

## Development services

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### Processing time – the percentage of householder applications dealt with within two months

The indicator provides information on how long it takes each council to deal with planning applications by householders seeking approval to build extensions to their homes, or to make other alterations to their properties that need permission.

In dealing with planning applications, councils:

- take a number of steps to consult on and assess the application
- decide whether to approve the application
- notify the applicant of the decision.

People have to notify their neighbours that they have submitted an application and councils are usually required to carry out only limited consultations before a decision is reached. Many of the applications are straightforward and result in permission being granted. This indicator does not deal with applications by builders and developers.

### Points to bear in mind

In its revised National Planning Policy Guideline 1 (November 2000), The Scottish Executive identified a series of targets for councils in dealing with planning applications. The target levels established include:

| Type of Application      | 2 months | 3 months |
|--------------------------|----------|----------|
| Householder applications | 90%      | 95%      |

The time taken to deal with an application will be affected by:

- the extent to which councillors delegate responsibility for approving applications to staff (greater delegation will generally allow applications to be processed more quickly)
- whether there are any objections to the application (eg from neighbouring property owners)
- the proportion of cases where an applicant needs to submit amended plans before the planning officer feels able to recommend approval.

Some cases, particularly those in conservation areas or affecting listed buildings, may take longer to deal with because of the need for additional advertising and consultation. The proportion of such applications varies between councils.

## Development services

### Processing time – the percentage of householder applications dealt with within two months

| Council             | Rank in 05/06 |                  | PI measurement  |       |       | Better ✓ or worse ✗ since 03/04 |        |      |
|---------------------|---------------|------------------|-----------------|-------|-------|---------------------------------|--------|------|
|                     | 1-32          | ✓ 1-8<br>✗ 25-32 | 03/04           | 04/05 | 05/06 | 5-9%                            | 10-14% | >15% |
| Aberdeen City       | 13            |                  | 87.3            | 83.4  | 85.3  |                                 |        |      |
| Aberdeenshire       | 23            |                  | 77.6            | 84.6  | 75.6  |                                 |        |      |
| Angus               | 2             | ✓                | 85.8            | 90.7  | 92.6  | ✓                               |        |      |
| Argyll & Bute       | 7             | ✓                | 87.7            | 88.9  | 88.6  |                                 |        |      |
| Clackmannanshire    | 3             | ✓                | 95.0            | 96.4  | 91.8  |                                 |        |      |
| Dumfries & Galloway | 9             |                  | 75.1            | 78.8  | 87.6  |                                 |        | ✓    |
| Dundee City         | 12            |                  | 81.2            | 77.0  | 85.7  | ✓                               |        |      |
| East Ayrshire       | 25            | ✗                | 72.9            | 75.6  | 70.1  |                                 |        |      |
| East Dunbartonshire | 30            | ✗                | 82.2            | 74.8  | 60.3  |                                 |        | ✗    |
| East Lothian        | 4             | ✓                | 88.4            | 86.6  | 91.2  |                                 |        |      |
| East Renfrewshire   | 18            |                  | 85.4            | 82.6  | 77.8  | ✗                               |        |      |
| City of Edinburgh   | 19            |                  | 66.9            | 74.0  | 77.0  |                                 |        | ✓    |
| Eilean Siar         | 21            |                  | <u>86.6</u>     | 66.4  | 75.8  |                                 |        |      |
| Falkirk             | 17            |                  | 91.9            | 76.6  | 81.4  |                                 | ✗      |      |
| Fife                | 29            | ✗                | 85.7            | 79.1  | 64.0  |                                 |        | ✗    |
| Glasgow City        | 11            |                  | 55.3            | 66.7  | 87.1  |                                 |        | ✓    |
| Highland            | 20            |                  | 84.8            | 76.3  | 76.8  | ✗                               |        |      |
| Inverclyde          | 6             | ✓                | 90.8            | 85.8  | 89.0  |                                 |        |      |
| Midlothian          | 7             | ✓                | 79.0            | 85.5  | 88.6  |                                 | ✓      |      |
| Moray               | 14            |                  | 92.5            | 89.2  | 84.5  | ✗                               |        |      |
| North Ayrshire      | 10            |                  | 81.6            | 87.2  | 87.5  | ✓                               |        |      |
| North Lanarkshire   | 21            |                  | 83.1            | 87.3  | 75.8  | ✗                               |        |      |
| Orkney Islands      | 31            | ✗                | <u>82.3</u>     | 55.2  | 36.8  |                                 |        |      |
| Perth & Kinross     | 27            | ✗                | 74.3            | 56.3  | 68.3  | ✗                               |        |      |
| Renfrewshire        | 24            |                  | 75.2            | 70.0  | 73.6  |                                 |        |      |
| Scottish Borders    | 28            | ✗                | 78.7            | 69.2  | 65.1  |                                 |        | ✗    |
| South Ayrshire      | 26            | ✗                | 81.2            | 72.3  | 68.4  |                                 |        | ✗    |
| South Lanarkshire   | 16            |                  | 87.9            | 84.4  | 82.2  | ✗                               |        |      |
| Stirling            | 15            |                  | 89.3            | 90.2  | 83.4  | ✗                               |        |      |
| West Dunbartonshire | 5             | ✓                | 81.3            | 84.8  | 90.8  |                                 | ✓      |      |
| West Lothian        | 1             | ✓                | 90.4            | 94.1  | 94.3  |                                 |        |      |
|                     |               |                  | <b>Scotland</b> |       |       |                                 |        |      |
|                     |               |                  | 80.6            | 78.3  | 78.3  |                                 |        |      |

| Ranked performance         | 03/04 | 04/05 | 05/06 |
|----------------------------|-------|-------|-------|
| Highest ranked performance | 95.0  | 96.4  | 94.3  |
| Upper quartile             | 87.8  | 86.9  | 88.1  |
| Median                     | 83.1  | 82.6  | 82.2  |
| Lower quartile             | 78.9  | 74.4  | 74.6  |
| Lowest ranked performance  | 55.3  | 55.2  | 36.8  |

| Data features     | Symbol | 03/04 | 04/05 | 05/06 |
|-------------------|--------|-------|-------|-------|
| PI not applicable | (-)    | 0     | 0     | 0     |
| No service        | (NS)   | 0     | 0     | 0     |

| Count of councils showing significant change since 2003/04 |   |
|--|---|
| <b>Improvement</b>   |   |
| 5-9%   | 3 |
| 10-14%   | 2 |
| >15%   | 3 |
| <b>Decline</b>   |   |
| 5-9%   | 7 |
| 10-14%   | 1 |
| >15%   | 4 |

#### Unreliable/Unreported Data in 2005/06

| Council          | 03/04 | 04/05 | 05/06       |
|------------------|-------|-------|-------------|
| Shetland Islands | 88.7  | 77.4  | <u>71.8</u> |

#### Reason for Unreliable Determination in 2005/06

**Shetland Islands** - An internal examination of the information by Planning staff had revealed a number of planning applications that had not been picked up via the computer reporting mechanism used to develop the PI submission data. The system is currently under review.

#### Notes

An underlined PI measurement indicates unreliable data.

## Development services

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### Processing time – the percentage of householder applications dealt with within two months

**The following councils were ranked 25th or below in 2003/04:**

Dumfries & Galloway  
East Ayrshire  
City of Edinburgh  
Glasgow City  
Perth & Kinross  
Renfrewshire

**The following councils did not make any material improvement in their performance by 2005/06:**

East Ayrshire  
Perth & Kinross  
Renfrewshire

## Development services

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### Processing time – the percentage of all applications dealt with within two months

The indicator provides information on how long it takes each council to deal with all planning applications including those from householders, builders and developers..

In dealing with planning applications, councils:

- take a number of steps to consult on and assess the application
- decide whether to approve the application
- notify the applicant of the decision.

### Points to bear in mind

In its revised National Planning Policy Guideline 1 (November 2000), The Scottish Executive identified a series of targets for councils in dealing with planning applications. The target levels established include:

| Type of Application | 2 months | 3 months |
|---------------------|----------|----------|
| All applications    | 80%      | 85%      |

The time taken to deal with an application will be affected by:

- the extent to which councillors delegate responsibility for approving applications to staff (greater delegation will generally allow applications to be processed more quickly)
- whether there are any objections to the application (eg from neighbouring property owners)
- the proportion of cases where an applicant needs to submit amended plans before the planning officer feels able to recommend approval.

Some cases, particularly those in conservation areas or affecting listed buildings, may take longer to deal with because of the need for additional advertising and consultation. The proportion of such applications varies between councils.

Information provided by the Scottish Executive Planning Services Audit Unit indicates that in 2004/2005 the proportion of listed building and conservation area determinations expressed as a proportion of all determinations (ie in relation to non-householder as well as householder applications) was 10% or higher in City of Edinburgh, East Lothian, Glasgow City and Stirling.

## Development services

### Processing time – the percentage of all applications dealt with within two months

| Council             | Rank in 05/06 |                  | PI measurement  |       |       | Better ✓ or worse ✗ since 03/04 |        |      |
|---------------------|---------------|------------------|-----------------|-------|-------|---------------------------------|--------|------|
|                     | 1-32          | ✓ 1-8<br>✗ 25-32 | 03/04           | 04/05 | 05/06 | 5-9%                            | 10-14% | >15% |
| Aberdeen City       | 7             | ✓                | 75.0            | 73.2  | 71.6  |                                 |        |      |
| Aberdeenshire       | 23            |                  | 58.8            | 65.5  | 56.2  |                                 |        |      |
| Angus               | 12            |                  | 68.6            | 69.1  | 65.7  |                                 |        |      |
| Argyll & Bute       | 14            |                  | 66.6            | 64.4  | 64.4  |                                 |        |      |
| Clackmannanshire    | 2             | ✓                | 84.6            | 82.5  | 78.6  | ✗                               |        |      |
| Dumfries & Galloway | 19            |                  | 57.0            | 55.9  | 61.4  | ✓                               |        |      |
| Dundee City         | 18            |                  | 61.4            | 62.4  | 61.6  |                                 |        |      |
| East Ayrshire       | 28            | ✗                | 55.3            | 57.7  | 49.5  |                                 | ✗      |      |
| East Dunbartonshire | 27            | ✗                | 77.0            | 70.4  | 54.3  |                                 |        | ✗    |
| East Lothian        | 4             | ✓                | 72.9            | 72.3  | 72.7  |                                 |        |      |
| East Renfrewshire   | 10            |                  | 78.2            | 77.1  | 69.4  |                                 | ✗      |      |
| City of Edinburgh   | 16            |                  | 54.7            | 61.8  | 62.6  |                                 | ✓      |      |
| Eilean Siar         | 11            |                  | <u>73.4</u>     | 67.4  | 65.9  |                                 |        |      |
| Falkirk             | 21            |                  | 73.4            | 57.1  | 60.5  |                                 |        | ✗    |
| Fife                | 29            | ✗                | 71.6            | 64.3  | 48.2  |                                 |        | ✗    |
| Glasgow City        | 15            |                  | 44.3            | 54.8  | 64.2  |                                 |        | ✓    |
| Highland            | 24            |                  | 59.1            | 54.4  | 55.9  | ✗                               |        |      |
| Inverclyde          | 3             | ✓                | 73.2            | 74.3  | 74.0  |                                 |        |      |
| Midlothian          | 8             | ✓                | 66.5            | 68.6  | 70.7  | ✓                               |        |      |
| Moray               | 26            | ✗                | 73.9            | 60.6  | 55.7  |                                 |        | ✗    |
| North Ayrshire      | 9             |                  | 64.6            | 68.1  | 69.5  | ✓                               |        |      |
| North Lanarkshire   | 20            |                  | 67.9            | 72.1  | 61.0  |                                 | ✗      |      |
| Orkney Islands      | 31            | ✗                | <u>75.4</u>     | 48.0  | 35.6  |                                 |        |      |
| Perth & Kinross     | 22            |                  | 59.8            | 45.9  | 56.7  | ✗                               |        |      |
| Renfrewshire        | 17            |                  | 63.5            | 63.2  | 62.4  |                                 |        |      |
| Scottish Borders    | 30            | ✗                | 62.5            | 53.4  | 47.9  |                                 |        | ✗    |
| South Ayrshire      | 24            |                  | 66.7            | 59.6  | 55.9  |                                 |        | ✗    |
| South Lanarkshire   | 13            |                  | 71.7            | 68.4  | 64.5  |                                 | ✗      |      |
| Stirling            | 6             | ✓                | 71.2            | 72.5  | 71.9  |                                 |        |      |
| West Dunbartonshire | 5             | ✓                | 71.0            | 63.5  | 72.1  |                                 |        |      |
| West Lothian        | 1             | ✓                | 78.5            | 85.4  | 83.2  | ✓                               |        |      |
|                     |               |                  | <b>Scotland</b> |       |       |                                 |        |      |
|                     |               |                  | 64.2            | 62.2  | 60.9  |                                 |        |      |

| Ranked performance         | 03/04 | 04/05 | 05/06 |
|----------------------------|-------|-------|-------|
| Highest ranked performance | 84.6  | 85.4  | 83.2  |
| Upper quartile             | 73.4  | 71.3  | 70.1  |
| Median                     | 68.6  | 64.4  | 62.6  |
| Lower quartile             | 62.0  | 58.7  | 56.1  |
| Lowest ranked performance  | 44.3  | 45.9  | 35.6  |

| Data features     | Symbol | 03/04 | 04/05 | 05/06 |
|-------------------|--------|-------|-------|-------|
| PI not applicable | (-)    | 0     | 0     | 0     |
| No service        | (NS)   | 0     | 0     | 0     |

| Count of councils showing significant change since 2003/04 |   |
|--|---|
| <b>Improvement</b>   |   |
| 5-9%   | 4 |
| 10-14%   | 1 |
| >15%   | 1 |
| <b>Decline</b>   |   |
| 5-9%   | 3 |
| 10-14%   | 4 |
| >15%   | 6 |

#### Unreliable/Unreported Data in 2005/06

| Council          | 03/04 | 04/05 | 05/06       |
|------------------|-------|-------|-------------|
| Shetland Islands | 69.5  | 58.3  | <u>67.7</u> |

#### Reason for Unreliable Determination in 2005/06

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