



sustainable thriving achieving

East Dunbartonshire Council

www.eastdunbarton.gov.uk

Planning Performance Framework

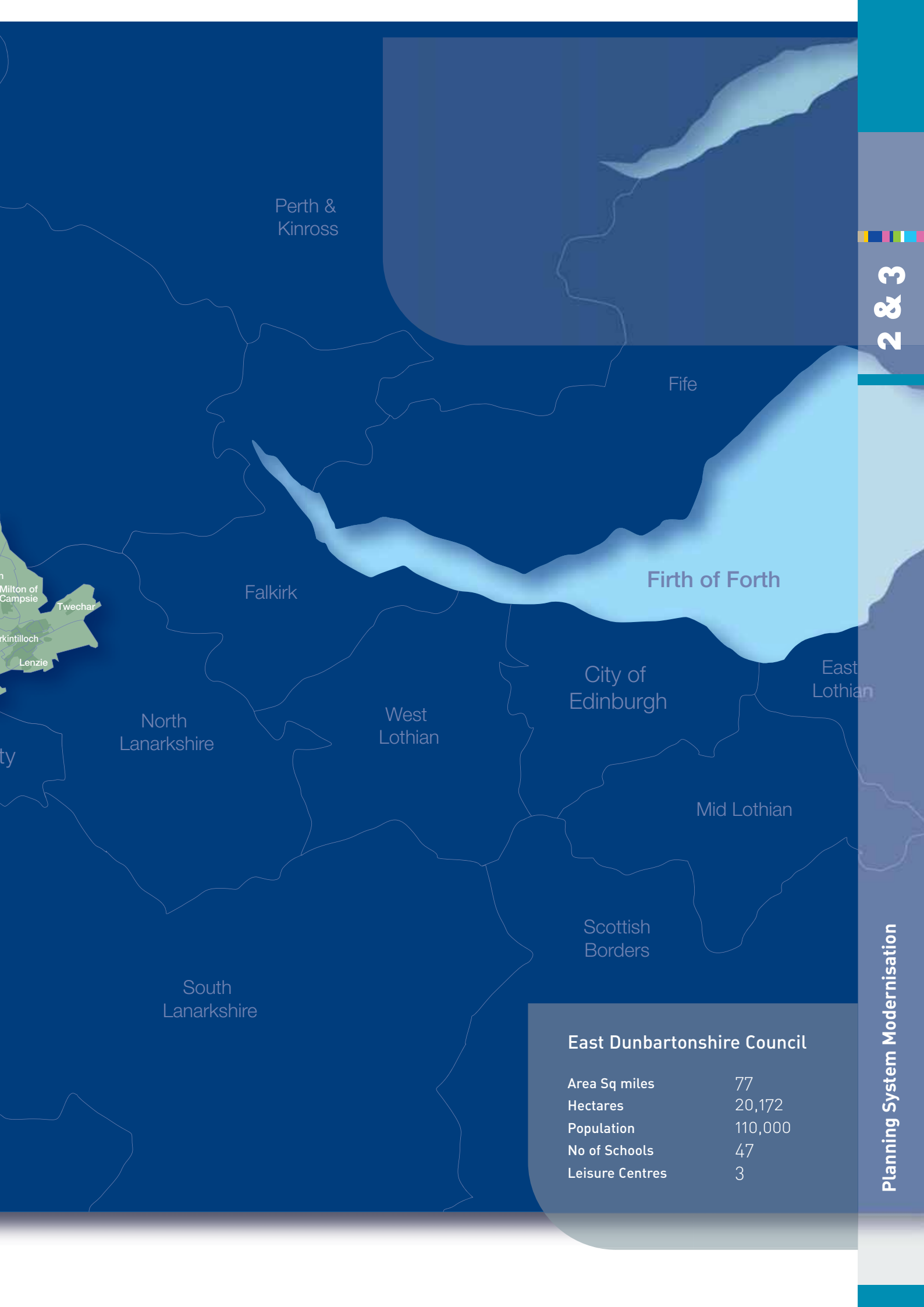
2012/13



Map of central Scotland

with East Dunbartonshire and
surrounding local authorities





East Dunbartonshire Council

Area Sq miles	77
Hectares	20,172
Population	110,000
No of Schools	47
Leisure Centres	3



Planning Performance Framework

National Headline Indicators (NHIs)

Key outcomes	2012-13	2011-12
Development Planning: <ul style="list-style-type: none"> Age of local development plan(s) (full years) Requirement: less than 5 years) development plan scheme: on track? (Y/N) 	LDP - 1 SDP - 0 Yes	LDP - 0 SDP - 7 Yes
Effective Land Supply and Delivery of Outputs <ul style="list-style-type: none"> effective housing land: 7 years supply effective housing land supply housing approvals effective employment land supply employment land take-up effective commercial floor space supply commercial floor space delivered 	7 Years 1,947 units* 244 units** 31.99 ha**** 1.7 ha 51,788m ² # 1,169m ²	7 Years 2,116 units 193 units 33.68 ha**** 0 ha 12,400m ² # 0 m ²
Development Management <p>Project Planning</p> <ul style="list-style-type: none"> percentage of applications subject to pre-application advice number of major applications subject to processing agreement or other project plan percentage planned timescales met <p>Decision-making</p> <ul style="list-style-type: none"> application approval rate delegation rate <p>Decision-making timescales Average number of weeks to decision:</p> <ul style="list-style-type: none"> major developments local developments (non-householder) householder developments <p>Enforcement</p> <ul style="list-style-type: none"> time since enforcement charter published / reviewed (months) Requirement: review every 2 years number of breaches identified / resolved 	13.3% 1 100% 92.6% 91.0% 13.5 17 8.1 13 months 129 / 119	N/A 0 N/A 93% 96% 17.5 7.7 8.9 1 month 148 / 131

* This is a draft figure, as Housing Land Audit has not yet been finalised.

** For sites of 4 units or more.

*** Processing Agreements were suggested by the planning service for 2 local applications, (both turned down by the applicants), not included within figures.

**** Employment land data sourced from Industry, Business and Office Annual Survey updates 2013

The definition of "Commercial" was changed in 2012/13 to reflect that used by the District Valuer.

2. Defining and measuring a high-quality planning service

Open for business

The Development and Enterprise Directorate has undertaken a number of actions in the last year to ensure that it works proactively with developers and promotes sustainable economic growth in East Dunbartonshire.

Working with developers at the pre-application stage

The Service has set up a process to engage positively and proactively with developers at the pre-application stage for major and strategic applications handled by the Strategic Development and Regeneration Team.

Information on this part of the planning process is provided on the Council's website, setting out the requirements for National and Major applications and providing guidance on Proposal of Application Notices and Pre-Application Consultation. For each application developers are:

- Provided with a single point of contact in the lead officer in order to ensure clear and straightforward communication throughout.
- Offered the use of a processing agreement (see "Certainty" for more information).
- Invited to an early meeting, including a round table discussion with representatives from the Council's Neighbourhood Services Directorate, which includes roads, flooding, waste, housing and green space, in order to set out the information developers should submit with their applications. This means that early consideration is given to the detail and quality aspects of proposals, in addition to the principle of development. Where the principle of the development is not the key issue, developers are encouraged to submit a detailed planning application.

Ensuring that information is proportionate is a key consideration during this early dialogue and information requirements are clearly set out in Local Plan 2 and its accompanying Guidance Notes.



Miller Homes told us:

'For our new residential development at St Andrews Brae in Bearsden, our experience with the Planning Department throughout both the pre-application stage and during the Planning Application process itself was both encouraging and engaging. The feedback and information flow from meetings with all Departments involved led by Planning, particularly during the design stage development of the project, greatly assisting in the application process itself being a smooth transition from the early stages of discussion thus ensuring a timeous delivery of the final consent'.

Development of a new Economic Development Strategy for East Dunbartonshire

The Service has an integrated policy team which leads on the development of all strategies and policies. It is within this context that the emerging new Economic Development Strategy (EDS) and Local Transport Strategy (LTS) have been developed. Working to ensure that both documents contribute to making East Dunbartonshire a place that businesses want to locate and operate has been central to the process.

Development of the Local Transport Strategy had to bring on-board transport operators in the area from the start to ensure that East Dunbartonshire's transport network is efficient, reliable and maximises opportunities for its workforce to access employment and for its businesses to help deliver economic recovery and growth. Development of the LTS took a proactive and joined up approach to engaging early with the transport operators in the area to deliver a shared plan for transport in the area in conjunction with the Council's partners.

The EDS has been developed in partnership with the Local Outcome Group from the Community Planning Partnership responsible for economic development. By taking this approach, it has ensured that the EDS is fully integrated with a wider suite of documents all of which are directly guided by the emerging Local Development Plan allowing for greater certainty for developers and investors as well as significant contributions to the delivery of the commitments set out in the current local plan. Working with the Local Outcome Group partners has meant that the strategy adds value to the work each partner is already committed to delivering ensuring that by working together we achieve more than the sum of our parts.

Joy Love from Scottish Enterprise told us:

"On behalf of Scottish Enterprise I can fully endorse the approach taken by East Dunbartonshire to develop the Economic Strategy. Partners in the LOA 1 Group cover a broad spectrum of economic development interests and the group has been fully engaged in development of the strategy and has had many opportunities to contribute and discuss the strategy as it has evolved".

**High quality development on the ground**

The Directorate considers sustainable placemaking as its top strategic priority and work is carried out across the planning service to ensure new development is of high quality.

Integrating designing streets into new developments

The Council adopted Designing Streets as policy in 2010 and the service has made considerable progress in the last year in seeing this policy being implemented on the ground. In 2011 the Planning Service held two training sessions led by WSP, one for Council employees who engage in the planning process, and another for Elected Members. Following on from the training, the Planning Service has found that, for applications this year, services are proactively promoting Designing Streets in pre-application discussions, consultation responses and in meetings. This has led to more innovative design, in line with Designing Streets policy. In particular this can be seen in the approved plans for applications (TP/ED/12/0058 Villafield) by Dawn Homes and (TP/ED/12/0625 and TP/ED/12/0627 Davidson Crescent, Twechar) Places for People. For all our applications we work in close partnership with internal and external stakeholders, and with the developers to negotiate and promote high quality design, through pre-application discussions and the planning process.

The Service has been in partnership with Places for People on the Twechar regeneration project since 2006. The approach taken was to put placemaking at the heart of the development, allowing the community to play a proactive role in delivering the scheme from planning to development.

Communities Approach to Policies and Strategies

In developing the new Local Development Plan and reflecting on the success of previous local plans, work with local communities has demonstrated that policies and strategies need to be made more locally relevant. In order to do this, the Policy Development team has sought to engage with local communities to help shape the strategies, prior to consulting upon them. This has resulted in a "communities approach" being strongly favoured for both the emerging Main Issues Report and draft Local Transport Strategy. This means that sections of the documents would need to be dedicated to specific communities, evidencing their own individual priorities and characteristics. Early engagement with communities has meant that the Council has been able to benefit from their local knowledge prior to consultation periods meaning strategies can be more thoroughly evidenced and location specific.

Negotiating design improvements through the planning process

The Council has started measuring the amount of value added to design as a result of planning application decision making process. Over the year, 51% of all applications required changes to the proposals which were negotiated or conditioned through the planning application process in order to improve the design. This information was published in our Customer Feedback Report. In order to ensure that the Service continues to add value to the design of developments we will formalise our urban design consultation process for planning applications and Council projects.

Places for People told us:

'Through our partnership working I believe we have arrived at a design solution for the Coal Board (houses) that will set the standard not only for the remainder of the Twechar Regeneration but for other developments across East Dunbartonshire'.



2012/13

Planning performance framework



certainty

The Directorate has continued to work to ensure consistency of advice, process, engagement and decision making over the last year.

Positive support for processing agreements

The Service is now focused on using processing agreements to assist in project managing strategic development, such as major applications and applications of significant local interest. The planning service has been putting support procedures in place to make the take-up of processing agreements more attractive. From Spring 2013 all developers will be actively encouraged to take advantage of a processing agreement to ensure applications can be processed effectively and efficiently. Prior to this a processing agreement was used for Kilmardinny, Bearsden and was agreed in June 2012. This ensured that the application was able to progress swiftly to Planning Board.

Ensuring high quality application submissions

The service works to ensure that developers are aware of the expected standards for application submissions. We actively encourage developers to engage in pre-application discussions for all sizes of applications. At the pre-application stage sites are allocated a case officer who remains the central point of contact for developers and consultees. The case officer will organise discussions with the developer and relevant consultees and they will prepare notes on the relevant policies and the information required for validation and to ensure an efficient application process. Effective pre-application discussions allow the case officer to set out exactly what information is required for the application, improving certainty and efficiency. Evidence of this can be seen through the low average validation timescale of 3 to 4 days. To ensure that the service is building upon existing developer relationships and to forge relationships with new developers in the area, and learning from other Local Authorities, the Planning Service has been preparing a Developers Guide for major and other complex planning applications in 2012/13. This document will set out when developers should engage in pre-application discussions, what information is required for pre-application discussions and at the application stage. This document will be complete in 2013/14.



Pre-MIR Engagement with Key Agencies

Since the very beginning of work on the emerging Local Development Plan, engagement with Key Agencies has been fundamental. As well as having agency specific meetings and a major emphasis on front loading of consultation on site specific proposals, the Policy Development Team also introduced multidisciplinary meetings during the pre-Main Issues Report period to encourage a location specific approach to policies and proposals rather than a more general subject specific approach. This was to ensure that any competing priorities or constraints were highlighted early so that only viable and deliverable proposals were carried forward to the MIR stage and subsequently the forthcoming development plan action programme

Lorna Maclean from SEPA told us:

"We found the Council very keen to engage at the pre-MIR stage. The round table meeting was useful to get an understanding of the process and to inform the key agencies of the work the Council had already carried out and the stage they were at".





Project Managing Development Planning

The Service has made a significant effort to communicate the LDP project plan to all stakeholders, through a frequently updated newsletter. These newsletters are designed to keep interested parties up-to-date with the latest news on our Local Development Plan from pre-MIR engagement right through to adoption and beyond as well as highlighting how the LDP ties in with other key work the Council is delivering. Since its inception, the Service have actively promoted sign up as a way of ensuring interested parties are both kept up to date but also given advance warning of upcoming opportunities to get involved in the plans and policies that will shape their communities. The newsletters refer to progress on important technical and background work going on in-between key public consultation periods. Sign up to the newsletter has increased by 446% since its inception in November 2011 (from 159 to 710). This has improved awareness and understanding, further evidenced by the comments received during the MIR consultation.

We have utilised the Council's Twitter and Facebook pages to spread the word of upcoming consultation events and to garner views through the consultation processes. For our Local Transportation Strategy, we set up a dedicated webpage which allowed stakeholders to provide views and complete a questionnaire. We sent emails to stakeholders, community councils and all council staff to ask them to complete the questionnaire.

Electronic Communications

The Council's webpages are monitored by SOCITM and monthly reports are provided to service internet editors within the planning service. This information includes customer feedback through an online questionnaire. Where areas of concern or confusion are highlighted, changes are made to ensure that the pages remain relevant and accessible to service users. Over the year we have continued to improve our pages making approximately 100 changes to the pages over the period.

Over the last 12 months we have seen the percentage of on-line planning applications rise from 34.82% in 2011/12 to 43.42% in 2012/13. The Council will continue to encourage this growth by 10% per annum.



Planning performance framework

Communications, engagement and customer service

Ensuring excellent communications and engagement with all stakeholders continues to be a key priority for the service with a staff member dedicated to promoting this work

Engagement on applications of particular interest

The Service considers that some applications require additional engagement above the statutory minimum as a result of their local significance and our commitment to customer engagement. For example the following work was carried out as part of the application process for a Morrison's store which will have a major impact on Bishopbriggs town centre:

1. The Legal Agreement at PPiP stage required the developer to undertake additional consultation at AoMSiC stage which resulted in two public exhibitions and several meetings with community stakeholders.
2. The Service used the 'Applications of Particular Interest' section on the Council's website to provide background information on the development, periodic updates and a link to view the plans on-line.
3. Three drop-in sessions were held in the local library for officers to answer questions on the plans and focus enquiries from the public to particular times.
4. Meetings were held with community groups (four with the Town Team and one with the Community Council) to provide advice on the process, material planning considerations and their role in the process.
5. Briefing sessions were held with elected members at key milestones.

Customer Service Charter

During 2012/13, East Dunbartonshire Council developed a Customer Service Charter outlining the Council's promise to deliver the highest possible level of service to customers. The charter also sets out useful contact details and web-links. The charter replaces the individual service charters, previously implemented by the Council.

Complaints

The service takes a proactive approach to complaint management and information requests, meeting all requests within agreed timescales, as set out in the Customer Service Charter:

Percentage of D&E complaints responded to within 25 working days (target 95% - Actual Performance 100%).
Percentage of D&E FOIs responded to within 20 working days (target 95% - Actual Performance 100%).

The number of complaints we have received as well as the number upheld within the year are included within the customer feedback report

Customer Surveys and Forum

Each applicant, when the decision is made, is asked to complete a customer questionnaire, to reflect their level of satisfaction with a range of aspects of the service they have received. The Service lists the responses it receives, good and bad, in an annual Customer Feedback Report, which is published online.

Over the course of each year the service convenes a number of customer forums that focus on areas for service improvement or changes to planning legislation or service delivery.

This year, for the first time, the service has held issue specific engagement workshops at pre-MIR stage of the Local Development Plan production. The structure of the workshops as designed lends itself to other consultation events. They were split into 3 parts: 1. providing participants with as much background information as possible about an issue, 2. asking them to work with us to think about assessment criteria, 3. asking them to apply this assessment criteria to real life problems.

The affordable housing issue is particularly challenging therefore this additional early engagement was essential to overcoming some of the confusion and misunderstandings that can arise over sensitive planning issues. It has allowed the front loading of one of the most contentious issues the Main Issues Report and ultimately the Local Development Plan will have to address. The consultations were seen as a success and best practice shared with other Council Services as well as other authorities (through the SDP and LDP forums).





Document Quality

All of our forms are available in alternative methods of presentation. We offer these documents in a range of languages, braille and audio formats.

Meaningful and Balanced Engagement

A departmental Engagement Strategy has been developed, setting out all engagement and consultation activities from January 2013 to March 2015. This enables a better focus of resources and programming for more effective delivery of such activities. Much of the departmental engagement and consultation activities centre around the production of the Local Development Plan. The engagement strategy aims to deliver the corporate objective of providing responsive and customer focused services and National Outcome 15. The Local Development Plan itself will contribute towards the corporate outcomes for an attractive and a sustainable environment and National Outcomes 6, 12 and 14.

To further assist our customers the service has produced and annually updates the Planning Toolkit which offers all service users an easy to follow guide to the Planning system in Scotland. The toolkit provides information on how to interact more easily with the planning service.



2012/13

Planning performance framework

Efficient and effective decision-making

Further changes have been made in the last year to ensure structures and processes are proportionate.

Improving efficiency through timeous site visits

An issue has arisen because of the scale of delay involved in decision making in cases which require a site visit by the Planning Board. A site visit is normally called at the Planning Board which first hears the case and this causes a delay in the decision being made until the next 6 weekly cycle. This has been discussed internally and a proposal has been developed to adopt revised procedures in 2013/14

Reducing legacy planning cases

The planning service has undertaken a review of 13 legacy cases, (i.e. undetermined applications which are more than 2 years old) at the beginning of the year. Many of these applications were outstanding due to the processing of legal agreements. The Planning and Legal Services have worked with a number of developers seeking action to close off legacy cases. This is considered to have been a valuable exercise and at the end of 2012/13 only 7 such cases remained.



Project management approach to planning applications

In November 2012 all officers within the Strategic Development and Regeneration Team were trained in Prince 2 Project Management. In line with national strategy, the Council recognises the benefits of using Prince 2 as a method to managing the planning process. The project management tools have improved the efficiency of the team in processing applications and for ensuring developments are compliant with approved plans. In addition, the tools have ensured that all members of the team have a good knowledge of the team's caseload, which enables efficient application processing to continue even if the case officer is absent for a period.

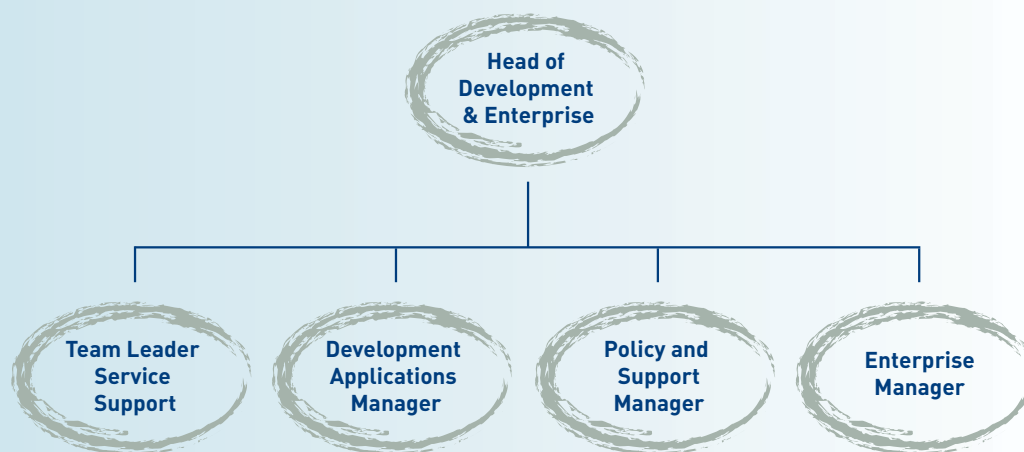
The Council's Scheme of Delegation and Administrative Scheme is currently being reviewed to ensure that it is fit for purpose. A further review may also be required in 2013-14 to reflect emerging Council structures and ensure that it remains fit for purpose.

Business and Improvement Plans

The Business and Improvement Planning Framework enables each of the Council's 10 service groups to set out their own strategic priorities and identify contributions to the delivery of the local strategic outcomes. Each service has an Improvement Plan which sets out how it will continue to improve its performance and how and when these improvements will be monitored and reported. Performance of each service is reviewed on a quarterly basis and reported through the How Good is Our Service review.



Effective management structures



Although reorganisation of the Planning Service took place in 2009 to ensure effective structures were in place for producing the development plan and managing strategic and local applications a further substantial restructure of Council services (to better reflect changing customer expectations and the evolving service delivery model) is currently underway.

Collaboration with benchmarking partners

The Planning Service is part of a benchmarking group set up in 2010. It meets regularly and is composed of a number of local planning authorities from the Clyde Valley and Ayrshire (West Dunbartonshire, Inverclyde, East Renfrewshire and North Ayrshire). Each meeting covers a variety of topics including best value and best practice. For example we have shared best practice in terms addressing challenges associated with change of use planning applications in our town centres.

Smart Working Approach

In spring 2012 Smart Working was introduced alongside the creation of a single back office facility and a programme of community hub development. The use of a paperless flexible working environment and mobile laptops has amongst other things benefitted the planning process by improving communication with internal stakeholders in a single building.

Management forum for significant applications

A Strategic Outcome requires that our communities are provided with effective, responsive and accessible services through the added value of partnership working. It was becoming clear that the Planning Service should focus on overcoming issues in relation to important developments and sites within the Council area. In 2012, the Development and Enterprise Management Team set up a new managers' forum to proactively progress development locations which were of significance to the local area by drawing on expertise from development planning, development management, economic development and, where appropriate, building standards. The forum is used to resolve potential high level problems to complex sites (some of which may have stalled) and to assess opportunities for community benefit and support. The decision of the forum is then fed-back to appropriate officers to support the certainty of decision making.



2012/13

Planning performance framework

Financial management and local governance

The service can demonstrate effective governance and financial management in a number of ways:



Funding for capital projects - e.g. Walking and Cycling, Bishopbriggs Relief Road and Town Centre Improvements

The service leads on delivery of a number of transport, town centre, tourism and regeneration capital projects. These projects are funded through capital programme and developer contributions, often used as match funding to attract external resources. This practice represents excellent value for money in terms of public sector expenditure and is enhanced through coordinated management of the teams involved in assessing major planning applications and those implementing the capital projects. The Kirkintilloch Town Centre Masterplan project is a key example of this.

Financial Structures

The service budget is discussed regularly at management team meetings. The accounts and finances are a standing item on the agenda where areas of concern are addressed. In addition, monthly meetings are held with the accountants to ensure that estimates of fee income and spend are being actively monitored and maintained, with under/over spend/recovery being highlighted at an early stage.



Heritage Fund

In May 2011, the Council allocated a £30k fund to help local people with the repair and improvement of their Listed Buildings and buildings within Conservation and Townscape Protection areas. The aim of the fund was to encourage works which would maintain and enhance the character and amenity of historic buildings and areas. The Council recognised the higher cost which may be incurred when using traditional materials and methods so the fund was designed to ease that burden whilst contributing to design excellence.



Culture of continuous improvement

Emphasis continues to be put on learning and development and new methods have been developed in the last year in response to constrained training budgets.



Team Action Plans

Each team within the planning service prepares an action plan which sets out key objectives, public and local performance measures. These internal action plans are used to monitor the performance of the teams and to highlight to managers key areas of concern. The key measures follow through into staff PDRs and take cognisance of the Council's Strategic Outcomes and Service Business and Improvement Plans.

The Development Applications Team Action Plan (covering local planning applications, planning enforcement and building standards) is annually reviewed and published online.

Performance Development Review (PDR)

All planning staff undertake continual improvement through the PDR. The PDR is an annual process, which sets out objectives, performance measures, targets and identifies training needs for the coming year.

The PDR process is done in agreement with the officer and line manager and is undertaken at every level of the structure. The PDR also sets out how every level in the structure promotes the key strategic outcomes of the Council.

Seminars

To respond to the recruitment of new staff, new council structures and reducing training budgets, lunch time seminars have been organised by the service to encourage continual professional development, sharing of knowledge and techniques and relationship building across teams and directorates. Topics have included:

- Green Network & Design
- Housing Land Supply Issues
- Local Transport Strategy
- Economic Development Strategy
- Developer Obligations

The seminars have helped to raise awareness of the role that planning plays as well as the often competing priorities that require consideration.

Training needs for the year are identified for each officer and this information helps inform the investment of the overall training budget. Training budgets for 2012/13 have been centralised, however all staff are encouraged to attend internal and external training events and to cascade training to all other relevant members.



In 2012/13, staff were able to take advantage of formal training opportunities on a number of topics including (inter alia) permitted development rights, urban design, sunlight and daylight calculations, planning enforcement and processing agreements.

Elected Member Training

Two training events were held for elected members in 2012. The first of these, on 18 June, was led by Sheppard and Wedderburn Solicitors, supported by Council planning and legal officers. This event was primarily aimed at newly elected Members but invitations were extended to all Members to take advantage of a refresh. It covered the planning system in general, the relationship between Development Planning and Development Management, use of conditions and legal agreements and the role of the Elected Member in the decision making process.

The second event (on 15 October) focussed on the Local Review Body (LRB) process and was aimed at new members of the Body. As before however, an invitation was extended to all LRB members. It was run by Council planning and legal officers and covered the role of the LRB, the "de novo" approach, key information required and how to assess proposals. A follow-up session was also convened for the remaining new LRB member who had been unable to attend the October date.

Socitm Review

In July 2012, a review of all planning pages within the Council's website was undertaken to ensure all pages contained the most up-to-date local information. This continues to be reviewed on a monthly basis and areas requiring improvement are highlighted for teams to refresh.

Enforcement

In July 2012 the planning service produced an updated enforcement charter and started considering ways to improve enforcement performance. Furthermore, in October 2012 the Planning Service introduced the new risk management matrix for assessing which sites to proactively monitor.

3. Supporting Evidence

Part 2 of this report was compiled, drawing on evidence from the following sources.

Open for business

- Information and guidance on Pre-Application Consultation:
http://www.eastdunbarton.gov.uk/content/planning_and_the_environment/planning_building_standards/planning/planning_applications/pre_application_consultation.aspx
- Local Plan 2 and Guidance Notes:
http://www.eastdunbarton.gov.uk/content/planning_building_standards/planning/planning_policies/adopted_local_plan_2.aspx
- Letter to East Dunbartonshire Council from Miller Homes
- Economic Development Strategy draft document:
<http://www.eastdunbarton.gov.uk/default.aspx?page=22686>
- Email from Scottish Enterprise – Joy Love quote.

High quality development on the ground

- Letter to East Dunbartonshire Council from Places for People
- Twechar awards:
http://www.placesforpeople.co.uk/news.aspx/latest_news/we've_won_a_homes_for_scotland_award.aspx
- TP/ED/12/0058 Villafield, Bishopbriggs, Dawn Homes -
http://www.eastdunbarton.gov.uk/system_pages/planning_applications/planning_application_search.aspx
- Local Transport Strategy draft document:
http://www.eastdunbarton.gov.uk/content/planning_building_standards/planning/planning_policies/current_planning_consultations/local_transport_strategy_2013-.aspx

Certainty

- Processing Agreement for Kilmardinny Masterplan (TP/ED/12/0530)
- Email from SEPA – Lorna McLean quote.

Communications, engagement and customer service

- Providing information on applications of significant interest: http://www.eastdunbarton.gov.uk/content/planning_building_standards/planning/search_comment_and_submit_app/view_significant_applications.aspx
- Local Development Plan and Newsletter:
www.eastdunbarton.gov.uk/content/planning_buildingstandards/planning/planning_policies/emerging_local_dev.aspx
- Customer Service Charter:
http://www.eastdunbarton.gov.uk/content/council_and_government/plans_policies_and_strategies/council_wide_plans_policies/customer_services_charter.aspx
- Customer Feedback Report:
<http://www.eastdunbarton.gov.uk/pdf/DE%20Planning/DE-SDetailed%20Customer%20Feedback%20%202012.pdf>
- Planning Toolkit:
http://www.eastdunbarton.gov.uk/content/planning_building_standards/planning/general_planning_information/planning_toolkit.aspx





Efficient and effective decision-making

- Business Improvement Plans – How Good Is Our Service – Performance Review
http://www.eastdunbarton.gov.uk/content/council_and_government/council_performance_and_static/business_improvement_plans___h.aspx

Financial management and local governance

- Kirkintilloch masterplan:
http://www.eastdunbarton.gov.uk/content/business_and_trade/shopping_and_markets/town_centres/kirkintilloch_town_centre/kirkintilloch_town_centre_mast.aspx

Culture of continuous improvement

- Development Applications Team Plan:
http://www.eastdunbarton.gov.uk/content/planning__building_standards/planning/development_applications_perfo.aspx
- Performance Development Review of all staff carried out annually
- Delivery of in-house training seminars led by Planning Policy Team



2012/13

Planning performance framework

4. Service improvements: 2013-14

In the coming year we will

- Prepare a Developers Guide, providing information for developers submitting major and other complex applications.
- Review the use of processing agreements and identify improvements that can be made.
- Create an urban design consultation process for planning applications and Council projects.
- Introduce reviewed Planning Board Site Visit procedures in order to cut out unnecessary delay.
- Support the identification of Kirkintilloch as a strategic centre in the Strategic Development Plan and improve the town centre for local residents and businesses by adopting the Kirkintilloch Town Centre Masterplan and implementing its projects
- Adopt both the Local Transport Strategy and Economic Development Strategy and look to promote their implementation with internal and external partners.
- Take a 'communities approach' to the consultation of the Local Development Plan Main Issues Report to ensure the widest possible awareness and involvement.
- Improve timescales for processing planning applications. Set more robust measuring of enforcement targets to ensure a high quality service.
- Review the scheme of delegation to ensure it remains fit for purpose.



Committed improvements and actions

Complete?

Provide partners and key stakeholders with advanced notification of consultation exercises – in order to both facilitate provision of consultation responses within the advertised period and to minimise timetable risks to policy projects.

Yes

Use of the Local Development Plan newsletter to keep stakeholders up to date on up-coming consultation opportunities.

Maintain the current momentum of the Local Development Plan Timetable and prepare for Main Issues Report by the end of October 2012.

No

Publication of the Main Issues Report was delayed in September 2012 to allow the Council the opportunity to challenge circumstances relating to the affordable housing shortfall in the area, through a meeting with the Minister which took place at the end of January 2013. Since then the Council has sought to design a Main Issues Report which will allow stakeholders to express their opinion on the issues facing the area. This continues to be a challenging area for the Council to resolve.

Provide key stakeholders with advanced notification of projects where appropriate.

Yes

Enhanced engagement on applications of particular interest in order to give communities advanced notification of forthcoming applications

Business and community stakeholders have been provided with advanced notification of the Kirkintilloch Town Centre Masterplan through the provision of monthly updates to Elected Members, use of press releases and social media, and an extensive engagement and consultation programme.

Support delivery of projects, engagement with developers and management of the planning process, various reviews and guidance/strategy delivery.

Yes

Early round table pre-application discussions with the developer and relevant Council services has resulted in better quality submissions, identification of issues early on and facilitated efficient decision making.

Introduction of streamlined processing agreement procedures to enable project management.

Fulfil statutory requirement for Public Performance Indicators

Yes

The Planning Service publishes all of its performance indicators through a variety of means. The Planning Service annually publishes the Development Applications Customer Feedback, Development Applications – Performance Monitoring, and the Development Application Action Plan on its website.

In addition, performance is also reported to the East Dunbartonshire Scrutiny Panel, which is made up of Elected Members.

Respond to Enforcement Complaints in 20 Days

No

The planning service has been unable to develop robust measurement techniques for enforcement at the present time due to changes in electronic delivery. However, efforts will be made in the coming year to improve this service.

**Last year we
said we would**



2012/13

Committed improvements and actions	Complete?
<p>Deliver Effective Partnership/Benchmarking Working</p> <p>The Planning Service is part of a benchmarking group set up in 2010. It meets regularly and is composed of a number of local planning authorities from the Clyde Valley and Ayrshire(West Dunbartonshire, Inverclyde, East Renfrewshire and North Ayrshire). Each meeting covers a variety of topics including best value and best practice. This will be continued over the course of the next year.</p>	Yes
<p>Increase Employee Knowledge, Skills and Abilities</p> <p>The Planning Service is committed to continuously developing our employees. Given current training budgetary constraints we have developed an in-house seminar approach and have delivered 8 training seminars on a variety of topics.</p>	Yes
<p>Maintain and support the development management function.</p> <p>Investment in new back office system to support monitoring of conditions. Matrix for pro-active site investigations after decision enabling greater certainty in quality developments.</p> <p>Performance levels maintained over the year with a focussed managerial interest in non-householder applications to see improvements within speed of decision making.</p> <p>Improvements advanced for planning board site inspection regime and reviews being undertaken for scheme of delegation and other governance issues.</p>	Yes
<p>Support the engagement of planning and communities.</p> <p>In supporting the engagement of planning and communities we have updated and again published on the Council website the Planning Toolkit. This document offers a step by step guide explaining the Planning System in Scotland and how communities in East Dunbartonshire can engage with both the Development Management and Development Planning processes.</p> <p>Our commitment to engaging with the planning process was further evidenced by the hosting of a 'Customer Forum' which focussed solely the amendments to The Town and Country Planning (General Permitted Development) (Scotland) Order 1992. This engagement improved understanding of a key area of legislative change within the area.</p> <p>Delivery of 3 'Housing Land Supply Workshops' across the Council area which supported the pre Main Issues Report engagement. These workshops included the community in the Development Plan process in a way that had previously not occurred in East Dunbartonshire. These workshops have since been shortlisted for a Scottish Quality in Planning Award, which is a clear recognition of their value in the process.</p>	Yes



Appendix 1

Planning Performance Framework Official Statistics



Decision making timescales

Category	Total number of decisions 2011-2012	Average timescale (weeks)	
		2011-2012	2010-2011
All Major developments	4	13.5	49.0
All Local developments	662	10.1	10.6
Local developments (non-householder)	150	17.0	15.8
<ul style="list-style-type: none"> Local: less than 2 months Local: more than 2 months 	84 66	8.0 27.7	7.8 25.0
Householder developments	512	8.1	9.6
<ul style="list-style-type: none"> Local: less than 2 months Local: more than 2 months 	495 100	7.3 18.9	7.8 16.8
Housing developments Major	2	11.6	211.3
Local housing developments	38	16.7	15.2
<ul style="list-style-type: none"> Local: less than 2 months Local: more than 2 months 	20 18	8.2 23.3	7.4 23.0
Business and industry Major	5	65.9	12.6
Local business and industry			
<ul style="list-style-type: none"> Local: less than 2 months Local: more than 2 months 	1 4	8.0 80.3	7.8 28.3
EIA developments	0	0	0
Other consents*	40	14	11.4
Planning/legal agreements**	11	56.3	68.7
Local reviews	10	13.6	15.0

* Consents and certificates: Listed buildings and Conservation area consents, Control of Advertisement consents, Hazardous Substances consents, Established Use Certificates, certificates of lawfulness of existing use or development, notification on overhead electricity lines, notifications and directions under GPDO Parts 6 & 8 relating to agricultural and forestry development and applications for prior approval by Coal Authority or licensed operator under classes 60 & 62 of the GPDO.

** Legal obligations associated with a planning permission; concluded under section 75 of the Town and Country Planning (Scotland) Act 1997 or section 69 of the Local Government (Scotland) Act 1973

2012/13

Appendix 1



Planning Performance Framework Official Statistics

Decision making: local reviews and appeals	Type	Total number of decisions	Original decision upheld			
			2012-2013		2011-2012	
			No.	%	No.	%
	Local reviews	10	4	40%	5	56%
	Appeals to Scottish Ministers	5	2	40%	1	100%
Enforcement activity			2012-2013		2011-2012	
	Cases taken up		129	148		
	Breaches identified		10	17		
	Cases resolved		119	131		
	Notices served***		8	17		
	Reports to Procurator Fiscal		2	0		
	Prosecutions		0	0		

***Enforcement notices; breach of condition notices; planning contravention notices; stop notices; temporary stop notices; fixed penalty notices, and Section 33 notices.

Context

Over the past year, performance has remained at a generally acceptable level. Performance dipped in the first quarter of 2012/13 due to a relocation of the planning service to new offices at Broomhill Depot. Over the remaining quarters there was improvement in processing times for applications; these improvements should continue for 2013/14.

A prolonged period of change in within the organisational structure of the Council may however lead to uncertainty in this regard. The average time taken to process business applications was skewed by the majority of cases requiring legal agreements, whose completion was outwith the Council control.



Appendix 2

Workforce and financial information



Appendix 2 will include snapshot information for both Workforce and Finance as an integral part of the Annual Performance Assessment. Details to be included in the second round of assessment reports, to enable more discussion on the proposed content and structure to take place and to link in with the consultations on resources and fees. It is expected that the Year 1 report will include contextual references to workforce and finance matters as appropriate

2012 - 13

Actual	Development Management & Enforcement	Planning Policy	Professional Support	Management and Admin. Support
Staff Costs	£387,000	£173,000	£115,000	£184,000
Other Expenditure	£33,000	£100,000	0	£10,000
Total Expenditure	£420,000	£273,000	£115,000	£194,000
Planning Application Income	£226,000	0	0	£3,000
Other Income	£3,000	0	0	0
Total Income	£229,000	0	0	£3,000
Cost of Service	£191,000	£273,000	£115,000	£191,000





This document can be provided in large print, Braille or on audio cassette and can be translated into other community languages. Contact the Corporate Communications Team on:
Tel: 0300 123 4510

本文件可按要求翻譯成中文，如有此需要，請電 0300 123 4510。

Gabhaidh an sgriobhainn seo cur gu Gàidhlig ma tha sin a dhith oirbh. Cuiribh fòn gu 0300 123 4510

अनुरोध करने पर यह दस्तावेज़ हिन्दी में भाषांतरित किया जा सकता है। कृपया 0300 123 4510 पर फोन कीजिए।

ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਮੰਗ ਕਰਨ ਤੇ ਪੰਜਾਬੀ ਵਿੱਚ ਅਨੁਵਾਦ ਕੀਤਾ ਜਾ ਸਕਦਾ ਹੈ। ਕਿਰਪਾ ਕਰਕੇ 0300 123 4510 ਫ਼ੋਨ ਕਰੋ।

اس دستاویز کا درخواست کرنے پر (اردو) زبان میں ترجمہ کیا جاسکتا ہے۔ براہ مہربانی فون نمبر 0300 123 4510 پر رابطہ کریں۔