>12</b>	Corporate working across services to improve outputs and services for customer benefit (e.g. protocols; joined-up services; single contact; joint pre-application advice)	<p>For our Call for Sites Process our Development Plans Team held a number of engagement sessions with other Council services, in particular transport planning.</p> <p>In August 2019 the Planning Service held a training session with our Economic Development and Community Planning Services. This included presentations and focused group discussions. It helped us all to develop our thinking about how we can work closer together.</p> <p>During the year we have also continued our involvement in Viking Wind Farm environmental working group. This involves a number of Council Services.</p> <p>Corporate working forms a key part of our Quality Audit process, please see examples above.</p>		Quality of Service and Engagement Governance

		<p>The Re-Create Scalloway process has involved collaboration with a number of Council services – see case study above.</p>		
13	<p>Sharing good practice, skills and knowledge between authorities</p>	<p>We hosted a number of ‘group screened’ webinars on a variety of planning and sustainability issues throughout the reporting period.</p> <p>Invites were extended to our community planning and transport planning services.</p> <p>Topics included public health, local place plans, planning reform, and NatureScot’s ‘Planning for Great Places’ webinars on a range of topics including, HRA, development on peatland and access tracks.</p> <p>Our Marine Planning Team attended the annual aquaculture meeting with Orkney Islands Council, Western Isles Council, Highland Council and Argyll and Bute Council. This 2 day event was attended by a range of organisations including SEPA and</p>	<p>Delivering Planning Reform; Planning Reform Next Steps</p>	<p>Culture of continuous improvement</p>

		<p>Marine Scotland. It provides an effective way of sharing good practice and discussing emerging issues so that we can all take a coordinated approach.</p> <p>We held regular teleconferences and meetings throughout the reporting period with key agencies including, NatureScot, Scottish Water, SSE and SEPA. Topics included LDP2, planning and natural heritage and renewable energy developments.</p> <p>We have also been actively involved in the Scottish Parliaments inquiry into Regional Marine Planning. Our planning service is keen to share good practice and experience of our approaches to date in Shetland and we expect further engagement during the next reporting period.</p>		
<b>DELIVERING DEVELOPMENT</b>				
<b>14</b>	Stalled sites/legacy cases: conclusion/withdrawal of planning applications more than one-year-old	Please see planning statistics above.		Governance
<b>15</b>	Developer contributions: clear expectations	Our expectations of developer contributions are clearly set out in		Quality of service and engagement

<ul style="list-style-type: none"><li>- set out in development plan (and/or emerging plan,) and</li><li>- in pre-application discussions</li></ul>	<p>that we don't require any through LDP Policy.</p> <p>Developer Contributions will be considered for LDP2, although this will be a decision for the Council to take.</p>		
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