

**Architecture &  
Design Scotland**

Ailtearachd is Dealbhadh na h-Alba

# **Planning Performance Framework 2019-2020**

INCHKEITH WYND

What is a Planning Performance Framework?

Planning Performance Frameworks (PPF) were developed by Local Planning Authorities, Strategic Development Planning Authorities, Key Agencies and the Scottish Government as a way of measuring the value added by an authority or organisation. Typically, the reports uses a mix of qualitative and quantitative measures to give a snapshot of measures. These measures are agreed through the Key Agency Group and the Scottish Government. Each Key Agency prepares a PPF report annually, as well as a joint statement on their activities undertaken.

Credits & Acknowledgements

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Aerial view of the Countesswells neighbourhood in Aberdeen, which we exhibited at our [LAUDE event on market-led housing](#).



*“We aim to live in a Scotland where a well-designed built environment supports sustainable, resilient communities which meet the needs of all.”*

Architecture and Design Scotland's [Corporate Strategy](#)



## 1. Introduction

Architecture & Design Scotland (A&DS) is an Executive Non-Departmental Public Body that supports the delivery of the Scottish Government's objectives and outcomes. A&DS works to ensure that more people in Scotland:

- are involved in decisions that affect their places
- benefit from well-designed buildings, places and spaces
- see how good design adds value to their lives.

Set out in our [Corporate Strategy](#), our priority focus areas are housing, public investment, infrastructure/public space, and community empowerment. In each focus area, we deliver a mix of advice, capacity building and outreach as we work to promote the value of good design in the built environment.

## 2. Description of Our Service

As Scotland's design champion, we are involved in providing advice and other support within the planning system and are committed to working with others to improve Scotland's places. Our role, as set out in [Creating Places](#), is to support and promote Scottish Ministers' policies and objectives for the built and natural environment.

This role is intended to improve the quality of development in Scotland and to support and promote excellence in the delivery of good architecture, successful places and efficient processes. This role also requires us to work with other organisations to develop an effective focus on place, architecture and design across policies and working practices.

In the context of the planning system, we fulfil our purpose by providing advice on the extent to which plans, policies and development proposals support successful placemaking. As a key agency, we contribute to local development plans and other national and regional spatial plans.

We are not a statutory consultee and do not determine planning applications or other development consents. Those who do so take account of our advice as they make decisions about development proposals on the basis of relevant plans and policies. In 2019-2020 we contributed to the planning system in the following ways:

- Strategic/Development Planning: Place Based Briefing, [Place Standard](#), [Town Centre Living](#), [Making Places](#)
- Development Management: Pre-Application [Design Advice](#); Rural Tourist Infrastructure Fund, Green Infrastructure in Social Housing
- Support/Capacity Building: [Local Authority Urban Design Forum](#), [Public Sector Client Forum](#), [Local Design Panels](#), [Case Studies](#), [Making Places](#), [Key Agencies Group](#).

This work is delivered as part of our core service by our architects, landscape architects, planners, and urban designers working in multi-disciplinary, project teams.



# 3. Performance Markers 2019-2020

Aileen Campbell MSP and other stakeholders on a walking tour of Pennywell Homes, Edinburgh, as part of the Housing to 2040 ministerial workshops.



*“The workshop was excellent and very informative. The atmosphere was good enough to be able to speak my mind and engage with the people I needed to engage with.”*

Resident of Fraser Avenue and Housing to 2040 workshop participant

A site analysis of Blindwells, East Lothian, used at one of our workshops in October, 2019.



Between April 2019 and March 2020, A&DS delivered support and advice on design. As Scotland’s design champion, our service supports the place-making and capacity-building of the planning system. With the Key Agency Group, we set out the below performance markers to monitor our contributions towards the planning system.

## Placemaking

### a) Strategic Planning

A&DS provided support to **2** strategic spatial strategies and **3** strategic placemaking initiatives as follows:

- Angus Council: supported with Learning Brief for Montrose for a wider place workshop.
- Glasgow and the Clyde Valley Strategic Development Planning Authority: supported workshops, providing input to key stakeholders on the Clydeplan in partnership with 8 authorities.
- East Lothian Council Learning Estates Strategy: supporting the development of their strategy through a series of facilitated discussions.
- North Ayrshire Council: support with Ardrossan Gateway Development through a workshop on the vision for the development.
- Support to Scottish Government on Planning Bill, Housing to 2040, NPF4, Masterplan Consent Areas and Infrastructure Commission. We also supported the Climate Change Division [through 4 pilot projects](#), detailed above and below, with local authorities to develop and progress spatial plans and strategies for places which prioritise a low carbon agenda.

## Case Study: Housing to 2040

Throughout the summer of 2019, A&DS held Housing to 2040 workshops with Ministers, Scottish Government and local stakeholders across four housing delivery contexts in [Oban](#), [Paisley](#), [Edinburgh](#) and [Inverkeithing](#).



The aim was to establish placemaking-led recommendations to inform the Housing to 2040 strategy. Using the Place Standard tool as a framework, we captured the experiences of both the residents and the practitioners delivering the housing, pulling principles around good housing and public space. The findings are published in [a summary report and workshop overviews](#).

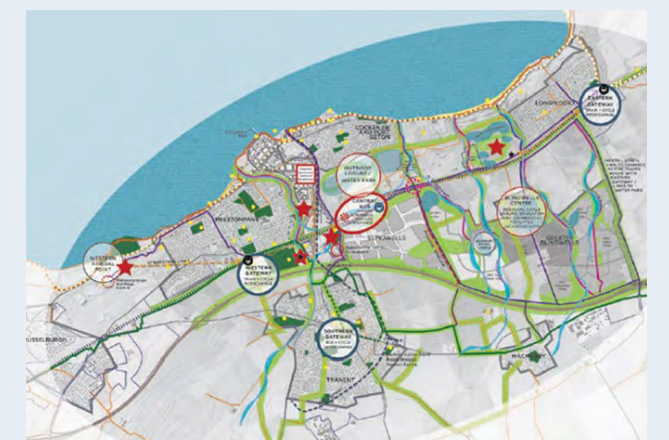
## b) Local Development Plan Engagement

A&DS supported **9** planning authorities in the preparation of **11** effective spatial strategies. This included:

- Clackmannanshire Council: support with design advice on a housing brief based on principles in [The Caring Place report](#) for Glentana Mill, Alva.
- Dumfries & Galloway Council: [support with design advice](#) on site-specific briefs based on principles in [The Caring Place report](#) for Crichton’s 21st Century Intergenerational Village development and Annan Town Centre.
- East Lothian Council: design advice on site-specific briefs based on principles in ‘The Caring Place’ report for Empire Close, Dunbar, and Blindwells.
- Glasgow City Council: support with testing of locating concepts with the authority’s decarbonisation plan.
- Loch Lomond and the Trossachs National Park: support with a pilot project to support the authority’s decarbonisation plan.
- North Ayrshire Council: support with Bourtreehill village centre’s regeneration plan through workshops with the local community.
- North Lanarkshire Council: support with workshops related to [Town Centre Hub project](#).
- Moray Council: support with a pilot project to support the authority’s decarbonisation plan.
- Shetland Islands Council: Support with a pilot project to support the authority’s decarbonisation plan.

## Case Study: Blindwells

East Lothian Council invited us to advise on good practice in infrastructure for their new major development of up to 10,000 homes, a new rail station and town centre to the north of Tranent. Throughout the year, we ran four workshops on the governance and delivery of infrastructure. Elsewhere, our work on the [Learning Estate Strategy](#) in East Lothian benefitted from our joined-up approach. In October, our work at Blindwells was presented at the [International Healthy Streets Conference in Glasgow](#).





*“The client found the involvement of A&DS to be invaluable. [It] has transformed the project both in terms of the thought put into and quality of the proposals.”*

Planning Consultant for Private Housing Developer

**c) Pre-Application Collaboration**

Over the year, A&DS provided design advice to **49 projects** at pre-application stage, including **14 health** developments, improvements to **86 miles** of the A96 and the Blindwells masterplan in East Lothian. Based on recent stakeholder feedback, **91%** of the projects we were involved in have improved due to our input.

Design advice for schools and hospitals remained an important strand of our service. We supported **9 schools** and **14 health** developments at pre-application stage. Our advice on public investment has focused on health and education. With health, all NHS projects submitted to Scottish Government are subject to collaborative design assessment process with input from A&DS.

Through that NHS Scotland Design Assessment Process (NDAP), some **£700million** worth of public investment has received design advice, across **14** NHS projects nationwide. **100%** of projects demonstrated design improvements ranging from response to setting and landscape to the internal patient and staff environment.

A discussion between key agency and local authority practitioners at the Forthside workshop in Stirling.

▼

Lossiemouth Seatown Bridge, Elgin, where A&DS helped build capacity in the council's stewardship approach.

►

A community discussion on the future of a local landmark at Lossiemouth Town Hall.

▲

**Case Study: KAG Forthside**

Through the [Key Agencies Group](#), we helped develop a cross-agency offer of support for planning authorities and public sector developers working on complex and large-scale projects.



In [August 2019](#), A&DS held a workshop with [Stirling Council](#) and [key agencies Placemaking Sub-Group](#) at the Engine Shed, Stirling, to discuss strategic visioning and placemaking for the local Forthside area. Here we tested this joint-agency process to give a sustainable direction to the large development in an area of strategic importance. The success of this and the report on the workshop led to us [extending this offer of support more widely](#) with other planning authorities.



**Case Study: Lossiemouth Bridge**

From our Rural Tourism Infrastructure Fund support, we advised **20** community-led developments on rural infrastructure projects, with **50%** receiving additional support to progress their projects. While our capacity to support was affected by lockdown towards the end of the year, A&DS is implementing good practice in remote-consultations (see service improvements [p.12](#)).

In 2019, we collaborated with the Key Agencies Group on a team-led approach to projects, plans and strategies with developers and local authorities, in line with the Place Principle. This approach, detailed in our KAG Forthside case study, would occur through 'place' workshops prior to the pre-application process and enhance our efficiency within the planning system (see service improvements [p.12](#)).

In September 2019 A&DS were asked by Moray Council to facilitate a community conversation regarding the future of the recently closed Lossiemouth Seatown Bridge, a crucial link and draw for tourism. The workshop took place on the afternoon of 14th November, 2019 at Lossiemouth Town Hall. The Council and Scottish Government took part. Applying a new placemaking-led consultation framework, the session encouraged the council to take a proactive approach to the stewardship of the key piece of local tourist infrastructure.





*“The lessons learned in South West Scotland might help tackle similar issues across the rest of the country.”*

BBC report on the Age Friendly Places event at The Crichton Campus in Dumfries

Christina McKelvie MSP, Minister for Older People and Equalities, speaking at our Public Sector Client Forum in Dumfries on June, 2019.



*‘It was a fantastic couple of days. I’ve been meeting with the Local Enterprise Partnership for Warrington and Cheshire today and have been talking to them about the Place Standard Tool. We are embarking on a 10 year plan around industry and growth ... they are very interested in using the tool.*

Attendee at World Health Organisation Event on Place Standard

A presentation by A&DS from LAUDF 14: Market-led Housing in Glasgow on February, 2020.



## Capacity Building

### d) Sharing Good Practice

Through our programme of events, reports, promotion and capacity building, we share good practice with our stakeholders on the planning system. From March 2020, we adapted our outputs to cope with the ongoing lockdown. We will continue adapting our service over the next business year (see improvement priorities [page 12](#)).

### Events and Workshops

Over 2019/20, we delivered **18** good practice sharing events for an estimated **7** target groups. The event topics included Housing, Local Design Panels, Community Engagement, Street Design and Caring Places.

We share good practice with partners on the planning system through our collaboration. This year we sat on **10** Scottish Government working groups including the Intergenerational Housing Group and the Connected Scotland National Advisory Group.

We regularly earn positive feedback for our events. **93%** of attendees at our LAUDF events would recommend them to a colleague and our Public Sector Client Forum (PSCF) event was rated highly by **84%** of attendees.

### Case Studies and Reports

Good practice learnt from the service and in others has fed into **25** case studies covering good practice in the built environment. These included **4** [Place Standard](#) Case Studies, which reviewed how the tool’s usage in different contexts; from [Settlement](#) to [City District scale](#). This fed into our jointly hosted international conference with Health Scotland and the World Health Organisation. **8** case studies gave good practice in housing design and **8** focussed on design in schools.

## Case Study: Public Sector Client Forum

In June 2019, we brought over **70** representatives from the public, private and third sectors to the Crichton Campus, Dumfries, to discuss [Intergenerational Housing and Age Friendly Places](#) at our [Public Sector Client Forum \(PSCF\)](#). The event built on our work on creating [Caring Places](#) and a [report](#) on Intergenerational Housing.



Christina McKelvie MSP, Minister for Older People and Equalities, addressed the event which was covered covered by the national media. In June 2020, we held our first online PSCF event, adapted to the ongoing lockdown.

Our events and resources are underpinned by regular newsletters, social media and other forms of promotion. We published **93** articles on our website, which was visited **122,239** times this year – an average of **10,000** a month. Our social media collectively grew by **1,418** followers on all channels with our tweets garnering over **502,855** impressions.

### e) Data Sharing

**We do not hold datasets on the built environment relevant to the Key Agency Group’s objectives and do not share data through digital platforms. Our performance is not measured by data-sharing.**

## Service

**As we are not a regulatory decision maker nor a statutory consultee, we do not hold statistics on our performance against decision-making timescales.**

### f) Customer Satisfaction

This year we continued to monitor our performance through regular stakeholder surveys (see p.10). We monitor customer satisfaction through regular stakeholder surveys. Our last stakeholder survey, in 2017-18, returned a **Net Promoter Score of 92** based on the positivity of feedback from clients on their view of their relationship with A&DS.

### g) Service-Statement & Joint Working Agreements (JWAs)

Our service statements, [published in 2019](#), describe what we can offer across the range of support we provide for service users.

In 2019, we completed a Memorandum of Understanding with Scottish Futures Trust (SFT) to help build capacity on a pathfinder project around design advice for urban centres. Though delayed by the impact of Coronavirus, we supported a number of housing briefs as part of our support to local development plans.

### h) Contribution to Improvement

See table on [page 12](#).

## Case study: Local Authority Urban Design Forum

A&DS shares the benefits of good design around our spaces through the [Local Authority Urban Design Forum](#) (LAUDF), which meets twice a year. In May and November 2019, we held LAUDF events to share good practice in design with the network local authority practitioners on [active travel](#) and good practice in [housing delivery](#).



Following lively discussions over each topic, newsletters for each were promoted to our network of over 250 members from 39 organisations. Over both events, 94% of attendees anticipated the forum had a positive impact on their design practice. In response to the ongoing lockdown, our 15th event is anticipated to be the project’s first online version.

## 4. Changes to meet this year's improvement priorities

In 2019, A&DS committed to 5 new service improvements and actions, including the delivery of 3 new projects (From A&DS PPF, 2018-19). We have achieved all of our committed service improvements with the 3 new projects ongoing.

In 2019-20 we committed to improving:	Performance Marker	Evidence	Completed
Align existing services to respond to opportunities and requirements emerging from the new Planning Act and deliver new projects on: <ul style="list-style-type: none"> <li>Skills</li> <li>Low Carbon Places</li> <li>Community Placemaking</li> </ul>	Strategic Planning, Local Development Plan Engagement, Sharing Good Practice, Skills and Knowledge Customer Satisfaction.	All services have been reviewed and changes implemented. The three new projects were launched and are ongoing as of March, 2020.	Completed and Ongoing
Review all advisory work in light of Place Principle to ensure effective support for implementation.	Pre-Application Collaboration, Sharing Good Practice, Skills and Knowledge, Customer Satisfaction.	The review has been completed and our advisory work now incorporates the Place Principle approach.	Completed
Lead pilot work for KAG collaborative pre-application engagement approach to support delivery of better placemaking outcomes.	Pre-Application Collaboration, Customer Satisfaction, Service-Statement and JWAs.	Pilot initiative <a href="#">Green Recovery</a> launched based on the success of the KAG Forthside workshop.	Completed
In 2020/21, we will commit to the following improvements:	Key Performance Marker		
Design in resilience, responsiveness and capacity to respond in the wake of COVID, and deliver new online aspects for all key projects.	Strategic Planning, Local Development Plan Engagement, Pre-Application Collaboration, Sharing Good Practice, Skills and Knowledge, Customer Satisfaction, Contribution to Improvement.		
Complete and implement our Corporate Strategy, reviewing all services in line with our renewed vision.	Customer Satisfaction, Service-Statement and JWAs, Contribution to Improvement.		
Develop KAG's collaborative pre-application engagement approach to support delivery of better placemaking outcomes through the <a href="#">Green Recovery</a> initiative.	Local Development Plan Engagement, Pre-Application Collaboration, Contribution to Improvement.		

## Supporting Evidence

Key Agency Performance Marker	Evidence
Strategic Planning	<a href="#">Housing to 2040: Case Studies and Reports</a> Page 6.
Local Development Plan Engagement	<a href="#">Place Planning for Decarbonisation Service 'The Caring Place' report</a> Page 7.
Pre-Application Collaboration	<a href="#">Service: Health Design Advice</a> <a href="#">Service: Design Advice for Schools</a> <a href="#">Service: Design Advice on Housing</a> Page 8.
Sharing Good Practice, Skills and Knowledge	<a href="#">Local Authority Urban Forum (LAUDF)</a> <a href="#">Public Sector Client Forum (PSCF)</a> <a href="#">Local Design Review Panels</a> <a href="#">List of Case Studies.</a> Page 10.
Data Sharing	N/A - A&DS does not hold quantitative statistics on the planning system.
Decision-Making Timescales	N/A - A&DS is not a statutory consultee nor a regulatory decision maker.
Customer Satisfaction	<a href="#">Annual Review 2019</a> Page 11
Service-Statement and JWAs	<a href="#">Service Statements.</a> Page 11
Contribution to Improvement	<a href="#">See Opposite.</a>

## Find out more:

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