

Planning Performance Framework



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East Dunbartonshire Council

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Annual Report 2016-2017

Introduction

Welcome to East Dunbartonshire Council's 2016/17 Planning Performance Framework (PPF) Report. Over the course of the year the Council has continued to provide a high-quality planning service, build on the achievements recognised from our 2015/16 PPF and address areas for improvement. This is within the context of the continuing challenging financial climate which all local authorities across Scotland are facing, in particular this has had an impact on staff resources.

Performance remains high and above the national average for local and householder applications. Timescales for major applications are over 16 weeks however, this reflects the complexity of the applications and challenges associated with finalising and signing processing agreements. Staff resourcing has particularly put pressure on our ability to progress applications within the statutory deadlines. Once the development management team is back to full complement it will take time to recover our statistics whilst the team works to clear a small backlog and assess current applications.

Significant progress has been made with the adoption of the Local Development Plan (LDP) in February 2017. The LDP is now in use for determining planning applications and will ensure continued improvements to quality of development and speed of decision making, in particular when combined with the consolidated Supplementary and Planning Guidance.

The Council is committed to the effective use of this framework as a key tool in driving service improvement and this commitment is reflected in this year's improvement actions for 2017-18. The plan underpins our local performance management tools for the service, teams and individual team members.



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Part 1: Defining and measuring a high-quality planning service

Part 1: Defining and measuring a high-quality planning service

The Council works across a number of areas to ensure a high-quality planning service. This work is set out under four themes and case studies are then used to illustrate cross theme work.

Quality of outcomes

The Council, through its work on development planning and management, is focused on ensuring high-quality development on the ground in order to provide a high-quality of life for residents and an attractive environment for investment whilst protecting natural and historic assets. East Dunbartonshire is an attractive area with a wealth of assets such as the Campsie Fells, Forth and Clyde Canal, River Kelvin and Antonine Wall and it is essential that all types of new development enhance this environment. The team aim to add value through the planning process in addition to working to targets set out in legislation and elsewhere.

The following examples illustrate the work of the Council in delivering quality of outcomes:

- **Adoption of Local Development Plan** - Having an up to date LDP is crucial in ensuring high-quality development on the ground and the adoption of the LDP in February 2017 was a significant milestone for the Council. Further information can be found in Case Study 6.
- **Production of Supplementary and Planning Guidance** - A range of guidance has been developed over 2016/17 to ensure planning can add value to developments and ensure high-quality places. Further information can be found in Case Study 7.
- **Guidance for and use of Developer Contributions and Legal Agreements** - The delivery of developer contributions plays a key role in ensuring quality outcomes for developments and the surrounding area. New supplementary guidance on developer contributions has been produced and the team are continuing to work to ensure efficient development management and legal processes. Further information can be found in Case Study 3.
- **Lennoxtown Charrette and Place Plan** - Since the charrette was carried out in March 2015, a draft Place Plan has been developed through significant research and will ensure improvements in outcomes in Lennoxtown. Further information can be found in Case Study 10.
- **Town Centre Strategies** - the Land Planning Policy team carried out engagement in Autumn 2016 with a large number of people in order to develop strategies which will assist in regeneration and town centre activities and enhancements. Further information can be found in Case Study 11.
- **Ensuring the delivery of high-quality housing and an effective land supply** - The Council has put significant work into ensuring the delivery of housing a key outcome for the planning and housing services. Further information can be found in Case Study 2.
- **Implementing planning policy and delivering new council buildings** - The Council is working to deliver a number of new community facilities such as schools and community hubs which are of high design and contribute to the local area and its sense of place. Further information can be found in Case Study 12.
- **Kirkintilloch Town Centre Masterplan delivery** - The Council is continuing to deliver this flagship regeneration project. Work over 2016/17 has continued to transform the town centre and the environment for residents and businesses. Further information can be found in Case Study 1.
- **Bringing forward stalled sites and legacy cases** - The Council continues to be proactive in reducing legacy cases. Developments and sites that have stalled are being worked on to ensure a better quality environment for local communities. Further information can be found in Case Study 4.

Quality of service and engagement

Maintaining quality of service is a key focus for the Council through project management across all work streams and tailored approaches in development planning and development management. However, staff turnover and recruitment difficulties have been a particular challenge in 2015/16 which have regrettably continued into 2016/17. Engaging with the full range of planning stakeholders continues to be a priority for the Council and extensive engagement work has taken place on Planning and Supplementary Guidance and across the range of planning applications and regeneration projects this year. The following examples illustrate the work of the Council in delivering quality of service and engagement:

- **Guidance for and use of Developer Contributions and Legal Agreements** - Work in 2016/17 has focused on finalising guidance on developer contributions in order to ensure sustainable economic growth can be supported. Further information can be found in Case Study 3.
- **LDP Adoption** - Adopting the LDP has required extensive use of project management. Further information can be found in Case Study 6.
- **Town Centre Strategies - engagement and place standard tool** - Significant engagement has been undertaken during 2016/17 and has included the use of the place standard tool and workshops in order to work with town centre stakeholders. Further information can be found in Case Study 11.
- **Publication of Supplementary and Planning Guidance** - Work in this area has resulted in reliable advice and support for sustainable economic growth. Further information can be found in Case Study 3 and 7.
- **Ensuring the delivery of high-quality housing and an effective land supply** - The Council has put significant work into ensuring the delivery of housing to support sustainable economic growth and pre-application processes. Further information can be found in Case Study 2.
- **Community engagement** - Engaging with specific groups has continued to be a focus of the Council over 2016/17. More information is provided in Case Study 1 and 11.
- **Appeal decisions** - In the reporting period 25% of appeals have been upheld.

- **Enforcement** - Enforcement activity is a key part of the service's customer focused activity. Further information can be found in Case Study 8
- **Development Management Performance** - Performance for local and householder applications remains high and above average. The timescales for major applications is over 16 weeks and this is below national average. There has been a decrease in the average amount of time taken to determine major applications. Further information can be found in Case Study 5.

Governance

The Council continues to strengthen its ability to work straight across directorates and structural changes continue to facilitate the improving culture. Services collaborate to deliver projects and ensure training.

The following examples illustrate the work of the Council to ensure effective and proportionate governance:

- **Cross service working on policy documents** - Strong collaboration between services has ensured the delivery of guidance and policy. Further information can be found in Case Study 1, 2, 3, 6, 7, 10 and 11.
- **Lennoxton Charrette and Place Plan** - Land Planning Policy and Community Planning have been working in close collaboration and developing innovative working practices to address community priorities. Further information can be found in Case Study 10.
- **Development Management Performance** - The Development Applications team continue to work closely with colleagues in other Council teams and with key stakeholders. Further information can be found in Case Study 5.
- **ASPIRE leadership training programme** - The Council aims to support its leaders in their personal development and business acumen through learning and application of essential management skills. As part of this the Council's People Development team has developed Aspire, our leadership development programme. All team leaders and managers continue to attend this training. This consistency of training in management skills will be beneficial to the planning service going forward.

- **Financial structures** - The Directorate budget is discussed regularly at management team meetings and is a standing item on the agenda. 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. The Planning Service ensures that appropriate procurement processes are followed in conjunction with colleagues in the Corporate Procurement team to make sure that best value is achieved. Where possible the Council will collaborate with others to secure skills that do not exist in-house. The Council also procures work in partnership with others such as the Strategic Development Planning Authority to benefit from the combined resources of more than one local authority.

Culture of continuous improvement

The Council's planning service continually improves and evolves its processes and work practice using a range of methods. This includes engagement in the PPF process as a means of reviewing its work and through team action planning and training.

The following examples illustrate the work of the Council to continuously improve:

- **Ensuring continuous improvement through work on policy documents** - On going work on the LDP and guidance has resulted in the service improvement plan being met. Further information can be found in Case Study 2, 3, 6, 7, 10 and 11.
- **Development Management Performance** - work on improving development management performance has been set against staffing shortages this year. Maintaining the quality of applications and therefore outcomes on the ground has continued to be important. Further information can be found in Case Study 5.
- **Use of e-planning** - Submission of planning applications in a digital rather than paper format offers significant efficiency savings and an improvement in the ease and speed by which planning applications can be submitted and determined. The Council is committed to providing as convenient a means as possible to submit online planning applications in support of the Scottish Government's Digital Strategy. Over the course of 2016/17 the Council has continued to invest in new hardware including hybrid laptops which can be taken on site by planning case officers and additional monitors to allow planners to make use of multi screens. It is envisaged that this will deliver further efficiency improvements in the process of assessing planning applications over the coming year. Further information can be found in Case Study 5.
- **Working with and learning from other planning authorities** - East Dunbartonshire Council's Planning team regularly engages with and learns from other planning authorities in order to ensure best practise is used. Further information can be found in Case Study 9

- **Training and development** - Activities have also taken place in 2016/17 to ensure continuous improvement in the service's knowledge and implementation of high-quality development on the ground. Knowledge gained at training events is routinely disseminated to officers within the planning service so that they gain from the knowledge provided at the event:

- **Scotland's Towns Conference November 2016.** Participation at this conference has enabled officers to plan for more effective consultation as part of the preparation of our forthcoming draft Town Centre Strategies. The learning has also better equipped the team to produce higher quality content and more relevant actions that will better stand up to scrutiny by key stakeholders during the public consultation phase. Outcomes of the conference were also fed back to the wider team via our weekly team meeting. It is essential that the policy team has a full understanding of the key issues relating to town centres, as their success has implications for a wide range of planning policy areas including transport, economic development and housing. This has helped the team as a whole to develop robust and deliverable strategies, which will last for the duration of the LDP and beyond.
- **Place Standard Tool training October 2016** - training organised by the Community Planning Team on how to use the Place Standard Tool for carrying out public engagement, in preparation for assisting with community consultation on locality plans in conjunction with teams across the CPP. Several officers from planning and regeneration took part in the training and the delivery of the community engagement workshops which was an opportunity for officers to gain first-hand experience of using the tool and build relationships/ networks with officers from other Council teams and community planning partners.
- **Inquiry & Hearing Training October 2016** - Training delivered by lawyers from Brodies Solicitors to give officers an overview of the legislative requirements of inquiries and hearings, tips for preparation and what to expect on the day.

- **Self and Custom Build Event 15/09/16**- Scottish Government sponsored event aimed at sharing experience and inspiring new ideas to increase total housing delivery by encouraging more self/custom build projects through local planning processes and other interventions.

- **ASK Network Sub-surface Planning Event 30/01/17**- This event was organised by the British Geological Survey and focussed on the benefits to the public and private sectors of having improved access, standardisation and consolidation of sub-surface data and how this data can be better incorporated into planning processes.

- **HES Corporate Plan launch 25/05/16**- An officer attended the launch of the HES Corporate Plan to learn about the vision, direction and priorities of the new organisation and how this will influence the work of the authority.

- **RICS & RTPI Development Appraisal and Viability briefing 13.9.16** - attending officer fed back the presentation to colleagues and had a team discussion on the topic.

- **Attended SNH event on Design for Nature 29.9.16** - This event included workshops on a survey of biodiversity value of natural sustainable drainage systems in Inverness and the example of the green network opportunity of the seven lochs, Easterhouse. There was also a presentation on good practice in the delivery of green infrastructure which reinforced the benefit of the work on the Design and Placemaking Supplementary Guidance, section on green infrastructure.

- **Negotiating skills** - Improved skills in all aspects of negotiating techniques

- **Green and Blue Roof training 30.8.16** - The Councils major Assets Team invited a supplier to present information on and discuss innovative sustainable urban drainage techniques, which could be used in new schools and other buildings.

- **Project Management Organisation training 01.3.17** - This training considered the use of Prince 2 light and discussed revised Council procedures and their application to projects in the team.

- **Royal Town Planning Institute Planning Review workshops:** Leadership and Resources (9.2.17), Infrastructure and Delivery (15.2.17), and Development Planning (1.3.17). Discussed three RTPI propositions for each topic and provided feedback to contribute into RTPI and the Council's response to the consultation.
- Attendance at events on linking spatial and community planning have had a direct benefit for Case Study 10: Lennoxtown Charrette and Place Plan.
- **Attendance at the Scottish Planning Enforcement Forum**
- **On-going and future development-** The Council, including the Planning Service, remains committed to the development of its staff, co-ordinated through the Performance Development Review (PDR) process of all staff carried out annually and reviewed biannually. The Planning Service use Directorate and Service Management team meetings to communicate and inform work and decisions as and when required. The work of the Planning Service is promoted corporately through the Council's Leadership Forum which is attended by all those with management responsibility across the Council. During this reporting period, Planning Service priorities have been the subject of a number of cross-team discussions at Directorate and Service Team Meetings. Emphasis is also placed on the communication of current land-use planning issues and matters of interest to elected members. This is done through all member briefings, working parties and regular briefing sessions with the convenor and vice-convenor of the committee responsible for planning policy issues. Briefings are also held ahead of Planning Board for applications that have significant implications for the emerging LDP.



Case Study 1

Delivery of the Kirkintilloch Town Centre Masterplan

Elements of a high-quality planning service this case study relates to:

- Quality of Outcomes
- Quality of service and engagement
- Governance.

Performance Markers:

3. Early collaboration with applicants and consultees on planning applications:
 - availability and promotion of pre-application discussions for all prospective applications.
 - clear and proportionate requests for supporting information.
11. Production of regular and proportionate policy advice, for example through supplementary guidance, on information required to support applications.
12. Corporate working across services to improve outputs and services for customer benefit (e.g. protocols; joined-up services; single contact; joint pre-application advice).
13. Sharing good practice, skills and knowledge between authorities.

The Kirkintilloch Town Centre Masterplan has, throughout the lifespan of the process, taken a communities approach in the preparation of the masterplan document and the projects that have been delivered.

In October 2011 the Masterplan process began and the document was developed alongside a range of relevant policies and strategies, some of which are highlighted above. Multiple services were involved in the development of the Masterplan and continue to be involved in leading and supporting the range of activity identified.

To ensure planning for change reflected the views and aspirations of the community, and a range of relevant stakeholders, the Masterplan process was underpinned by an extensive programme of engagement and consultations.

To date a range of Masterplan projects have been delivered over 2013/14, 2014/15 2015/16 and 2016/17. The most recent of these for this reporting year include:

Temporary measures to enliven spaces: Through the Architecture and Design Scotland's Stalled Spaces fund, Community Groups have held events near the marina and on the open space at Sainsbury's. This fund is still open and the proposals in and around the town centre which fulfil the criteria can apply for support.

Pop-up shop: Kirkintilloch was successful in applying to the national Test Town programme which undertook a pop up shop initiative and competition in the town centre. Following on from the success of the initiative, the Council, in partnership with local businesses, ran its own pop-up Shop Kirkintilloch event in March 2017, which had a number of small local entrepreneurs being able to showcase in vacant retail units within the Cowgate.

Several iconic red Lyon Foundry phone boxes were sourced and placed in different spaces throughout the town centre. The intention at the time was for the emerging community development trust to use these for various displays and information.



Cowgate Street Design Project: The most recent project to be completed is the re-design of streets along Cowgate. Following Council approval to proceed to the delivery phase the project team appointed a contractor to deliver plans that were designed following extensive community consultation.

The main construction programme for the project completed in April 2017 with a snagging and defects period now in place. Three public art gateway features are being installed as part of the project and will be positioned on the main gateways to the Cowgate. Each will have a bespoke design depicting themes relating to Roman, medieval and industrial periods of Kirkintilloch history. These installations will be implemented over the summer of 2017.

In addition to the above, other activities which have been carried out in support of the Masterplan over the last year include:

- **Planning application advice:** For each development proposal within the town centre the Kirkintilloch Town Centre Masterplan Officer liaises with Planning Case Officers to ensure developments are in keeping with the Masterplan.
- **Kirkintilloch Town Centre Masterplan Champions Group:** Comprising of local community groups, businesses and residents, the group meets on a regular basis to ensure that there is a 'sounding board' for projects and that the nominated person from each group can disseminate information within the community.
- **Engagement:** Between October and November a vacant retail unit on Cowgate was used by Kirkintilloch Town Centre Masterplan team to display plans and answer questions. Over 900 people took part in this.
- **Consultation:** For the development of the gateway features the Council worked with the East Dunbartonshire Leisure and Culture Trust to appoint an artist with expertise in developing and delivering public art projects. For this project the artist consulted with local school children, local history groups and the Champions Group. These pieces have since been developed and reflect the history and heritage of Kirkintilloch.



- **Promotion of project:** Every household in Kirkintilloch and Lenzie was sent a leaflet promoting the town centre and the works.
- **Working with local groups:** Over the course of the last year the Masterplan Officer has attended meetings with the local Community Council, Town Centre trader groups, Local Churches and Rotary Club that that information regarding the project was widely circulated.



Case Study 2

**Ensuring the delivery of high-quality housing
and an effective land supply**

Elements of a high-quality planning service this case study relates to:

- Quality of outcomes
- Quality of service and engagement
- Governance
- Culture of continuous improvement.

Performance markers:

1. Decision making: authorities demonstrating continuous evidence of reducing average timescales for all development types.
2. Project management: offer of processing agreements (or other agreed project plan) made to prospective applicants in advance of all major applications and availability publicised on planning authority website.
3. Early collaboration with applicants and consultees on planning applications:
 - availability and promotion of pre-application discussions for all prospective applications.
 - clear and proportionate requests for supporting information
6. Continuous improvements:
 - a. show progress/improvement in relation to PPF National Headline Indicators
 - b. progress ambitious and relevant service improvement commitments identified through PPF report.
7. LDP (or LP) less than five years since adoption.
 11. Production of regular and proportionate policy advice, for example through supplementary guidance, on information required to support applications .
 12. Corporate working across services to improve outputs and services for customer benefit (e.g. protocols; joined-up services; single contact; joint pre-application advice)
 15. Developer contributions: clear expectations
 - a. set out in development plan (and/or emerging plan,) and
 - b. in pre-application discussions.

The Council has been focused on adopting its Local Development Plan and ensuring an effective land supply to allow the delivery of high-quality housing during 2016/17. A range of work strands have taken place to ensure delivery of new housing across East Dunbartonshire.

LDP Housing Policy and Housing Land Supply

The LDP was adopted on 23 February 2017. This followed the submission of the plan to Scottish Ministers in December 2015, the completion of the examination in September 2016 and submission to the Scottish Ministers of the proposed plan as modified in December 2016.

During the examination housing land supply was given significant scrutiny through further information requests and a housing hearing. The Land Planning Policy team worked to ensure the speedy progress of the examination and to provide a range of information to the Reporter on the Council's housing land supply, namely:

- Updated land supply figures and site capacities, and details of new consents granted since preparation of the proposed LDP, to ensure that the Reporter had the most up to date information possible.
- A calculation of the expected contribution of windfall during the plan period based on completions from the last 10 years and an analysis of the likelihood of future brownfield sites (in the urban area) becoming available for development.
- The impact of the Scottish Government's announcement of additional funding for affordable housing in November 2015 and the increase in affordable housing delivery that would subsequently be expected.
- An analysis of the likely contribution that unsubsidised intermediate affordable housing, delivered by the market sector, could make to meeting affordable housing need in the area.
- The effectiveness of sites being carried forward from Local Plan 2.

The Reporter largely found in favour of the Council's approach to meeting housing need; specifically that the indicative figure in the housing needs and demand assessment could not realistically be delivered and would also cause significant environmental and strategic effects. As such the Reporter concluded that housing supply target should be reduced accordingly, contrary to the representations received from the housing development industry.

In order to ensure that the housing sites included in the LDP can be brought forward quickly and to a high standard, key requirements are provided for each site. These key requirements identify mitigation of environmental impact, further information needed and any replacement of community facilities required.

Production of site briefs

Pre-application consultations or planning applications have been received for approximately six local development plan housing allocations, and more are expected. Site briefs are being produced for these sites and other housing allocations to provide early site specific information for use by Development Applications team during their pre-application discussions with developers. The aim of this is to help the efficient delivery of the housing allocations and implement LDP policies; in particular Policy 2 Design and Placemaking, Policy 4 Sustainable Transport, Policy 8 Protecting and Enhancing Landscape Character and Nature Conservation and Supplementary Guidance on Design and Placemaking.

The initial research included identifying LDP key requirements, local site specific information identified during the LDP process - in site assessments, strategic environmental assessment and the Scottish Government, Department of Planning and Environmental Appeals examination report conclusions. It also included creating site specific extracts of the LDP Proposals Map and satellite image aerial photos for use in discussions. The site briefs formed the Land Planning Policy team's comments on site specific environmental and site specific considerations on the housing allocations at Crofthead, Bishopbriggs and Craigton Road, Milngavie; informing the pre-application discussions on these.

In addition, a range of Supplementary and Planning Guidance has been produced to support the delivery of housing. In particular, this has ensured detailed design and placemaking advice and clear guidance on developer contributions. More information can be found in Case Study 4, 5 & 7.



Case Study 3

Guidance for and use of Developer Contributions and Legal Agreements

Elements of a high-quality planning service this case study relates to:

- Quality of outcomes
- Quality of service and engagement
- Governance
- Culture of continuous improvement.

Performance markers:

1. Decision making: authorities demonstrating continuous evidence of reducing average timescales for all development types.
2. Project management: offer of processing agreements (or other agreed project plan) made to prospective applicants in advance of all major applications and availability publicised on planning authority website.
3. Early collaboration with applicants and consultees on planning applications:
 - availability and promotion of pre-application discussions for all prospective applications.
 - clear and proportionate requests for supporting information.
4. Legal agreements: conclude (or reconsider) applications within six months of resolving to grant.
6. Continuous improvements:
 - a. show progress/improvement in relation to PPF National Headline Indicators.
 - b. progress ambitious and relevant service improvement commitments identified through PPF report.
11. Production of regular and proportionate policy advice, for example through supplementary guidance, on information required to support applications.
12. Corporate working across services to improve outputs and services for customer benefit (e.g. protocols; joined-up services; single contact; joint pre-application advice).
13. Sharing good practice, skills and knowledge between authorities.
15. Developer contributions: clear expectations
 - a. set out in development plan (and/or emerging plan,) and
 - b. in pre-application discussions.



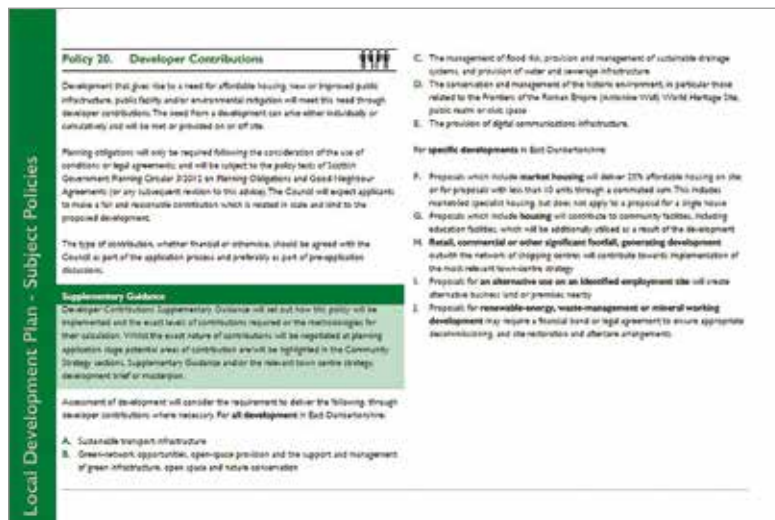
Until it was superseded in February 2015, Local Plan 2 included policy on when development should provide affordable housing, education, transport and open space, if necessary by developer contributions: Policy DQ2 - Design Quality, Policy HMU1 - Development Opportunities for Housing and Mixed Uses, Policy OS2 Provision of Open Space in New Developments and Policy TRANS 3 - Developer Requirements. The Guidance Notes on Developer Contributions 2011, as updated, and Affordable Housing provide more detailed guidance on the nature of these contributions.

The proposed LDP 2015 set out the developer contributions required by the LDP within the plan's policies and key requirements for specific sites. The LDP Department of Planning and Environmental Appeals examination reporter considered a Scottish Government objection that there should be a dedicated policy for developer contributions in the plan and recommended that the Council do so. The Council modified the plan accordingly and the adopted LDP (February 2017), Policy 20 Developer Contributions identifies what infrastructure will be required for all types of development, through developer contributions where necessary. It also identifies other contributions for specific development types including affordable housing and education facilities. The finalisation of Supplementary Guidance on Developer Contributions has been a priority

for the Council over 2016/17, to update the Council's current guidance and accompany the LDP. The objective of this is to bring together current guidance on affordable housing and other developer contributions into one document that sets out the range of contributions clearly and concisely for developers and members of the public to interpret at pre-application and planning application stages. It also reviewed the method behind calculating costs to ensure that Scottish Government policy, including Circular 3/2012, is adhered to and contributions from all types of development are proportionate.

Consultation has been important in guiding the preparation of this Supplementary Guidance. This included liaison with key agencies and internal services to review the content of the guidance, particularly the methodology for securing the contribution and costs. The Development and Regeneration Committee agreed to publish and consult on draft Supplementary Guidance on Developer Contributions at its meeting of 17 May 2016. The guidance was subject to public consultation for four weeks from 1 June to 1 July 2016. Eight letters of response were received which included Scottish Government, key agencies and Persimmon Homes. These included representations supporting or querying the need for developer contributions. There were also comments on the specific requirements for contributions towards transport, education, affordable housing, strategic green network and open space, the historic environment, flood risk and water and sewerage. Only minor modifications were required including clarifying where contributions are required towards green network. In addition changes to the statutory requirement for Council nursery provision mean that it has been necessary to specify a contribution to nursery provision from housing on a case by case basis.

The Council's Development Applications team promotes and uses the Council's policy and guidance on developer contributions where necessary, at pre-application and application stage. Case officers engaging with developers communicate the level of developer contributions required for a development at the earliest possible stage, usually at the first pre-application stage where there is sufficient information. The initial advice gives a high level indication of what contributions may be required and developers are directed to the Developer Contributions Guidance. This is also incorporated into any processing agreements entered into. As the pre-application discussions go on and more information is



gathered the required developers contributions is firmed up, either before the submission of the application or shortly afterwards. To ensure that developers' contributions are proportionate to the development case officers and key consultees use the formulas within the guidance note to form the contributions to ensure that they are fair and reasonable. Where a developer considers that contributions would make the project unviable the case officer will request a viability statement, which will be assessed by the Council's Quantity Surveyors, and if found to have an impact on the project viability there will be a negotiation to reduce or void the requirement as proportionate to the level of viability impact.

All planning applications that are presented to the Planning Board recommending approval or refusal include an outline of what developer obligations are required if elected members are minded to grant the application. This assessment of required planning obligations is set against the context of Planning Circular 3/2012: Planning Obligations and Good Neighbour Agreements. The case officer works with the developer and relevant internal and external consultees to detail the contributions required and a memo, outlining requirements, is presented to Legal Services, often before the application is presented to the Planning



Board. The case officer then liaises with the Legal Services officer responsible for the legal agreement, and where necessary, meets with the developer and Legal Services, to ensure that the processing of the agreement is on track. Once a legal agreement is in place the case officer monitors the site and the requirements using a central Section 75 database.

Early engagement between developers and Legal Services has meant that we have seen a number of legal agreements being dealt with quickly following a minded to grant decision. Examples of these applications include:

- Switchback Road
- Kilmardinny AMSiC x2

Other applications that have been decided during this time with legal agreements have had longer timescales between minded to grant decisions and the legal agreements being signed. Where this was the case the heads of terms for the legal agreement were quickly decided and often there were other mitigating issues outwith the control of the Planning Service.

Over the reporting period the Development Applications team continues to work closely with the Council's legal team throughout the drafting and negotiation of required legal agreements. All information necessary to start the legal agreement process is provided by a planning officer by using a standardised table template. This has been agreed by both Development Applications and Legal Services to provide a clear and concise starting point for drafting.

In addition the Planning Service continues to work closely with Finance Service to update and adapt the Councils Capital Programme to include and account for developer contributions. This allows more scrutiny on how developer contributions are being spent, as the Finance Service has all the information on the terms of the agreement and when they can be used. This means that as well as the Planning Service scrutinising services receiving developer contributions, our Financial Service are providing further scrutiny at the point the money is drawn for projects. Work will continue to ensure that procedures are improved.

Case Study 4

Bringing forward stalled sites and legacy cases

Elements of a high-quality planning service and performance markers this case study relates to:

- Quality of outcomes
- Quality of service and engagement
- Governance.

Performance Markers:

1. Decision making: authorities demonstrating continuous evidence of reducing average timescales for all development type.s
4. Legal agreements: conclude (or reconsider) applications within six months of resolving to grant.
12. Corporate working across services to improve outputs and services for customer benefit (e.g. protocols; joined-up services; single contact; joint pre-application advice).
14. Stalled sites/legacy cases: conclusion/withdrawal of planning applications more than one-year-old.

The Council continues to ensure that development sites can move through the development management process swiftly but fairly and consistently. The commitment to site briefs by the Policy team will help to provide more certainty for developers and will help in pre-application discussions by identifying key constraints, expected contributions etc. The Planning Authority continues to engage with developers by offering free pre-application advice to developers and their agents. The Planning team work with developers and will always offer meetings with key stakeholders to facilitate early engagement and to identify key issues.

In this reporting period the Planning Authority have closed 12 legacy cases which is a significant increase on the four closed in 2015/16. This shows the team's commitment to reducing our legacy cases where the capacity allows given our resource issues. As team member numbers continue to increase it is expected that better progress will be made on reducing legacy cases further. At present there remain 10 legacy cases all of which

have instructions with our Legal Services. Two examples of historical sites are given below whereby an approval is now in place and whereby pre-application discussions have facilitated the submission of a new planning application.

Case Study - Fire Station Field, Craigdhu Road,

A long standing housing site featured in the LDP (2017) and previously in the Local Plan 2 (2011). Previous planning applications and proposal of application notices dating back to 2009 had never progressed to an approval. Further investigation of flood risk had considerably reduced the extent of the developable site between LP2 and the LDP. The Council engaged with a new prospective developer and positively encouraged a higher density of development on the remaining site which differed greatly from the detached housing previously proposed. This ensured the viability of the site taking into account its reduced extent and also supported the maintenance of an effective housing land supply. This approach resulted in some additional opposition from local residents and elected members as it resulted in a development which was very different in design and density to the surrounding built form. However the majority of the Planning Board were persuaded that as a gateway site in a sustainable location at this higher density was appropriate and the application was granted subject to the completion of a legal agreement. Work is expected to commence on site in 2017/2018.

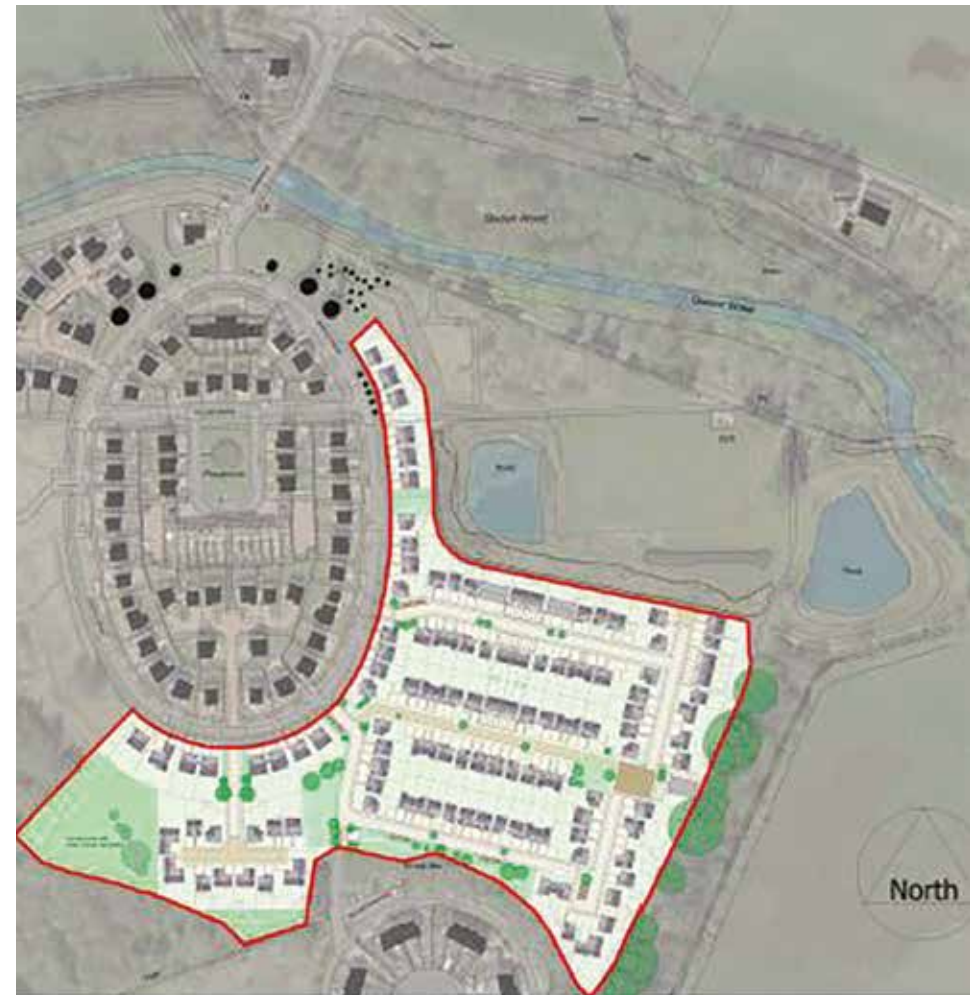


Fire Station Field view



Case Study - Lennox Castle Phase 2

Long standing housing site which had featured in the previous two Local Plan iterations but only phase 1 had ever been developed. This first phase had been built prior to the downturn of 2008 and had incurred high infrastructure costs associated with flood mitigation and road infrastructure. The costs associated with this had reduced the attractiveness of the other phases of the site for future developers. The normal LDP requirement for 25% on-site affordable housing was also contributing to this lack of viability. The Council recognised the unique issues preventing the implementation of the site and has taken a more flexible approach with regards to affordable housing provision. Successful discussions proposing a more flexible mix of on-site provision of varying tenures combined with the provision of a commuted sum has given a housebuilder sufficient confidence to proceed with a major planning application on the site which is currently under consideration.



Lennox Castle

Case Studies

Development Management Performance

Elements of a high-quality planning service this case study relates to:

1. Decision making: authorities demonstrating continuous evidence of reducing average timescales for all development types.
2. Project management: offer of processing agreements (or other agreed project plan) made to prospective applicants in advance of all major applications and availability publicised on planning authority website.
3. Early collaboration with applicants and consultees on planning applications:
 - availability and promotion of pre-application discussions for all prospective applications.
 - clear and proportionate requests for supporting information.
6. Continuous improvements:
 - show progress/improvement in relation to PPF National Headline Indicators
 - progress ambitious and relevant service improvement commitments identified through PPF report.
12. Corporate working across services to improve outputs and services for customer benefit (e.g. protocols; joined-up services; single contact; joint pre-application advice).

Over the reporting period of 2016/17 the planning function has been combined across the two former teams. For some years the processing of major applications and delivery of regeneration projects and EDC asset projects was carried out by the Strategic Development & Regeneration (SDR) team. The processing of all other applications was carried out by the Development Applications team. Since August last year both teams have merged and all sit within the wider Development Applications - Planning team. This merger of teams sets the scene for performance within Development Management.

There was always a degree of crossover between the two teams who had historically worked closely together. All members of team now have the opportunity to deal with the major applications, bringing with that the challenges and political exposure. Equally, the former members of the SDR team can share best practice with respect to processing of the more controversial applications such as the drafting of complicated Section 75 Agreements and best practice for committee presentations. In terms of the smaller scale work, but equally as important, all officers now carry out the duty planner role ensuring everybody has an understanding of the more commonplace permitted development and procedural type questions.

There is also now the opportunity through the restructure for all team members to work more closely with all colleagues in the wider Development Applications team such as colleagues in the Validation team and Building Standards. A full understanding of pressures and processes has been achieved with the team merger.

The team continues to provide a duty planning service on a daily basis between 9.30am - 1pm. This service is intended to be used for general planning enquiries from members of the public, planning agents with respect to permitted development, planning fees and the planning application process. The planners and validation assistants will also ensure that where appropriate calls and enquiries are also dealt with by the Building Standards team. This ensures that the customer is getting all required information from the Development Applications team in one call or visit. If calls are taken about specific projects, officers can also set up meetings and consultees may be invited to attend too to help speed up the pre-application process. In line with the Council's 'click, call, come in' principles, information is available on our website with respect to the process and viewers are directed to the

e-developmentscotland.com for more information. During the reporting period the service dealt with 675 enquiries.

Project management - The team continues to provide high-quality and efficient pre-application advice to all stakeholders at no cost to our customers. Upon receipt of proposals the case officer circulates the indicative plans/details to consultees and seeks to collate these in order to inform the Planning Authority's position. Ordinarily, the case officer acts as a single point of contact with Council services and external stakeholders to feedback to the developer. The case officer will also highlight to the developer/agent the level of supporting information that will be required in advance of an application submission, such as a noise impact assessment. During the application process, consultees are emailed and links are provided to the application and supporting information. The electronic delivery of consultations ensures responses are received timeously and allows the case officer to make further requests early in the process. The case officer acts as a project manager to ensure key milestones are met throughout the application processing. The opportunity to enter into a processing agreement is also offered at pre-application stage.

The Development Applications Planning team works closely with other Council services to ensure other legislation is complied with. Planners liaise daily with Building Standards surveyors to ensure any amendments the planning team may be seeking comply with the Building Standards. Likewise there is great deal of communication with the Councils roads service who are responsible for commenting on planning applications and also for the processing of Roads Construction Consent (RCC). The two processes are not run in tandem but planning applications necessitating a RCC always include this and think beyond the planning process. One particular application where this was evident was an AMSiC application at a site known as Brae of Yetts (TP/ED/16/0600). The AMSiC was for the construction of 123 dwellings at a site at Waterside Road, Kirkintilloch and was submitted for determination in August 2016. Initial comments were provided by the roads engineer with respect to designing streets and the layout within development, and comment was also given regarding connections to the wider street network. Following an initial meeting to discuss the layout a number of revisions were tabled. Whilst these revisions could have been considered to comply with designing streets and acceptable to

the planning authority the revisions would still have presented issues at the RCC stage. Therefore further amendments were required with specialist engineers invited to ongoing meetings. In seeking these revisions it is anticipated that the subsequent RCC submission would be relatively straightforward as all parties have been subject to ongoing and positive discussions throughout.

In addition to working closely with our internal consultees the Planning Authority continues to respond timeously to elected member enquiries. On the occasion that the applications are to be dealt with by the Planning Board the planning team offer a 'drop in' session in advance of the formal planning committee meeting. This session allows Councillors the opportunity to familiarise themselves with proposals and they can view drawings and ask questions in a less formal setting. It also allows the planners to gain a sense of Councillors issues and concerns and they can prepare accordingly.

In order to further improve our performance all planners are encouraged to offer processing agreements. During the reporting period a number of processing agreements have been offered although the offers of agreements is in excess of the amount entered into.

Electronic submission - The proportion of planning applications submitted electronically continues to increase. The introduction of e-development.com in August 2016 to allow the electronic submission of applications of building warrants has undoubtedly resulted in an increase in the percentage of planning applications received electronically during the reporting period. The team continue to promote the submission of all applications via e-development with email signatures directing stakeholders to the portal.

2016/17	68%
2015/16	62%
2014/15	54%
2013/14	54%

Tablets - During the reporting period members of the Development Applications team

have received training and access to tablets to conduct site visits. In order to ensure efficient use of the tablets a program has been created and installed by one of the Council's technical officers. In advance of the case officer carrying out their site visit data is completed in UNIFORM in the 'date of site visit' space. The program then downloads the associated cases to the desktop of the tablets and this is then ready for use on site. All plans are accessible on site. This can also facilitate on site discussions with neighbours. The use of the tablets and the site visit program has demonstrated a commitment to 'paperless' processing from the team, has saved time for case officers in preparing for site visits and also demonstrates our commitment to using technologies to enhance the processing of planning applications.



The scheme of delegation is less than two years old having been reviewed and updated in September 2016. The scheme of delegation continues to be reviewed.

Public inquiry- The team has also been heavily involved in the defence of a decision at appeal relating to a site known as Tower Farm, Torrance. (TP/ED/15/0541) Planning permission in principle was applied for residential development. The application was refused on 24 December 2015 for 13 reasons including landscape, sufficient land supply and biodiversity. The applicant appealed to the DPEA on the 23 March 2016. The reporter determined to assess the application as a combination of public inquiry and hearing and the subject matter for both were agreed at the pre hearing meeting on 16 August 2016. In advance of and in preparation for the hearing Brodies provided staff training and specialist advice regarding presenting at public inquiries and hearings and preparation of evidence in relation to responses to supplementary evidence, preparation of precognitions and hearing and closing statements.

The planning appeal was a significant and protracted piece of work which involved significant volumes of documentation which required careful document control. In addition, the case officer had a significant role in managing consultees, together with external legal and landscape consultants, setting clear deadlines to manage the compilation of responses and submission of responses. Vigilant management of the case ensured that the shifting policy context was managed both in terms of the Council's submission but also in terms of consultee response and expectation.

The preparation of the Council's case involved cross-disciplinary and collaborative working. - The planning appeal and public inquiry reinforced existing linkages between the planning service and internal and external consultees. It has resulted in strong bonds between officers, improved methods of working and a greater understanding of technical information and issues. In addition, it honed consultees understanding of the planning process and the importance of the technical opinion and responses. A recent decision has been issued on this particular case with the appeal being dismissed.

Case Study 6

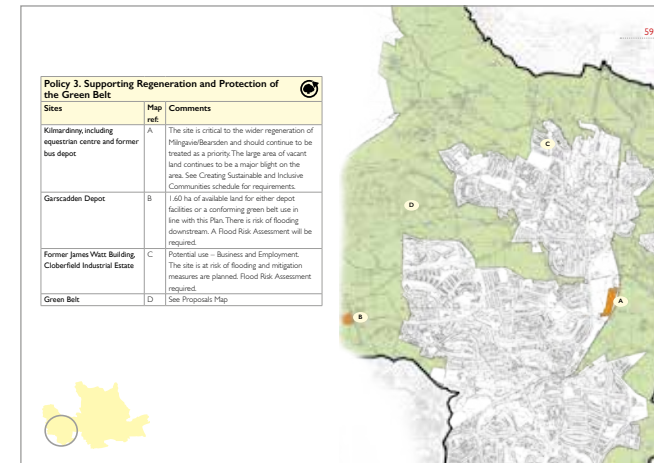
Adoption of Local Development Plan

Elements of a high-quality planning service this case study relates to:

- Quality of outcomes
- Quality of service and engagement
- Governance
- Culture of continuous improvement.

Performance markers:

6. Continuous improvements:
 - a. show progress/improvement in relation to PPF National Headline Indicators.
 - b. progress ambitious and relevant service improvement commitments identified through PPF report.
7. LDP (or LP) less than five years since adoption.
8. Development plan scheme demonstrates next LDP:
 - a. on course for adoption within five-year cycle.
 - b. project planned and expected to be delivered to planned timescale.
12. Corporate working across services to improve outputs and services for customer benefit (e.g. protocols; joined-up services; single contact; joint pre-application advice).
13. Sharing good practice, skills and knowledge between authorities.



The LDP was adopted on 23 February 2017 following a significant and sustained work programme over a number of stages; those relevant to 2016/17 are highlighted:

- The submission of the plan to Scottish Ministers in December 2015 in line with the development plan scheme. This was a significant milestone for the Council and ended the period of the Council being in the lead on the timescale. Following the Reporters assessment of the Statement of Conformity the examination got underway at the start of February 2016.
- Provision of responses to further information requests and a housing land supply hearing. The Land Planning Policy team received 11 further information requests which took time to respond to and also had to extensively prepare for and appear at a full day housing hearing.
- At the completion of the examination in September 2016 the DPEA issued its report, which included the schedule four forms and totalled over 600 pages. The Land Planning Policy team immediately analysed the Reporter's recommendations and conclusions and provided a detailed report to Council which was approved in November 2016. This included a significant SEA process as the modifications were subject to SEA and consultation resulting in responses from key agencies which had to be considered and led to the Council agreeing a rejection of a modification and submitting this to Scottish Ministers.

- The submission to the Scottish Ministers of the proposed plan as modified in December 2016 was another significant milestone for the team which provided the Government with all the required documentation. Following difficulties advertising the submission over the Christmas holidays the 28 day period formally began on 12 January 2017. The Government extended this by a further 14 days and the LDP was adopted on 23 February 2017.

The LDP is now in use for determining planning applications and will ensure continued improvements to quality of development and speed of decision making, particularly when combined with the consolidated Supplementary and Planning Guidance (Case Study 7).

The further information requests and hearing as well as the SEA of the modifications and issues arising required significant problem solving from the team to ensure that the examination and adoption could proceed timeously. Cross service working was also essential with the Housing Service attending the hearing, Development Management reviewing the LDP and associated mapping design, the GIS team designing proposals and online map of the proposals and the Corporate Communications team with designing of the LDP document. In addition, regular attendance at the Glasgow and Clyde Valley LDP forum and national LDP forum allowed discussion of good practice in administration of the examination and adoption process.

Delivering the above work whilst producing Supplementary and Planning Guidance (see case studies 3, 7, 10 and 11) has required significant project management skills and efficient time management. The Land Planning Policy team used its spread sheet based team action plan to track work including the correspondence throughout the examination, further information requests and hearing. The Land Planning Policy team use project management techniques and detailed Excel spread sheets charts to ensure effective management of work. The Directorate has rolled out PRINCE2 training for team leaders and these systems are used by the Policy team leader to ensure realistic and achievable project plans which are kept up to date and revised on a regular basis. The team action plan sets out work programmes with stages, targets and staffing included. This work informs updates to senior management and elected members and allows for any issues to be highlighted early.



Case Study 7

Publication of Supplementary and Planning Guidance

Elements of a high-quality planning service this case study relates to:

- Quality of outcomes
- Quality of service and engagement
- Governance
- Culture of continuous improvement.

Performance markers:

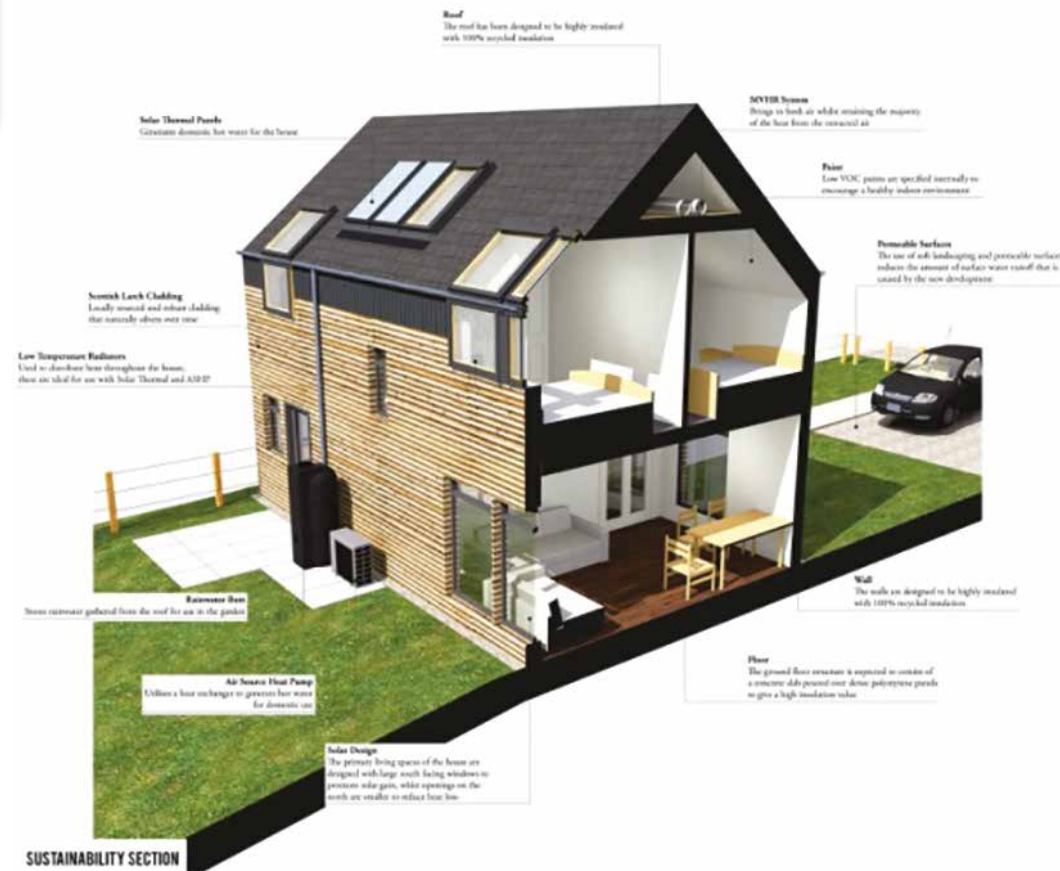
1. Production of regular and proportionate policy advice, for example through supplementary guidance, on information required to support applications.
2. Corporate working across services to improve outputs and services for customer benefit (e.g. protocols; joined-up services; single contact; joint pre-application advice).
3. Sharing good practice, skills and knowledge between authorities.

In order to implement the LDP, provide proportionate and up to date policy advice, promote excellent design standards and ensure good practise is being taken forward; the Land Planning Policy team have been producing a suite of Supplementary and Planning Guidance which consolidates existing guidance. Significant progress has been made over 2016/17 and further guidance will be produced in 2017/18.

Publication of Design and Placemaking Supplementary Guidance

This new planning guidance document was adopted by the Council in May 2017 following approval by the Scottish Government. It consolidates and updates a range of individual planning guidance notes on issues that have a design element. The aim of the document is to provide a more accessible and modern design guidance document, that provides a single point of reference for applicants, whether a proposed development is for small-scale domestic proposals or major developments. It will support implementation of Policy 2: 'Design and Placemaking' of the adopted LDP.

The guidance is an essential tool in clearly setting out the standards of design and placemaking expected by the Council, and reflects the requirements of Scottish Government policy as set out in creating places and designing streets. Content was written by Council planners, and external architectural design consultants were appointed



to provide technical assistance on both the structure of the document and community engagement exercises. Continuous engagement and consultation has been integral to the preparation of the document. This has included the following key stages:

- Internal engagement with the following Council services: Development Management, Strategic Development & Regeneration, Transport & Access, Sustainability, Neighbourhood Services, Housing and Road Services.
- Structured workshops in October and November 2015 with key agencies including SPT, SNH and Scottish Water and other council services. Further engagement with other key agencies and partners such as Transport Scotland, Historic Environment Scotland, SEPA, NHS, and Scottish Canals will take place as part of the formal consultation process.
- Discussion and scrutiny by elected members via the Council's Working Party mechanism.

Whilst it has been challenging to balance all of the design requirements from such a wide range of stakeholders, the document manages to consolidate a total of 15 separate guidance notes into one.

Natural Environment Planning Guidance

The Council published Natural Environment Planning Guidance for new developments in East Dunbartonshire in May 2017 - following responses from stakeholders and local people. It includes procedures and information identified in a joint Scottish Natural Heritage/ West Lothian Council guidance which won a Scottish Award for Quality in Planning, commendation in 2015. It incorporates local information from recent reviews which surveyed and justified designated sites including local landscape areas and local nature conservation sites.

The document gives further information and detail on policies set out in the adopted East Dunbartonshire LDP, 2017. Approved by the Development and Regeneration Committee in March 2017, the guidance is a material planning consideration and is used to determine



planning applications. It consolidates and replaced the former Planning Guidance Notes on Natural Diversity, Special Landscape Areas, Tree Protection and part of the guidance note on Brownfield Sites and Non Native Invasive Species. Representations received during the consultation period between 1 December 2016 and 11 January 2017 included comments from Scottish Natural Heritage and Milngavie Community Council. These included support for early engagement and the approach to local landscape areas and geodiversity sites. Specific comments were made on the notable species at Craigmaddie and Mugdock Reservoirs and Barloch Moor and on how a local nature reserve is designated. Only minor modifications to technical information were required, as noted below. In addition officers have updated references within the Guidance to Local Development Plan Policy 8 Protecting and Enhancing Landscape Character and Nature Conservation and added factual information on notable species recorded in local nature conservation sites.

This guidance document will help applicants and the public understand the Council's expectations and requirements for protecting and enhancing landscape character and nature conservation in new development, and how this will be done.

A key principle of the LDP is to encourage design in new development which has a positive impact on the surrounding area and creates a high-quality, sustainable place.



The guidance provides information on the biodiversity, geodiversity, landscape character and specific soils of interest in East Dunbartonshire. It also sets out procedures on how this will be taken into account when considering development proposals. Applicants will be encouraged to refer to this guidance at an early opportunity to consider natural environment requirements, constraints and opportunities for new development.

Good practice examples of development enhancing the natural environment

Over the period from March 2016 to March 2017 these include three major applications for housing development. They enhanced the natural environment with a natural sustainable drainage system (SUDS) scheme, enhancement of an existing burn and wet grassland or manage significant/ TPO trees during construction.

Creation of natural SUDS

Mansell Homes' housing development for 59 units on the LDP allocated housing site at Kessington (Planning Application Reference TP/ED/14/0602) was approved last year on 15.3.16 and implemented in May 2016. This development provided a natural wetland SUDS in the green belt adjacent to the site. This provides natural flood alleviation, creates recreational open space, enhances the setting of the development and wider settlement, as houses face onto it, and creates an enhanced footpath link into the adjacent Templehill Woods Local Nature Conservation Site.

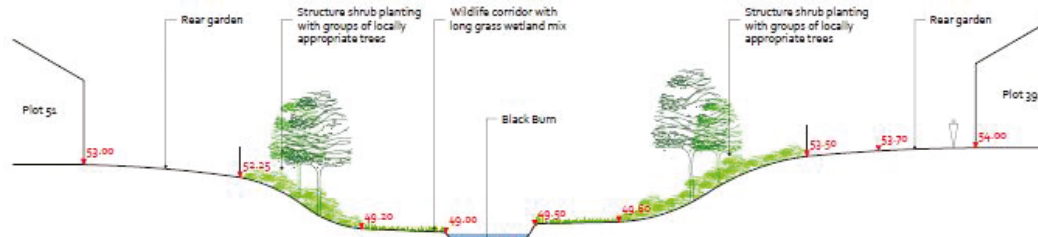


Enhancement of an existing burn and wet grassland habitat

The proposed development of 123 houses at Braes of Yettis by Barratt Homes (TP/ED/16/0600) had its approval of matters specified in conditions granted subject to conditions on 1.3.17. Further information provided included an ecological report, a habitat management plan and an otter and vole survey. The design will conserve and enhance the natural habitats of wet grassland, road side hedgerow and a burn adjacent to the Merkland Local Nature Reserve, which form part of the countryside setting of Kirkintilloch. As part of the development locally suitable grassland, scrub and trees will be planted to provide a new green belt boundary to the east, including native species. The Black Burn will be maintained enhancing a wildlife corridor of locally suitable grassland, scrub and trees through the housing area, with a ledge in the design of a culvert to allow mammal passage along the burn. In addition, the proposal will locate SUDS and play areas adjacent to the grassland area and create a footpath connection link across the northern boundary of the wet grassland which will also link the local nature reserve to a core path in the open countryside to the east.

Indicative Cross Section through watercourse and wildlife corridor along Black Burn

Scale: 1:100 @ A2



Management of Significant/ TPO Trees during Construction.

A very good example of tree protection during construction on a major application for 62 detached and terraced dwellings is the Cala homes site on the former Bearsden Bus garage site, Bearsden (approval of matters specified in conditions application reference TP/ED/15/ 0928). This forms part of the Kilmardinny Master Plan. In partnership with Envirocentre, site agent for Cala Homes and the Council Tree Officer worked closely together to prevent damage to trees to be retained as part of development proposals. After initial teething problems resulting in root damage to two trees the retained trees have been afforded the right protection during construction works. This has been challenging due mainly to the installation of utility services. However on the majority of occasions a solution has been found that suits all parties.



Other Guidance

In addition, other Supplementary and Planning Guidance is being developed or has been published - see Case Studies 3, 10 and 11.

Case Study 8

Enforcement

Elements of a high-quality planning service this case study relates to:

- Quality of outcomes
- Quality of service and engagement
- Governance
- Culture of continuous improvement.

Performance markers:

5. Enforcement charter updated/re-published.
12. Corporate working across services to improve outputs and services for customer benefit (e.g. protocols; joined-up services; single contact; joint pre-application advice).
13. Sharing good practice, skills and knowledge between authorities.

During the reporting period an updated Enforcement Charter has been approved and is available on the Council's website. The charter has revised the service standards to better reflect the resources available to the team and to manage customer expectations. The charter explains how the enforcement process works, the Planning Authority's role and our service standards. The charter also outlines the processes and the complexity of potential investigations. A report to accompany the new Enforcement Charter was presented to the Council's Development & Regeneration Committee in March 2017 to raise the profile of the team and to enable Councillors to have a better understanding of the team's work.

During the reporting period 2016/17 81 cases have been opened up which is an increase on 2015/16. The number of cases closed during the same reporting period was 92 compared to 36 in reporting period 2015/16. The number of notices served has been three as opposed to four in 2015/16. Over this reporting period there has been the ongoing sharing of investigations within the team. The planners in the wider Development Applications team have been responding to some of the more simple, household type complaints that have been received. Initial site visits can easily be added to the planner's site visits when they have been carrying out their own planning application site visits. The assistance of the planners has allowed the Enforcement Officer to re-visit some of the more historical cases and close off the investigations where breaches may no longer

be evident for example. This distribution of new investigations continues to benefit the planners and develop their own knowledge of simple enforcement investigations. Likewise this process allows the Enforcement Officer to use their knowledge and skills more wisely dealing with the more complex and challenging cases. Over the reporting period an online complaints form has been launched specifically for enforcement cases. The form - <https://www.eastdunbarton.gov.uk/residents/planning/enforcement#overlay=special/address-finder%3Fnid%3D31274> directs the complainant to answer specific questions. The questions have been tailored in order to better inform the Planning Enforcement Officer when opening investigations.

A Notice of Development Report (NIDS) is produced on a weekly basis and distributed within the Development Applications team. The NIDS report uses information inputted in the Building Standards module to provide a list of sites that have commenced alongside conditions attached to planning permissions. The case officer can then use the NIDS report to contact agents/developers and applicants where appropriate if it appears that pre-commencement conditions have not been discharged. The continuation of the NIDS report has prevented cases getting to the more advanced enforcement stages.

Of the new investigations opened during the reporting period there have been a wide range of issues including:

- Freight containers
- Formation of overspill car park
- Garage opening outwith operating hours
- Unauthorised display of advertisement
- Construction of treehouse
- Caravan being used as habitable accommodation at private dwelling
- Painting of residential building within conservation area
- Construction of stables

During this reporting period a notice was served where a large raised platform had been formed in the rear garden of a house in Bearsden. The structure had been subject to a

number of complaints from surrounding properties with due to overlooking and loss of privacy. The raised platform had been constructed of gabion baskets and had been built into the gradient of the rear sloping garden ground, resulting in platform height of 1.8m from ground floor level, with a 1.1m high balustrade. The raised platform area equated to 68sqm which provided uninterrupted views to houses at the lower level.

An investigation was opened and the homeowner advised to remove the structure. The homeowner submitted a planning application for the retention of the structure which was duly refused and an appeal was also dismissed by the Local Review Body also. The Planning Authority did enter into discussions with the homeowner to seek the submission of a scheme to be agreed to remove the structure. The homeowner failed to comply with the agreed removal scheme and an enforcement notice was served on the homeowner on 22 June 2016. The enforcement notice required the complete removal of the raised structure and the reinstatement of the levels and landscaping. The enforcement notice had a compliance period of 12 weeks which the homeowner failed to comply with. Using powers available to him the Enforcement Officer agreed, with the homeowner, an extension of the compliance period. Neighbouring homeowners were kept up to date on the case through regular communication with the Enforcement Officer.

This case demonstrates the prolonged and lengthy process in seeking to resolve the removal of a domestic garden addition. It shows that the Enforcement Officer would always seek to negotiate with the landowner a solution to the breaches before moving to issuing a formal notice. In this case the raised platform was removed and the breach clearly resolved.



Raised platform in place to rear of property



Rear garden restored to former condition following removal of raised structure

The enforcement officer has also attended the Scottish Planning Enforcement Forum at their quarterly meetings. Topics on the four respective agendas over the year have included:-

- 1) Contaminated sites and long term management
- 2) Pro-active monitoring and enforcement of major developments
- 3) Crafting of notices, the preparation of robust statement of case in enforcement notice appeals
- 4) "A Thousand Huts" initiative
- 5) Presentation from DPEA about approach towards enforcement appeals, and difficult issues when they arise.

The enforcement team has continued to work with one officer which is reflected in the amount of investigations opened. Cases have continued to be prioritised to reflect this resource and the updated planning enforcement charter.



Case Study 9

Working with and learning from other planning authorities

Elements of a high-quality planning service this case study relates to:

- Culture of continuous improvement.

Performance markers:

6. Continuous improvements:
 - a. Show progress/improvement in relation to PPF National Headline Indicators.
 - b. Progress ambitious and relevant service improvement commitments identified through PPF report.
13. Sharing good practice, skills and knowledge between authorities.

The Council's planning teams contributes to and benefits from working with and learning from other planning authorities. This strengthens the quality and efficiency of the team's work and ensures that we are planning across boundaries. It also provides valuable training opportunities. A range of activities are undertaken which are outlined below.

The Land Planning Policy team shares good practice and carries out benchmarking activities with other forums through its part in the city regions Strategic Development Plan. It also contributes to events on the Planning Review, attendance at HOPS Development Planning Sub Group meetings, the West of Scotland LDP Forum and National LDP Forum.

The Glasgow and Clyde Valley LDP Forum consists of the eight Clyde Valley authorities and the SDP core team. It meets every six months and met twice in 2016/17. Its principle purpose is to share and exchange best practice in respect of LDP and SDP development and implementation. During the meeting the following items were discussed:

- The planning review has been a significant point of discussion at meetings with the group discussing the review document in order to inform the eight Council and SDP responses. Emerging policy changes including new government guidance were also discussed.
- Supplementary Guidance - (approaches and procedures) - Authorities discussed what guidance they had/will produce.

- Examinations - Report findings and procedures - Authorities held discussions on key themes and, where applicable, on key recommendations from the LDP examination. The administration of examinations was also discussed in order to share best practice. Appeal decisions were also been reflected on.
- MIRs - Consideration of approach to the Main Issues Report (MIR) and types of issue to include following adoption of up to date LDP. Authorities are now beginning to consider their next MIR and considered approaches.

The Council's part in the Clydeplan Strategic Development Plan and the value it gains is crucial, regional planning continues to be of significant benefit to East Dunbartonshire. Throughout 2015/16 the Land Planning Policy team has contributed to the Clydeplan Strategic Development Plan examination as required, for example inputting into further information requests and watching the housing hearing in December 2016. In addition the team has continued with core business of producing the Housing Land Audit, Vacant and Derelict Land Annual Survey, Industrial, Business and Office Land Annual Survey, and attendance at topic groups, sub-groups, Heads of Policy and Steering Group.

Benchmarking also takes place supporting environmental and technical functions, including through the Glasgow and Clyde Valley Green Network Partnership; the Scottish Outdoor Access Forum; the Scottish Strategic Environmental Assessment Forum; the Local Authorities Historic Environment Forum; the Corporate Address Gazeteer Forum; the One-Scotland Mapping Agreement Group; and the Ordnance Survey User Group.

East Dunbartonshire Council attends a benchmarking group which consists of participants from the following councils: East Renfrewshire, Inverclyde, North Ayrshire, Renfrewshire & West Dunbartonshire. The group normally meets every three to four 4 months and met four times in 2016-17 as follows: 21 April 2016 (at East Renfrewshire); 27 July 2016 (at North Ayrshire); 20 October 2016 (at Renfrewshire) and 23 February 2017 (at West Dunbartonshire). The meetings are minuted, with the host council, chairperson and minute-secretary rotating around the councils.

A wide range of topics were discussed at these meetings, including:-

1. The authorities' planning performance frameworks
2. The national review of the planning system
3. The national consultation on raising the planning fees
4. The new controls on betting offices and payday finance offices
5. The use of the SCOTS Roads Development Guide and parallel roads and planning consent procedures
6. The use of Designing Streets
7. How councils are implementing the Place Standard
8. The national eplanning and edevelopment system
9. Staffing levels within each authority's planning service
10. Enforcement resources that are available
11. The use of shared service, including how the councils obtain archaeological advice
12. Training for planning staff
13. The frequency and content of Community Council training
14. How the councils undertake elected member training
15. The content of Schemes of Delegation
16. How the councils implement pre-determination hearings and full-Council decisions
17. The form and content of 'reasons' on planning decisions
18. The format of Reports of Handling
19. The applicability and types of development contributions which are sought
20. The level of work that constitutes the commencement of a development
21. Processes involved in 'Section 42' applications
22. Whether authorities can add new conditions to an application for renewal of permission
23. Whether authorities can apply a condition to an AMSC consent
24. The use of Certificates of Lawful Use
25. Policies and controls on agricultural workers' houses
26. The definition of 'hard surface' in the permitted development rights legislation
27. The use-class of Uber taxi offices
28. The treatment and control of 'granny-annexes'
29. High hedges procedures including direct action
30. How the councils review their Tree Preservation Orders

The meetings allow for the sharing of experiences and of best practice. This does not necessarily lead to standardisation of practice, but allows for legislative interpretation and practice of practical issues to be shared.

Of particular note this year have been our discussions on:

- **Staffing levels within each authority's planning service.** For the past few years we have compared staffing levels within the development management teams. This year we expanded this to include development plans teams. This allows the councils to compare staffing levels and workloads with some nearby and comparable authorities.



- **Training policies and procedures were discussed on a number of occasions.** This included elected member training, community council training and planning staff training. Staff training is a subject that we intend to develop over the coming year with plans in place to undertake some joint staff training across the authorities.
- **The discussions on the form and content of reports of handling and decision notices** were useful as the authorities were able to learn from the practices of the other councils, ensuring compliance with the relevant legislation whilst minimising administrative procedures and obtaining efficiencies.
- **The use of national guidance standards,** including the SCOTS Roads Development Guide, Designing Streets and the Place Standard were interesting to discuss as practices varied across the councils.

In addition to the formal meetings, the participants also use the email list as a 'forum' for quickly asking questions and obtaining advice on areas of uncertainty.

This group concentrates on development management issues. Development Plans teams benchmark extensively with the eight councils who prepare the Glasgow & Clyde Valley Strategic Development Plan (including sub-groups); as well as through Heads of Planning and the national Development Plans Forum. Benchmarking also takes place supporting environmental and technical functions, including through the Glasgow and Clyde Valley Green Network Partnership; the Scottish Outdoor Access Forum; the Scottish Strategic Environmental Assessment Forum; the Local Authorities Historic Environment Forum; the Corporate Address Gazetteer Forum; the One-Scotland Mapping Agreement Group; and the Ordnance Survey User Group.



Case Study 10

Lennoxtown Charrette and Place Plan

Elements of a high-quality planning service this case study relates to:

- Quality of outcomes
- Quality of service and engagement
- Governance
- Culture of continuous improvement.

Performance markers:

1. Production of regular and proportionate policy advice, for example through supplementary guidance, on information required to support applications.
2. Corporate working across services to improve outputs and services for customer benefit (e.g. protocols; joined-up services; single contact; joint pre-application advice).
3. Sharing good practice, skills and knowledge between authorities.

Lennoxton has one of the four datazones in East Dunbartonshire that are among the 15% most deprived in Scotland. There is high unemployment and more JSA claimants, as well as a high proportion of people in socially rented accommodation. The Council's 'Place' approach is set out in its Local Outcomes Improvement Plan and provides a holistic method of community planning to address the issues of a place as a whole on our most deprived areas, which are Auchinairn, Hillhead and Lennoxton.

In order to implement 'Place' work in Lennoxton the Scottish Government Charrette Mainstreaming Programme was applied for and awarded, and a team of external consultants including architects, designers, and policy and transport consultants were appointed to hold a charrette which took place from Friday 11 to Monday 14 March 2016. The consultants used the place standard tool to assess local concerns, and in addition to the background research, policy and previous work carried out in the town provided by Council officers, they carried out various data and observational background research to come up with suggested projects for improving outcomes.

A report of the charrette was produced by the consultant team and includes the following potential projects:

1. Main Street public realm

- Changing the road design at Crosshill/Main Street
- Creating a crossing at Co-op on Main Street
- Changing road design at the North Berbiston Road junction/Slatefield junction section
- Changing road design at Crosshill Street/Main Street junction and a crossing at Service Road to slow traffic approaching Main Street
- Community green spaces

2. Making Connections

- Active Travel links: create a link between a key junction of the Strathkelvin railway path to the town centre via Station Road; and a link from east to west through the High church grounds
- Review public transport provision
- Pedestrian signage
- Dog bin provision

3. Making more of land and buildings

- Campsie Hall upgrades: public toilets, possible café, tourist 'hub'
- Old Library: location of afterschool/childcare clubs
- Hub: review hours, offer adult education
- Building images
- Town centre living
- Micro-hydro community project to generate income for a development trust
- High park evening use: well-lit pitch

The Land Planning Policy team have been leading on taking these projects forward to produce a plan for the town after testing the feasibility of each project in a local context by applying further research, additional data collections and local knowledge.



Additional research carried out to produce the plan included:

- A traffic survey that monitored traffic counts, speeds at various points on the Main Street, junction turning and queue counts and pedestrian counts
- Additional monitoring of pedestrians crossing the road and parking counts
- Further discussion with internal teams including employability services, roads, facilities management, streetscene, estates management, community safety, and housing regarding project history and feasibility.
- Further consultation with external colleagues including, Skills Development Scotland, The East Dunbartonshire Leisure and Culture Trust, Campsie Memorial Hall Trust, Citizen's Advice Bureau, and Strathclyde Partnership for Transport regarding partnership input

While this plan was being drafted, it was decided that due to Lennoxtown's poorer outcomes in relation to SIMD data, the town would be subject to a 'Place Plan', along with Hillhead and Harestanes, Twechar and Auchinairn as a requirement of the Community Empowerment (Scotland) Act 2015 to produce locality plans.

The draft plan as it stands is currently being worked on to ensure it fulfils these requirements and will therefore become a holistic plan for Lennoxtown which will include regeneration and built environment projects, as well as social and health projects that target the outcomes in which Lennoxtown performs poorer than the rest of the authority. This is being done in partnership between the Land Planning Policy team and the Community Planning and Partnerships team, and has involved the input of the whole Community Planning Partnership via the Local Outcome delivery groups. The Lennoxtown Place Plan will be consulted on over the summer and a draft will be taken to the Community Planning Board at the end of 2017 and in place by the end of March 2018.



Case Study 11

Town Centre Strategies - Engagement and Place Standard Tool

Elements of a high-quality planning service this case study relates to:

- Quality of outcomes
- Quality of service and engagement.

Performance markers:

11. Production of regular and proportionate policy advice, for example through supplementary guidance, on information required to support applications.
12. Corporate working across services to improve outputs and services for customer benefit (e.g. protocols; joined-up services; single contact; joint pre-application advice).
13. Sharing good practice, skills and knowledge between authorities.

The adopted East Dunbartonshire Local Development Plan (Feb 2017) commits the Council to preparing a series of Town Centre Strategies for each of its four towns as planning guidance. These are to be completed within the five year lifespan of the plan, as required by Scottish Planning Policy. The Land Planning Policy team commenced work towards these strategies in summer 2016, focusing on the towns of Bearsden, Bishopbriggs and Milngavie.

The purpose of these strategies is to support implementation of the LDP by establishing a long-term vision for town centres, provide a framework for future development and to ensure that our town centres contribute towards an expanding local economy with a competitive and diverse business and retail base.

From the outset it was recognised that the preparation of the strategies would require close collaboration with those who are most familiar with each centre. We therefore focused our engagement activities on those people who live, shop and work in or close to the respective town centres. These are the people who are best placed to provide feedback on the strengths, weaknesses and key priorities within each centre. Their input is also vital in terms of identifying potential solutions to any weaknesses or key requirements. However, the consultation and engagement process was also open to the wider public and anyone with an interest in the long term future of each town centre.

To ensure that we reached as many people as possible, the Land Planning Policy team organised a wide range of engagement methods and activities in Autumn 2016. Our aim was to enable people of all ages, abilities and backgrounds to participate in the consultation. A summary of these methods and activities is provided on the next page:



Online survey	The survey was available from Monday 12 September until Wednesday 30 November 2016. The survey was designed to gain views on the strengths, weaknesses and key priorities within each town centre.
Public workshops	Interactive workshops were arranged in each town. The events utilise the 'Place Standard' tool (see section 3) to generate discussions on each centre.
Pop-up stalls	Members of the Land Planning Policy team were available at key locations within each town to publicise the strategies, generate 'on-the-spot' opinions and answer any questions from members of the public.
Local Press	Details of the survey and workshops were publicised on a number of occasions in the Kirkintilloch Herald and the Bearsden & Milngavie Herald.
Social Media	The Land Planning Policy team worked with the Council's Corporate Communications team to publicise the various engagement activities via social media including Twitter and Facebook.
Direct Emailing	Key stakeholders were contacted directly with details of the strategies and related engagement activities.
Direct engagement with local businesses	Officers visited each town centre during the consultation period and spoke directly with representatives of local businesses. We also used this opportunity to publicise the workshops and survey.
Newsletter	Throughout the engagement period, the team has provided details of the consultation activities via our regular newsletter. This newsletter is distributed via email and is sent to a wide range of stakeholders including local residents, key agencies, developers and consultancies.
Employee News	Recognising that many East Dunbartonshire Council employees either live within the area or have an interest in our town centres, the team arranged for details of the engagement activities to be publicised via the Council's regular 'Employee News' email.
Posters	Officers visited each town and placed a number of promotional posters in key locations such as leisure centres, libraries and local supermarkets where possible. These posters contained details of the survey and workshops.
Community Councils	The Land Planning Policy team contacted each Community Council within East Dunbartonshire to explain the strategies and encourage as many interested parties as possible to attend the workshops.
Equalities	The Policy team met with the Council's Equalities Officer to discuss the strategies and ensure that our approach to engagement was compliant with equalities legislation and good practice.
Internal session	The team arranged a seminar with representatives of other services across the Council, to gain a full understanding of recent and current activity within each town centre.

Online survey

A survey was created to gain views on each town centre from as wide a range of users as possible. This took the form of an online 'Survey Monkey' type survey and consisted of 10 questions. One of these questions used the Place Standard methodology as a basis for gaining opinions on a wide range of issues. The survey also provided an opportunity for participants to highlight existing strengths and key requirements, and to suggest potential actions for addressing any issues.

It was designed to be simple to understand and user friendly, taking an average of around 15 minutes to complete. In addition, a number of paper copies of the survey were placed in all local libraries for anyone who may have a preference for completing the survey by hand or who does not have access to a computer. We also provided a number of larger scale paper versions of the questionnaire and placed these at the East Dunbartonshire Voluntary Action office in Kirkintilloch, for those people who are visually impaired or otherwise disadvantaged in terms of accessing the online version of the survey.

The survey period lasted for just over 10 weeks, commencing on Monday 12 September 2016 and ending on Wednesday 30 November 2016.

Interactive workshops

A series of interactive workshops - led by the Council's Land Planning Policy team - took place in November 2016. These provided an opportunity for interested parties to discuss the issues within each town centre together. Officers provided a brief overview of the strategies, including their purpose, relationship with the Local Development Plan and key objectives. Participants were seated at tables of approximately four to five people, with each table being supported by a Council officer acting as a facilitator. Discussions were based on the Place Standard tool, which provided a degree of consistency with the survey described above.

These sessions were all well attended, and generated valuable conversations about the perceived merits and weaknesses within each centre. Participants were also provided with their own Place Standard booklet in which to record their comments and scoring for each category.




In order to maximise awareness of the Town Centre Strategies, Council officers set up pop-up stalls in Bearsden, Bishopbriggs and Milngavie to publicise the consultation and speak directly with local residents, shoppers and businesses. A large number of leaflets were distributed which contained information on the emerging strategies and the online survey. Paper surveys and posters - allowing people to write down strengths, weaknesses and key requirements - were also made available by officers. This allowed officers to further draw attention to the survey and explain that this was an early opportunity for people to express their views on their town centre.

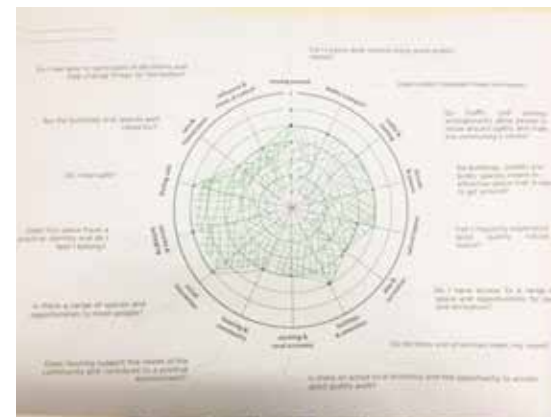
A total of 685 response to the online survey were received, which is well above average for similar surveys across the Council. Analysis of these responses allowed us to gain a detailed understanding of how each aspect of the three town centres was performing, in the context of the individual Place Standard categories.

Place Standard Score	Number of people
1	16
2	19
3	17
4	25
5	32
6	18
7	11

(Bishopbriggs resident)

(Milngavie resident)

Together with an analysis of existing Council related activity that is taking place within the town centre, we will then be able to build a comprehensive picture of what the forthcoming draft strategies will need to address, through a series of potential actions. This will be supported by a wide range of data including demographic, environmental, traffic, utilities and land use information. Together, the consultation outcomes and data collection will form the evidence base for the future strategy. The successful implementation of these outcomes will help to establish town centres that are attractive, active and accessible.



Case Study 12

Implementing Planning Policy and Delivering New Council Buildings

Elements of a high-quality planning service this case study relates to:

- Quality of outcomes
- Quality of service and engagement
- Governance
- Culture of continuous improvement.

Performance markers:

1. Decision making: authorities demonstrating continuous evidence of reducing average timescales for all development types.
2. Project management: offer of processing agreements (or other agreed project plan) made to prospective applicants in advance of all major applications and availability publicised on planning authority website.
3. Early collaboration with applicants and consultees on planning applications:
 - availability and promotion of pre-application discussions for all prospective applications.
 - clear and proportionate requests for supporting information.
4. Legal agreements: conclude (or reconsider) applications within six months of resolving to grant.
 11. Production of regular and proportionate policy advice, for example through supplementary guidance, on information required to support applications.
 12. Corporate working across services to improve outputs and services for customer benefit (e.g. protocols; joined-up services; single contact; joint pre-application advice).
 15. Developer contributions: clear expectations.
 - a. set out in development plan (and/or emerging plan,) and
 - b. in pre-application discussions.

The Council has continued to deliver a range of new Council buildings over 2016/17 and implementing Council planning policy in terms of design and early engagement contributes to the success of these projects. The now adopted LDP and the Supplementary Guidance on Design & Placemaking together with key Scottish Government publications are promoted as key references for all developments within East Dunbartonshire.

During the reporting period the Planning Service has continued to play a major role in the delivery of Council assets with the submission of a number of significant applications for new schools, sports facilities etc.

The applications that have been received or processed during this period include:

- TP/ED/16/0729 St Andrews RC Primary School - Construction of new primary school
- TP/ED/16/0838 Auchinairn Primary School - Erection of a single storey community centre and nursery together with associated landscaping, parking and infrastructure
- TP/ED/16/0752 St Matthews Primary School - biomass modular unit and flue
- TP/ED/16/0751 Balmuildy Primary School - biomass modular units and flue
- TP/ED/16/0639 Bishopbriggs Library - external repairs to building fabric
- TP/ED/17/0207 Huntershill Sports Ground - alterations to sports pitch boundary
- TP/ED/16/0683 Kirkintilloch Town Hall - alterations and refurbishment

All of the above are good examples of early engagement between the Major Assets project team and the planning service, working with a range of stakeholders, achieving a high-quality design that meets the needs of users, whilst being respectful of project deadlines and political aspirations and commitments. The determination of these Council applications was streamlined and this was as result of early engagement with the Development Applications team through pre-application meetings being co-ordinated through the case officer and internal consultees. Colleagues in the Building Standards team were also involved in early meetings to ensure any design solutions would not present any issues at the necessary warrant stage.

One development which is a good example of a quality design on a smaller scale was

the application for listed building consent at the Bishopbriggs Library. (TP/ED/16/0639). As part of a wider programme to upgrade Council accommodation and rationalise our assets works have been undertaken at the Bishopbriggs Library site. The site sits within a commercial area and the centre of Bishopbriggs and is a category B listed building. The Council's Assets team was tasked with creating a further 'hub' model within the library which would see the internal layout of the library re-arranged and external alterations and repairs necessary. The scheme will provide multi-functional space and will continue to provide the community library function. The Planning Service was engaged by the Assets team at early inception meetings and a case officer was identified to lead on the providing planning advice. Given the scope of the works the need for listed building consent was quickly identified at these early meetings and the planning case officer was able to guide colleagues from the Assets team through the process of applying for listed building consent. The planning case officer was also able to identify that aside from the need for listed building consent the development works were categorised as permitted development and no further permission was necessary. Discussions also took place within the wider Development Applications team to ensure that the necessary building warrant would not encounter any issues when submitted. During the pre-application discussion the case officer liaised closely with representatives from Historic Environment Scotland (HES) who were able to give advice on the level of information needed to accompany the forthcoming listed building application, ranging from;

- Internal photos that are clearly labelled
- Internal photos of specific areas of concern such as the entrance door
- Window survey if replacement rather than repairing windows became the preferred option
- More information on any fabric repairs
- Petrographic analysis of the existing stone which would influence stone replacement choice
- Methodology for stone cleaning.

This information was provided to the applicant and subsequently submitted in support of the listed building application. It resulted in HES being able to provide a more streamlined

response to the formal consultation. Drop-in sessions were also held in advance of the application submission by the Major Assets team to try and alleviate community concerns, many of which related to the perceived loss of library space. During the processing of the application objections were raised by the Bishopbriggs Community Council with much to do with the merits or otherwise of the hub type model. The case officer became the centre of much of this communication and engaged with the Community Council to address their concerns. Given the Planning Service's scheme of delegation it was necessary to present the application to a Planning Board as there was an objection from the Community Council. The application was discussed at the Planning Board meeting in November 2016.

In advance of the formal Planning Board meeting a 'drop in' session is always arranged for Councillors. The drop in sessions allows Councillors the opportunity to view plans, seek explanations and ask questions of officers in a less formal situation. Whilst beneficial to Councillors these sessions also allow officers the opportunity to prepare and understand Councillor concerns in advance of the formal meeting taking place.

In addition to the drop in and in advance of the Planning Board meeting, if Councillors request, a site visit can be organised which is open for all Councillors to attend. At the site visit the case officer delivers a short presentation, provides a handout of relevant plans and an opportunity to walk the site and answer questions. The site visit was conducted by viewing the internal fabric of the building and the current layout and by walking around the site. The project officer from the Assets team also attended to answer some of the questions that were non-planning related which proved to be very helpful for the case officer and Councillors alike.

The application was approved with conditions at the November 2016 Planning Board within the statutory two month target date and work has commenced over the last month. This application clearly demonstrates the team's commitment to working with and assisting our colleagues in other teams to meet their deadlines and to deliver key accommodation improvements as part of the Council's wider transformation agenda. It demonstrates how the early engagement with HES helped deliver a streamlined

decision and that their request for technical information at the pre-application stage had assisted with the determination. Finally, and equally as important this project provided the opportunity for a more junior member of the planning team to become involved in an important, community project. The case officer worked well with colleagues in the Assets team, forming new relationships and they gained greater experience of the political decision making process. The case officer also debuted at the Planning Board and was able to confidently answer questions at the Planning Board meeting. So whilst one of the smaller Council schemes it demonstrates successful cross team working, delivering against the Council's transformation agenda and also gave a junior member of the team an opportunity to present to the Planning Board and strengthen their own skill set and experience.



Projects that have been through the process and are at varying stages have been included below.

- **TP/ED/16/0729 St. Andrews RC Primary School**

Construction of new primary school, sports hall with the creation of a new playground area with sports pitch, car parking and site access road. The facility would involve the construction of the new school building and is intended to incorporate the staff and pupils of a neighbouring school. As this was an amalgamation of the two schools much pre-application discussion was carried out with internal consultees particularly so with respect to transportation issues and the potential to impact on the transport network. The investment in the pre-application discussion allowed a report to be presented to the Planning Board within two months of application receipt. The school is currently under construction with pupils to be schooled in the new buildings from August 2018.



Artist impression on new school building



Complete Bearsden HUB building, Bearsden

- **TP/ED/15/0713 Bearsden Burgh Hall, Bearsden**

Whilst this application was determined in previous reporting periods the facility has been constructed and recently opened in March 2017. The works to this existing town hall building saw the complete transformation of the community facility. The transformed building now accommodates a wide range of facilities under one roof. Council Tax, benefits, registration, licensing, housing, general Council enquiries, library services, leisure services, arts and events. Meeting rooms, social work facilities are also available in the Hub building. The Planning Service presented a report to Planning Board within two months of receipt which has assisted with the on-site delivery programme and again, early engagement with the team helped to identify key issues at the earliest opportunity.



Part 2: Supporting evidence

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

Quality of outcomes

- Proposed LDP, Representation Period and Background Documents:
- <https://www.eastdunbarton.gov.uk/residents/planning/planning-policy/emerging-local-development-plan/proposed-local-development-plan-0>
- Planning Application search page: <https://www.eastdunbarton.gov.uk/residents/planning/planning-applications/planning-applications-search>
- Primary School Improvement Programme: <https://www.eastdunbarton.gov.uk/residents/schools-and-learning/primary-school-improvement-programme-0>
- Design and Placemaking and Developer Contributions Supplementary Guidance: <https://www.eastdunbarton.gov.uk/residents/planning-and-building-standards/advice-services/supplementary-and-planning-guidance>
- <https://www.eastdunbarton.gov.uk/council/consultations/design-and-placemaking-and-developer-contributions-supplementary-guidance>
- Kirkintilloch Masterplan: <https://www.eastdunbarton.gov.uk/masterplan>
- Stalled Spaces: <https://www.eastdunbarton.gov.uk/business/economic-development/stalled-spaces-east-dunbartonshire>
- Lennoxtown Charrette Webpage: <http://www.eastdunbarton.gov.uk/Lennoxtowncharrette>

Quality of service and engagement

- Kirkintilloch masterplan: <https://www.eastdunbarton.gov.uk/masterplan>
- Design and Placemaking and Developer Contributions Supplementary Guidance: <https://www.eastdunbarton.gov.uk/residents/planning-and-building-standards/advice-services/supplementary-and-planning-guidance>
<https://www.eastdunbarton.gov.uk/council/consultations/design-and-placemaking-and-developer-contributions-supplementary-guidance>

- Proposed LDP, Representation Period and Background Documents: <https://www.eastdunbarton.gov.uk/residents/planning/planning-policy/emerging-local-development-plan/proposed-local-development-plan-0>
- Strategic Development Plan and background reports: <http://www.clydeplan-sdpa.gov.uk>
- Other policy areas which are integrated with the LDP: <https://www.eastdunbarton.gov.uk/residents/planning/planning-policy/transport>
<https://www.eastdunbarton.gov.uk/residents/planning/planning-policy/economic>
Lennoxtown Charrette Webpage - <http://www.eastdunbarton.gov.uk/Lennoxtowncharrette>

Governance

- Business Improvement Plans <http://www.eastdunbarton.gov.uk/default.aspx?page=20939>
- Organisational structure, Chief Executive and Senior Management http://www.eastdunbarton.gov.uk/content/council_and_government/council_general_information/organisational_structure,_chie.aspx
- Design and Placemaking and Developer Contributions Supplementary Guidance: <https://www.eastdunbarton.gov.uk/residents/planning-and-building-standards/advice-services/supplementary-and-planning-guidance>
<https://www.eastdunbarton.gov.uk/council/consultations/design-and-placemaking-and-developer-contributions-supplementary-guidance>
- ASPIRE programme materials.
- Kirkintilloch masterplan: <https://www.eastdunbarton.gov.uk/masterplan>
- Lennoxtown Charrette Webpage - <http://www.eastdunbarton.gov.uk/Lennoxtowncharrette>

Culture of continuous improvement

- Design and Placemaking and Developer Contributions Supplementary Guidance: <https://www.eastdunbarton.gov.uk/residents/planning-and-building-standards/advice-services/supplementary-and-planning-guidance>
<https://www.eastdunbarton.gov.uk/council/consultations/design-and-placemaking-and-developer-contributions-supplementary-guidance>
- Access to e-planning: <https://www.eastdunbarton.gov.uk/eplanning>
- Performance Development Review of all staff carried out annually.
- Delivery of in-house training seminars led by Planning Policy team, evidence including presentations.
- Benchmarking groups agenda and minutes.

Case Studies

Case Study 1: Delivery of the Kirkintilloch Town Centre Masterplan

- Kirkintilloch Town Centre Masterplan <https://www.eastdunbarton.gov.uk/masterplan>

Case Study 2: Ensuring the Delivery of High-Quality Housing and an Effective Land Supply

- Examination Report - <http://www.dpea.scotland.gov.uk/CaseDetails.aspx?id=117188>
- Site briefs

Case Study 3: Guidance for and use of Developer Contributions and Legal Agreements

- Development and Regeneration Committee 17 May 2016, Report and Minute on draft Supplementary Guidance on Developer Contributions (see Report PN/009/16/EF).
- Development and Regeneration Committee 7 February 2017, Report and Minute on Supplementary Guidance on Developer Contributions (see Report PNCA/029/17/EF).
- Development and Regeneration Committee 7 February 2017, Report and Minute on Planning Guidance on Natural Environment (see Report PNCA/0/17/EF).

Case Study 4: Bringing Forward Stalled Sites and Legacy Cases

- Planning Application search page <https://www.eastdunbarton.gov.uk/residents/planning/planning-applications/planning-applications-search>

Case Study 5: Development Management Performance

- Publication of availability of processing agreements: http://www.eastdunbarton.gov.uk/content/planning__building_standards/planning/planning_applications/submit_a_planning_application.aspx
- Development Applications team Customer Feedback Report 2014
http://www.eastdunbarton.gov.uk/PDF/DE_Planning/DE-P_Development_Application_Team_Customer_Feedback_2014.pdf
- Development Applications Team Action Plan 2014
http://www.eastdunbarton.gov.uk/PDF/DE_Planning/DE-P_ACTION_PLAN_2014-15_S.pdf
- Council complaints procedure: <http://www.eastdunbarton.gov.uk/default.aspx?page=14585>
- Planning performance and governance page: http://www.eastdunbarton.gov.uk/content/planning__building_standards/planning/planning_performance_and_gover.aspx
Scheme of Delegation:
<https://www.eastdunbarton.gov.uk/residents/planning/planning-applications/planning-board-and-decisions>
- Planning Application search page: <https://www.eastdunbarton.gov.uk/residents/planning/planning-applications/planning-applications-search>
- Access to e-planning: <https://www.eastdunbarton.gov.uk/eplanning>
- Tower Farm Hearing
<https://www.dpea.scotland.gov.uk/CaseDetails.aspx?ID=117353>

Case Study 6: Proposed Plan Representation Period

- <https://www.eastdunbarton.gov.uk/LDP>

Case Study 7: Publication of Supplementary and Planning Guidance

- See online www.eastdunbarton.gov.uk/residents/planning-and-building-standards/planning-policy/planning-guidance for report of handing and decision notice for the following applications:
- Housing development at Kessington (Planning Application Reference TP/ED/14/0602) - also approved landscaping plan
- Housing development at Braes of Yetts by Barratt Homes (Planning Application Reference TP/ED/16/0600) - also approved landscaping plan
- 9 Greenhead Road Bearsden - planning permission (reference TP/ED/16/0082)
- 9 Greenhead Road Bearsden - amendment to include an extension and car parking (reference TP/ED/16/0863)
- Cala homes site former Bearsden Bus garage site, Kilmardinny Bearsden (reference TP/ED/15/0928)

Case Study 8: Enforcement

- Planning Enforcement Charter
<https://www.eastdunbarton.gov.uk/residents/planning/enforcement>
- Planning Application search page <https://www.eastdunbarton.gov.uk/residents/planning/planning-applications/planning-applications-search>
- Planning Enforcement Form
<https://www.eastdunbarton.gov.uk/planning-enforcement-form#overlay-context=residents/planning/enforcement>

Case Study 9: Working with and Learning from other Planning Authorities

- Strategic Development Plan Proposed Plan and background reports:
- <http://www.clydeplan-sdpa.gov.uk/>
- SDP Joint Committee papers - available on request from SDP Authority.
- Benchmarking groups agenda and minutes.

Case Study 10: Lennoxton Charrette and Place Plan

- <https://www.eastdunbarton.gov.uk/news/people-get-inspired-and-involved-lennoxton>
- <https://www.eastdunbarton.gov.uk/Lennoxtoncharrette>
- Draft Lennoxton Place Plan

Case Study 11: Town Centre Strategies - Engagement and Place Standard Tool

- <https://www.eastdunbarton.gov.uk/town-centre-strategies-consultation>
- <https://www.eastdunbarton.gov.uk/news/help-guide-future-local-town-centres>
- Report of Consultation

Case Study 12: Implementing Planning Policy and Delivering New Council Buildings

- Local Development Plan
<https://www.eastdunbarton.gov.uk/LDP>
- Supplementary Guidance and Planning Guidance <https://www.eastdunbarton.gov.uk/residents/planning-and-building-standards/planning-policy/planning-guidance>
- Design and Placemaking and Developer Contributions Supplementary Guidance
<https://www.eastdunbarton.gov.uk/residents/planning-and-building-standards/planning-policy/planning-guidance>
- Primary School Improvement Programme
<https://www.eastdunbarton.gov.uk/residents/schools-and-learning/primary-school-improvement-programme-0>
- Planning Application search page
<https://www.eastdunbarton.gov.uk/residents/planning/planning-applications/planning-applications-search>



Part 3: Service Improvements 2017-18

Part 4: Service Improvements 2017-18

In the coming year we will:

- Begin evidence gathering to inform the next LDP
- Produce Supplementary and Planning Guidance to accompany the LDP including place based strategies
- Review development planning procedures and methods in light of Planning Review
- Complete electronic customer feedback questionnaire
- Complete creation of online Enforcement Register
- Promote the use of Processing Agreements for all developments subject to pre application advice

Delivery of our service improvement actions in 2016-17:

Committed improvements and actions	Complete?
Maintain the current momentum on the Local Development Plan and adopt the Plan in line with Development Plan Scheme. <ul style="list-style-type: none"> • The Local Development Plan was adopted on 23 February 2017 	Yes
Produce Supplementary and Planning Guidance to accompany the LDP <ul style="list-style-type: none"> • Design and Placemaking Supplementary Guidance completed • Natural Environment Planning Guidance completed • Developer Contributions Guidance completed • Draft Unsubsidised Affordable Housing completed • Town Centre Strategies for Bearsden, Bishopbriggs and Milngavie begun 	Yes
Investigate options to present the LDP online in a user friendly format and implement an appropriate solution <ul style="list-style-type: none"> • The LDP has been published as an attractive, designed PDF which includes graphics, mapping and photography. An interactive online proposals map has been produced and published and work is underway on a LDP Story Map. 	Yes

Committed improvements and actions	Complete?
Produce a project plan for the next LDP using the policy Project Initiation Document template. <ul style="list-style-type: none"> • Work has commenced on programming the next LDP and will be continuously updated as the implications of the Planning Review are known 	Partially Complete
Create electronic customer feedback questionnaire <ul style="list-style-type: none"> • The questionnaire is currently in draft. • Cross working between the team and the Council's IT service continues. 	Partially Complete
Create electronic 'complaints' form for enforcement function <ul style="list-style-type: none"> • Planning Enforcement Form available on the Councils webpage. 	Yes
Create online enforcement register <ul style="list-style-type: none"> • Work has commenced on creating an online enforcement register. 	Partially complete
Promote the use of tablets for planner site visits <ul style="list-style-type: none"> • The Development Applications team has access to 2 tablets for use on all site visits. • An application has been created to allow planners to upload required plans straight from DMS and Uniform onto the tablet. 	Yes
Continue to invest in employee knowledge, skills and abilities in the face of continuing budget challenges. <ul style="list-style-type: none"> • A range of training has taken place throughout the year, including participation in benchmarking groups and forums. 	Yes



Part 4: National Headline Indicators (NHIs)

Key outcomes	2016-17	2015-16
Development Planning:		
<ul style="list-style-type: none"> Age of local/strategic development plan(s) at end of reporting period <i>Requirement: less than 5 years</i> 	LDP - 1 month SDP - 4 years 10 months	LDP - 4 years 5 months SDP - 3 years 10 months
<ul style="list-style-type: none"> Will the local/strategic development plan(s) be replaced by their 5th anniversary according to the current development plan scheme? 	Yes¹	Yes
<ul style="list-style-type: none"> Has the expected date of submission of the plan to Scottish Ministers in the development plan scheme changed over the past year? 	No	No
<ul style="list-style-type: none"> Were development plan scheme engagement/consultation commitments met during the year? 	Yes	Yes
Effective Land Supply and Delivery of Outputs		
<ul style="list-style-type: none"> Established housing land supply 	2,903 units³	3,439 units¹
<ul style="list-style-type: none"> 5-year effective housing land supply 	2,497 units^{3,4}	2,730 units¹
<ul style="list-style-type: none"> 5-year housing supply target 	1,766 units^{3,4}	2,201 units¹
<ul style="list-style-type: none"> 5-year effective housing land supply (to one decimal place) 	7.1 years^{3,4}	6.8 years¹
<ul style="list-style-type: none"> Housing approvals 	140 units²	502 units²
<ul style="list-style-type: none"> Housing completions over the last 5 years 	1921 units	1,803 units
<ul style="list-style-type: none"> Marketable employment land supply 	38.16ha	36ha
<ul style="list-style-type: none"> Employment land take-up during reporting year 	0.42ha	0ha

¹To ensure consistency with the LDP examination, these figures were based on the 2014/ 2015 Housing Land Audit, and represent the most up to date position on that audit. (¹As a result of the adoption of the LDP on 23 February 2017 and the impending Planning Review announcement, no timetable has yet been set for the next LDP, however the Council will set out a timetable to meet legislative requirements).

²This figure includes all applications which were granted and had the permission fully released during the reporting year (for example only after a legal agreement is concluded). (²The most up to date approved figures are to be supplied)

³As the Housing Land Audit 2017 has not yet been finalised these are draft figures.

⁴The 2016-17 calculations are based on the methodology used by the reporter in determining appeal PPA-200-2035 residential development at Tower Farm, Back O Hill Road, Torrance.

Key outcomes	2016-17	2015-16
Development Management		
Project Planning		
<ul style="list-style-type: none"> Percentage and number of applications subject to pre-application advice 	25% 338	16% 214
<ul style="list-style-type: none"> Percentage and number of major applications subject to processing agreement 	100% 3	100% 4
Decision-making		
<ul style="list-style-type: none"> Application approval rate 	96.1%	91.9%
<ul style="list-style-type: none"> Delegation rate 	96.9%	95.3%
Validation		
<ul style="list-style-type: none"> Percentage of applications valid upon receipt 	59%	67%
Decision-making timescales		
Average number of weeks to decision:		
<ul style="list-style-type: none"> Major developments 	37.6	41.8
<ul style="list-style-type: none"> Local developments (non-householder) 	14.7	7.8
<ul style="list-style-type: none"> Householder developments 	8.4	7.8
Legacy cases		
<ul style="list-style-type: none"> Number cleared during reporting period 	12	4
<ul style="list-style-type: none"> Number remaining 	10	8
Enforcement		
<ul style="list-style-type: none"> time since enforcement charter published/reviewed 	3 Months (reviewed March 2017)	18 months
<i>Requirement: review every 2 years</i>		

Development Planning

The strategic development plan is nearing five years old. However, the replacement plan is expected to be adopted imminently. The new local development plan was adopted on the 23 of February 2017 replacing East Dunbartonshire Local Plan 2.

Effective Land Supply and Delivery of Outputs

The Council continues to maintain a sufficient housing land supply. The total number of effective and established units appear lower than the previous reporting period because of a change in methodology to ensure consistency with the recent Tower Farm appeal decision; and because the PPF figures last year were based on the 2014/15 Housing Land Audit for practical reasons and as such this year's figures reflect the deduction of two years worth of completions. Crucially, the number of years of an effective supply remains above five and has increased from 6.8 to 7.1 years. Housing approvals appear to have fallen, however, last year's figures were inflated by a small number of applications for larger housing sites where there had been delays in concluding legal agreements and were reported last year despite the Council being minded to grant these applications in previous years. Employment land supply and uptake has increased modestly.

Development Management and Enforcement

Decision-making timescales have on the whole increased over the reporting period with slight increases evident in the local and householder applications. Whilst the time taken to deal with application has increased the Planning Service still deals with 84.4% of all local applications and 88.6% of householder applications within a two month timescale. Both indicators exceed last years national average for these types of applications being 73.4% and 85.7% respectively. Staff shortages have unfortunately continued which has had an impact on the teams performance within the reporting period.



Part 5: Official Statistics

A: Decision-making timescales (based on 'all applications' timescales)

Category	Average timescale (weeks)		
	2016-2017	2016-2017	2015-2016
Major developments	3*	37.6	41.8
Local developments (non-householder)	110		
• Local: less than 2 months	(64.5%)	7.7	7.8
• Local: more than 2 months	(35.5%)	27.4	20.0
Householder developments	519		
• Local: less than 2 months	(88.6%)	7.8	7.8
• Local: more than 2 months	(11.4%)	13.2	11.6
Housing developments			
Major	2	50.6	41.8
Local housing developments	31	24.3	18.3
• Local: less than 2 months	(41.9%)	8.1	7.8
• Local: more than 2 months	(58.1%)	36.1	31.5
Business and industry			
Major	0		NA
Local business and industry	8	8.5	8.4
• Local: less than 2 months	(87.5%)	7.6	8.4
• Local: more than 2 months	(12.5%)	14.9	0
EIA developments	0	0	0
Other consents³	88	9.4	9.3
Planning/legal agreements⁴	9		
• Major: average time	0	37.6	41.8
• Local: average time	9	56.7	49.4
Local reviews	6	14.4	15.3

Note- *1x Major Development- Minerals

³Consents 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 & 7 relating to agricultural and forestry development and applications for prior approval by Coal Authority or licensed operator under classes 60 & 62 of the GPDO.

⁴Legal 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

B: Decision-making: local reviews and appeals

Type	Total number of decisions	Original decision upheld			
		2016-17		2015-2016	
		No.	%	No.	%
Local reviews	6	6	16.7%	10	40%
Appeals to Scottish Ministers	4	3	25%	3	66.7%

C: Enforcement activity

	2016-17	2015-16
Complaints lodged	82	151
Cases taken up	82	69
Breaches identified	47	69
Cases resolved	78	36
Notices served	3	11
Reports to Procurator Fiscal	1	0
Prosecutions	1	0

D: Context

Decision-making timescales have reduced this reporting year. The amount of householder planning applications determined in less than two months has decreased from 92.2% to 88.6% in this reporting period. This is a direct result of continued resource implications as a direct impact of staff relocating to other local authorities, maternity cover not being filled and on-going recruitment difficulties. This has created a backlog of application with only 50% planners in post at the beginning of the reporting period. Given these exceptional circumstances the Development Application team still managed to process 519 householder applications within 88.6% determined within the statutory two month period.

The length of time taken to determine major applications has decreased from 41.8 to 37.5 weeks which reflects the teams commitment to improving this aspect of performance.

⁵Enforcement notices; breach of condition notices; planning contravention notices; stop notices; temporary stop notices; fixed penalty notices, and Section 33 notices



Part 6: Workforce Information

Part 6: Workforce Information

The information requested in this section is an integral part of providing the context for the information in parts 1-5. Staffing information should be a snapshot of the position on 31 March.

	Tier 1	Tier 2	Tier 3	Tier 4
Head of Planning Service	1	1	1	1#

		DM	DP	Enforcement	Other
Managers	No. Posts	2*	1	0	0
	Vacant	0	0	0	0
Main grade posts	No. Posts	8	3	2	3***
	Vacant	3	0	1	0
Technician	No. Posts	0	0	0	2**
	Vacant	0	0	0	0
Office Support/ Clerical	No. Posts	5***	0	0	0
	Vacant	0	0	0	0
TOTAL		18	4	3	5

Note: Managers are those staff responsible for the operational management of a team/division. They are not necessarily line managers.

Covering Development Management only

*Includes 1 Manager and 1 Team Leader.

** Cover a wider remit than planning, including building standards.

*** These posts contribute to a broad range of GIS work across the Council, not just planning

⁶Please note only the tier in which the most senior member of the planning service falls under

⁷Managers are those staff responsible for the operational management of a team/division, in addition please log staff that are identified as team leaders or line managers under this heading.

Staff Age Profile	Number
Under 30	3
30-39	15
40-49	5
50 and over	3

Committee & Site Visits*	Number per year
Full council meetings	6
Development & Regeneration Committee	5
Planning Board	7
Committee site visits	13
LRB**	6
LRB site visits	2

⁸References to committees also include National Park Authority Boards. Number of site visits is those cases where visits were carried out by committees/boards.

⁹This relates to the number of meetings of the LRB. The number of applications going to LRB are reported elsewhere.

Planning Performance Framework



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East Dunbartonshire Council

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Other formats

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East Dunbartonshire Council, 12 Strathkelvin Place, Southbank, Kirkintilloch, G66 1TJ 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。

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