

Perth and Kinross Council



NATIONAL PLANNING IMPROVEMENT FRAMEWORK

Performance Assessment Template

Cohort 2

June 2025

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- The following matrix will be used when determining what score you are giving each attribute. If there is a score of 1 or 2 then a good practice example should be provided:

 PRIORITISE	 REVIEW	 DEVELOP	 BUILD UPON	 CONSOLIDATE
No progress	Making limited progress	Making fair progress	Making good progress	Making excellent progress
5	4	3	2	1
Prioritise fundamental review and revisit approach taken. Engage with NPI Learn from others	Review ambition Review approach taken Inform NPI Learn from others	Increase ambition in targets Review and improve implementation	Increase ambition in targets Share learning with others	Share learning with others

Profile of Perth and Kinross Council

Perth and Kinross is the fifth largest council area in Scotland, covering approximately 5,286 km². It is the twelfth largest population with a population of around 153,810 (2021 mid year estimates). The Council stretches from Loch Leven in the south to the Grampian Mountains beyond Blair Atholl in the north, and from Loch Tay in the west to the Lomond Hills in the east. The area is split by the Highland Boundary Fault, creating a distinct contrast between the mountainous Highlands in the north and the fertile Lowlands in the south. The area includes a mix of urban centres, such as Perth, Crieff, and Blairgowrie, and rural communities. The largest demographic group is 45 to 64 years olds though the 75 and over saw the largest % increase from 2001 to 2021.

Introduction to Assessment

This assessment has been prepared through a self-assessment by the Planning Authority, and reviewed through a Peer Review group. The peer group consisted of a mixture of external users of the Planning Authority across planning applications and policy making. The group considered

the Authority's self-assessment and discussed areas for improvement. The group met in July 2025 and consisted of representatives from the following:

- AJ Stephen
- Historic Environment Scotland
- Blairgowrie & The Glens Community Council
- Savills
Fossoway Community Council
- Denholm Partnership
- Blairgowrie & Rattray Development Trust

Also in attendance were 3 members of Perth and Kinross Council, an officer from our supporting Authority Dundee City and National Improvement Champion and National Improvement Officer. The session was overseen by someone from the Organisational Development team. The Officers in attendance from Planning Services were there to answer any specific questions raised that would help the discussion. The peer group was sent the draft assessment in advance of the meeting to aid the discussion.

The comments made by the peer review group have been incorporated into the final version of this report and the improvements related to attributes shaped to reflect the outcome of the discussions and feedback received from the peer review group.



A high performing planning authority needs to have the right number of people to do the work expected of it with the rights skills set. It also needs to have a strategy to ensure that it retains and recruits the right staff in the future. It supports staff to upskill and to be prepared for changes in policy, legislation, and new circumstances.

ATTRIBUTE 1: THIS PLANNING AUTHORITY HAS SUFFICIENT RESOURCES AND SKILLS TO MAXIMISE PRODUCTIVITY

Please consider the following when thinking about this attribute and how you have performed over the last year:

- Does the planning authority have the sufficient level of staff to carry out all activities within the required timeframes?
- Does the planning authority have the ability to carry out all activities within the required timeframes with its current budget?
- Does the planning authority have the ability to carry out all activities within the required timeframes with its current income?
- Does the planning authority receive responses from consultees within the prescribed timescale when assessing planning applications?
- Does the planning authority have the ability to access the appropriate advice, expertise, evidence and data it requires?

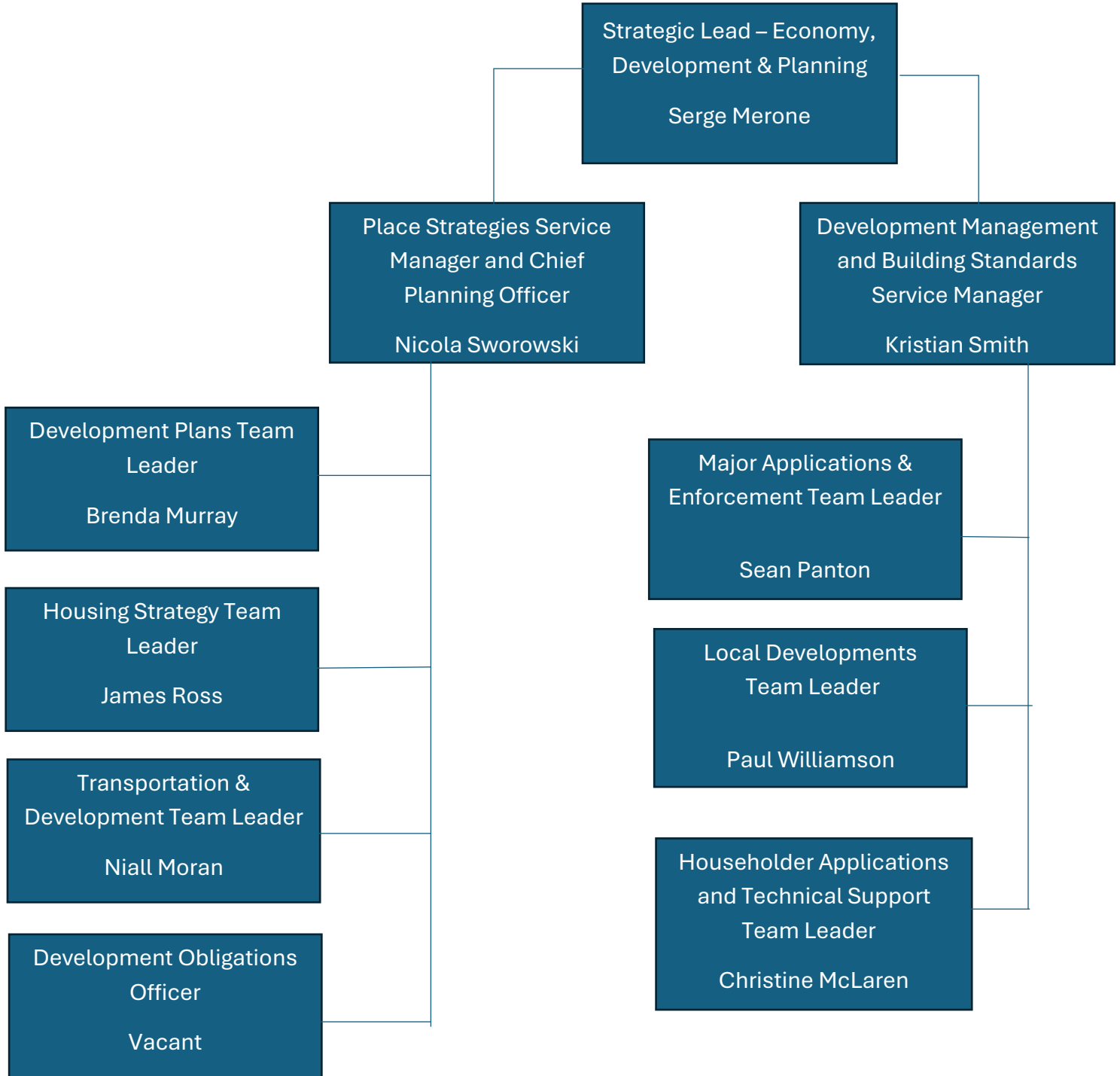
Planning Service in Perth and Kinross

The Planning Service is split across two teams in Perth and Kinross, but all teams sit with the Economy, Development and Planning function. The Development Management and Enforcement functions (alongside the Building Standards remit) sit under one Service Manager whilst the Development Plans team sits under another Service Manager (with a wider Place Strategies remit). The role of Chief Planning Officer for Perth and Kinross sits as part of the Place Strategies Manager role. For the purposes of this assessment, the Planning team is considered as one service as that is the way it functions.

The Planning Service has a hybrid work style which involves staff having a flexible way of working, whilst continuing to deliver a high quality of customer service. The Planning Service

ensures that staff work collaboratively to cover duty enquiries, support team members and provide advice to less experienced staff.

The structure of the Planning Service across the two teams is shown below:



The Planning Service annually employ 2 planning students over a 12 - week summer period and this helps to support the Future Planners Initiative and allows the students to gain a range of work experience within the Team.

There is an average age of 44 years across the staff currently employed in the planning service. The following table breaks it down further:

Age	Total
Less than 30 years	7
31-40	9
41-50	20
51 and older	17
Total	53
Average	44 years

The grades of Officers across the Planning Service are shown below:

Grade	Total
Apprentice	1
GE	6
TAS	14
PR	24
Team Leaders	6
Service Managers	2

The number of RTPI members across the planning service are:

Development Plans: 7 members with 1 licentiate members

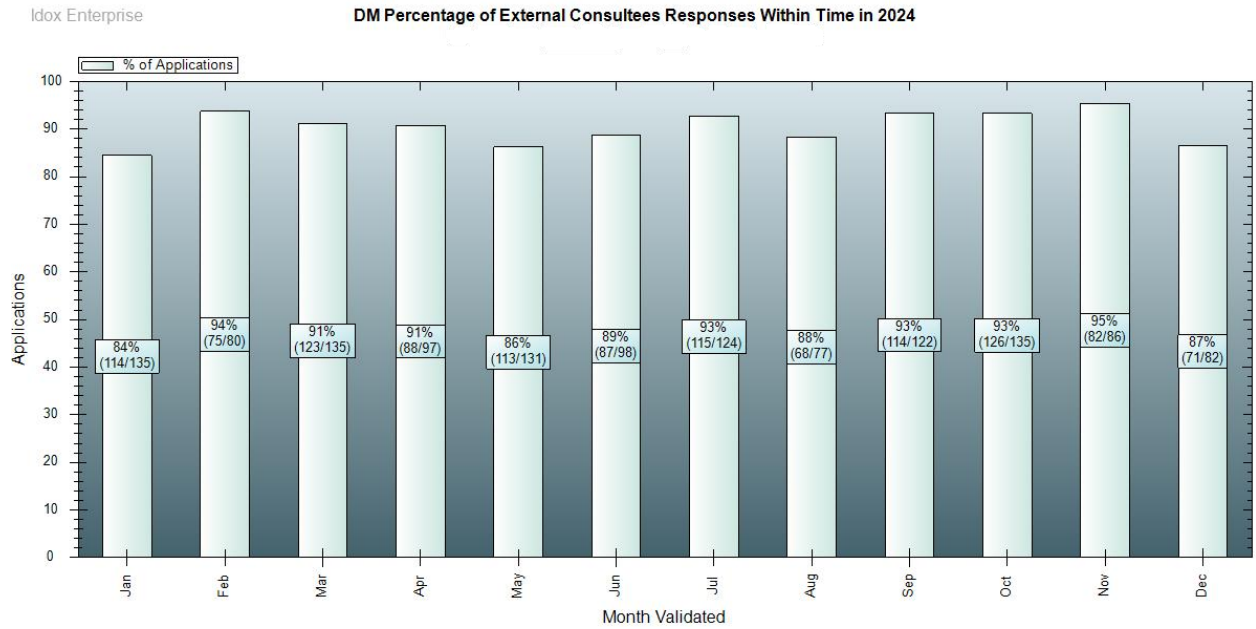
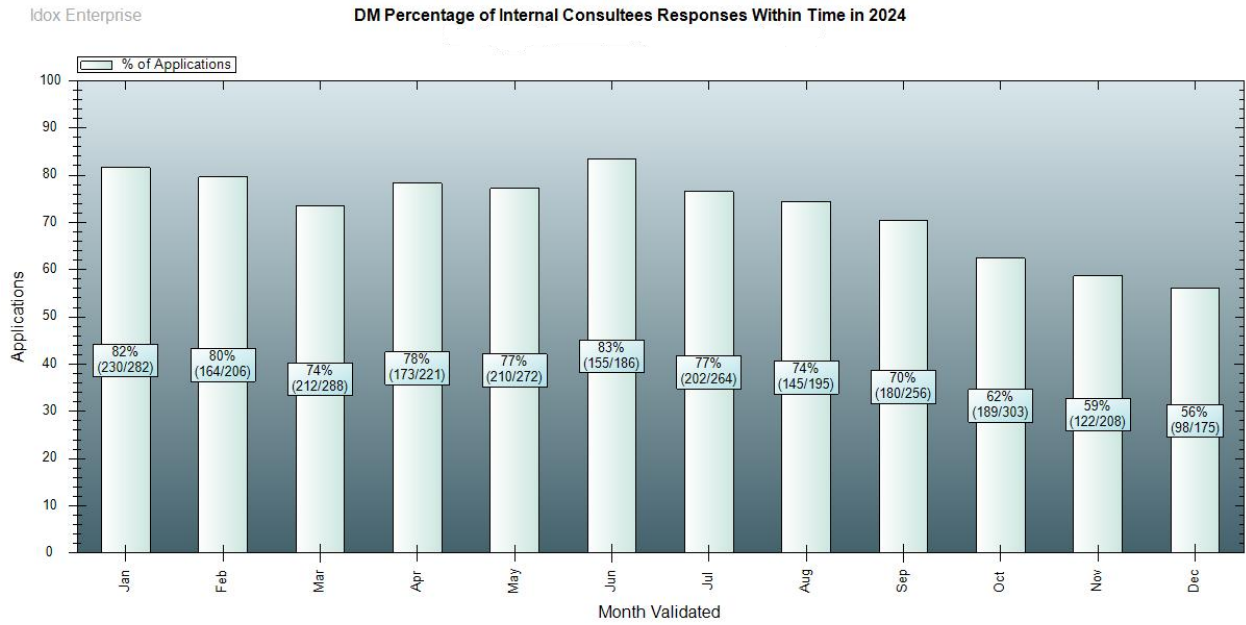
Development Management: 19 members.

The length of service across PKC and other Local Authorities is shown below:

Length of Service (years)	PKC Only	LA Service
0 - 5	24	14
6-10	7	8
11-15	3	4
16-20	9	11
20+	10	16

Consultee Responses

The following graphs show consultee response times:



- All Local Applications without processing agreements

Planning Authority	Number of applications	Percent Under 2 Months	Average Time Under 2 months	Average Time Over 2 months	Overall Average Time (weeks)
Perth and Kinross	911	73.8%	6.8	15.6	9.1
SCOTLAND	19,470	63.7%	6.6	20.4	11.6

- All Major Applications

Planning Authority	Applications not subject to processing agreements						Applications subject to processing agreements						
	Number of applications			Average Time (weeks)			Number of applications				% determined within agreed timescales		
	Without Legal Agreement	With Legal Agreement	Total	Without Legal Agreement	With Legal Agreement	Overall average	Without Legal Agreement	With Legal Agreement	Total	Without Legal Agreement	With Legal Agreement	Overall percentage	
Perth and Kinross	3	1	4	29.6	14.3	25.8	6	2	8	100.0%	100.0%	100.0%	
SCOTLAND	88	32	120	29.2	55.1	36.1	60	47	107	68.3%	48.9%	59.8%	

- Local Review Body decisions

Planning Authority	2023/24		
	Number of applications	Overall Average Time (weeks)	% Original decision upheld
Perth and Kinross	54	21.9	55.6%

Scottish average 59.2%

- DPEA decisions

Planning Authority	2023/24	
	Number of applications	% Original decision upheld
Perth and Kinross	11	45.5%

Scottish average 53.9%

- Processing Agreements

Planning Authority	Number of decisions						Percentage within agreed timescales					Overall percentage within agreed timescales
	Major Developments	Local Developments	EIA Developments	Other Consents	Total number of decisions	Major Developments	Local Developments	EIA Developments	Other Consents			
Perth and Kinross	8	305	0	65	378	100.0%	76.4%	-	78.5%	77.2%		
SCOTLAND	107	3,095	15	650	3,867	59.8%	72.5%	66.7%	75.4%	72.6%		

The Planning Service is reliant on others within the Council to provide appropriate advice, expertise, evidence and data. For a period of time during 23/24, the flooding team did have to outsource their consultation responses due to staffing shortages. The Planning team

has recently signed a Service Level Agreement with Perth and Kinross Heritage Trust, up to March 2028 to provide support on relevant applications.

ATTRIBUTE 2: THE PLANNING AUTHORITY HAS A VALUED AND SUPPORTED WORKFORCE

Please consider the following when thinking about this attribute and how you have performed over the last year:

- Does the planning authority have a workforce planning strategy in place?
- Does the planning authority have the ability to support staff development and upskilling and send staff on relevant courses?
- Does the planning authority have a deliverable commitment to support staff health and wellbeing?

PKC narrative

A **Workforce Planning Strategy** is being prepared considering the current and anticipated future resourcing needs, challenges and opportunities. The NPIF workstream will help the process.

Staff Development - there is a requirement for Personal Development Plans to be undertaken for each staff member. All of the Planning Service are encouraged and supported to undertake learning and development in support of their work which includes RTPi assessments. The learning and development includes courses, seminars and also undertaking work towards qualifications. Once a month there is a commitment to the Council opening late to allow for training opportunities. Within the Planning Service, this takes the form of a variety of activities such as visits to organisations, talks on specific topics and visiting large infrastructure projects.

Health and Wellbeing of staff is important for the Council as a corporate priority. This takes place through a variety of means including 121's, team meetings, corporate assistance, flexible working, buddy system for site visits, access to counselling (individual referral or management).

Improvement Action Plan (People theme)

Attribute	Score (1=Making excellent progress, 5= No progress)
1. The planning authority has sufficient resources and skills to maximise productivity	2
2. The planning authority has a valued and supported workforce	2

Based on the grading above, outline any areas of improvement that are required and by whom and their level of importance (High/ Medium/ Low) and by when (short/ medium/ long term).

Improvement Action What action will you take? What will the outcome be?	Owner	Importance High Medium Low	Timescale Short term – 1 year Medium term – 3 years Long term – 3+ years	Resources
Implement a Workforce Strategy including skills gap (continued learning). Will allow single dependency situations to be highlighted and identify Officers with skills to help.	Service Managers	High	Short	
Review career grade structure across the Planning Service	Service Managers and Team Leaders	High	Short	
Increase Student Placements	Service Manager	Medium	Medium	

Introduce a protocol for communications between community and Planning Officers and to consider a single point of contact.	Service Manager: Development Management & Building Standards	High	Short	
Consideration of a clear progression route from Graduate to Officer and support through the RTPi APC process.	Service Managers	Medium	Medium	



A high performing planning authority has a positive culture through ensuring it has sound governance, effective leadership and a commitment to continuous improvement. The authority has an identified chief planner, who is supported by a strong leadership group to advise on decision-making, policy and operational management.

ATTRIBUTE 3: THIS PLANNING AUTHORITY HAS EMBEDDED CONTINUOUS IMPROVEMENT.

Please consider the following when thinking about this attribute and how you have performed over the last year:

- Has the planning authority undertaken an annual assessment of its performance and acted upon areas previously identified as in need of improvement?
- Has the planning authority achieved recognition at relevant awards or through performance accreditation frameworks?
- Has the planning authority engaged in peer review, good practice exchange or improvement activities?
- Has the planning authority addressed any complaints upheld by the Scottish Public Services Ombudsman and have evidence of this and that it has learned from valid cases?

PKC narrative

Annual Assessment of performance - Review of performance on the basis of matters arising, complaints and when performance statistics are collated (such as real time via graphs in Uniform or quarterly/annual data submissions to Scottish Government) to see multiple instances of where improvement of performance actions can be implemented. Trends in relation to various aspects of data, such as fee income and application numbers/types, are also monitored to understand what capacity and resource implications there may be. It is standard practice that case load project management is in place, via 1:2:1s between Team Leaders and Case Officers, but also monthly rotating review by Team Leaders and the Service Manager of areas such as: Legacy Applications; Priority Applications; Outstanding Pre-App Submissions and Discharge of Conditions Submissions. There is also regular monitoring with Legal Services on the progress associated with S.75 Agreements, where the Development Contributions Officer also plays

a key role. All this work is, however, time-consuming and requires more focus and buy-in from all involved to see benefits optimised.

Improvement Activities – there are a variety of activities that have been undertaken to seek feedback and learn from others. These include good practice exchange, forums, visit from the Malta Government (Enforcement), working with other authorities, being actively involved in the various Heads of Planning groups, using Knowledge Hub and specific groups such as the Uniform Users Group. Work with Community around Local Place Plans and consultation events including the Big Place Conversation for LDP3.

ATTRIBUTE 4: THE PLANNING AUTHORITY HAS SOUND GOVERNANCE

Please consider the following when thinking about this attribute and how you have performed over the last year:

- Does the planning authority have an effective scheme of delegation in place?
- Have all councillors who exercise a planning function undergone statutory training and is there evidence of ongoing training for members?
- Have more than x % of officer recommendations have been overturned by councillors at committee or Local Review Body.

PKC narrative

The Planning Service has an effective **scheme of delegation**. It was last reviewed on 7 May 2024 and will be reviewed on a regular basis. The Planning and Placemaking Committee consider non-delegated decisions and committees are held once a month. The Committee process is supported by the Council's Legal team. Through the Local Review Body process, there is also a solicitor in attendance alongside an independent, external planning advisor for Elected Member guidance.

The below give the approval rates for planning applications across PKC in 2023/24:

- PKC approved 87.2% of all applications in 2023/24. Scottish average was 92.35 but ranged from 82.7% (ECC) to 99.5% (Clacks)
- 97.6% of decisions were under delegated powers. Scottish average was 96.5% but ranged from 92.7% (Aberdeenshire) to 99.3% (E Renfrewshire)

Training for Elected Members – this occurs at least every time there is a new cohort of Members and refresher sessions are run as well. This is alongside topic-specific sessions on the LDP (split by topic), Conservation and other topics. There were sessions held in June 2023 on the Planning System and in March 2024 on Development Viability.

The below gives information on applications considered by the Planning and Placemaking Committee:

- Of the 45 applications considered at committee in 2023/24, 18 were required by legislation to be determined at that level (5 of those were matters specified in relation to previous IPMs). All these applications were determined in accordance with Officer recommendation. The remaining 27 were required to be determined at committee due to the delegation agreement (e.g. 6+ public objections, etc). Of those 27, 3 recommendations to approve were overturned

and those applications were refused; 2 were subject to appeal and were subsequently allowed. The third was a Listed Building Consent, which was not appealed.

- Total applications determined 2023/24 - 1628, with 45 referred to committee, equating to 2.7% of all applications.
- Local Review Body - 54 cases considered with 55.6% original decision upheld (review dismissed). Significant drop from previous year (2022/23) (53 cases; 75.5% original decision upheld).
- DPEA - 11 cases considered 45.5% original decision upheld (appeal dismissed). Large drop from previous year (8 cases; 62.5% original decision upheld).
- Total applications determined 2023/24 - 1628 (up from 1414 in 2022/23). 3.9% of all decisions sought review or appeal (including challenges of conditions). LRB – 3.3%; DPEA - 0.7%.

ATTRIBUTE 5: THE PLANNING AUTHORITY HAS EFFECTIVE LEADERSHIP

Please consider the following when thinking about this attribute and how you have performed over the last year:

- Does the planning authority have an identified Chief Planning Officer in place?
- Does the Chief Planning Officer advise on corporate decision making and policy within the broader organisation?
- Is the planning authority's Chief Planning Officer a member of the Royal Town Planning Institute?
- Does the Chief Planning Officer advise and support external bodies through engagement in organisations' committees, advisory groups or working groups?
- Does the planning authority have a strong leadership team that supports a culture of continuous improvement?

PKC narrative

The **Chief Planning Officer post** has been in place since December 2024, and the post holder is a member of the RTPI. The post advises on corporate decision making and policy in conjunction with Development Management Service Manager who are both supported by Teams Leaders. The group of managers and Team Leaders meet regularly to discuss applications and service improvement work to ensure continuous improvement. The post advises and supports external bodies through engagement in organisations' committees, advisory groups and working groups.

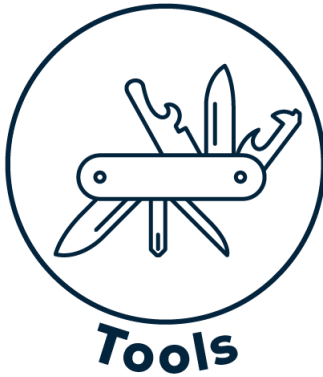
Improvement Action Plan (Culture theme)

Attribute	Score (1=Making excellent progress, 5= No progress)
3. This Planning Authority has embedded continuous improvement	3
4. This Planning Authority has sound governance	2
5. This Planning Authority has effective leadership	2

Based on the grading above, outline any areas of improvement that are required and by whom and their level of importance (High/ Medium/ Low) and by when (short/ medium/ long term).

Improvement Action What action will you take? What will the outcome be?	Owner	Importance High Medium Low	Timescale Short term – 1 year Medium term – 3 years Long term – 3+ years	Resources
Review the Scheme of Delegation regularly	Service Manager: Development Management & Building Standards	High	Medium	
Update Service Improvement Plan once NPIF process completed	Place Strategies Manager and Chief Planning Officer	High	Short	
Continue to deliver training for Elected Members	Service Manager: Development Management & Building Standards	High	Ongoing	

Consider whether further information can be gathered on Local Review Body process.	Service Manager: Development Management & Building Standards	Medium	Medium	
Review the Officers and the use of communication channels.	Service Manager: Development Management & Building Standards	High	Short	



A high performing planning authority needs to have an effective local development plan and other strategies in place to provide a vision for the future of the area. It needs to be able to set and deliver on policy ambitions and priorities by clearly informing decision making and providing certainty and predictability for communities, developers and investment. The authority's development management systems need to be effective in making the right decisions about development and be efficient as possible in doing this. The planning authority makes best use of digital technology and how it manages and uses data.

ATTRIBUTE 6: THE PLANNING AUTHORITY HAS A ROBUST POLICY AND EVIDENCE BASE

Please consider the following when thinking about this attribute and how you have performed over the last year:

- Does the planning authority have an up to date Local Development Plan in place and/ or is on track to adoption?
- Does the planning authority have an up to date Regional Spatial Strategy in place/ or on track to adoption?
- Has the planning authority's Local Development Plan Evidence Report been approved by the Department of Planning and Environmental Appeals and/ or on track for approval?
- Have the application of the Local Development Plan's policies been found to be deficient at appeal or judicial review?

PKC narrative

The **Local Development Plan 2** was adopted in November 2019. Work has started on LDP3 and is aiming for adoption in late 2027/early 2028. With the new system now in place, the proposed adoption date aligns with the recommended timescales for development and adoption of LDP3 at set out by the Scottish Government.

There is not a **Regional Spatial Strategy (RSS)** in place as guidance is awaited from Scottish Government who have advised that it is currently not programmed for development. Work with neighbouring authorities who were part of the RSS area continues.

The **LDP3 Evidence Report** was submitted on 27 March 2025 with a further information request in relation to engagement issued in early June. The reporter's assessment was received in August and deemed the Evidence Report in-sufficient to allow the Council to proceed to prepare the Proposed Plan. The main requirement was for more data to be submitted about the educational needs of Perth and Kinross to allow for a fuller assessment. Secondly, there was a requirement to be clearer on when other data sets/information would be available.

The Big Place conversations held during 2023 utilised the Place Standard Tool to capture community views for inputting to the Evidence Report. The Call for Sites ran from 22 April to 31 July 2025.

The LDP policies have not been considered deficient at appeal or Judicial Review. There have been two Judicial reviews but neither have related to a policy concern.

ATTRIBUTE 7: THE PLANNING AUTHORITY MAKES BEST USE OF DATA AND DIGITAL TECHNOLOGY

Please consider the following when thinking about this attribute and how you have performed over the last year:

- Has the planning authority encouraged and promoted planning applications to be submitted through the e-development portal?
- Does the planning authority have a data governance strategy in place for the management of planning data?
- Does the planning authority have the ability to use interactive web-mapping, GIS and spatial data?
- Does the planning authority have the ability to use digital approaches to engagement, including website, social media and other platforms?

PKC narrative

The Planning Service seeks to direct all applicants to the **eDevelopment Scotland portal** and in 2023/2024, 96% of all applications received were received through the portal, with 4% by email or post.

The Planning Service has the ability to use **GIS** with a corporate system, ArcGIS in place. Officers can receive training through GIS 247. The skills are used in a variety of ways across the Planning Service and will form a major part of LDP3. Work is on-going to make more data spatially available to Elected Members and residents.

The **Council's website** is used frequently for all planning applications to be displayed. The use of Social Media is through the Council's corporate Communications team. Consultation Hub is used for LDP consultations including incorporating Survey123.

ATTRIBUTE 8: THE PLANNING AUTHORITY HAS EFFECTIVE AND EFFICIENT DECISION MAKING PROCESSES

Please consider the following when thinking about this attribute and how you have performed over the last year:

- Does the planning authority have the ability to make decisions on planning applications within the required timeframes?
- Are less than x% of planning decisions overturned at appeal or judicial review?
- Does the planning authority have an up to date Enforcement Charter in place?
- Does the planning authority have the ability to resolve enforcement cases?

PKC narrative

The Council's **planning performance** can be viewed through the Scottish Government returns and are set out in Attribute 1.

A revised **Planning Enforcement Charter** was adopted in May 2024. The new Charter allows the Council to take into account the economic impact for businesses of potential enforcement action. This helps to ensure that enforcement action is proportionate in the current economic climate. It is a statutory requirement to update the charter at least every 2 years therefore it is currently scheduled that an updated Charter will be adopted in early 2026.

In terms of **enforcement cases**, 346 enforcement cases were opened and 278 of these are now closed. The number of these cases closed specifically between 1 April 2023 and 31 March 2024 is 174. There were 42 Enforcement Notices served in 2023 / 24.

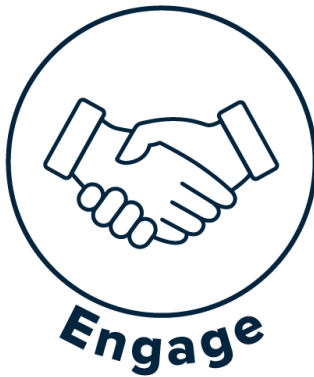
Improvement Action Plan (Tools theme)

Attribute	Score (1=Making excellent progress, 5= No progress)
6. The planning authority has a robust policy and evidence base	1
7. The planning authority makes best use of data and digital technology	2
8. The planning authority has effective and efficient decision making processes	2

Based on the grading above, outline any areas of improvement that are required and by whom and their level of importance (High/ Medium/ Low) and by when (short/ medium/ long term).

Improvement Action What action will you take? What will the outcome be?	Owner	Importance High Medium Low	Timescale Short term – 1 year Medium term – 3 years Long term – 3+ years	Resources
Investigate opportunities to improve digital engagement on general planning issues to ensure that the service is utilising emerging digital technologies effectively to aide the decision-making process	Service Managers and Team Leaders	Medium	Medium	
Improved monitoring of Appeals data	Service Managers	Medium	Short	

Review the Enforcement charter	Enforcement Team	High	Medium	
Review process for internal consultation responses	Service Managers	High	Short	



A high performing planning authority should ensure a wide range of people are involved in shaping their future places. Engagement should be fair and inclusive, early, collaborative, meaningful and proportionate and should include difficult to reach groups. The authority should engage with a wide range of partners at a national, regional and local level to ensure a joined-up approach and that links are made across policies and programmes. The planning authority should demonstrate good customer care, transparency and effective communication.

ATTRIBUTE 9: THE PLANNING AUTHORITY HAS GOOD CUSTOMER CARE

Please consider the following when thinking about this attribute and how you have performed over the last year:

- Does the planning authority have the ability to offer pre-application advice where it is requested?
- Has the planning authority held regular engagement events with developers and communities?
- Do the results from the customer and stakeholder survey show that customers are satisfied with the service offered by the planning authority?

PKC narrative

The Planning Service offers **pre- application advice** as Perth and Kinross Council promotes early and open negotiations between prospective applicants and developers and other parties in advance of a formal planning application. This offer includes site visits, as standard in relation to 'Major' applications and where necessary in other cases. Charges are made for the pre-application service: £310 Local and £1040 Major and £55 for householder. More information is available: [Pre-application services - Perth & Kinross Council](#)

The Planning Service delivers various **engagement opportunities** to a wide range of customers. These see Forums focused on 'Planning Users'; Housebuilders; and Community Councils. These see updates delivered on current planning issues and service matters, as well as opportunities for open discussion on points of interest. The forums can be seen here: [Planning Forums](#) and the Community Council information here: [Community Council Planning Portal](#)

The Planning Service was part of the first **National Planning Customer Survey**. This saw a high level of engagement, with the second highest number of respondents amongst all local authorities. Overall, the survey received 639 responses and 80 (12.5%) came from P&K. As a counterpoint, our neighbouring Councils saw Dundee with only 3 (0.5%) responses; Stirling 4 (0.6%); Fife 25 (3.9%); Highland 11 (3.9%); Loch Lomond and the Trossachs NP 27 (4.2%); and in last place Cairngorms NP just 1 response (0.2%). Other data sets were related to the National picture, rather than focused on P&K, as such it was difficult to have any deeper insights. However, that sees the engagements via our various forums give a more direct insight. The Council also has the facility for customers to make comments and complaints using an online form.

ATTRIBUTE 10: THE PLANNING AUTHORITY HAS EFFECTIVE ENGAGEMENT AND COLLABORATION WITH STAKEHOLDERS AND COMMUNITIES

Please consider the following when thinking about this attribute and how you have performed over the last year:

- Does the planning authority have a community engagement strategy and infrastructure in place to ensure engagement is early, collaborative, meaningful and proportionate?
- Has the planning authority undertaken community engagement, for example consistent and effective use of the Place Standard Tool, to inform decision-making processes? Has the planning authority encouraged and promoted planning applications to be submitted through the e-development portal?
- Has the planning authority engaged with a good representation of the community including young people, gypsies and travellers, people with protected characteristics, including disability, race, age, sex and sexual orientation, and including people from a range of socio-economic backgrounds?
- Has the planning authority supported the production of Local Place Plans when requested?
- Do the results from the customer and stakeholder survey show that stakeholders are satisfied with their collaboration with the planning authority?

PKC narrative

- The PKC LDP3 Development Plan Scheme (DPS) sets out the **Participation Statement** for the LDP3 process. The 2024 DPS was consulted on and the consultation responses considered by committee with changes incorporated into the DPS, where appropriate. Early engagement was undertaken during 2023 through our LDP3 Big Place Conversation (BPC). We engaged with Community Councils to help shape the engagement in their area. An online survey was open during this time hosted on a dedicated BPC webpage, as well as providing opportunities for communities to feedback through a range of in-person and online events. These included public events, drop-in sessions, and roundtable in person and online facilitated discussions using the Place Standard Tool. A total of 272 survey responses were received, and nearly 1300 people attended the 114 events which were held during the engagement programme. In addition, as part of the BPC, officers undertook an extensive programme of engagement with children and young people. This involved Place Standard sessions with primary and secondary schools, as well as dedicated workshops with established youth groups. A total of 28 dedicated sessions were

held and attended by nearly 400 children and young people. Sessions were also held with hard to reach groups including disabled people, gypsy travellers, ethnic minorities, older people and the LGBTQIA+ community. Further engagement on Topic Papers to inform our evidence report was undertaken in 2024. These papers incorporated a provisional view of the evidence gathered and asked parties to identify gaps, suggest additional evidence, and identify areas of agreement/disagreement. The papers were published on the Council's Consultation Hub.

- **Forums** - The Planning Users Forum was formed in April 2010 to help us ensure that the Council is providing a quality planning service. We now also host a Housebuilders Forum. A wide range of users of Perth and Kinross' planning system attend the forum meetings, including representatives from Community Councils, developers, architects, and planning staff. The Planning Users Forum is for everyday users of the planning system including agents and community councils and covers general planning updates, training events and needs, and suggested topics from customer groups. The Housebuilders Forum covers matters such as development plan updates (at both national and local levels), the affordable housing strategy and other matters raised by participants.
- **Pre-App** - The Planning Service offers pre- application advice as mentioned under Attribute 9 to promote early and open negotiations between prospective applicants and developers and other parties in advance of a formal planning application. Officers across the Service are open to talking to Developers on general planning matters at any time.
- **Local Place Plans** - In October 2023, Perth and Kinross Council emailed an invitation to all Community Councils highlighting the opportunity for Community Councils (and constituted Community Bodies) to express an interest in preparing a Local Place Plan (LPP) for their area. The proposed timeline for LPPs to inform the next Local Development Plan (LDP) was included in the invitation, and in our Development Plan Scheme. Our PKC website provides advice and guidance for communities looking to develop LPPs and we've been actively working to support various groups through providing advice, mapping support and funding. Three LPPs are currently under consideration for registration.

- The PKC DPS sets out the Participation Statement for the LDP3 process. This Participation Statement was consulted on, and the consultation responses considered by committee with changes incorporated into the DPS where appropriate, however, in the main the respondents were satisfied with the activities set out in the Participation Statement. General feedback from our user forums has been positive both in terms of the events held and in relation to quality of service provided across the department.

Improvement Action Plan (Engage theme)

Attribute	Score (1=Making excellent progress, 5= No progress)
9. This planning authority has good customer care	3
10. The planning authority has effective engagement and collaboration with stakeholders and communities.	2

Based on the grading above, outline any areas of improvement that are required and by whom and their level of importance (High/ Medium/ Low) and by when (short/ medium/ long term).

Improvement Action What action will you take? What will the outcome be?	Owner	Importance High Medium Low	Timescale Short term – 1 year Medium term – 3 years Long term – 3+ years	Resources
Introduce a customer service survey measuring satisfaction with the level of collaboration in the preparation of the local development plan/local place plans.	Service Managers and Team Leaders	High	Short	
Ensure Duty Officer contact details are clear on PKC website	Service Manager: Development Management & Building Standards	High	Short	
Assess the level of community engagement from PKC for	Service Managers	Medium	Short	

major applications and Local Place Plans and training around national planning applications.				
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A high performing planning authority should demonstrate place leadership by taking a collaborative place-based approach in line with the Place Principle. It should use the Place and Wellbeing Outcomes in decision-making processes, to achieve the three spatial principles outlined in NPF4: Sustainable places, where we reduce emissions, restore and better connect biodiversity; Liveable places, where we can all live better, healthier lives; and Productive places, where we have a greener, fairer and more inclusive wellbeing economy. The planning authority should seek to ensure that there are no impediments to delivering agreed development.

ATTRIBUTE 11: THE PLANNING AUTHORITY SUPPORTS THE DELIVERY OF SUSTAINABLE, LIVEABLE AND PRODUCTIVE PLACES

Please consider the following when thinking about this attribute and how you have performed over the last year:

- Is the planning authority aware of the [Place and Wellbeing Outcomes](#), the evidence that sits behind them and is it using them in decision-making processes?
- Has the planning authority identified tools and approaches to delivering sustainable, liveable and productive places and is implementing them?

PKC narrative

There is a mixed level of awareness of the **Place and Wellbeing Outcomes** amongst planning authority staff and uncertainty over whether and how these should be used in decision-making processes.

The **tools and approaches** to ensure delivery of sustainable, liveable and productive places include the LDP, NPF4, the Council's Climate Change Strategy and Mobility Strategy.

ATTRIBUTE 12: THE PLANNING AUTHORITY SUPPORTS THE DELIVERY OF CONSENTED DEVELOPMENT

Please consider the following when thinking about this attribute and how you have performed over the last year:

- Has the planning authority provided clear and proportionate expectations of Section 75 agreements and set these out in the LDP and pre-application discussions and they are concluded within 6 months of resolution to grant?
- Does the planning authority take a proportionate approach to imposing conditions?
- Does the planning authority have an ambitious local housing land requirement that exceeds the Minimum All Tenure Housing land requirements in NPF4 and is it on track to support delivery?
- Are the number of processing agreements the planning authority has agreed with applicants increasing?
- Does the planning authority have an effective delivery programme in place that supports the delivery of development on the ground?

PKC narrative

Upon a recommendation for approval being agreed, where a section 75 is required, the Council aims to conclude this agreement within 4 months. This is done by the Development Management Team instructing the Legal Team to liaise with the appointed solicitors who are acting on the applicant's behalf. The Legal Team then provide regular updates to colleagues in Development Management, and if significant progress has not been made by the 4-month deadline, Development Management then have the ability to change their recommendation to refusal.

The Planning Service considers that it takes a proportionate approach to imposing conditions. There are not a high number of applications to vary planning conditions.

Currently, the intention is to exceed the MATHLR though by what proportion is still to be determined by the LDP3 process.

The number of processing agreements by year from 2019/20 are below:

- 23/24 - 378 PPAs, 77.2% met agreed timescales.
- 22/23 - 186 PPAs, 68.8% met agreed timescales.
- 21/22 - 159 PPAs, 57.2% met agreed timescales.
- 20/21 - 135 PPAs, 85.2% met agreed timescales.

- 19/20 - 46 PPAs, 95.7% met agreed timescales.

The Planning Service monitors delivery on the ground and has its own programme of affordable build. There is regular contact with developers/housebuilders mainly around planning applications. As the LDP3 progresses, engagement will be expected to increase.

Improvement Action Plan (People theme)

Attribute	Score (1=Making excellent progress, 5= No progress)
11. The planning authority supports the delivery of sustainable, liveable and productive places	2
12. This planning authority supports the delivery of appropriate development	2

Based on the grading above, outline any areas of improvement that are required and by whom and their level of importance (High/ Medium/ Low) and by when (short/ medium/ long term).

Improvement Action What action will you take? What will the outcome be?	Owner	Importance High Medium Low	Timescale Short term – 1 year Medium term – 3 years Long term – 3+ years	Resources
Training around Place and Wellbeing Outcomes	Service Managers	Medium	Short	
Established clearer routes for monitoring delivery	Service Managers and Team Leaders	High	Medium	
Consider the role of ensuring Development Implementation and that fits particularly following LDP3 being adopted	Service Managers	Medium	Medium to Long	