



# Fife Council

## Planning Performance Framework

2022/23



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# 1. Foreword



**by Cllr Altany Craik**

Spokesperson – Finance, Economy & Strategic Planning

I am pleased to introduce the 2022/23 Planning Performance Framework, the 12th in a series of annual reports which celebrate what Fife Planning Authority has achieved over this year across a number of national performance indicators whilst managing considerable change in implementing the Planning (Scotland) 2019 Act and National Planning Framework 4.

Fife Planning Services has increased performance over this period, with a focus on quicker decision timescales achieved in part through a reduction in the number of planning applications as well as an increase in staff resources. The national increase in statutory planning fees has been re-invested in Planning Services allowing for some growth in staffing to contribute to supporting an increasingly complex national planning system.

The case studies set out within this PPF demonstrate the importance of achieving quality outcomes to improving Fife's places, addressing the climate emergency and growing Fife's economy. Sometimes this takes longer to determine a planning application, but achieving the right outcome is key. Change is constant; our towns, villages and city are constantly changing and planning's role in managing much of this change is pivotal to assist the Council in achieving the outcomes within our Local Outcome Improvement Plan; the Plan4Fife.

The first stage of reviewing the Local Development Plan is underway; gathering data and views to inform the Evidence Report. Communities across Fife will be encouraged to engage at different stages of the Plan's review. The new Local Development Plan will be the spatial expression of the Plan4Fife, setting the direction on where development should and should not be encouraged, seeking to enhance biodiversity, address climate change and grow Community Wealth Building through new development, and growing the economy of Fife.

The new National Planning Framework 4 which became part of the statutory Development Plan in February 2023 sets challenging ambitions through national policy. Planning Authorities and other stakeholders in the planning system are working through what the policy changes mean for new development proposals and shaping our Local Development Plan review. Planning Services have a number of environmental and other professionals who work alongside Planners.

The private sector together with Scottish and UK Government investment into Fife is critically important. New development at all scales is being delivered across Fife, from small shops, homes and offices to the large strategic development growth areas. Delivering the required new schools, cycle paths, walking routes, roads etc. are all needed to make places more sustainable and encourage local living across Fife's communities.

Planning Services nationally continue to be one of the main areas of the most significant reduction in spend in Local Government. National discussions continue with the Scottish Government to implement full cost recovery and to allow for proper resourcing of the planning system. The Government's recognition to move towards full cost recovery has been a long held one; it is now time to deliver to allow Local Government to properly resource.

My thanks go to all staff within Planning Services for their continued hard work.

## 2. Introduction

The Planning Performance Framework sets out how Fife Planning Authority have been performing against a set of national performance indicators, and through a series of case studies demonstrates the quality in placemaking that is being achieved across Fife.

Increased workloads continue through new duties placed on the Planning Authority from the Planning (Scotland) 2019 Act and the implementation of National Planning Framework 4. Part of this has been an increase in more technical aspects of development proposals. This requires further consultation and reliance on other Council Services through Environmental Health and Flooding officers in particular to provide their professional advice to allow the planning officer to fully assess a development proposal. Planning has become more complex and as a result it can take longer to determine planning applications and gather the evidence which is required for the Local Development Plan review.

Planning Services lead on Addressing the Climate Emergency in Fife, and through our work, strategies and projects are being delivered. The Service achieved a UK Carbon Literacy award being the first local government service in Scotland to achieve Carbon Literacy gold standard.

Work is underway to review the Local Development Plan, setting the visual strategy for the Council's Local Outcome Improvement Plan. The first key stage is the Evidence Report which in due course will be submitted to the Department of Planning and Environmental appeals for a Gatecheck process to ensure that there is an independent check undertaken that the right scope of evidence has been gathered to prepare the Proposed Plan. As part of this infrastructure capacity will be considered. Unlocking infrastructure constraints continues to be a challenge and the Council awaits further work and direction from the Scottish Government on a potential Infrastructure Levy.

The national study on Future Planners (July 2022) recognised the need to bring forward action to meet the gap with 700 Planners required over the next 10-15 years in the Scottish planning system. Fife Planning Services has developed the workforce strategy over 8+ years, with an annual programme of students and graduates the Service now recruits well and has a high retention rate. This has taken years of investment and support but is now proving beneficial to the Service and the Council at a time when other Planning Authorities are having difficulties in recruiting. The Service has further developed links with Fife College Built Environment with students having an option to move from their college qualification into an undergraduate planning degree at University of Dundee.

As part of developing the workforce, a regular continuous professional development training programme is ongoing, with a particular emphasis over this year on aspects relating to National Planning Framework 4. This helps staff have the knowledge, skills and abilities to deliver their roles.

The feedback from our customers is positive. The Service has a continuous improvement plan which pulls through areas of improvement identified through complaints, appeal decisions, innovation, staff ideas, and all areas of the Service's work.

This Planning Performance Framework demonstrates what the Service has achieved.

### 3. Driving Improved Performance

#### Self-Assessment of Progress Since PPF11

The following table provides a summary analysis of how we consider Fife Council is performing and the progress we are making in relation to the performance markers identified by the Scottish Government. The coloured RAG rating highlights our self-assessment of our performance within the PPF12 period with the RAG status for PPF11 as published in the Scottish Government's feedback report shown as text to allow a comparison to be made.

No	Performance Marker	RAG Rating	Source/Evidence
1.	<p><b>Decision-making: continuous reduction of average timescales for all development categories [Q1 - Q4]</b></p>	<p><b>GREEN</b> (Amber in PPF 11)</p>	<p>During the PPF 12 reporting period the delivery of the planning service has continued to evolve and change as different ways of working and the application of systems developed through the pandemic become normal working day to day practice. Out performance across, major, local and householder applications continues to improve on the figures reported in PPF11.</p> <p>The Service is applying learning from the new ways of working developed during the pandemic. Recognising that further performance improvements are required. Previously reported in PPF's have shown how we have invested in new technology and shifts to online processing and in PPF 12 reporting period the investment in these areas significantly assisted in meeting the challenges presented by the pandemic and we continue to innovate across the service. The income arising from an increase in fees has allowed the service to appoint to new posts and filled vacant positions. This has assisted the Service to further improve on the performance reported in PPF11. This is also in the face of higher numbers of applications being received throughout the PPF 12 reporting period.</p> <p>There was a 1.44 ave week decrease in the times taken for determining our householder applications from 11.04 weeks reported in PPF11 to 9.6 weeks in the PPF 12 reporting period. More significant is the sustained performance improvement evident over quarters 3 and 4 of the PPF 12 reporting period where the decision rate for householders was 8 weeks ave.</p> <p>The determination rate for local applications also improved from 15.7 ave weeks reported in PPF11 to 14.8 weeks in PPF 12 reporting period. Again consistent with the figures noted above in relation to householder performance local applications performance in Q4 PPF12 had improved further to 13.8 ave weeks. (This improvement trend has continued in Q1 of the current year with determination rates now achieving 10 ave. Weeks.)</p> <p>Performance for major applications has also improved significantly with the determination rate improving from 34.1 weeks reported in PPF11 to 16.6 weeks for PPF12.</p> <p>Due to the improved performance with majors, locals and house holders application performance in PPF12 reporting period we marked ourselves Green for this category for PPF12. We are confident that performance for the period 2023-24 will consistently deliver similar if not better performance to the extent that Fife Planning Service will match the Scottish Average going forward on a consistent basis.</p> <p><b>Evidence: Case Studies 1,2 and 4, Scottish Government performance figures</b></p>

No	Performance Marker	RAG Rating	Source/Evidence
2.	<p><b>Processing agreements:</b></p> <ul style="list-style-type: none"> <li>offer to all prospective applicants for major development planning applications; and</li> <li>availability publicised on website</li> </ul>	<p><b>GREEN</b> (Green in PPF 11)</p>	<p>All applications continue to be project managed. As reported in PPF 11 Planning Services offer Processing Agreements to all applications not just for Major applications.</p> <p>In the PPF 12 reporting period 78% of major applications processed in Fife have been subject to processing agreements. This is significantly more than in PPF11 (4%) however the statistics are based on small numbers of applications. All major applications are project managed by a dedicated team.</p> <p>Information about processing agreements and forms are published on our website.</p> <p><b>Evidence: National Headline Indicators, <a href="#">Fife Council website</a>, Case studies 2 and 4</b></p>
3.	<p><b>Early collaboration with applicants and consultees</b></p> <ul style="list-style-type: none"> <li>availability and promotion of pre-application discussions for all prospective applications; and</li> <li>clear and proportionate requests for supporting information</li> <li>Liaise with home builders and encourage early collaboration and proportionate assessment.</li> </ul>	<p><b>GREEN</b> (Green in PPF 11)</p>	<p>Information on formal <a href="#">pre application</a> processes and wider online advice is provided. The take up of pre app advice in the PPF12 reporting period was 5% (134) of applications. While this is a drop from the figure reported in PPF11 information online has been improved to assist customers</p> <p>Guidance and information on our <a href="#">pre application</a> processes is published on our website.</p> <p>Clear and proportionate guidance to prospective applicants is provided to assist applicants in submitting comprehensive information at the point of submission. The Service continue with meetings with agents, consultants and developers.</p> <p><b>Evidence: National Headline Indicators, , . Case Studies 1, 2 and 4</b></p>
4.	<p><b>Legal agreements: conclude (or reconsider) applications after resolving to grant permission reducing number of live applications more than 6 months after resolution to grant (from last reporting period)</b></p>	<p><b>GREEN</b> (Amber in PPF 11)</p>	<p>Joint working continues with Legal Services to improve the processing time taken to conclude legal agreements. The planning service continues to engage with legal services early in the process and all S75s are managed through the process to conclusion while also keeping applicants and developers fully updated and informed of the process.</p> <p>The Service reported an average of 38.2 weeks in PPF11. No major applications were subject to legal agreements in the PPF12 reporting period While the reported time taken has increased to 50 weeks for local applications this statistic is based on one case so is not particularly meaningful in relation to overall performance and ongoing close working with legal services.</p> <p>The project management and focus on progressing legal agreements through to conclusion is reflected in our overall improved performance in our throughput of applications, all timescales are discussed with applicants to ensure they are aware and informed of the legal decision-making process.</p> <p><b>Evidence: National Headline Indicators- Planning/Legal Agreements</b></p>
5.	<p><b>Enforcement charter updated / republished within last 2 years</b></p>	<p><b>GREEN</b> (Green in PPF 11)</p>	<p>Enforcement Charter Updated March 2022</p> <p>Our <a href="#">Enforcement Charter</a> is up to date. The Charter was updated and refreshed within the 2 year period to ensure it was updated to reflect business priorities and customer feedback, and a LEAN review.</p> <p><b>Evidence: National Headline Indicators and <a href="#">Fife Council Website</a></b></p>

No	Performance Marker	RAG Rating	Source/Evidence
6.	<p><b>Continuous improvement:</b></p> <ul style="list-style-type: none"> <li>• progress/improvement in relation to PPF National Headline Indicators; and</li> <li>• progress ambitious and relevant service improvement commitments identified through PPF report</li> </ul>	<p><b>GREEN</b> (Green in PPF 11)</p>	<p>The Service has improved in this category for PPF12 largely due to the extent of improvements and adaptations which we have put in place to improve and develop the service.</p> <p>The decision-making timescales for major applications has improved from 34.1 weeks to 16.6 weeks in the PPF12 reporting period. Local applications have also improved from 15.7 weeks in PPF11 to 14.8 wks/ave in the PPF 12 reporting period. Householder applications processing time has reduced against a background of a significant increase in volume of applications which started in Q3 and Q4 of 2020/21 as reported in PPF11 and this continued for a significant part of the PPF12 reporting period. We have processed just over 2000 applications in the PPF12 reporting period.</p> <p>While the number of legacy cases on hand at the end of the reporting period increased from 9 at the end of the PPF 11 reporting period to 40 cases at the end of the PPF 12 period, we have cleared a further 64 cases in the PPF12 reporting period (75 reported cleared in the PPF 11 reporting period).As this statistic represents a snapshot on the 31<sup>st</sup> of March 2023 it is a dynamic process and at the end of Q1 2023/24 the number of legacy cases over 1 year old had reduced back to 11.</p> <p>In the context of the role out of innovative approaches to our business, the implementation of new working arrangements and adaptations to our business, as well as managing a significant increase in application volume of householder applications we consider we have demonstrated overall improvements</p> <p><b>Evidence: Case Study 3,4,5 and 6, Delivery of Service Improvement Objectives 2022-2023; National Headline Indicators table and Case Studies referenced in PPF12.</b></p>
7.	<p><b>Local development plan less than 5 years since adoption</b></p>	<p><b>N/A</b> (Green in PPF 11) See note below in National Headline Indicators-Key Outcomes Development Planning</p>	<p>Fife Council <a href="#">adopted 'Fifes Local Development Plan (FIFEplan) (LDP) on 21<sup>st</sup> September 2017.</a></p> <p><b>Evidence: National Headline Indicators and <a href="#">Fife Council Website.</a></b></p>
8.	<p><b>Development plan scheme – next LDP:</b></p> <ul style="list-style-type: none"> <li>• on course for adoption within 5 years of current plan(s) adoption; and</li> <li>• project planned and expected to be delivered to planned timescale</li> </ul>	<p><b>GREEN</b> (Green in PPF 11)</p>	<p>The LDP review is being project managed and undertaken under the provisions of the Planning (Scotland) Act 2019 which requires LDPs are reviewed in a 10-year cycle. FIFEplan 2 preparation timescales were included in a revised Development Plan Scheme published in November 2022. It is planned that FIFEplan will be replaced by FIFEplan 2 in March 2027 within 10 years of the adoption of the current LDP.</p> <p><b>Evidence: <a href="#">Development Plan Scheme</a></b></p>
9.	<p><b>Elected members engaged early (pre-MIR) in development plan preparation – if plan has been at pre-MIR stage during reporting year</b></p>	<p><b>N/A</b></p>	<p>Elected members have been engaged and kept informed as the Evidence Report for FIFEplan 2 is developed. This has taken place through Members' briefings and workshops, <a href="#">Fife Council website</a>, <a href="#">twitter</a> and the Development Plan Update (E-Bulletin).</p> <p><b>Evidence: Members' briefings and workshops, <a href="#">Fife Council website</a>, <a href="#">Twitter</a>, and <a href="#">Development Plan Update (E-Bulletin).</a></b></p>

No	Performance Marker	RAG Rating	Source/Evidence
10.	<b>Cross sector stakeholders* engaged early (pre-MIR) in development plan preparation – if plan has been at pre-MIR stage during reporting year *including industry, agencies and Scottish Government</b>	N/A	<p>An engagement strategy has been developed for the FIFEplan 2. Key Agency Group stakeholder engagement has started along with informal engagement with Fife’s communities. Further stakeholder engagement will be reported in PPF13.</p> <p><b>Evidence:</b> <a href="#">Fife Council website</a>, <a href="#">Twitter</a>, and <a href="#">Development Plan Update (E-Bulletin)</a>.</p>
11.	<b>Regular and proportionate policy advice produced on information required to support applications.</b>	<b>GREEN</b> (Green in PPF 11)	<p>As reported in case studies we have continually updated our website and worked with customers to keep them informed as to how our processes have changed and adapted. We have updated our Enforcement Charter twice within the 2 year cycle to make sure it is up to date. We have also ensured that we have been proactive in updating our web site to ensure advice is available to customers looking to submit applications or engage with us. We have implemented changes to our processes and methods of communication as a result of the meetings with agents: such as changes to the wording of reasons for time extension in standard letters, enhanced case officer contact information)</p> <p><b>Evidence:</b> Case study 4</p>
12.	<b>Corporate working across services to improve outputs and services for customer benefit (for example: protocols; joined-up services; single contact arrangements; joint pre-application advice)</b>	<b>GREEN</b> (Green in PPF 11)	<p>Expanding and embedding corporate working across a number of Services particularly Education, Property, Economic Development and Housing and we report on examples in the Case Studies in this PPF. Colleagues in Climate Change and Zero waste are engaged with many Fife Council services to assist and direct the response to the Climate Emergency. This important role continues to evolve and expand.</p> <p>As noted above the Service offers <a href="#">pre application</a> advice on all applications, and we proactively include consultation responses and advice from internal Council Services wherever possible.</p> <p>In addition, the Services extensive CPD programme has also assisted in improving knowledge and understanding between services and teams within the Council. The CPD programme has been maintained and developed throughout and emerging from the pandemic period shifting to an online format. This has increased the participation and reach across different services of the council.</p> <p>Case study 6 exemplifies the holistic approach of Fife Council Planning in developing new routes into the planning profession and how we have worked proactively with planning schools and particularly the University of Dundee.</p> <p><b>Evidence:</b> <b>Case studies 1, 2, 3, 5, and 6</b></p>
13.	<b>Sharing good practice, skills and knowledge between authorities</b>	<b>GREEN</b> (Green in PPF 11)	<p>The Service actively participate in in-house and external facilitated training through our Continuous Professional Development (CPD), programme; Royal Town Planning Institute (RTPI), Heads of Planning Scotland (HoPS), Society of Local Authority Chief Executives, (SOLACE), National Association of Planning Enforcement (NAPE), FTBSF (Fife Traditional Building Skills Forum), Community Planning and work with other Planning Authorities and Key Agencies.</p> <p>The Service proactively feed into and influence responses to emerging policy and planning issues directly and through HoPS and other national bodies.</p>



No	Performance Marker	RAG Rating	Source/Evidence
			<p>Reported in case study 3 how we have worked with other Fife Council services in the LDP preparation. Initiatives such as this are fed back and shared through our participation with HOPs and other agencies. The work undertaken within case study 5 provides evidence of the inter service working and the information is available for customers and other bodies and organisations to draw on.</p> <p><b>Evidence Case Study: 1,3 and 5.</b></p>
<p>14.</p>	<p><b>Stalled sites / legacy cases: conclusion or withdrawal of old planning applications and reducing number of live applications more than one year old</b></p>	<p><b>GREEN</b> (Green in PPF 11)</p>	<p>This marker is an indicative “snapshot” in time and “stalled sites” have increased on the number reported in PPF11 from 9 to 40 on hand in PPF11. This however is only reflective of the raw numbers reported on the 31 March 2023, we have cleared 64 legacy cases in PPF12 period less than the 75 reported in PPF11.</p> <p>Legacy cases continue to be proactively managed and progressed in collaboration with applicants.; at the end of Q1 2023/24 the number of legacy cases over 1 year old had reduced to 11.</p> <p>Given the large number of legacy cases we have progressed in the PPF11 and into the PPF 12 reporting periods show that we have still progressed in this area and area continuing to clear legacy cases.</p> <p><b>Evidence: National Headline Indicators</b></p>
<p>15.</p>	<p><b>Developer contributions: clear and proportionate expectations set out in development plan (and/or emerging plan); and in pre-application discussions</b></p>	<p><b>GREEN</b> (Green in PPF 11)</p>	<p>Fife Development Plan Scheme 2020 (11th edition) Continue offering and promotion of pre application advice. Policy expectations set out in Supplementary Guidance in Making Fife's Places.</p> <p><b>Evidence: Case Studies: Case Study 1,2 4. and 5.</b></p>

## 4. Qualitative & Narrative Case Studies

The following case studies provide examples of how our processes enable us to deliver an efficient and effective planning system for the people and communities of Fife. They illustrate how we actively listen to our customers and shape improvements around their feedback. We continue to innovate and develop the Planning Service in Fife to meet the challenges: both economic and technological and provide a forward-thinking flexible and responsive service to achieve sustainable economic growth and address climate change. The case studies illustrate some of the ways in which Fife planning influences development on the ground and highlight examples of cases where the planning process and planning staff have influenced outcomes and achieved improved quality of development. We continue to review and critically assess how and what we do in terms of processes and services we deliver and use LEAN as a business improvement tool. We have continued to develop and refresh our range of guidance to build on the policy framework set out in FIFEplan and since February 2023 update our guidance as required to reflect NPF4, as well as ensuring all colleagues are aware of the recent changes to Permitted Development Rights.

Our proactive approach to how we deliver our services and critically assess and review our business processes provides us with the ability to face the challenges presented by continuing financial pressures and legislative changes while ensuring we meet the needs of our customers.

The case studies below highlight a snapshot of the broad range of activities and initiatives which we have delivered within the PPF12 reporting period.

# Quality of Outcomes

The following case studies demonstrate the added value delivered by planning on the ground.

## Case Study 1: Dunfermline Learning Campus: Delivering Development

Following the Scottish Government announcement of funding for a new Dunfermline Learning Campus (DLC) in September 2019; comprising of a joint learning campus bringing together pupils, students and staff at Woodmill High, St Columba's High School and Fife College; Fife Council (Education Service) and Fife College worked together to deliver a shared vision for a unique, high quality, low carbon and digitally enabled learning environment.

The DLC proposed to deliver:

- Two new secondary schools to replace the existing Woodmill High School and St. Columba's High School. The combined school role would accommodate 2,700 pupils with 246 staff.
- A new College Campus building, comprising accommodation to support innovative learning, business engagement, learning pathways and associated supporting facilities. The college role would be 2,500 full time equivalent students with 350 staff.
- The Campus also aimed to provide supporting infrastructure and services for the schools and Fife College, with some shared elements.

The 'former Freescale' site, situated within the north east of Dunfermline, was identified as a location for the DLC development following the undertaking of a sequential assessment giving regard to the school catchment areas and large area of land needed to deliver the project. The 49.3ha brownfield site is bound by Dunlin Drive and Sandpiper Drive to the north and east; Calais Muir Wood to the south; and existing residential areas to the west. Beyond Sandpiper Drive to the east of the site is the M90; Fife Leisure Park and a roundabout are situated to the north, and there are further residential areas to the north west accessed from Dunlin Drive. The site predominantly comprised scrubland and areas of hardstanding following demolition of the Hyundai manufacturing facility which was never occupied. The site was owned and marketed by a third party organisation who sought to deliver a large scale mixed-use development on the site.

The application site was designated as an employment / development opportunity site (DUN 059 - Halbeath Interchange) within the adopted FIFEplan Local Development Plan (2017) based on a previously approved planning permission in principle application/masterplan for the site (11/04948/PPP - later amended by 14/00809/FULL) which included the application site and additional land to the west. The identified uses for the site were employment (18.3ha), education (3.7ha), hotel (0.46 ha), retail (1.36ha), residential (13.88ha) (450 units), green buffer (0.84ha) and open space (1.21ha). The application site sits within the Calais Muir Green Network Policy Area (reference: DUNGN07). Of the approved uses, only 225 residential units, and an access road through the application site to the residential units, had been delivered.

An application for planning permission in principle (PPP) was submitted by the site owners for a mixed use re-development of the site comprising a 23.39ha education campus (DLC), 620sqm nursery, 90 bedroom care home, 17 assisted living apartments, 1,180sqm pub/restaurant, 205sqm coffee drive thru, 16 pump petrol filling station (with ancillary convenience provision), and 225 housing units. This major application was considered by the Council's Central and West Planning Committee in May 2023, with Officers putting forward a recommendation of conditional approval. As well as considering the application against the provisions of

national planning policy, the Local Development Plan and other guidance with regard to design; amenity; impact on the road network and parking; trees; natural heritage; contamination and land stability; air quality; flooding and drainage; developer contributions; and sustainable development, the most significant challenge considered by the Planning Service was the loss of allocated industrial land, with the application considered to be contrary to the Local Development Plan as it would result in a shortfall in the supply of employment land in Dunfermline. This loss of industrial land was weighted against the opportunity to facilitate the redevelopment of a long-term vacant brownfield site – with the applicant submitting extensive marketing information detailing limited success of attracting Class 4, 5 and 6 users to development the site for employment uses since 2007. The Planning Service also gave weight to the identified need to deliver the DLC project (and the large area of land required for this) and that the proposed educational institutions would directly support employment sites through providing training and future labour, with Fife College offering many courses directly associated with industry and business, and being a large scale employer in its own right. In accordance with the Local Development Plan, and working with Fife Council’s Economic Development Officers, the Planning Service negotiated that a commuted sum payment would be required to compensate for the loss of allocated employment land; the commuted sum payment shall be invested to bring forward other planned employment sites in Fife. The application was subsequently approved in line with the officer recommendation.

Included in the conditions was the requirement for a design framework to be developed for the education land to guide future applications through landscaping, drainage, building design (including massing, height, materials and orientation), public art and access. This condition was included by officers to ensure that the development would deliver a visually co-ordinated and connected education campus.

Following approval of the PPP application, separate approval of matters specified in conditions (AMSiC) applications were prepared by Fife College and Fife Council Education Service. Owing to the target August 2024 opening date of the replacement secondary schools and need to finalise the applications, the Planning Service supported the approach of an infrastructure works application – enabling essential ground preparation and roads works to commence of site at an early opportunity – being submitted in advance of the two detailed applications for the buildings.

The submitted design framework set out how the two education establishments would deliver the accessible shared campus which was envisioned for the site by the planning service, noting the site’s key location as a gateway to Dunfermline and desire to create a memorable civic landmark. The design framework detailed the proposal to develop a high-quality combined masterplan and landscape in partnership between the college and secondary schools to deliver high quality external spaces and active public realm. Whilst a common approach to (hard and soft) landscaping would be delivered across the campus, with the college and secondary schools also sharing a public realm spine/movement network and blue-green infrastructure (including rain gardens and swales), the design framework gave scope to enable the college and secondary schools to design unique buildings to meet their identified needs. This led to the design of the buildings which take cognisance of one and other in their heights, massing, footprints, finishing materials and use of passive building principles. Whilst the buildings would be detached structures of differing heights and shapes, there would be a visual commonality to ensure the shared learning environment is apparent, with the buildings making a positive contribution to the landscape both individually and together. The school and college buildings were anecdotally described as being ‘siblings not twins’ by a member of the design team.

The Climate Change and Zero Waste (CCZW) team within the Planning Service collaborated with the Education Service when designing the secondary schools building to push the development to achieve the Net Zero Public Sector Building Standard. To achieve this, the secondary schools building was designed to Passivhaus standard with low energy and heat demands; the base electricity demand shall be powered by roof top solar PV panels. Similarly, the Fife College building was designed to maximise energy performance through a fabric first

approach, with the project forming part of a Scottish Futures Trust Pathfinder initiative for the Net Zero Public Sector Buildings Standard.

The contemporary designed college development will comprise of a circa 10,000sqm building made up of a main four storey Learning and Teaching block which would be connected to a two storey sports block and a two storey Engineering and Construction block . . As part of the development, an existing road through the site will be stopped-up for vehicles, with a pedestrianised area in front of the main entrance to the college building. The secondary schools development shall comprise of a three storey circa. 13,500 building designed to accommodate two independent schools – making use of shared spaces and services internally. The school’s development would also include six external sports pitches (mix of synthetic and natural grass), athletics facilities and MUGAs. The joint campus shall be accessible from a north-south link road through the site, as well as a number of shared use paths which connect north, south and west.

Construction is now well under way on the site, with BAM Construction on course to complete the secondary schools for an August 2024 opening. Balfour Beatty, constructing the college, are similarly working towards a 2024 opening.



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*“Fife Council and our planning consultant team have welcomed the collaborative working relationship on our £120m Dunfermline learning Campus project with the Planning Service at Fife Council. The Planning Service*

*have been involved straight from the early masterplan stage which gives a much better understanding of the overall objectives of the project.*

*The success of the relationship is regular and structured communications and ensuring that all parties are aware of the live issues and challenges. This approach was refreshing and allowed all parties to work together. This collaborative approach greatly assisted the understanding of the requirements from each of the key parties to achieve the critical planning milestone dates on this key Fife Council infrastructure project.”*

*Raymond Johnston, Service Manager, Fife Council Property Services.*

## Summary

<b>Case Study Title</b>	
Dunfermline Learning Campus	
<b>Location and Dates:</b>	
Freescale Site, Dunfermline 2020-2023	
<b>Elements of a High-Quality Planning Service this study relates to:</b>	
<ul style="list-style-type: none"> <li>• Quality of outcomes</li> <li>• Quality of service and engagement</li> <li>• Delivering development</li> </ul>	
<b>Key Markers:</b>	
<ul style="list-style-type: none"> <li>• Decision making</li> <li>• Processing agreements/Project management</li> <li>• Early collaboration with applicant and consultees on planning applications</li> <li>• Legal agreements</li> <li>• 11. Production of regular and proportioned policy advice</li> <li>• 12. Corporate working across services to improve outputs and services for customer benefit</li> <li>• 14. Stalled sites/Legacy cases</li> </ul>	
<b>Key Areas of Work:</b>	
<ul style="list-style-type: none"> <li>• Design</li> <li>• Climate change</li> <li>• Biodiversity</li> <li>• Regeneration</li> <li>• Masterplanning</li> <li>• Local Develop Plan &amp; Supplementary Guidance</li> <li>• Economic Development</li> <li>• Development Management Processes</li> </ul>	<ul style="list-style-type: none"> <li>• Planning Applications</li> <li>• Interdisciplinary Working</li> <li>• Collaborative Working</li> <li>• Community Engagement</li> <li>• Placemaking</li> <li>• Project Management</li> <li>• Transport</li> <li>• Active Travel</li> </ul>
<b>Stakeholders Involved:</b>	
<ul style="list-style-type: none"> <li>• General Public</li> <li>• Local Developers</li> <li>• Key Agencies</li> </ul>	<ul style="list-style-type: none"> <li>• Planning Committee</li> <li>• Authority Planning Staff</li> <li>• Authority Other Staff</li> </ul>
<b>Overview:</b>	
Regeneration of a long-term vacant area of land within Dunfermline through masterplanning a mixed-use development incorporating the Scottish Government backed Dunfermline Learning Campus.	
<b>Goals:</b>	
To provide a high-quality designed contemporary and co-ordinated learning environment for Fife College, Woodmill High School and St Columba’s RC High School on a single campus within Dunfermline, with the buildings themselves of the highest environmental and sustainable design built to achieve Passivhaus Standard and the Net Zero Public Sector Building Standard.	
<b>Outcomes:</b>	
This project illustrates how successful discussions and collaborations between the Planning Service and applicants can deliver a well-designed and readily accessible development which meets the operational requirements of the different users whilst also providing an enhanced public realm through a co-ordinated approach to the design of the buildings, shared spaces, landscaping and infrastructure.	
<b>Name of key officer(s): Katherine Pollock (Lead Professional) and Bryan Reid (Lead Professional)</b>	

# Quality of Outcomes

## Case Study 2: Affordable Housing, Guardbridge

A Registered Social Landlord (RSL) applied to construct 30 affordable homes, on a non-allocated site within the countryside, towards the northern edge of the Guardbridge settlement boundary. The application site was greenfield and at the time of application, was used for agriculture purposes. The proposed development represented a second phase of affordable development, further to the 56 units which had been fully constructed directly to the south of the application site. The applicant's objectives were to provide a good mix of energy efficient affordable housing units, whilst creating a welcoming and pleasing environment. One of the key design objectives was to continue a strong building line along the frontage of Toll Road.

Given the proposal was for residential development out with a settlement boundary, Fife Council Planning Officers were required to identify whether the general principle of housing on this non-allocated site was acceptable. Fife Council's Housing and Neighbourhood Services Team were initially consulted who advised that there was a high need for affordable housing within Guardbridge and that the site had been identified within the Strategic Housing Investment Plan (SHIP). In accordance with the Local Development Plan, an affordable housing development which was adjacent to an existing settlement boundary was therefore acceptable.

Early in the application process and through discussions with Education Services, it was identified that there was a critical education capacity issue at Guardbridge Primary School. Furthermore, there was no available solution to provide additional capacity, due to constraints arising from the limited space which was available within the existing school grounds. Whilst the applicant was willing to pay a Planning Obligation to mitigate the impact, given there was no identified solution, this was not a viable option.

Fife Council Planning Services worked proactively with both the applicant and Education Services to identify a positive way forward for the proposal. It was identified that if the development was to be for affordable housing specifically for persons aged over 55 years old, this would have a very limited, impact on the existing education capacity issue. The applicant agreed that they would be agreeable to a condition being attached to any future consent, requiring that the occupancy of the development was to be restricted to those aged over 55 years of age. This approach was also discussed with Fife Council's Legal Services who advised that it was a competent way to address the education critical capacity issue.

The application was subsequently withdrawn to allow the applicant further time to revise their house types to meet the new scope of the proposal. The applicant was also advised of their right to a free resubmission, if resubmitted within 1 year of the initial validation date.

The revised application was submitted shortly after and whilst the proposal was still for 30 affordable units, the application form specifically stated that the units would be exclusively for those aged over 55 years old. The revised site plan was subsequently reviewed and whilst it was welcoming to see access connections through from the Phase 1 development to the south, additional points of both vehicular and pedestrian access were requested from Toll Road. Through discussing these requirements with the applicant, a revised site plan was subsequently submitted and agreed.

Whilst the application resulted the loss of an area of prime agricultural land, the development was in full accordance with the Local Development Plan. It provided affordable housing on a site that met the edge of settlement development criteria whilst addressing an affordable housing shortfall in the area. Mitigation



measures such as appropriate landscaping and boundary treatments ensured that the development would not adversely impact on the visual appearance of the adjacent settlement or wider countryside setting. Within the site, the use of timber fencing as a boundary treatment was limited to provide higher quality, robust finishes. The development also opted to provide Air Source Heat Pumps which negated the need for the use of gas boilers, helping to address the climate emergency. Electrical vehicle charging points were also installed within the communal parking courts.

All pre-commencement conditions were discharged prior to works commencing on site and Planning Services was kept informed of any issues that arose during the construction period. The development is now fully complete, and a Planning Services team site visit was organised with the RSL in attendance. The team site visit was a valuable exercise to learn how key urban design principles had been applied in a real-world example.



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FRONT ELEVATION

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#### “ [Experience of assessment process: 20/00686/FULL](#)

*An initial planning application was submitted in March 2020 for a development of 30nr AH units. This progressed well initially but we unfortunately experienced delays in establishing the education position.*

*When received, it was established that the proposed development could not come forward for several years due to capacity restrictions at the primary school.*

*Discussions were held with Fife Council planning department and the decision was taken to withdraw the application in November 2020.*

#### [Planning application reference 20/03249/FULL -](#)

*A subsequent planning application was submitted in December 2020 for a development of 30nr AH units for those aged 55 and over.*

*The over 55 designation removed the education issue experienced with the initial application. The assessment process ran smoothly, helped in part by the correspondence related to the initial application.*

*The overall assessment process and experience was positive, with good communication between parties, and approval received in April 2021.*

Thoughts on completed development:

*We are very pleased with the layout and presentation of the completed development. We feel it integrates well, with good connectivity to the existing development and is a positive addition to the existing housing on Toll Road. ”*

Mike Hay, Campion Homes



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## Summary

<b>Case Study Title</b>	
<b>Toll Road Affordable Housing Development (Over 55s)</b>	
<b>Location and Dates:</b>	
Guardbridge, Fife	
<b>Elements of a High-Quality Planning Service this study relates to:</b>	
<ul style="list-style-type: none"> <li>• Quality of outcomes</li> <li>• Quality of service and engagement</li> <li>• Culture of continuous improvement</li> </ul>	
<b>Key Markers:</b>	
<ul style="list-style-type: none"> <li>• 1. Decision making</li> <li>• 3. Early collaboration</li> <li>• 6. Continuous improvements</li> <li>• 12. Corporate working across services</li> </ul>	
<b>Key Areas of Work:</b>	
<ul style="list-style-type: none"> <li>• Affordable Housing</li> <li>• Design</li> </ul>	<ul style="list-style-type: none"> <li>• Planning Applications</li> <li>• Collaborative Working</li> </ul>
<b>Stakeholders Involved:</b>	
<ul style="list-style-type: none"> <li>• Local Developers</li> </ul>	<ul style="list-style-type: none"> <li>• Authority Other Staff</li> </ul>
<b>Overview:</b>	
Development of an edge of settlement, greenfield site for the purposes of providing affordable housing for people aged over 55 years old.	
<b>Goals:</b>	
To create a well-connected residential development that addresses its visual impact on the adjacent settlement and its countryside surroundings, whilst having no significant impact on supporting infrastructure within the area.	
<b>Outcomes:</b>	
Delivered an attractive, modern affordable housing development that had no impact on the local primary school's ongoing critical capacity problem. The development partially addresses the high need for more affordable housing in the area through delivering more high-quality affordable housing stock. The development has recently been completed with units starting to be occupied.	
<b>Name of key officer(s):</b>	
<i>Jamie Penman – Planner (Priority and Major Planning Applications)</i>	

# Quality of Service Engagement

## Case Study 3: Living Well Locally

Evidence Report Preparation: Living Well Locally consultation work in Fife primary schools.

### **Intro**

Preparatory work for Fife's next Local Development Plan (LDP) got underway during 2021. New legislation requires planning authorities to prepare an Evidence Report that contains sufficient information to enable the planning authority to prepare an LDP. It was understood from the outset that early evidence gathering would be required in order to achieve a place based LDP that is informed by community views and aspirations.

### **What is Living Well Locally?**

In line with NPF4 Policy (Policy 15: Local Living and 20 minute neighbourhoods), Fife's next LDP will promote a Living Well Locally approach. [Living Well Locally, or the 20 minute neighbourhoods concept](#), is the idea of connected communities, where people can meet the majority of their daily needs within a reasonable walk, wheel, cycle or short trip of their home.

### **Fife Living Well Locally survey**

To develop the approach, the Policy & Place Team (P&P) within Planning Services first needed to identify Fife's baseline position in this subject area. It was recognised that both quantitative and qualitative data would be valuable in this respect. As no one is better placed than the people living in Fife's communities to tell us about where they live, a survey was developed for three case study areas in Fife to test the [Living Well Locally](#) approach. The short questionnaire invited participants to tell P&P about where they live, as well as about the services and facilities available to them in their communities.



ABOVE:- Poster advertising the survey in one of the case study areas.

To capture the views and aspirations of children, it was decided that a survey specifically for children would be advantageous. An engaging worksheet was created by a Graduate Planner (see image below) and circulated online as well as to head teacher bulletins via our colleagues in Education at Fife Council. However, compared with the adult Living Well Locally survey, participation uptake in the children’s survey was initially relatively low.

Children of Fife we need YOUR help!

We want you to imagine that your village is an island!  
We need your important thoughts to help to make sure that the future children of your village have everything they need to survive!

Explore the questions below and put your answer in the space available to help the Planning Team at Fife Council understand what is great about your area and what you think could be improved!

What village do you live in? -

What is your age? -

Are you a girl or boy?  
Girl  Boy

What clubs or sports do you take part in, in your area?

What's your favourite part of your village?

Do you feel safe in your village?

If you could add one thing to your village, what would it be?

How do you get to school?

Where do you play in your area?

Please email a photo of the completed worksheet to – [fife.devplan@fife.gov.uk](mailto:fife.devplan@fife.gov.uk)

ABOVE:- Children’s Living Well Locally worksheet. © Fife Council

**Children’s Living Well Locally Workshops**

Recognising that the worksheet could lend itself well in a workshop environment, P&P organised an afternoon of multiple classroom workshop sessions at Freuchie Primary School in October 2022. The workshop sessions were facilitated by Planner and structured as follows:

Item	Approximate time allowance
<p><b>Introduction</b></p> <ul style="list-style-type: none"> <li>• Introduction to the class</li> <li>• Ask the children what they think planning is and what planners do</li> <li>• Filling-in the knowledge gaps</li> </ul>	5 minutes
<p><b>Explanation</b></p> <ul style="list-style-type: none"> <li>• Explanation for the visit</li> <li>• Brief description of the research project</li> <li>• Brief description of what a Local Development Plan is and where Fife Council is in the process of creating a new Local Development Plan</li> <li>• Explanation as to why the children’s views are important to Planning Services at Fife Council</li> </ul>	10 minutes

<ul style="list-style-type: none"> <li>Brief description of what the workshop would entail and what the children would be required to do</li> </ul>	
<p><b>Workshop</b></p> <ul style="list-style-type: none"> <li>Each class was divided into teams and allocated a planner to facilitate the session</li> <li>Each team was provided with various maps of their settlement and key locations were marked on the maps (primary school, play park, local shop etc) to assist the children in wayfinding. Pens, highlighters and sticky notes were also provided to support the sessions.</li> <li>Using the maps as a prompt, the children were encouraged to complete the worksheet and share what they liked about where they live and what they thought could be improved. Where classroom SMART boards were available these were used to look at the settlement in more detail such as on Street View on Google.</li> </ul>	<p>20 minutes</p>
<p><b>Feedback</b></p> <ul style="list-style-type: none"> <li>The class was brought back together after the workshop and invited to share their thoughts and views on where they live and the improvements they would like to see.</li> </ul>	<p>10 minutes</p>

The maps and worksheets prompted discussion in groups where children were encouraged to share their views of and aspirations for their communities. These discussions were incredibly insightful and helped Planning Services to understand what the children enjoyed about where they live and what they felt could be improved. The workshops at Freuchie Primary School were very successful and enjoyed immensely by the children. The classes particularly enjoyed pouring over the aerial imagery maps to identify where they live, the route they use to travel to school and locations where new facilities could be delivered in the future (including arcades, water parks, sports facilities etc!).

Following the success of these workshop sessions, head teachers at local primary schools across Fife were contacted offering time to run classroom workshops as part of the research project. Multiple primary schools expressed interest in participating in the Children’s Living Well Locally Workshops. To ensure each primary school could be accommodated, the original task team was divided in two and young planners within Planning Services were offered the opportunity to help facilitate one or more of the workshops. This problem-solving approach helped to ease time resource pressures and also provided young planners at Fife Council with the opportunity to attain valuable consultation experience in schools.

Between October 2022 - February 2023 around 10 primary schools participated in the research project and multiple workshops were facilitated at each primary school to capture thoughts and views from children of a variety of ages (see images below). The workshops followed the format of the initial pilot workshops at Freuchie Primary School, were each successful, and enjoyed by all.



ABOVE:- Fife Council Planners facilitating workshops in multiple Primary Schools across Fife © Fife Council

“ Thank you so much for the input this afternoon with P3/4/5. The kids loved it and were still wanting to discuss it when you all left. Everyone who was part of your team were great with the children, which we don't always get, so as a class teacher I was very appreciative of your approach and engagement with my class. Thanks again. ”

Primary Teacher, North Queensferry Primary School

**How will the survey support our work?**

The results from completed surveys will help Planning Services understand what is working well and what could be improved in communities in terms of Living Well Locally. This knowledge will inform thinking around Living Well Locally and influence Fife Council’s next Local Development Plan.



## Summary

<b>Case Study Title</b>	
Living Well Locally consultation work in Fife primary schools	
<b>Location and Dates:</b>	
Various primary schools throughout Fife between October 2022 – February 2023.	
<b>Elements of a High-Quality Planning Services this study relates to:</b>	
<ul style="list-style-type: none"> <li>Local Development Plan</li> <li>Quality of outcomes</li> <li>Promoting a Plan-Led System</li> </ul>	<ul style="list-style-type: none"> <li>Quality of service and engagement</li> <li>Collaborative working</li> </ul>
<b>Key Markers:</b>	
<ul style="list-style-type: none"> <li>3. Early collaboration</li> <li>6. Continuous improvement</li> <li>7. Local Development Plan</li> <li>9. Elected members engaged early</li> </ul>	<ul style="list-style-type: none"> <li>10. Cross sector stakeholder engaged early</li> <li>12. Corporate working across services</li> <li>13. Sharing good practice, skills and knowledge</li> </ul>
<b>Key Areas of Work:</b>	
<ul style="list-style-type: none"> <li>Local Development Plan</li> <li>Collaborative working</li> </ul>	<ul style="list-style-type: none"> <li>Public consultation</li> </ul>
<b>Stakeholders Involved:</b>	
<ul style="list-style-type: none"> <li>Primary school children</li> <li>Teachers</li> </ul>	<ul style="list-style-type: none"> <li>Authority Other Staff (Education)</li> </ul>
<b>Overview:</b>	
<p>In line with NPF4 Policy (Policy 15: Local Living and 20 minute neighbourhoods), Fife’s next LDP will promote a Living Well Locally approach. To develop the approach Planning Services first needed to identify Fife’s baseline position in this subject area. To capture the views and aspirations of children, it was decided that a survey specifically for children would be advantageous. The survey presented an opportunity to deliver classroom workshop sessions in primary schools. The worksheet prompted discussion in groups where children were encouraged to share their views of and aspirations for their communities. Discussions were incredibly insightful and helped the Service to understand what the children enjoyed about where they live and what they felt could be improved. Between October 2022 - February 2023 around 10 primary schools participated in the research project and multiple workshops were facilitated at each primary school.</p>	
<b>Goals:</b>	
To capture thoughts and views from children with regards the communities in which they live to inform the Evidence Report and policy development for Fife’s next Local Development Plan.	
<b>Outcomes:</b>	
<p>As well as boosting the number of survey returns from children (providing invaluable qualitative data which will inform thinking around Living Well Locally and influence Fife Council’s next Local Development Plan), the workshop sessions also provided a platform to chat to children about the Fife Local Development Plan process and the work Fife Council planners do (the latter supporting <a href="#">Future Planners Project</a> ambitions).</p> <p>The workshop sessions were engaging, thoroughly enjoyed by the children and ultimately very successful. The workshops also provided an opportunity for young planners at Fife Council to attain valuable consultation experience in schools which has been helpful in a number of cases for RTPI L-APC submissions.</p> <p>The results from completed surveys will help Planning Services understand what is working well and what could be improved in communities in terms of Living Well Locally. This knowledge will inform thinking around Living Well Locally and influence Fife Council’s next Local Development Plan.</p>	
<b>Name of Key Officer:</b> Siobhan Brady (Planner, Policy & Place)	

# Culture of Continuous Improvement

## Case Study 4:

### Working with and Learning from our Customers

Following on from our customer recommendations made in PPF 11 we have undertaken the following:

- We have explored different ways to engage with our customers. We have improved our online customer guides so that customers can find the information they are looking for easier. This includes updating the content of our guides, moving them to a centralised webpage and increasing the number of hyperlinks taking them directly to the webpage.
- We have updated our contributor survey template which allows us to obtain feedback from customers commenting on Planning applications. This feedback will allow us to improve the way comments on applications are being dealt with. This has now been linked to a Power BI dashboard to provide better analysis.
- We have improved our customer response scripts used by our contact centre staff making the document more accessible by adding a screen reader and hyperlinks.
- We continue to provide a duty officer service to our customers. We have implemented a new hybrid way of working and can now meet customers face to face and digitally, using MS Teams.
- We found that staff may have IT problems whilst working remotely which is likely to impact on the application processing times. We introduced a Tech Support drop-in session once a month for staff to join in and raise any IT or technology issues they have.
- We initiated a meeting with our regular agents to create an agent's forum where they shared feedback on our customer service.

Some of the feedback we have received from our customers:

- “ Hi Natasha,  
Just a quick message to say thank you very much for all of your hard work that you put into our application. We are delighted to see the application being minted to grant subject to legals. Your report was very concise, and the way the representation's comments were cross referenced was thorough. It's a paper that stood out better than most other planners we have experienced recently which helped deliver a well processed application. The observation regarding the play area proximity to the suds pond can be addressed without compromise to the overall layout so we can work that one out via condition. Thanks again and enjoy your evening. ”
- “ Thanks again for all your work with this application and for meeting the targeted committee meeting - my client very much appreciates it. As said by John, the report is very detailed and, in my opinion, covers all aspects of the application very well. ”
- “ Hi, many thanks for today and all your advice / actions in getting the proposals to this point. Really appreciated and I look forward to next stages (I think)! ”
- “ Fife Council planning service have been exemplary in their approach to engaging with the home building sector. This has been particularly welcomed by Homes for Scotland (HFS) given the period of significant change and uncertainty that the planning system is currently experiencing. Early engagement meetings have allowed us to gain a clear understanding of Fife Council's direction of travel and timeline for their next 'new style' LDP. They also gave HFS and its members an opportunity to have open and transparent conversations about where the challenges may lie ahead and how they could be overcome for the benefit

*of all tenure housing delivery. Events such as the Fife House Builders Forum held on 7<sup>th</sup> March are to be applauded and an example of best practice for how local authorities and the home building sector can constructively engage going forward. Homes for Scotland look forward to continued positive engagement with Fife Council's planning service. ”*

Liz Hamilton, Director of Planning, Homes for Scotland

“ *Fife Council Planning provide an exceptional service which frequently surpasses our expectations in terms of timeliness, creativeness, and positive outcomes. We have developed a partnership approach which encourages a deep understanding of opinions within our respective organisations, and which ultimately leads to better decision-making in both the short and longer term. This collaborative approach has a positive impact on the built environment and also community in which we're embedded which extends far beyond individual planning applications. The skills, expertise, and professionalism displayed by the Fife Council team encourages innovative and imaginative solutions which is particularly welcomed in the move towards a net-zero future, which inevitably tests conventional thinking, and which provides a real-life example of the success of this approach. ”*

Mark Simpson, Director of Estates, University of St Andrews

“ *Miller Homes has a long-standing record of working with Fife Council's planning team on a range of new build residential projects in Fife, incorporating both private and affordable housing tenures across a range of greenfield and brownfield sites. Fife Council has demonstrated a clear “can do” approach to working on a broad range of what are often complex development and policy matters, from initial scoping exercises with multi-disciplinary teams to the detailed assessment of complicated, contaminated brownfield sites. Typically, we have seen dynamic and efficient teams running well organised assessments across multiple disciplines running to agreed timescales and remaining forward focussed in terms of client/customer engagement. Problem solving skills are consistently very well developed and staff at all levels are accessible, professional and manner able in their outlook and clearly take responsibility for their work. This demonstrates a very positive culture and is a lesson many Councils should learn now. This is an authority whose planning team stands head and shoulders above other Scottish Local planning authorities and it's a credit to the exceptional forward-looking vision for Fife that they are able to delivery and outstanding professional service that values and respects the applicant. Miller Homes has no hesitation whatsoever in commending Fife Council to this year RTPI planning Authority of the year and we look forward to a continued close working relationship. ”*

David Morgan, Land Director, Miller Homes

“ *I wanted to send an email to you as the manager of James, who is part of your Protected Trees department. He recently processed a request for my elderly father, which he had to help both myself and my dad with as it was incredibly complicated to navigate online. James was incredibly helpful throughout the whole process and was the best example of how to do the best customer service in such a situation. He is a great asset to your team, and I just wanted to pass this on. ”*

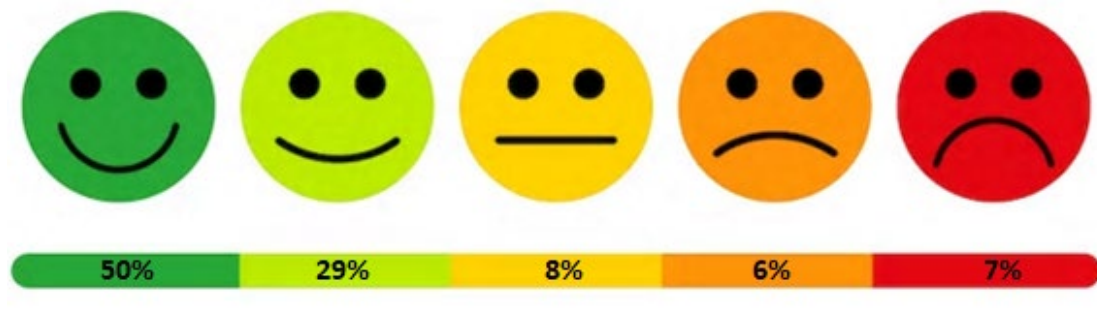
Many thanks Joanna McFarlane

During 2022/23 we have asked for feedback from customers, and this has been continued through our online survey, which is sent to the applicant/agent once an application has been determined. During the period of 1st April 2022 to 31st March 2023, the Development Management team sent 2829 invitations to customers asking them to complete our online survey. The survey has 16 questions with a mixture of open, closed and equality monitoring questions. The results of this survey are provided as a percentage of responses.



- ❑ 252 completed
- ❑ 9% return rate
- ❑ 69% completed by agents

## Overall Satisfaction Levels during 2022/23



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The following themes were highlighted by our customers: -

- Finding information online
- Application processing timescales
- Communication on the progress of a planning application

### Actions for 2023-24 PPF13 Reporting period -

- We will continue to investigate how we can use technology to provide improved communication to our customers. For example, we will continue to explore more ways in which we can provide notifications to customers at key stages in the planning application process. Our new mini website has been developed further and will soon include a live timeline where customers can enter either their application number or application site address then the stage their application is at will be displayed on the webpage.
- Whilst over the past years significant inroads have been made in reducing application processing times, the survey outcome shows this is still the most pressing concern for applicants and agents alike. The average processing time for Householder Applications (excluding Extension of Time and Processing Agreements) was 9.6 weeks during this reporting period. This shows an improvement from the last reporting period.
- We are currently collaborating with our IT team to create more interactive customer guides on the new mini website. The guides will include videos and visual demonstrations on how to carry out various planning functions online.
- We will continue to promote a Section 69 instead of Section 75, which helps reduce the time taken further as planning contributions are dealt with upfront.

- Our invalid application rate for this reporting period is 45%. Although the invalid application rate has improved since 2019 which was 61%, we will aim to reduce this rate further by improving our communication with our customer and providing interactive learning material.
- We will continue to hold open forums with our community councils and professional agents allowing us to obtain feedback which in turn helps to focus our priorities for improving our services, systems and advice.

## Summary

<b>Case Study Title</b>	
<b>Working and Learning from our Customers</b>	
<b>Location and Dates:</b>	
Customer Survey 1 April 2022 – 31 March 2023	
<b>Elements of a High-Quality Planning Service this study relates to:</b>	
<ul style="list-style-type: none"> <li>• Quality of outcomes</li> <li>• Quality of service and engagement</li> <li>• Culture of continuous improvement</li> </ul>	
<b>Key Markers:</b>	
<ul style="list-style-type: none"> <li>• 6. Continuous improvements</li> </ul>	
<b>Key Areas of Work:</b>	
<ul style="list-style-type: none"> <li>• Process Improvement</li> </ul>	<ul style="list-style-type: none"> <li>• Staff Training</li> </ul>
<b>Stakeholders Involved:</b>	
<ul style="list-style-type: none"> <li>• General Public</li> </ul>	<ul style="list-style-type: none"> <li>• Authority Other Staff</li> </ul>
<b>Overview:</b>	
<p>During 2022/23 we have asked for feedback from customers, and this has been continued through our online survey, which is sent to the applicant/agent once an application has been determined. During the period of 1st April 2022 to 31st March 2023, the Development Management team sent 2829 invitations to customers asking them to complete our online survey.</p> <p>The feedback allows the Planning Service to look at key areas for improvement in relation to Development Management.</p>	
<b>Goals:</b>	
<p>To listen and respond to customers</p> <p>To develop guidelines and processes to assist the customer.</p> <p>To look at innovative ways which will enable the customer to self-service through the use of technology.</p>	
<b>Outcomes:</b>	
<p>Outcomes from our 2022-23 survey that have been implemented: -</p> <p>We have introduced a new survey for customers commenting on planning applications. This survey provides us with valuable feedback and is now available on a Power BI Dashboard. We also now connect this survey to Power Automate which provides an alert when a customer wants direct contact.</p> <p>We have explored different ways to engage with our customers. We have improved our online customer guides so that customers can find the information they are looking for easier. This includes updating the content of our guides, moving them to a centralised webpage and increasing the number of hyperlinks taking them directly to the webpage they require.</p> <p>We found that staff on occasions have IT issues which could impact on the application processing times. We introduced a Tech Support drop-in session once a month for staff to join in and raise any IT or technology issues they have.</p> <p>We continue to provide duty officer service to deal with general enquiries and for customer who may require guidance on submitting planning applications. We continue to provide a call back service to our customers and can meet them face to face when required.</p>	
<b>Name of key officer:</b> Kerry Strachan, Planning Improvement Technician	

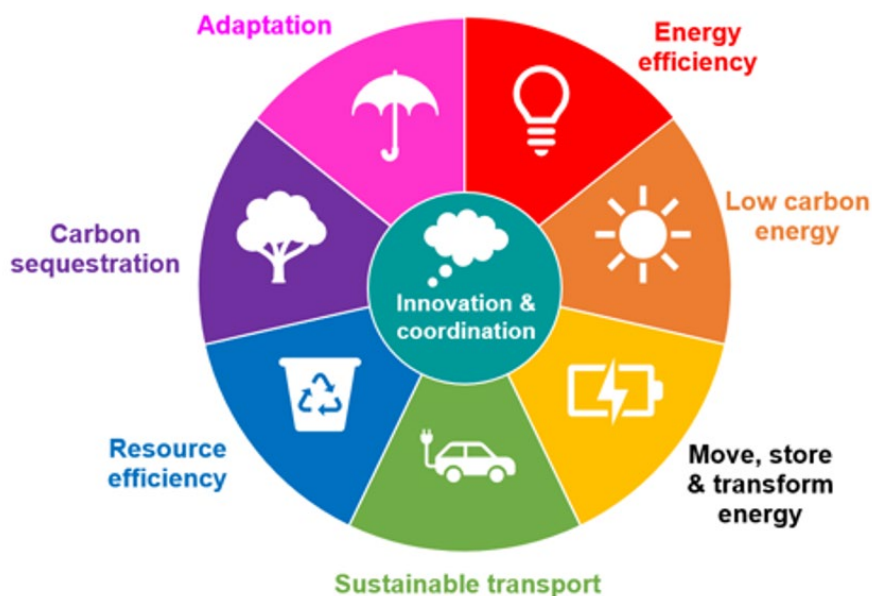
# Culture of Continuous Improvement

## Case Study 5:

### Climate Change

Fife Council declared a climate emergency in 2019, and in response to that developed the Climate Fife Strategy, including a Climate Risk and Vulnerability Assessment (R&VA). The development of the R&VA benefitted from Fife Council's liaison with Climate Ready Clyde and Adaptation Scotland to create a tailored list of hazards for Fife. The risks from these hazards were quantified in the 2019 R&VA and are being updated in 2023.

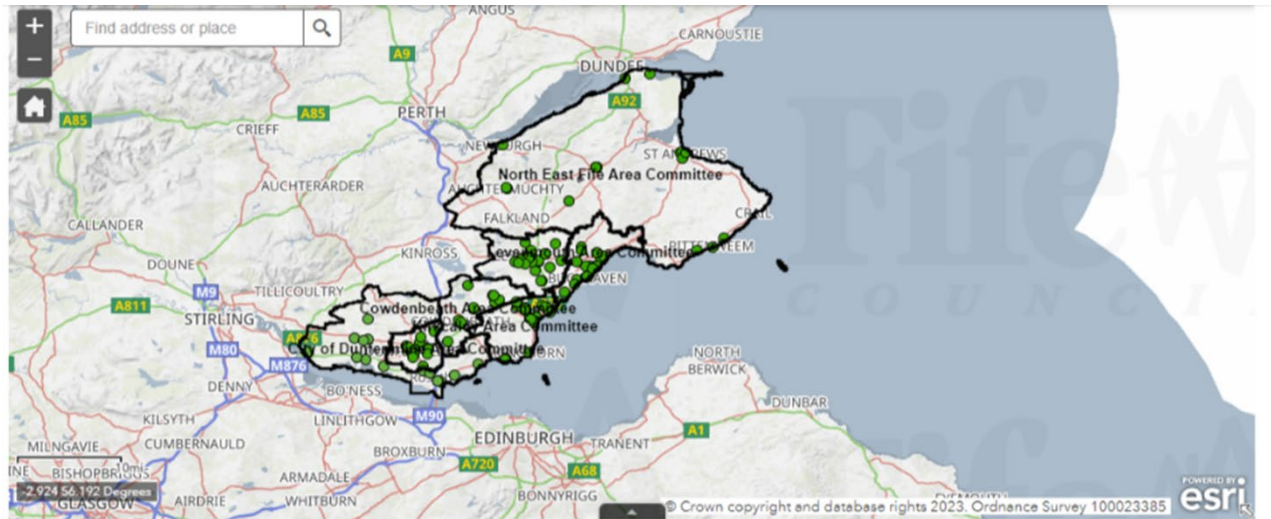
Applying learning from the 2019 Climate Risk & Vulnerability Assessment, a set of climate criteria were created to apply when potential future uses of vacant and derelict land were being considered. This enabled consideration of areas that would be well suited for example: solar power generation that could be consumed locally; flood plain; community growing area; rain garden.



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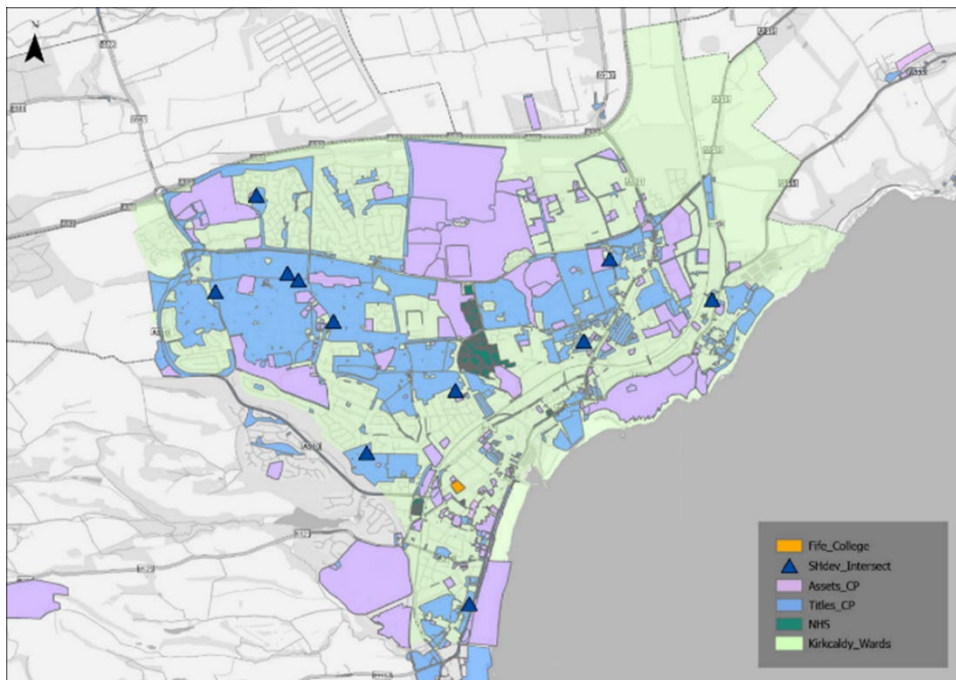
Benefits from the climate criteria for vacant & derelict land were then used to inform discussions with community planning colleagues which identified that there was an opportunity to create a tool to facilitate understanding of place-based climate risks and opportunities. The customised list of hazards from the Climate Risk & Vulnerability Assessment was applied to the Climate Place methodology.

The initial stage of the Climate Place project involved creating a map that illustrated public sector assets. We collaborated with colleagues in the Community Wealth Building team and published a user-friendly map of joint public sector assets to the Our Fife website. This enables communities to make the best use of the assets in their area and enabled us to use the same data to inform climate recommendations.



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Available climate hazard data sets (including flood risk, coastal erosion and drought severity) were input to the Geographical Information System (GIS) map and public sector assets for Fife Council, NHS Fife and Fife College were overlaid. Initially focussing on Kirkcaldy, the team applied geoprocessing tools to identify which public sector assets intercept climate hazards.



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Outputs identified a combination of fluvial, coastal, and surface water flooding to be the biggest climate hazards impacting Kirkcaldy at present and all are anticipated to become more frequent in the future. It was also identified that increased temperatures and drought conditions are expected to impact the area. The team also identified where there may be opportunities to reduce carbon emissions, for example to introduce community solar generation and community growing sites.



A weighted matrix methodology was developed for the assessment of land against climate opportunities and applied to sites identified by the GIS methodology outlined. The climate opportunity methodology follows the seven Climate Fife themes summarised in figure x. The tool has 7 different categories each containing several criteria with a scoring system that aims to identify the most appropriate climate opportunity for the area.

Mitigation measures were researched for both climate impacts and opportunities to reduce carbon emissions, and actions were recommended.

Through collaborating with colleagues in Transportation Services Flooding Team, the Climate Change and Zero Waste Team will continue to support on large scale water management activities providing a climate lens on a local level. We will also pursue local planting and landscaping to alleviate lower levels of flooding risks.

The table below highlights some examples of the climate opportunities that are covered by each theme.

<b>Climate Fife Theme</b>	<b>Example Climate Opportunities</b>
Adaptation	Current function of site to reduce climate adaptation eg if overgrown, does it meander/ divert water or protect neighbouring buildings from winds etc.
Energy Efficiency	Buildings to be constructed on the land should maximise energy efficiency to minimise energy demand throughout operational life.
Low Carbon Energy	Where sole purpose of a site (1), there are many options for type of low carbon energy to be generated. Some options and associated site criteria are geothermal, wind turbines, solar panels
Move, store, transform energy	A whole energy systems approach looks at minimising distribution, transmission and energy transformation losses by making smart choices about the most appropriate energy sources for a given time and location, and by joining networks and storage options together so that they work holistically.
Sustainable Transport	Opportunities for public paths, public transport and EV charging and storage.
Resource Efficiency	Local Food Growing
Carbon Sequestration	Soil improvement, Tree planting, Greenspaces.

The Climate Place methodology provides an opportunity to identify solutions that take a place-based approach and foster collaborative efforts to improve places.

## Summary

Case Study Title:	
<b>Climate Place</b>	
Location and Dates:	
Kirkcaldy Area - September 2022 to March 2023	
Elements of a High-Quality Planning Service this study relates to (please select all that apply):	
<ul style="list-style-type: none"> <li>• Culture of continuous improvement</li> </ul>	
Key Markers (please select all that apply):	
Key Areas of Work	
<ul style="list-style-type: none"> <li>• Climate change</li> </ul>	<ul style="list-style-type: none"> <li>• Place Making</li> </ul>
Stakeholders Involved	
<ul style="list-style-type: none"> <li>• General Public</li> </ul>	<ul style="list-style-type: none"> <li>• Authority Other Staff</li> </ul>
Overview:	
Goals:	
<p>The aim of the Climate Place project was to develop a methodology to assess opportunity for action that will maximise the use of public assets to drive change to respond to the Climate Emergency. In addition, the method was used to assess the climate risk to those assets and identify where mitigation measures can be implemented. This method was firstly applied on a local level in Kirkcaldy where local people and community organisations are also being supported to increase their capacity to deliver climate actions.</p>	
Outcomes:	
<p>The anticipated impacts of climate change are not new to Fife Council however this project provided a unique overview of climate impacts on a local level. Services such as Roads &amp; Transportation have already identified many of the hazards in the Kirkcaldy area associated with flooding but focus on Flood Management Plans and engineered solutions. We will continue to support colleagues throughout Fife Council tackling the impacts of climate change through their work through:</p> <ul style="list-style-type: none"> <li>• Natural Flood Management</li> <li>• Feasibility studies for green roofing on buildings that require new roofs</li> <li>• Insulating solar panels on vacant land</li> <li>• Community growing areas</li> <li>• Tree planting</li> <li>• Launching communications campaigns around summer heatwaves.</li> </ul> <p>The Climate Place methodology is also being used in work with community groups and providing support with local plans giving an input through a climate lens. In summer 2023 the Climate Change and Zero Waste team will run a workshop in Kirkcaldy with the Coalfields Regeneration Trust that applies key themes from the Climate Place project. The aim of this workshop is to allow participants to think about the climate impacts facing their local place, and to identify solutions that incorporate climate opportunities, supporting community action and climate resilience.</p> <p>This workshop is the next step to deliver benefits from the Climate Place methodology to identify climate risks and opportunities, deliver council and community actions to better adapt to climate impacts and to take climate friendly actions.</p>	
Name of key officer	
Shona M Cargill, Amee Scott and Kate Spalding	

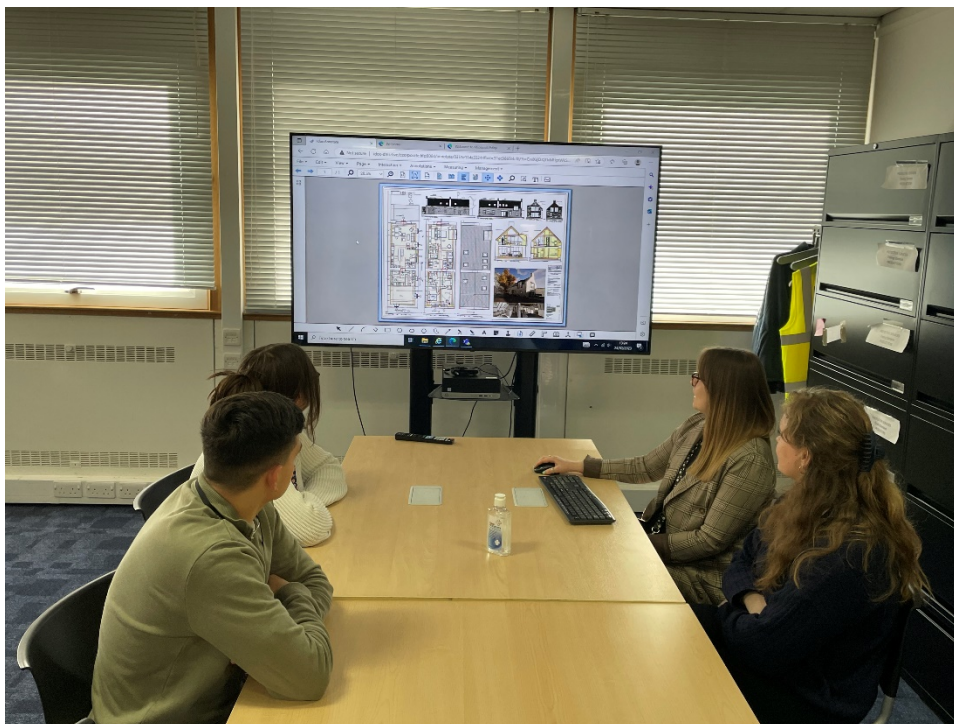
# Governance

## Case Study 6:

### Creating Pathways into Planning

Planning Services has continued to develop its workforce strategy over the reporting period, which has been aimed at creating opportunities for a younger workforce, to enable a streamline of planners into the earlier stages of their career. This has primarily been secured through Fife Councils Employability programme through its Workforce Investment Fund and service matched funding to a number of full and part time positions. The Services budget has recently been shaped to manage this continued and expected growth. We currently have an average workforce age of 42 with 28% colleagues under the age of 35.

Planning Services have created several routes into the planning profession in Fife by working with planning schools, in particular the University of Dundee. These routes include a mix of full and part time positions, the part time position which are aimed at students engaged in a course of planning study to gain 2 days per week experience over a period of a year. The full-time positions include 2 year graduate planner placements which are geared towards helping someone that has recently graduated gain the experience they need to become a chartered member of the RTPI. We have also entered into our second year of programme of internships with students from the University of Dundee gaining 30 hours of work experience. This is now likely to be run every year.



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Fife Planners, University of Dundee and Heriot Watt University students meeting to share experiences etc.

We have been working with Fife college in collaboration with the University of Dundee to create a route through the HNC in Architectural Technology and HNC in 3D Design courses to transition into year two of the planning course at the University of Dundee. We are currently actively working with Fife College to create opportunities for students through the HNC course to enable students to gain practical work experience within planning to promote the profession and we will report on this within our next reporting period. It is hoped that students will then be able to make an informed decision on whether planning is the right route for them and allow them to make the decision on whether they wish to pursue a career in planning. By continuing to explore pathways into the profession I would hope that more people would be interested in getting into planning at an early age.

We have continued to do further work to promote more people into the planning and are reaching out through schools and recent career fairs to promote the profession.

*“Fife Council have been actively engaging with the University of Dundee as we seek to enhance the pathways for the planners of tomorrow. Through collaborative conversations and ongoing provision of opportunities for existing students to gain practice experience they are supporting new ways of preparing graduates for practice.”*

Kirsty Macari, Co-Head of Urban Planning/Contemporary Art Practice, University of Dundee.

## Summary

Case Study Title	
<b>Creating Pathways into Planning</b>	
Location and Dates:	
Elements of a High-Quality Planning Service this study relates to:	
<ul style="list-style-type: none"> <li>• Quality of outcomes</li> <li>• Quality of service and engagement</li> <li>• Governance</li> <li>• Culture of continuous improvement</li> </ul>	
Key Markers:	
Decision Making Continuous improvement	
Key Areas of Work:	
<ul style="list-style-type: none"> <li>• Workforce Planning</li> <li>• Collaborative Working</li> <li>• Staff Training/Development</li> </ul>	
Stakeholders Involved:	
<ul style="list-style-type: none"> <li>• University of Dundee</li> <li>• Fife College</li> <li>• Authority Planning Staff</li> <li>• Authority Organisational Development</li> </ul>	
Overview:	
Planning Services has continued to develop its workforce strategy which has been aimed at creating opportunities for a younger workforce to enable a streamline of planners into the earlier stages of their career.	
Goals:	
To enable a streamline of planners into the earlier stages of their career. Creating routes into the planning profession	
Outcomes:	
Planning Services have created several routes into the planning profession in Fife by working with planning schools, in particular the University of Dundee. In doing so we have created pathways into the profession and have shaped our budget to build this into our workforce strategy.	
Name of key officer:	
Alan Blackie, Lead Officer, Planning	

## 5. Service Improvements

### 1A: Delivery of Service Improvement Objectives 2022-23

The following table provides Fife Council's assessment of how we consider we have delivered on our service actions and objectives identified in PPF11. Additional details and information on many of these are reported in this PPF.

Committed Improvement & Actions in PPF11	Complete	Self-Assessment RAG Status as at 31 March 2023
<p>We will continue to investigate how we can use technology to provide improved communication to our customers. For example, we will explore more ways in which we can provide notifications for customers at key stages in the planning application process. Our new mini website can be developed further to include a live timeline where customers can enter their application number of application site address then the stage their applications is at will be displayed on the webpage.</p>	<p>Ongoing</p>	<p>We continue to review and develop our approaches to the implementation of new technology to improve our customer's experience of the planning system in Fife and to enhance communication with our customers across all aspects of the planning process. In PPF 12 reporting period we have delivered a range of improvements and examples are set out in Case Study 4.</p>
<p>Learning from Covid and adaptations to service delivery</p>	<p>Yes</p>	<p>We have implemented a Hybrid working arrangement in line with the corporate policy of Fife Council. Fife Council Planning Service has tailored our work practice with different teams operating different work patterns.</p>
<p>Explore continued operation of online planning committees to contribute to continuity of the Planning Service</p>	<p>Yes</p>	<p>Online committee meetings continued through the PPF12 Reporting period. We have now moved to hybrid meetings with the Convener and Committee Lead and other key staff attending in person and other members virtually.</p>
<p>Undertake webinars and workshops with agents and developers to work to improve the quality of applications to particularly focus on the need to provide more upfront technical details such as Flooding and Drainage information at the validation stage.</p>	<p>Yes</p>	<p>Our Head of Service and Service Managers meet housebuilders, developers and agents on a regular basis. Feedback is incorporated into our Customer Feedback/Communications Project work. A seminar was delivered online to set out the Flooding and Drainage guidance and how this is applied at validation and through the planning assessment process. One of our Service Managers and a Lead Officer held a meeting and workshop with representatives of the Dundee Institute of Architects focussing on Validation, NPF4 and recent changes to Permitted Development Rights. We have also hosted the Fife Housebuilders forum which provides a valuable opportunity to provide information to the industry about the Planning Service in Fife and also to listen to and learn from those in the housebuilding industry.</p>

Committed Improvement & Actions in PPF11	Complete	Self-Assessment RAG Status as at 31 March 2023
<p>Progress the outcomes from our Communications Project outlined in Case Study 4</p>	<p>Ongoing</p>	<p>Delivery of the outcomes of this project continues. We have undertaken LEAN business process reviews of Enforcement and Transportation. Updates to Uniform and application progress messaging to customers have also been implemented.</p>
<p>Communicate and engage with young people to ensure that their voice is heard, and they can contribute to the planning process as part of an engagement strategy for the new LDP.</p>	<p>Yes, and Ongoing</p>	<p>CASE Study 3 sets out how we have proactively engaged with young people as part of the preparation work for the LDP. Our work on new Pathways into planning have also reached out to this group.</p>
<p>Continue to develop and use IT to improve Customer information and provide updates as to the progress of their applications.</p>	<p>Yes, and Ongoing</p>	<p>We report on progress with this objective in Case Study 4. This work continues with an extensive range of customer experience improvements programmed as part of our Communications Project.</p>

## **B: Service Improvement Objectives 2023-2024.**

Our improvement agenda is driven from feedback from our customers collated from surveys (see case study 4: Working with and Learning from our Customers) and lessons learned from complaints. The most significant area/s to reflect on during the PPF 13 reporting period are the need to shape the service and deploy our resources and develop our staff to meet the challenges arising from the NPF4 and the delivery of the new LDP for Fife. We continue to apply LEAN as a tool to drive change, secure innovation and critically evaluate our business to seek opportunities to improve it. In addition to the ongoing objectives delivered within the PPF12 reporting period which are ongoing as part our continuous improvement agenda the following list gives an overview of some of the main objectives, we aim to deliver within the PPF 13 reporting period:

1. We will continue to develop and implement new approaches and processes which reflect the Climate Emergency and also the objectives set out in NPF4 relating to climate change.
2. Continue to improve productivity and performance to further improve the processing times of planning applications.
3. Collaborate with our IT team to create more interactive customer guides on the new mini website. These will include videos and visual demonstrations on how to carry out planning functions online. We will also launch a live timeline to provide our customers with information on what stage their application has reached during the assessment period.
4. Maintain our commitment to meeting with key stakeholders including community groups and professional agents to both obtain feedback on current processes as well as feedback on changes we have implemented.
5. Review, adapt and develop our approaches to embed the changes arising from NPF4 and consider how best to align our resources to meet the challenges arising therefrom.



## 6. National Headline Indicators

### A: NHI Key Outcomes - Development Planning

Development Planning	2022-23	2021-22
<b>Local and Strategic Development Planning:</b>		
Age of local development plan(s) at end of reporting period  <i>Requirement: less than 5 years</i>	As at 31st March 2023:  All local plans were superseded by the adoption of Fife's Local Development Plan (FIFEplan).  FIFEplan Local Development Plan (Adopted 21st September 2017) – 5 years 6 months. All strategic development plans were superseded by the adoption of National Planning Framework 4.	As at 31st March 2022:  All local plans were superseded by the adoption of Fife's Local Development Plan (FIFEplan).  FIFEplan Local Development Plan (Adopted 21st September 2017) – 4 years 6 months  TAYplan (Approved 11th October 2017) – 4 years 5 months  SESplan (Approved 27th June 2013) – 8 years, 9 months
Will the local development plan(s) be replaced by their 5th anniversary according to the current development plan scheme?	No. The LDP review is being project managed and undertaken under the provisions of the Planning (Scotland) Act 2019 which requires LDPs are reviewed in a 10-year cycle. FIFEplan 2 preparation timescales were included in a revised Development Plan Scheme published in November 2022. It is planned that FIFEplan will be replaced by FIFEplan 2 in March 2027.	No. The LDP review is being project managed and undertaken under the provisions of the Planning (Scotland) Act 2019 which requires LDPs are reviewed in a 10-year cycle. FIFEplan 2 preparation timescales will be included in a future Development Plan Scheme once a detailed work programme has been prepared reflecting the Scottish Government's draft secondary legislation for preparing LDPs.  Work on the LDP Evidence Report commenced at the end of 2021 to coincide with the publishing of the draft secondary legislation for LDPs.  Reflecting the provisions of the Planning (Scotland) Act 2019, the SESplan and TAYplan authorities have been wound up and there will be no future replacements of the current Strategic Development Plans.
Has the expected date of submission of the plan to Scottish Ministers in the development plan scheme changed over the past year?	Yes. A revised Development Plan Scheme was published in November 2022 setting out the timetable for preparing FIFEplan 2. Submission of FIFEplan 2 to Scottish Ministers is planned for March 2026.	No
Were development plan scheme engagement/ consultation commitments met during the year?	N/A Given the stage the Local Development Plan is currently at, as per the Development Plan Scheme, no engagement or consultation was undertaken within the PPF12 period.	N/A Given the stage the Local Development Plan is currently at, as per the Development Plan Scheme, no engagement or consultation was undertaken within the PPF11 period.

Effective Land Supply and Delivery of Outputs	2022-23	2021-22
Housing approvals (6)	<b>160 applications</b>	<b>144 applications</b>
Housing completions over the last 5 years		
Dunfermline and West Fife	2,956 units	2,993 units
Kirkcaldy, Glenrothes and Central Fife	1,961 units	2,085 units
St Andrews and East Fife	550 units	594 units
Greater Dundee (Fife)	119 units	59 units
Cupar and North West Fife	323 units	378 units
Fife Total	5,909 units	6,109 units
Marketable employment land supply	177.5 ha	214.7 ha
Employment land take-up during reporting year	3.9 ha	1.6 ha

1. The 2022/23 figures are sourced from Housing Land Audit 2022 and split by HMA. The completion figures include small site completions (HLA Figure 2.1 + Figure 2.4). The 2021/22 figures have been sourced from Housing Land Audit 2021 and split by HMA. The completion figures include small site completions (HLA Figure 2.1 + Figure 2.4).

2. Fife does not have an overall housing land requirement and was until February 2023 (approval of NPF4) covered by 2 strategic development plans. The reported housing market areas are those stipulated in the HLA for 2021 and 2022.

3. This calculation uses the adjusted annual housing land requirement as the denominator. See Housing Land Audits – Position Statements.

4. This figure is the number of approved applications for housing/residential development including PPP proposals: we do not record the actual number of units approved and cannot therefore determine this figure from the records held in Uniform.

5. We publish our housing statistics online in Fife Council's Housing Land Audit, which includes the most up to date figures.

6. Employment land figures the 2021/22 figures were carried over from last year's PPF 11 and the 2022/23 figures are taken from the Employment Land Audit 2021 (latest publication available on March 31<sup>st</sup>, 2023).

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

Development Management:	2022-23	2021-22
<b>Project Planning</b>		
Percentage and number of applications subject to pre-application advice	<b>5% (134)</b>	<b>11% (149)</b>
Percentage and number of major applications subject to processing agreement	<b>78% (14)</b>	<b>4% (1)</b>
<b>Decision Making</b>		
Application approval rate	<b>95.3%</b>	<b>96.7%</b>
Delegation rate	<b>96.9%</b>	<b>96.3%</b>
Validation	<b>49.7%</b>	<b>44%</b>
<b>Decision-making Timescales</b>		
Major Developments	<b>16.6 weeks</b>	<b>34.1 weeks</b>
Local developments (non-householder)	<b>14.8 weeks</b>	<b>15.7 weeks</b>
Householder developments	<b>9.6 weeks</b>	<b>11 weeks</b>
<b>Legacy Cases</b>		
Number cleared during reporting period	<b>64</b>	<b>75</b>
Number remaining	<b>40</b>	<b>9</b>

**C: Enforcement activity**

	2022-23	2021-22
Time since enforcement charter published / re-viewed	<b>12 months</b>	<b>0 months</b>
Requirement: review every 2 years		
Complaints lodged and investigated	<b>424</b>	<b>545</b>
Breaches identified – no further action taken	<b>209</b>	<b>206</b>
Cases closed	<b>504</b>	<b>615</b>
Notices served	<b>6</b>	<b>4</b>
Direct Action	<b>0</b>	<b>1</b>
Reports to Procurator Fiscal	<b>0</b>	<b>0</b>
Prosecutions	<b>0</b>	<b>0</b>

## D: NHI Key outcomes – Commentary

### Commentary

#### Short contextual statement

Emerging from the Covid 19 pandemic we have embedded new hybrid ways of working and we are continually reviewing these provisions and adapting our approach to ensure that we fulfil our commitments to delivering a high-quality service to our customers and continuing to safeguard the wellbeing of our staff. As noted in the case studies we have continued to build on the work done over many years to secure new pathways into planning. The work done in the past and continuing has attracted new graduates and colleagues into the planning service. This long-term business planning has ensured that capacity has been retained which has delivered improved and improving performance in terms of the through put of planning applications and builds some capacity to deliver the new Fife Local Development Plan. Further challenges remain with how we address the implications from NPF4 and ongoing reviews of Permitted Development Rights and the climate change agenda.

The case studies and key performance statistics set out in this PPF highlight how Fife Council Planning Service is continually seeking innovative approaches to address the challenges and opportunities created by a dynamic planning agenda encompassing climate change, sustainability, NPF4, and increasing focus on a place-based approach. With these issues becoming increasingly prominent across all aspects of political life the planning profession is increasingly at the forefront of a wide range of policy and organisational initiatives and certainly in terms of Fife Council Planning Service it is considered that the service is well positioned to lead, inform and direct that agenda.

## 7. 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. The figures quoted relate to the total number of reported applications which fall within the Scottish Government definition of those included within the performance statistics, which only relate to those applications which have been processed without a processing agreement. The total number of all planning applications processed by Fife Council Planning Service is higher at just over 2000 cases.

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

Timescales	2022-23	2022-23	2021-22
<b>Overall</b>			
Major developments	4	16.6 weeks	34.1 weeks
<b>Local developments (non-householder)</b>	395	14.8 weeks	15.7 weeks
<ul style="list-style-type: none"> <li>Local: less than 2 months</li> <li>Local: more than 2 months</li> </ul>	(49.1%) (50.9%)		
<b>Householder developments</b>	567	9.6 weeks	11 weeks
<ul style="list-style-type: none"> <li>Local: less than 2 months</li> <li>Local: more than 2 months</li> </ul>	(62.4%) (37.6%)	6.8 14.3	7.3 14.6
<b>Housing developments</b>			
<b>Major Local developments</b>	1	16.3 weeks	55.4 weeks
<ul style="list-style-type: none"> <li>Local: less than 2 months</li> <li>Local: more than 2 months</li> </ul>	98 (26.5%) (73.5%)	21.2 weeks 6.6 26.5	18.7 weeks 6.9 23.0
<b>Business and Industry</b>			
<b>Major Local business and industry developments</b>	0	-	18.2 weeks
<ul style="list-style-type: none"> <li>Local: less than 2 months</li> <li>Local: more than 2 months</li> </ul>	28 (32.1%) (67.9%)	16.5 weeks 6.8 21.1	16.9 weeks 7.7 21.3
<b>EIA Developments</b>	1	66.6 weeks	46.7 weeks
<b>Other Consents</b>	416	7.8 weeks	8.1 weeks
<b>Planning/legal agreements</b>	0	-	179.1 weeks
Major: average time	1	50 weeks	38.2 weeks
Local: average time			

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

		Original decision upheld			
		2022-23		2021-22	
Type	Total number of decisions No.	No.	%	No.	%
Local reviews	12	7	58%	5	63%
Appeals to Scottish Ministers	15	9	60%	8	42.1%

### C: Context

We are pleased to present this PPF which we consider demonstrates Fife Council Planning Service’s ongoing commitment to deliver a high performing business focussed service which stives to deliver for and be shaped by our customer's needs. In the PPF 12 reporting period a wide range of innovative improvements have been delivered as we set out in the case studies above. We strive to deliver continuous improvement, while supporting our staff; and empowering and enabling them to deliver as high a quality of service as possible to the residents, visitors, and businesses of Fife.

## 8. Workforce Information

The workforce information below provides a snapshot of the Planning Service staff position as at 31st of March 2023. This information is also an integral part of providing the context for the information presented throughout this PPF document.

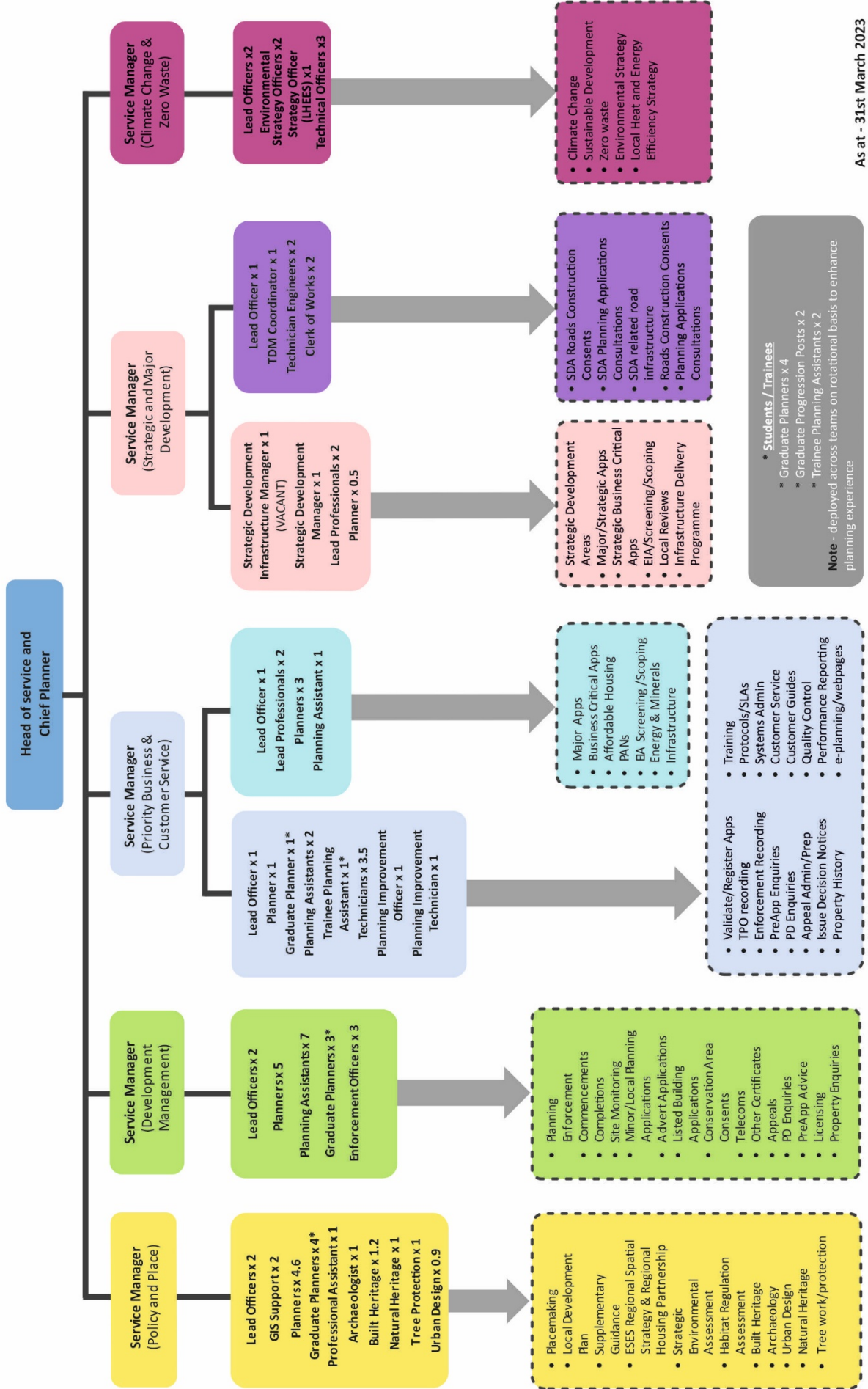
	Tier 1 <i>Chief Executive</i>	Tier 2 <i>Director</i>	Tier 3 <i>Head of Service</i>	Tier 4 <i>Manager</i>
Head of Planning Service			1	

RTPI Qualified Staff	Headcount	FTE
Development Management	20	20
Development Planning	10	9.39
Enforcement	1	1
Specialists	0	0
Licentiate	7	7
Other (including staff not RTPI eligible)	46	44.81.

Staff Age Profile	Headcount
Under 30	16
30-39	14
40-49	21
50 and over	32

RTPI Chartered Staff	Headcount
Chartered Staff	38

# Planning Service Structure



As at - 31st March 2023

## 9. Planning Committee Information

The following table provides information on the number of meetings and site visits by those bodies throughout the 2022-23 PPF 12 reporting period.

Committee & Site Visits	Number per year
Full council meetings	6
Planning committees	16
Area committees	34
Committee site visits	0
Local Review Body	5
LRB site visits	13



## 10. Supporting Evidence

Case Study Topics	Issue covered by Case Study	Case Study Topics	Issue covered by Case Study
Design	1 and 2	Interdisciplinary Working	1,2 and
Conservation		Collaborative Working	1, 2, 3 and 6
Regeneration	1	Community Engagement	1 and 3
Environment	1	Placemaking	1 and 5
Greenspace		Charrettes	
Town Centres		Place Standard	
Masterplanning	1	Performance Monitoring	
LDP & Supplementary Guidance	1 and 3	Process Improvement	4
Housing Supply		Project Management	1 3,5 and 6
Affordable Housing	2	Skills Sharing	1
Economic Development	1	Staff Training	4 and 6
Enforcement		Online Systems	4
Development Management Processes	1,2 and 4	Transport	1
Planning Applications	1 and 2	Active Travel	1
Other: please note	Climate Change – Case Studies 1 and 5		

[Planning Homepage](#)

[Fife Council Online Planning Portal](#)

[FIFEplan](#)

[Development Plan Scheme](#)

[Enforcement Charter](#)

<https://www.gov.scot/publications/fife-council/>

PLEASE NOTE that other documents and supporting evidence are accessed from the hyperlinks within this document.

# 11. Contact & Communication

This PPF has not covered every aspect of Fife Council's performance on planning matters, and it has not listed all the different team achievements and outputs. It has focussed on the higher level and more obvious achievements as required by the PPF template. Fife Council welcomes comments about the services provided, suggestions for improvements and endorsements of good practice. If you wish to provide specific comments or you require any further information on the contents of the PPF, the available supporting evidence or you wish to enquire about other areas of performance and achievement then please contact.

PAM EWEN

Head of Service

Email - [Pam.Ewen@fife.gov.uk](mailto:Pam.Ewen@fife.gov.uk)

Planning Services,

Fife Council, Fife House,

Glenrothes,

Fife, KY7 5LT

## Acknowledgements

The help and assistance of all colleagues in Planning Services who contributed to the collation of this document is gratefully acknowledged.