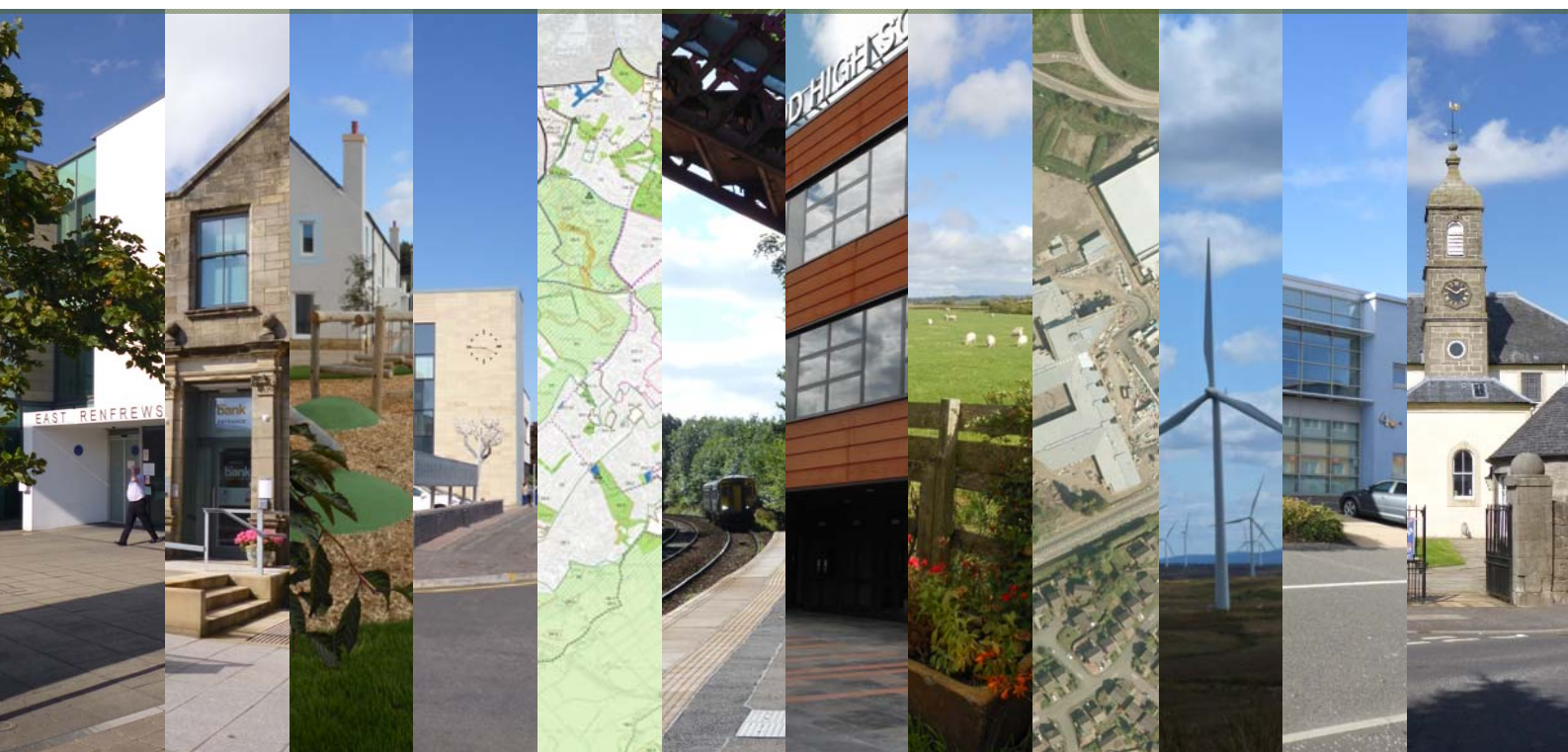


East Renfrewshire Council

Planning Performance Framework

Produced September 2013



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Introduction

This is the second annual National Planning Performance Framework to be produced by East Renfrewshire Council.

The purpose of the Framework is to demonstrate the achievements and performance of the Council's Planning Service and to explain the improvements to the service that are planned. It looks principally at the performance during the financial year April 2012 to March 2013; and then looks ahead at service improvements planned through to March 2014.

Planning Performance Frameworks (PPFs) have been introduced across the country by the Scottish Government. Every planning authority requires to submit a PPF to the Government in a similar format to demonstrate how it is performing and modernising.

The Framework consists of a mixture of:

- a. **Statistics**, to show how we are performing against a range of consistent measures; and
- b. **Commentary**, to explain what we have achieved through the year and how we intend to improve our service over the coming year.

This year's Framework shows that the Planning Service is continuing to modernise and improve. The speed of performance in our handling of planning applications has continued to increase. We have produced and consulted on a new Proposed Local Development Plan (and associated documents) within schedule. We have implemented a range of environmental and regeneration actions which will see an improved environment on the ground.

I would like to thank you for taking the time to read this document and hope that it provides useful information about how the Planning Service is performing.

Gillian McCarney

Planning and Building Standards Manager

1. National Headline Indicators (NHIs)

Key outcomes	2012-2013
Development Planning: <ul style="list-style-type: none"> age of local/strategic development plan(s) (full years) <i>Requirement: less than 5 years</i> development plan scheme: on track? 	<p>2</p> <p>Yes</p>
Effective Land Supply and Delivery of Outputs <ul style="list-style-type: none"> effective housing land: years supply effective housing land supply (2013-2020) housing approvals effective employment land supply employment land take-up effective commercial floor space supply commercial floor space delivered 	<p>7.35 years (See Note 1 overleaf)</p> <p>2049 units</p> <p>1208 units</p> <p>27.31ha 0.06ha</p> <p>13,655m² (See Note 2 overleaf)</p> <p>0</p>
Development Management Project Planning <ul style="list-style-type: none"> percentage of applications subject to pre-application advice number of major applications subject to processing agreement or other project plan percentage planned timescales met Decision-making <ul style="list-style-type: none"> application approval rate delegation rate 	<p>24.8% (see note 3)</p> <p>0</p> <p>N/A</p> <p>96.2% (see note 4) 94.4 %</p>
Decision-making timescales Average number of weeks to decision: <ul style="list-style-type: none"> major developments local developments (non-householder) householder developments 	<p>39.9 weeks</p> <p>14.2 weeks</p> <p>6.7 weeks</p>
Enforcement <ul style="list-style-type: none"> time since enforcement charter reviewed (months) <i>Requirement: review every 2 years</i> number of breaches identified / resolved 	<p>1 month</p> <p>68 breaches 58 resolved</p>

National Headline Indicator Table Notes

Note 1

Figures taken from the draft 2013 Housing Land Audit

A Period	B SDP Requirement	C Supply	D Annual Requirement	E Surplus/Deficit (C-B)	F Years Supply (C/D)	G 5 Years Supply Met
2013- 2018	1000	1469	200	+469	7.35	YES

Note 2

The definition of 'effective commercial floor space supply' in the guidance has not been clarified. The figure we have included in the main table consists of three large-scale retail sites. We have not counted vacant existing shop units.

Note 3

In 2012/13 we received 604 planning applications and 357 formal pre-application enquiries i.e. 59% as many pre-application enquiries as planning applications. Of the 604 planning applications, 150 had been the subject of a pre-application enquiry i.e. 24.8%. This indicates that we had over 200 pre-applications enquiries that did not result in a planning application and illustrates that considerable time is spent on planning work and advice that does not result in an application or receipt of a fee.

Note 4

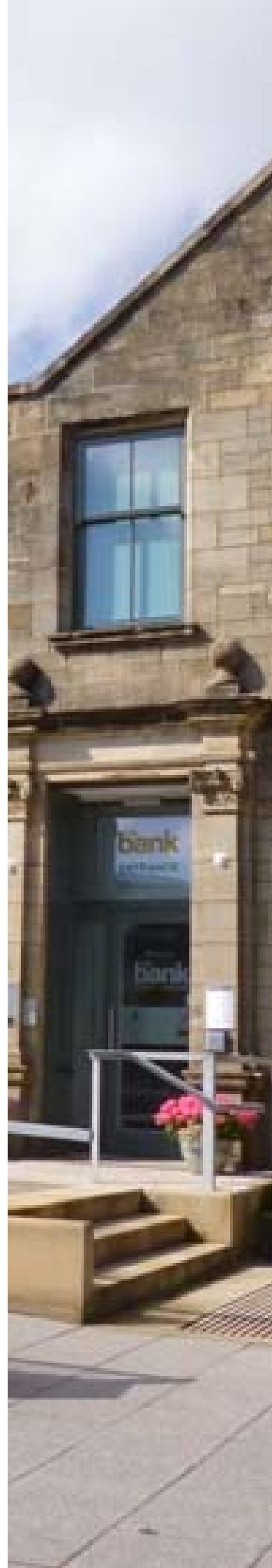
The Council approved 96.2% of the planning applications that it received (inclusive of three applications (0.5%) that were part approved and part refused). This is up from 93% in 2011/12.

2. Defining and measuring a high-quality planning service

2A. Open for business

- Our offices are open to customers from 8am to 6pm Monday to Friday.
- Customer advisors are on hand at the two main Council offices in Giffnock and Barrhead who can give initial planning information during the above hours. The customer advisors are trained in introductory planning and building standards matters.
- Specialist planning advice from planning service staff is available without appointment and free of charge at the planning office (Spiersbridge) from 8.45am to 16.55pm Monday to Thursday (to 15.55pm on Fridays). Customer feedback on the quality of the information that they receive has been positive (see appendix 4), people saying that they were “100% satisfied”, “easy to understand” and “over the years had great help, one of the best councils to deal with”. With regards to staff interaction, comments have included “ideal, all issues were handled very promptly” and “we deal with all the local councils and East Renfrewshire is always the easiest to deal with”.
- We had 604 planning applications and 198 other applications this year. Written pre-application advice on development proposals is available free of charge. We registered 357 written pre-application enquiries (in addition to informal enquiries taken via phone calls or in informal discussions with people in our reception area; which are not registered) i.e. 59% as many pre-application enquiries as planning applications. Of the 604 planning applications 150 had been the subject of a pre-application enquiry i.e. 24.8%. This indicates that we had over 200 formal pre-applications enquiries that did not result in a planning application and illustrates that considerable time is spent on planning work and advice that does not result in an application or receipt of a fee, but nonetheless provides a public service and saves time and costs with formal applications. The Council has a 10-day response target for pre-application enquiries, and this timescale is monitored.
- A comprehensive online planning information service is available giving customers access to a very wide range of planning information. Information on planning applications is available online for applications since year 2000. Customer feedback has been positive in this respect (see appendix 4), people saying that it is “easy to use”, “excellent”, and “very useful”.
- The Council’s website gives a full range of planning information, documents and forms, including all local planning documents.
- Public access computer points have been installed at three Council offices and all the libraries to give the public easy access to online information.

- The Council has a relatively high approval rate of planning applications (96% of applications are approved, some subject to conditions), showing a positive approach to development.
- We have a 'major development team' and give the public and developers a single point of access to a planning case officer (see section 2C below).
- We have up-to-date development plan, a new Proposed Local Development Plan and a range of supplementary planning guidelines.
- Through the monitoring of building warrants and completion certificates we see that the Planning and Building Standards Service has facilitated the approval of more than £47million of development in the area. Over £18m of work progressed to completion certificate, but we believe that investment in reality will have been higher as not every developer applies for or obtains a completion certificate; while other developments may actually be complete but owners delay obtaining their completion certificate.



2B. High quality development on the ground

- Our local plan is recently adopted (2011) thus giving developers an up-to-date policy and development management decision framework. The Strategic Development Plan has also successfully been through examination and was approved in May 2012.
- We are active in producing development briefs to promote high quality development, all of which are available on our website.
- The Local Plan and the Local Development Plan promote high quality and sustainable building design and layout. We promote the principles set out in 'designing streets' and encourage the use of design statements to accompany new development.
- Conservation Area Appraisals have been produced and have been the subject of public consultation in association with the Proposed Local Development Plan. Two new Conservation Areas are proposed. These will guide high quality development in these protected areas.
- We operate a monitoring system to assess the level of 'added-value' that the planning process brings to the development. Every planning application is assessed by the case officer in terms of the improvements, added protections or added community value that have been introduced to the development by the application going through the planning process. These are included in every *report of handling*. See appendix 6 for the categories. It is assessed that 45% of all planning applications have value added to them, the main ways being through design, layout and/or external materials being improved; or by the necessary control of some aspect of the development through the use of conditions. Significant added value is brought by improvements being made to proposals between the pre-application stage and the planning application.
- We have a range of active environmental projects which promote a sustainable environment, including Dams to Darnley Country Park and Whitelee Access Project.
- Our Proposed Local Development Plan (published February 2013) promotes the need for high quality layout and design of development, including green infrastructure and resource and energy efficiency.
- Our supplementary planning guidance on development contributions ensures that all of the necessary infrastructure associated with new development is planned and implemented.
- We have an up-to-date enforcement charter and are active in pursuing uses and development which detract from the local environment.
- Our regeneration and development plan teams are active in leading and promoting masterplans and development frameworks for the strategic development opportunities as contained in the Proposed Local Development Plan, including 'M77 Malletsheugh/Maidenhill, Newton Mearns'; and 'Barrhead South and Shanks/Glasgow Road, Barrhead'. This work promotes a collaborative approach to achieving high quality and sustainable place-making development on the ground.

- We are implementing a range of regeneration and town centre improvement initiatives through our regeneration team, including Barrhead Regeneration, Neilston Town Team, Town Team Partnerships, Business Improvement District and the M77 Strategic Development Opportunity masterplans.
- We have a separate Economic Development Service leading on a range of economic initiatives and giving support to business in the area.
- Polnoon, located at the western edge of the conservation village of Eaglesham, involved a collaborative process between the Council, developers (Mactaggart & Mickel) and the Scottish Government to design the site for a new neighbourhood in accordance with the principles of Designing Streets and Designing Places. The development is a case study in the Scottish Government's 'Policy Statement for Scotland – designing streets' which stated that "the Polnoon project sets a new standard for residential development across Scotland". This development is underway, with completions expected in 2013/14.



2C. Certainty

- We have a complete up-to-date development plan, with the local plan adopted in 2011 and the strategic development plan approved in 2012. Monitoring Statements are produced annually. Action Programmes are monitored every six months.
- We have a new Proposed Local Development Plan. This was published in February 2013 along with associated documents including an Action Programme and Monitoring Statement. This presents the up-to-date planning thinking of the Council. The Plan will progress to examination, following modification, in 2014.
- We have maintained a generous effective supply of housing land to meet our housing needs and in accordance with Scottish Government requirements.
- The public consultation associated with the Proposed Local Development Plan was guided through an approved Publicity and Consultation Strategy, and involved extensive public consultation (see appendix 5). We consider that this is an example of good practice and are considering submitting the drop-in events programme for a COSLA Excellence Award.
- An up-to-date local development plan (LDP) scheme is in place with LDP project management in operation through regular development plan team meetings using GANTT chart project scheduling.
- We have a cross-party Member–Officer Working Group set up to progress the Local Development Plan. This has been established since the inception of the Plan and has overseen all stages of its production. This allows open discussion between Members (cross-party) and Officers, and guides the strategic direction and the policy approach of the Plan.
- Key agencies are involved at every stage of development planning and are consulted as appropriate on planning applications.
- We monitor a range of development approvals through the Strategic Development Plan, including and greenbelt development which consists of departures from the development plan.
- Our Core Paths Plan has progressed to adoption, providing valuable information to developers and the public.
- We have supplementary planning guidance covering a wide range of topics, including Affordable Housing; Development Contributions; Householder Design Guide, Daylight and Sunlight, Design Guide, Management and Protection of the Built Heritage, Rural Development Guidance, Renewable Energy and Green Network; Affordable Housing and Developer Contributions. These provide valuable advice and certainty to the development industry to complement the development plan. Further guidance will be prepared during 2013/14, including a 'residential design guide' which will include the principles of 'designing streets'.
- We have a range of development briefs, prepared in consultation with developers and published on our website (currently 15 are published online).

- We have a 'major development team' which brings together professionals from across the Council. Potential developers of major developments have access to this team who will give a co-ordinated response to proposals and advise of what documents are needed to validate the application. Responses to the developers are co-ordinated through the planning case officer who oversees the project from pre-application to decision.
- We have brought together key professionals under one roof at Spiersbridge. Planning and Building Standards, Property and Technical Services, Regeneration and Economic Development and Roads and Transportation are all now co-located at the Spiersbridge Offices. This approach allows us to quickly pull together key personnel as necessary to offer advice and assistance to Developers/Agents regarding any development proposals.
- We have a welcoming approach to potential developers and get good feedback on this from our customers when surveys are undertaken (see customer survey feedback in section 2D below).
- At the planning application validation stage, a senior officer checks the validation to ensure that developers receive high level support. We offer all developers a single point of access to a planning case officer who will see a proposal through from pre-application, application, approval of conditions and follow-up.





2D. Communications, engagement and customer service

- We hold regular forums with developers, agents, community groups and community councils to allow discussion and training on relevant and current planning issues. The developers forum is sometimes chaired by a member of the business community. At each of these meetings contributors have the opportunity to raise issues and questions. Community engagement is reported corporately to the Council through the Outcome Delivery Plan.
- A customer survey is undertaken on an annual basis with a cross-section of customers of the development management team. From the 2012/13 survey, 89% of those surveyed said that they were 'fairly satisfied' or 'very satisfied' with the overall service that they received from the planning service. Actions are considered after each survey is undertaken in order to consider what service improvements can be made. Findings are reported to the Planning Applications Committee. A summary of findings are in Appendix 4.
- All information on the web site is reviewed regularly. New Briefing Notes have been posted covering 'How we process a planning application' and 'What is a material consideration' in order to assist the public in understanding the planning system. Up-to-date 'standard conditions' have also been posted online in order to give comprehensive information to developers. Social media (facebook) has been used where appropriate to help share information with the public e.g. the proposed local development plan.
- Our Proposed Local Development Plan (LDP) was out to consultation between February and May 2013. Over 900 representations were received. Significant public consultation methods were used, over and above the statutory provisions, including double the consultation time scale and public drop-in events. This enhanced publicity followed from 'lessons learned' at the Main Issues Report stage. A 'Publicity and Consultation Strategy' was prepared jointly by the Planning and Corporate Communications teams. The full programme of consultation is contained in Appendix 5. A Report of Conformity, and along with a Participation Statement will be submitted in due course to the LDP Enquiry Reporters.
- We have good working arrangements with our press and publicity team and submit articles regularly for our ER Magazine which goes out four times each year to every household in East Renfrewshire. All recent editions have included information on the Proposed Local Development Plan. We also have a quarterly LDP newsletter which is widely circulated giving updates on the plan's progress. When the LDP was published we held briefing meetings with reporters from the local newspapers to ensure that they were well informed with accurate and up-to-date information.
- Documents and web information is written in such a way as to be as 'plain-english' as possible.
- All of our forms have the appropriate data protection statements.
- A new and streamlined complaints procedure has been introduced for people who are unhappy with the service that they have received. A new leaflet is available on the website and at our planning office. The substance of complaints is monitored on a six-monthly basis and, where appropriate, improvement actions are implemented. The monitoring results are reported to the Department's management team every six months.

- Our up-to-date service standards, produced in consultation with our community forum, are publicly available and published on the web site.
- Our full range of planning and related application forms and guidance notes are available online and we monitor our validation rates. Differing forms are available for 'Householder' and 'Non-householder' developments, recognising the differing needs of customers. The forms and guidance notes have been updated during the course of the year to keep up-to-date with legislative and procedural changes (see 3rd bullet point above).
- We have long opening hours and our staff are easily approachable at the planning office and on the telephone (see section 2A). Officer contacts are on all correspondence with the public to assist them in contacting the right person.



2E. Efficient and effective decision-making

- The Council performs well against national and local performance indicators and in comparison with the other 33 planning authorities in Scotland – see figures and charts in Appendix 3. The figures show steady year upon year improvement:
 - 82.6% of all applications decided within 2 months (up from 80.8 last year) The average time taken to deal with a planning application was 8.3 weeks, the Scottish average was 12.5 weeks, which place ERC in 6th place in Scotland.
 - 92.8 % of householder applications decided within their 2 month decision target (up from 90.2 last year) The Scottish average was 85.9% and ERC was 6th in Scotland. The average time taken to deal with a householder application was 6.7 weeks, and for this measure ERC was also 6th in Scotland.
 - There were 12 Local Review decisions, which were dealt with in an average time of 8.6 weeks. (Scottish average was 12.8 weeks. ERC was 8th in Scotland).

These figures mean that the Council is in the top quartile in each these measures across the country.

- The Council has adopted an efficient scheme of delegation which has a relatively high level of delegation (95% of decisions are delegated to officers, which is the 6th highest in the country - the Scottish average is 91%).
- We have reviewed our 'legacy' planning applications and have dealt with most of our older cases.
- The Planning Applications Committee is relatively small and is trained on planning matters. Planning training for all councillors was conducted by external facilitators (in June 2012) following the local council elections. The training covered all aspects of planning including development planning, development management and local reviews. The Committee and Local Review Body meet on a four-weekly cycle. The full-Council approves development plan documents which ensure that all members are committed and kept informed of these important planning matters.
- The Planning Applications Committee, when it meets, is supported by the Planning and Building Standards Manager, as well as other senior support staff e.g. Roads Engineers, Environmental Health Officers as appropriate.
- The Planning Applications Committee also annually considers reports on the performance of the planning service, customer surveys and receives reports on appeal cases and decisions on a monthly basis. This gives the Council and Councillors the opportunity to monitor performance and learn from customer feedback and appeal outcomes.
- We have a Local Development Plan Member – Officer Working Group (see section 2C above) which meets on an ad-hoc basis, as-and-when required to discuss and agree the local development plan strategy and policy approach.

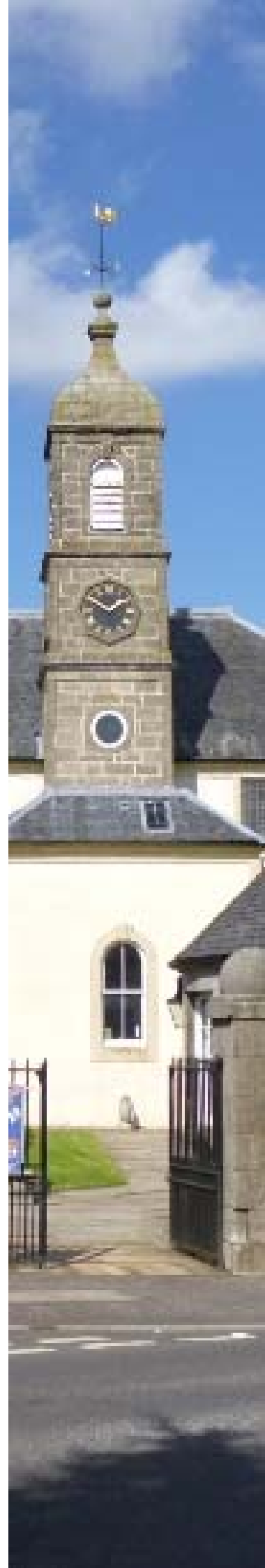
- Full and active participation in the national eplanning system gives the council efficiency savings. In 2012/13, 37% all planning applications were submitted electronically (approximately 4% below the Scottish average), and this has continued to rise to over 45% in May 2013. From time to time we contact agents who do not use the electronic systems to encourage them to do so. The majority of correspondence in and out of the Service (including all of our consultations) is conducted by email (giving time and cost savings over traditional mail). The online public access system gives the public more efficient access to information. Electronic payments for applications has risen to 17.5%, which reduces overhead costs for the Council. Customer feedback rates this service highly, people saying that it is “easy to use” and “excellent” (see appendix 4).
- We are continuing to work to implement the ebuildingstandards system, which will allow the submission of building warrants and completion certificates online. This will give developers a complete online submission system for the whole development process, bringing significant efficiencies to the system and should lead to improved take-up across the board of electronic submission of documents. Upon launch of this system, we plan to publicise both the online planning and building standards services.
- Computerised document management system (IDOX) coupled with the UNIFORM casework system ensures comprehensive and easy access to information for staff. Corporate Address Gazetteer linked to the national gazetteer ensures consistent addressing across the council and Scotland. Geographic information system (GGP) allows comprehensive geographic and spatial analysis of information and mapping. Our Data Information Group shares this information and resource across the council.
- Key stakeholders receive a weekly e-list of the new planning applications that we have received. These lists provide a direct hyper-link into the e-planning system, allowing readers to directly access papers relating to applications of interest.
- Council procedures along with forms and guidance notes for the public are kept up-to-date with new and updated legislation e.g. the 2013 development management regulations.



2F. Effective management structures

- Fortnightly departmental management meetings are held involving the managers of all services in the Environment Department. Each team in the planning and building standards service holds team meetings on a 4-weekly basis attended by the manager. This allows management information to be cascaded to staff and discussion of relevant information, including performance figures, health & safety and current planning applications and issues. The Development Plans team held fortnightly meetings during the preparation of the Proposed Local Development Plan in response to particularly high work pressures.
- Updated 'Personal Review and Development Scheme' (PRD) for staff is in place. Every member of staff has been trained in its use and has two formal meetings with their line-manager annually. Staff and their manager agree their (SMART) objectives for the year (linked to corporate and managerial priorities); consider their core competencies; and agree their development/training needs for the year.
- Individual staff training needs are assessed annually (see PRD above) and participation in internal and external courses is encouraged. The service has a training budget. The Council runs a wide range of training courses in its 'insider learning' programme, including online courses and time management.
- Effective corporate absence management arrangements are in place. Absence statistics are monitored every quarter and show for 2012/13 that absence levels in the planning service were a quarter of the departmental (non-manual staff) average.
- Comprehensive health & safety systems are in place (health & safety staff are embedded in the Environment Department), and audits are regularly undertaken.
- Succession planning arrangements are in place in line with the Council's succession planning policy.
- There are strong co-ordinated working links within the Environment Department with close partnerships particularly with our Economic Development, Regeneration, Roads and Property & Technical Services.
- We have regular meetings with outside organisations/partners, particularly through the Strategic Development Plan. There are also regular meetings on development planning matters for instance with Transport Scotland; and 'tripartite meetings' twice each year with SEPA, Scottish Water and our Roads Service. We have held training sessions this year with British Airports Authority, Scottish Environment Protection Agency and Planning Aid Scotland.
- Flexible working and staff deployment arrangements in place allowing staff to be shared and move between teams (including compressed hours of work) in order to utilise staff most effectively; allow staff personal development and good life/work balance.
- A pilot "new ways of working" programme is being developed across the Department. This will consider the extent to which new technology could assist with improved efficiency in assessment and decision making.

- We have a relatively small team of officers in the service, but skills are assessed regularly through '*continuing professional development*' and *PRD (see above)* to ensure that best use is made of these abilities. We have a flexible staffing arrangement across the Development Management and Development Plans teams to ensure best use of staff skills in response to work pressures. For example, an officer in the Development Management team who has an urban design qualification also undertakes work on development frameworks for the Development Plans team. We also receive adequate appropriate specialist advice through external organisations e.g. the West of Scotland Archaeological Service.
- We undertake benchmarking with our neighbouring Councils. This work evidences our continued efficiency in decision making.



2G. Financial management and local governance

- Departmental and service budgets are considered within a three-yearly budget cycle to ensure effective long-term financial planning.
- Budgets are planned to coordinate with our Single Outcome Agreement priorities.
- The Planning and Building Standards Manager has responsibility for six revenue budgets which are monitored regularly and updated on a monthly basis by the manager. The manager and the finance business partner review the budgets monthly to ensure spend and income are on track. Additionally the Director of Environment along with his Heads of Service review their budgets on an on-going basis.
- Risk management procedures are in place at strategic and operational levels and updates are sought on a 6 monthly cycle. Training on risk management is given to all managers and supervisors.
- Corporate arrangements are in place regarding ordering and procurement using appropriate online financial procurement systems. Managers have authority to authorise all ordering and procurement requests.
- Quick-quote is used to obtain online competitive quotes of low-value services. This demonstrates fairness and transparency, and provides management information and auditability.
- Principal planners have attended financial/budget training to ensure that their budgeting skills are up-to-date.
- The Planning Service has been successful in securing external match funding for the implementation of a range of environmental and physical enhancement works.

2H. Culture of continuous improvement

- The planning service is planned and delivered within the framework of the partnership Single Outcome Agreement, the Council's Outcome Delivery Plan, Environment Department Service Improvement Plan. Departmental and Service Improvement Plans have been produced annually over a number of years and improvement actions been implemented and monitored on a six-monthly basis.
- We participate in a 'benchmarking' group with five other authorities to compare work practices and learn from the others' experiences. Over the past year we have discussed and compared views and arrangements on subjects including: staffing levels; budgets; schemes of delegation; committee procedures; pre-application procedures; eplanning procedures; certificates of lawfulness; technical support; customer forums; processing agreements; permitted development rights; and freedom of information arrangements. This has allowed us to improve our work practices by learning from best practice elsewhere.
- We actively participate in the Heads of Planning Group and their sub-group on Development Management, where work practices and training are shared across authorities.
- We have participated in the Scottish Government Working Group on Planning Information Online (we initiated the country-wide survey of planning information online).
- The Strategic Development Plan (SDP) topic groups and regional planning group and meet regularly to prepare the SDP and to share best practice and knowledge.
- We have a proactive participation record in responding to government consultations. We have a 'consultations' page on our website which lists (council, agency and government) documents that are out to consultation in order to encourage public participation.
- We produce updated guidance for the public when appropriate, including this year, a guidance note on 'How We Process A Planning Application' (which was produced in consultation with the Community Councils). We keep all of our forms and guidance notes up to date with new legislation and best practice.
- We actively seek to continually improve our development management planning performance results with discussions on means of improvement at monthly team meetings.
- We have improved our online information with improved public access points and improved online local development plan and documents.
- Planning decisions and appeal decisions are monitored in order to ensure continued effective decision-making. Appeals decisions are reported to the Planning Applications Committee.
- Staff personal development and training is a high priority, see section 2F above.



3. Supporting evidence

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

A number of areas of evidence relate to more than one heading, but for brevity each has only been listed once below.

2A Open for business

- A wide range of [planning and building standards](#) information is published on the Council's website
- Information on [business resources](#) is available on the Council's website
- [Service standards](#) are published on the Council's website

2B High quality development on the ground

- Environmental project information for the [Dams to Darnley Country Park](#) and the [Whitelee Countryside Ranger Service](#) are available on the Council's website
- Information on the [Polnoon development](#) is available on the Scottish Government website

2C Certainty

- [Local plan, supplementary planning guidance, planning briefs, development plan scheme, newsletters](#) and [enforcement charter](#) are available on the Council's website
- [Strategic development plan](#) information is available at the website of the Glasgow and Clyde Valley Strategic Development Planning Authority
- [Core Paths Plan](#) is available at the Council's website
- Up to date [local biodiversity](#) information is available at the Council's website

2D Communications, engagement and customer service

- Our Forums with developers, agents & community groups are minuted
- [Customer survey findings](#) are reported to the Planning Applications Committee and are available on the Council's website
- Local Development Plan [Publicity Strategy](#) is available on the Council's website
- All of our [planning application forms](#) are available on the Council's website
- Our [formal complaints procedure](#) is available on the Council's website

2E Efficient and effective decision-making

- Planning application and pre-application statistics are gathered from the Council's UNiform casework system.
- Comparative Scotland-wide planning application statistics are published on the Scottish Government [Statistics Page](#) and Audit Scotland's [Performance Information](#)
- Monitoring of housing, business and other data is undertaken annually
- [Online planning system](#) available on the Council's website
- Our [Scheme of Delegated Functions](#) is available on the Council's website and the [Planning Scheme of Delegation](#) is available on the Planning Applications Committee page
- [Planning Application Committee and Council agendas and minutes](#) are available on the Council's website
- Planning Applications can be submitted online via the [national eplanning website](#)
- [Payment of fees](#) can be made on the Council's website

2F Effective management structures

- Staff team meetings are held 4-weekly and minuted
- Formal 'Personal Review and Development Scheme' is in place, training records are kept and annual personal plans produced
- Absence management records kept and a maximizing attendance scheme is in place
- Health and safety management and training records kept and monitored
- Succession policy and arrangements are in place

2G Financial management and local governance

- [Outcome Delivery Plan](#) is on the Council's website
- The [Environment Department End Year Performance Report 2012/13](#) is on the Council's website
- Monthly reviews and updates to budgets undertaken
- Training records for risk management kept
- Corporate procurement policies in place

2H Culture of continuous improvement

- Environment Department Service Improvement Plan is monitored quarterly
- Service Improvement Plans have been updated annually and action plans updated six-monthly
- Heads of Planning (including sub-groups) are minuted
- Scottish Government Working Groups are minuted and outcomes (where relevant) published
- Strategic Development Plan topic groups and regional planning groups are minuted
- Notes are kept of the Benchmarking Group
- Government consultation responses are published online by the Scottish Government
- Complaints analysis (with actions) is undertaken six-monthly
- Staff PRD and training records are updated six-monthly

4. Service improvements: 2013-14

Our planned service improvements have been grouped under four themes of *Customers, Outcomes, People & Efficiency*; although there is some overlap as actions can impact on more than one theme. More details of a lot of these actions can be seen in our Environment Department Service Improvement Plan.

Customers

1. We will produce guidance on Processing Agreements and encourage developers to use Processing Agreements for major planning applications.
2. We will strive to increase the use of the eplanning service through additional publicity to coincide with the launching of the EBuilding Standards service.
3. We will back-scan our archive of planning files back to 2004 in order to increase public and staff access to information.
4. We will expand the use of Quick Response (QR) codes on documents that we produce in order to give the public easier access to information on line.
5. We will review our handling of Section 75 Legal Agreements with our Legal Services in order to speed up the conclusion of such cases.

Outcomes

6. We will strive to improve our planning application performance rates.
7. We will assess the representations made to our *Proposed Local Development Plan, Proposed Action Programme* and *Revised Environmental Report*. We shall prepare and consult on modifications to the Proposed Plan and shall prepare for its *Examination*.
8. We will prepare Development Frameworks and Masterplans for the *strategic development opportunities*, which will be incorporated into Supplementary Planning Guidance as part of the Local Development Plan. We will also commence work on further Supplementary Planning Guidance, including a Residential Design Guide and the Neilston Infill Development Strategy. The preparation of the above may include work with Architecture and Design Scotland; and public consultation through *charettes*.
9. We shall increase the supply of affordable housing delivered through the planning system.
10. The Core Paths Plan will be implemented with the promotion of access across the Council area. In particular we will construct (a) a further section of the Lavern walkway between Glasgow Road, Barrhead and Nitshill, Glasgow; (b) a key footpath link connecting Whitecraigs Rugby Club to Balgray Reservoir within the Dams to Darnley Country Park; and (c) a mountain bike track at Whitelee Access Project.
11. We will develop proposals to create a '*growing space*' within the former Scottish Water site at Glasgow Road, Barrhead.
12. We will apply for appropriate funding to enable opportunities within Dams to Darnley Country Park and other key recreational resources within East Renfrewshire.
13. We will use information from the feasibility strategy produced by Dunira Strategy to inform future potential opportunities within the Dams to Darnley Country Park.
14. Barrhead - We aim to maximise the outcomes of the supermarket planning gain & town centre resilience fund in the town centre; market sites within the Glasgow Road Corridor; and continue to promote and facilitate the residential redevelopment of 'Shanks' through a 'Shanks/Glasgow Road' development strategy/masterplan. We also aim to set up a Barrhead Business Improvement District.
15. Town Centres - We aim to develop and enhance the Clarkston Business Improvement District (BID), work with the newly constituted Giffnock BID and roll out the BID model to Barrhead where preliminary work will take place in 2013/14.

People

16. The structure of the Development Plans and Regeneration team will be assessed to ensure that staff are in place with appropriate experience and at appropriate grades to fulfil expectations and ensure career progression.
17. The Administration Team restructuring will be finalised.

Efficiency

18. Review the Scheme of Delegation to ensure it is up-to-date and in accord with recent legislative changes.
19. The Corporate Address Gazetteer (CAG) integration programme will be further rolled out to the Council's Housing Service and Community Health and Care Partnership; and also to the Renfrewshire Valuation Joint Board.
20. We will upgrade our Geographical Information System to the latest version. We will set up a structured training plan and provide training as necessary. We will identify datasets which require metadata and work on completing these to INSPIRE standards.

The above actions will be monitored through the year.

5. Delivery of service improvement actions 2012-13

Actions programmed for 2012/13		Actions undertaken and comments as at September 2013
Customers	1. We intend to further develop our community engagement with regular use of telephone customer surveys and increased use of customer forums.	We have undertaken a customer survey and have held meetings of our Planning Community Forum, Agents' Forum and Developers' Forum. There was very considerable public consultation in association with our Proposed Local Development Plan (see appendix 5).
	2. We will enhance our online Local Development Plan services by increased use of our website for publishing information and receiving feedback.	We have launched our interactive Online Local Development Plan (OPLD), published all our OLDP documents on our web page and have utilised online submission of OLDP comments.
	3. We will continue to monitor usage and strive to increase use of the eplanning service.	We have seen increases in online planning application submissions and payments throughout the year.
	4. We shall review our web pages on a regular basis and update them where appropriate in conjunction with the corporate web steering group and taking into consideration our business customers. We will seek a consistent approach to analysing web use through Google Analytics.	Our web pages have been updated on a number of occasions taking into account new legislation and procedures. New briefing notes, development briefs and supplementary planning guidance have been posted during the course of the year. Usage of the planning pages is monitored monthly through Google Analytics.
	5. We will continue to back-scan our archive of planning files in order to increase public and staff access to information.	Back-scanning continues to make more planning files digitally available (completed approximately three-quarters of 2005).
	6. We shall review and update our Charters and Service Standards, and shall consult with stakeholders on these through the focus groups.	Our Enforcement Charter is up-to-date and online. Our Service Standards have been reviewed during the course of the year, in conjunction with the Community Forum and these have been posted online.
	7. We shall continue to be aware of, and plan for legislative changes coming into effect. We shall undertake training and awareness raising with staff, members, the community and developers.	Legislative changes introduced through the year have been implemented, relevant procedures updated and staff briefings undertaken at team meetings.
	8. We shall provide improved reception facilities and a self-service computer terminal there for access to the eplanning system.	Improved reception facilities have been implemented and the self-service computer terminal is in operation.
	9. We will deploy Quick Response (QR) codes on many of our letters and templates in order to give the public easier access to information on line.	The QR codes have been introduced on our neighbour notification letters.
	10. We will hold press briefings with local press to keep them up-to-date with planning issues, particularly the Proposed Local Development Plan.	Press releases and briefings were issues to the local newspaper reporters.

East Renfrewshire Planning Performance Framework 2013

Actions programmed for 2012/13		Actions undertaken and comments as at September 2013
Customers	11. We will implement a publicity and consultation strategy along with the Proposed Local Development Plan and have undertaken a lessons-learned from the Main Issues Report consultation.	The consultation and publicity strategy was prepared in partnership with our corporate communications team and this was approved by the Council prior to implementation.
	12. We will introduce regular liaison meetings with Customer First to ensure that they are kept up to date with planning and building standards changes.	Meetings and training have been held with Customer First staff.
	13. We will consider the implications and cost/benefit of rolling-out document management systems to Development Plans and Building Standards.	The Building Standards service has introduced its online register and online warrant submissions but has not moved to a full electronic document management system as there is still a need for full-size printed plans. The Development Plans service has retained use of databases for management of the Local Development Plan documents as this has proved to be efficient.
	14. We will liaise with software providers to inform software upgrades, particularly to DMS and online local plans.	We have liaised with our software providers during the course of the year to inform future software releases. Hardware and software upgrades are planned for implementation over the summer of 2013.
	15. We will review our informal pre-application enquiry timescales to ensure that they are manageable.	Pre-application consultations remain an important free service that we offer. Timescales for responses are considered to be manageable.
Outcomes	16. We will utilise revised national performance measures indicators as the principal guide of service performance and use the new Planning Performance Framework for regular service performance monitoring.	Monitoring of performance indicators and service improvements through the Service Improvement Plan have been co-ordinated with the PPF.
	17. We will continue to strive to improve our planning application performance rates.	Our planning application performance rates have continued to improve, see appendix 3.
	18. We shall assess the results of the responses to our <i>Main Issues Report</i> . We shall prepare our <i>Proposed Local Development Plan</i> , <i>Proposed Action Programme</i> and <i>Revised Environmental Report</i> .	Our Proposed Local Development Plan and all associated documents were produced in the light of the Main Issues Report consultation responses, and all associated documents were published on schedule.
	19. We will prepare supplementary planning guidance for topics including householder planning applications, open space provision, energy efficiency, rural development. We will also produce conservation area appraisals and continue to produce site development briefs as appropriate.	Nine Supplementary Planning Guidance notes were produced alongside the proposed Local Development Plan. Conservation Area Appraisals were also published in February 2013. 15 Planning Briefs were published and available online as at June 2013.
	20. Our Strategic Development Plan has been approved. The Plan will continue to be monitored and implemented, primarily through the Local Development Plan.	The Strategic Development Plan continues to be monitored and implemented.

East Renfrewshire Planning Performance Framework 2013

Actions programmed for 2012/13		Actions undertaken and comments as at September 2013
Outcomes	21. Adopt our Core Paths Plan and continue with its implementation and the promotion of access across the Council area.	The Core Path Plan was adopted this year and published in July 2012.
	22. We shall increase the supply of affordable housing delivered through the planning system.	<p>16 affordable housing units were delivered in 2012/13. In addition a further 15 units have been added to supply through other mechanisms (e.g. Rent off the Shelf, Mortgage to Rent, Open Market Shared Equity etc) in 2012/13. In addition to the above:</p> <ul style="list-style-type: none"> • 3 sites are currently under construction which will deliver 16 RSL amenity rented units, 8 units for affordable sale in partnership with a private developer, and 7 units for Council Rent; • Two further consents have been granted which when started will deliver 14 units RSL social and mid market rent units and 42 affordable units (final scheme yet to be determined); • 8 consents have been granted which will deliver commuted sums which will assist in the provision of AH elsewhere in the same housing market area; and • 5 further applications are currently under consideration which if granted would provide either additional AH units on site or commuted sums (not including current applications for amendments /revisions or those being considered for policy exemption). <p>In December 2012 new Proposed Supplementary Planning Guidance on Affordable Housing was prepared to supplement the Proposed Local Development Plan and in particular Proposed Policy SG5: Affordable Housing.</p>
	23. We shall continue to promote the improved quality, quantity and management of the Council's greenspace network and will seek external funding for the implementation of greenspace enhancement and access projects. The Green Network Analysis identifies locations where the planning process and the targeting of resources can deliver multiple green network benefits.	<p>The Proposed Local Development Plan identifies a green network which comprises a range of urban greenspace, Local Biodiversity Sites and outdoor access routes. Priority will be given to the protection and enhancement of the green network.</p> <p>During 2012/13 various works have been implemented including the creation of a 1km mountain bike trail at Aurs Glen, Barrhead and construction of a path to a new viewpoint at Whitelee wind farm. In addition, 4 orienteering courses have been developed at Whitelee measuring 2.4, 4.1, 6 and 10km. This work has been undertaken in conjunction with a local orienteering club.</p> <p>Other works include the creation of an area of a new wetland at Cowan Park, Barrhead and woodland planting on Council owned land at Capelrig Road/ Leslie Avenue, Newton Mearns. Both projects were funded through external grant sources and contribute towards enhanced greenspace and wildlife value.</p>

East Renfrewshire Planning Performance Framework 2013

Actions programmed for 2012/13		Actions undertaken and comments as at September 2013
Outcomes	24. We will review Sites of Importance for Nature Conservation within East Renfrewshire to inform the LDP and future greenspace action.	A review of the Council's Local Biodiversity Sites is now complete and information is available on the Council's website. The Local Biodiversity Sites will help to inform future environmental enhancement works.
	25. We will continue our activity programme of managing protecting and enhancing the natural environment of East Renfrewshire, including the Dams to Darnley Country Park, the Whitelee Access Project and Countryside Ranger Service as detailed in the Environment Department Service Improvement Plan.	A range of environmental enhancement works have been undertaken including the creation of a wetland at Cowan Park, installation of disabled angling platforms at Balgray Reservoir and land which sits within Glasgow and East Renfrewshire Council areas has recently been designated as a Local Nature Reserve in recognition of the biodiversity value of the area. Within Whitelee a viewpoint and footpath link have been constructed at Brown Hill, Whitelee. The Ranger Services at both Dams to Darnley and Whitelee have been actively engaging with a range of groups including school children, volunteers and GP referrals. 239 events took place at Dams to Darnley Country Park and Whitelee wind farm. There were health walks, volunteer activities, community events, stroller groups, school activities and other events from the annual calendars including 4 legged Olympics, Haunted Halloween, Turbine Tai Chi, Egg-travaganza and Canine Capers. The events were attended by community groups, Cubs, Brownies, ethnic minority groups and the general public.
	26. We will continue to implement our regeneration projects at Barrhead, Neilston and Dunterlie in accord with the appropriate masterplans and in consultation with local communities.	Town centre regeneration progress in Barrhead included planning permission granted for a superstore, development of a community and library hub and further improvements to the public realm. Elsewhere, the clearance of 'Shanks' commenced for residential redevelopment, and the Council funded major transport and other infrastructure at the Glasgow Road Corridor. In Neilston a town team was formed to develop projects and activities within the charter.
	27. We will continue our town centre improvements through town centre health checks and support for the Business Improvement Districts (BIDs) at Clarkston and Giffnock.	The Clarkston BID further developed their programme of activities, and work began on the ballot for a new Giffnock BID. Town centre improvements continued at Newton Mearns and Thornliebank.
	28. We will continue to support for Friends of Cowan Park and implementation of Cowan Park masterplan project.	Various works have been undertaken in consultation with the Friends of Cowan Park, including the creation of a new wetland which was planted up by the Dams to Darnley volunteer group. External funding has been secured for the construction of a skate park within the Park and discussions are currently underway in connection with its proposed location. The replacement Barrhead High School will present the opportunity for a reconfiguration of Cowan Park and an initial consultation workshop has taken place during 2013 which was attended by, amongst others, representatives of the <i>Friends of Cowan Park</i> group.

East Renfrewshire Planning Performance Framework 2013

Actions programmed for 2012/13		Actions undertaken and comments as at September 2013
Outcomes	29. We will progress the M77 Masterplan developments and projects through the planning process.	Developer liaison groups were set up to develop the Strategic Development Opportunities and a timetable for the development frameworks was agreed.
People	30. The Performance Review and Development (PRD) system will be implemented for the first full year and will continue to ensure that staff's personal and career development needs are met.	The PRD system continues to be implemented and monitored bi-annually across all staff.
	31. We will consider introducing a more formalised mentoring system that allows structured on-the-job training.	Training and mentoring, following from PRD reviews have been implemented as appropriate. This is including moving inexperienced staff between Sections to ensure that they gain experience of a wide range of tasks.
	32. We shall continue to monitor the revised administrative support service arrangements.	The Administrative support section has been restructured and jobs reappraised. Our systems and processes have been streamlined to enhance customers' access to services.
	33. We will implement improved arrangements in the Council Chamber for the electronic display of planning documents at Committee and Local Review Body.	Upgrading of the Council Chamber has been implemented (partly funded by the planning service) with the introduction and use of audio/visual equipment linked to the Council's IT network, allowing improved access by the Committee and LRB to documents and plans.
	34. We will audit our Uniform casework system permissions to ensure that officers have the right permissions to carry out their duties effectively.	An audit and update to permissions have been undertaken and changes implemented.
Efficiency	35. We shall continue to modernise the service in line with the How Good Is Our Service (HGIOS) action plan.	Eight of the ten actions from the HGIOS Action Plan have now been fully implemented.
	36. We will continue to roll out the Corporate Address Gazetteer (CAG) integration programme throughout the Council.	Data mapping has been carried out for the Council's <i>Housing Service</i> and <i>Community Health and Care Partnership</i> . Work is on-going with the Renfrewshire Valuation Joint Board. Usage is increasing across the Council, particularly for mail merging and viewing spatial data.
	37. We will upgrade our Geographical Information System to the latest version. We will set up a structured training plan and provide training as necessary. We will identify datasets which require metadata and work on completing these to INSPIRE standards.	The upgrade of the GIS system did not happen in 2013/13 due to technical difficulties, As a result, the follow-on measures could not happen either. These actions are rolled forward to 2013/14, with the updated Project Plan and Timescales being updated August/September 2013.

APPENDICES

Appendix 1

PLANNING PERFORMANCE FRAMEWORK OFFICIAL STATISTICS

Decision-making timescales

Category	Total decisions 2011-2012	Average timescale (weeks) 2011-2012	Total decisions 2012-2013	Average timescale (weeks) 2012-2013
Major developments	4	19.9	5	39.9
Local developments (non-householder)				
• Local: less than 2 months	(57.8%)	6.5	(84.2%)	6.8
• Local: more than 2 months	(42.2%)	20.2	(15.8%)	18.4
Householder developments				
• Local: less than 2 months	(90.4%)	6.5	(92.8%)	6.3
• Local: more than 2 months	(9.6%)	11.7	(7.2%)	11.5
Housing developments				
Major	1	8.9	3	26.7
Local housing developments				
• Local: less than 2 months	(57.1%)	6.8	(35.3%)	6.3
• Local: more than 2 months	(42.9%)	20.8	(64.7%)	11.5
Business and industry				
Major	0	0	0	0
Local business and industry				
• Local: less than 2 months	(63.6%)	6.1	(83.3%)	7.7
• Local: more than 2 months	(36.4%)	17.2	(16.7%)	12.0
EIA developments	1	181.9	0	0
Other consents*	30	7.4	19	5.0
Planning/legal agreements**	6	86	4	70.9
Local reviews	4	9.4	12	8.6

* Consents and certificates: Listed buildings and Conservation area consents, Control of Advertisement consents, Hazardous Substances consents, Established Use Certificates, certificates of lawfulness of existing use or development, notification on overhead electricity lines, notifications and directions under GPDO Parts 6 & 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.

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

Decision-making: local reviews and appeals

Type	Total number of decisions	Original decision upheld			
		2011-2012 No.	2011-2012 %	2012-2013 No.	2012-2013 %
Local reviews	9	6	66.6%	12	66.6%
Appeals to Scottish Ministers	9	3	33.3%	12	33.3%

Enforcement activity

	2011-2012	2012-2013
Cases taken up (note a)	48	34
Breaches identified (note b)	141	68
Cases resolved (note c)	135	58
Notices served (note d)	3	3
Reports to Procurator Fiscal	0	0
Prosecutions	0	0

- (a) Formal cases taken up, as per Scottish Government returns, defined as all cases where parties are formally notified in writing that enforcement action may be taken by the authority under Sections 127 - 137 of the T&CP (Scotland) Act 1997.
- (b) All cases recorded where a breach occurred, irrespective of whether formal notification took place.
- (c) 2012-2013 enforcement activity is reduced from the 2011-2012 figures due partly to efforts to resolve more cases quickly and verbally rather than through formal procedures; and partly due to our enforcement officer now also fulfilling planning officer duties and the processing of planning applications. Care however is being taken to ensure that necessary enforcement cases are investigated and actioned so as to protect the amenity of the area.
- (d) Enforcement notices; breach of condition notices; planning contravention notices; stop notices; temporary stop notices; fixed penalty notices, and Section 33 notices.

Appendix 2

WORKFORCE AND FINANCIAL INFORMATION

Iain Maclean, Head of Planning, Property and Regeneration (Tier 3)							
	Managers	Main Grade Posts		Technician Posts		Office support/clerical	Totals
	No. Posts	No. Posts	Vacant	No. Posts	Vacant	No. Posts	Vacant
Development Management	2	6 ^(a)	0	2½ ^(b)	0	2½ ^(c)	0
Development Planning		6	1	3	0	0	0
Enforcement Staff		0 ^(d)	0	n/a		n/a	
Cross Service/ Other Planning		9 ^(e)	0	n/a		n/a	
							11
							10
							0
							9

NOTES

- (a) There are six substantive posts in development management. However two officers share approximately 20% of their time with Development Planning; one officer spends about one third of his time on enforcement work; and one of the technicians processes some planning applications. Therefore about 6 full-time-equivalent posts processing planning applications is approximately correct.
- (b) One officer works 80% hours, therefore pro-rata this equates to 2.3 full-time-equivalent posts. One officer also processes some local planning applications.
- (c) One officer works 80% hours, therefore pro-rata this equates to 2.3 full-time-equivalent posts
- (d) One of the development management graduate planners has part of his duties (approximately one third of his time) specialising in enforcement work.
- (e) These posts include the Regeneration Officers; Access Officer; Project Officers and Park Rangers who are managed as part of the Development Plans team. One officer works 80% hours, therefore pro-rata this equates to 8.8 full-time-equivalent posts.

Staffing profile	Number
Under 30	2
30-39	8
40-49	15
50 and Over	7

Committees & site visits	No. per year
Full Council Meetings	1
Planning Committees	10
Area Committees (where relevant)	n/a
Committee site visits	1
LRB	8
LRB site visits	2

Planning Service Budgets	Actual Expenditure 2012/13 (from the LFR – draft)	Budget 2013/14 (from the POBE return)
Development Management (including enforcement)	£571,000	£632,000
Development Planning (including projects such as Dams to Darnley Country Park and access)	£885,000	£929,000
Other	£2,000	£10,000

Notes:

These figures are taken from the draft version of the Local Financial Return (LFR) and the Local Authority's Provisional Outturn and Budget Estimate (POBE) return.

Budgets are net figures, and therefore show the balance of expenditure over income.

Costs on Planning Applications 2012/13	
Direct Costs	£216,700
Indirect Costs	£162,000
Total Costs (adding the above)	£378,700
Income	£279,100

Notes:

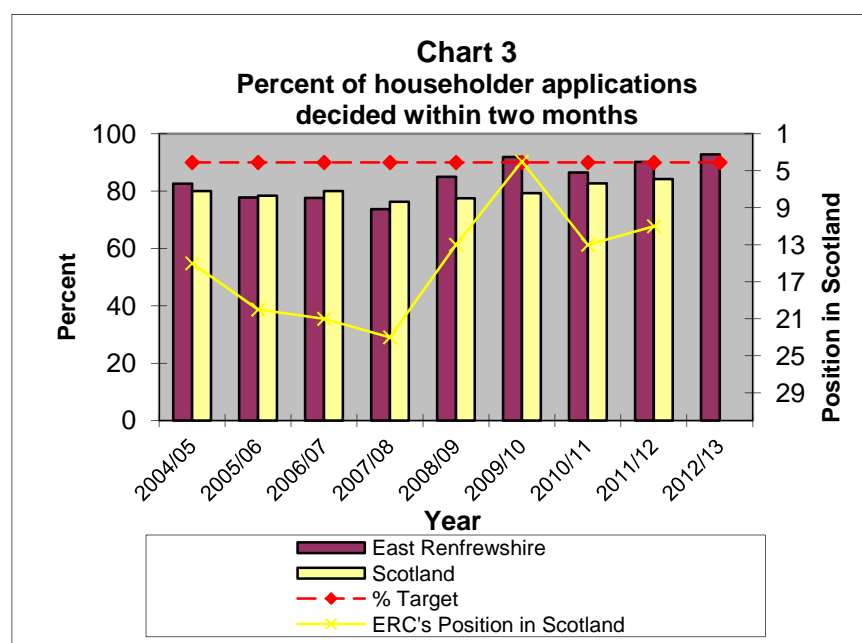
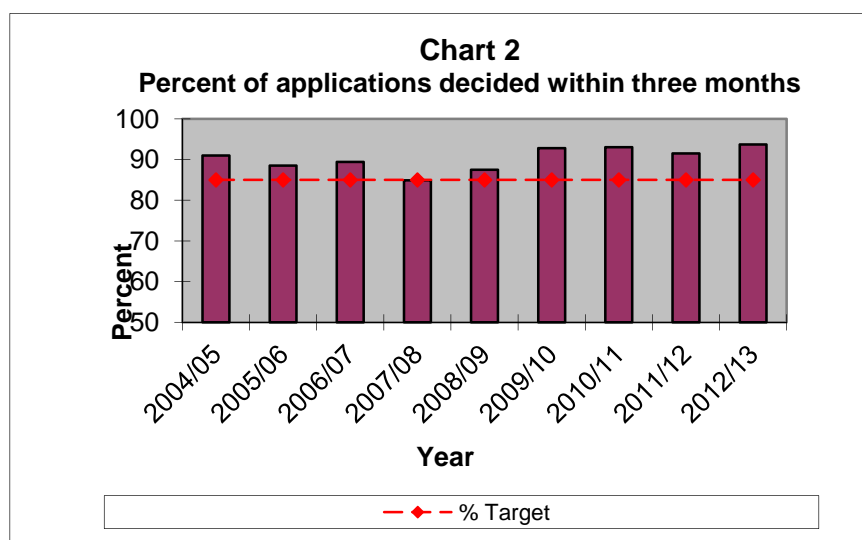
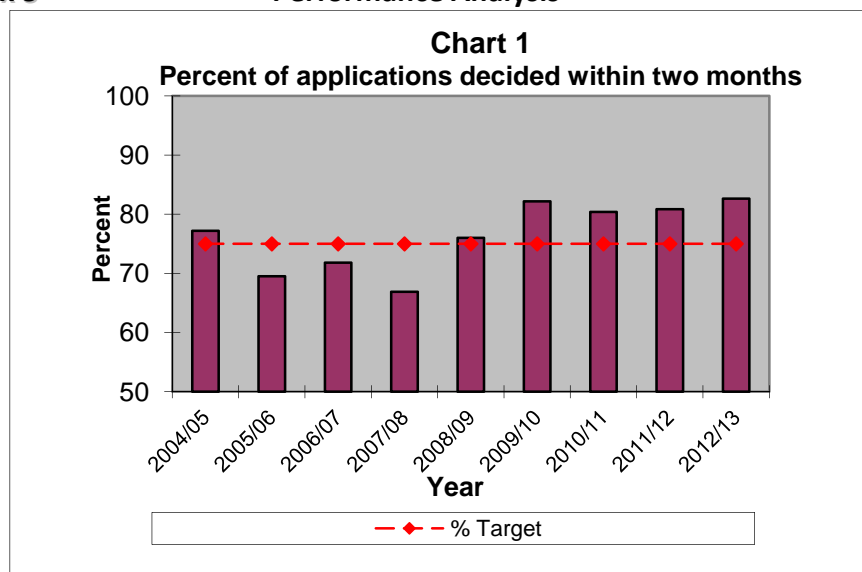
Direct Costs are prepared on the same basis as the LFR and therefore are direct staff costs of planning officers processing planning applications only, and excludes managers, supervisors and support costs.

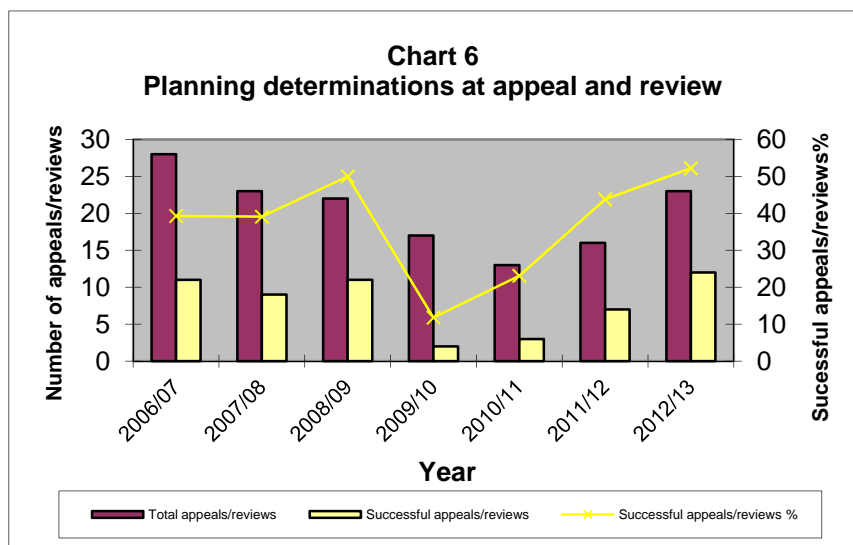
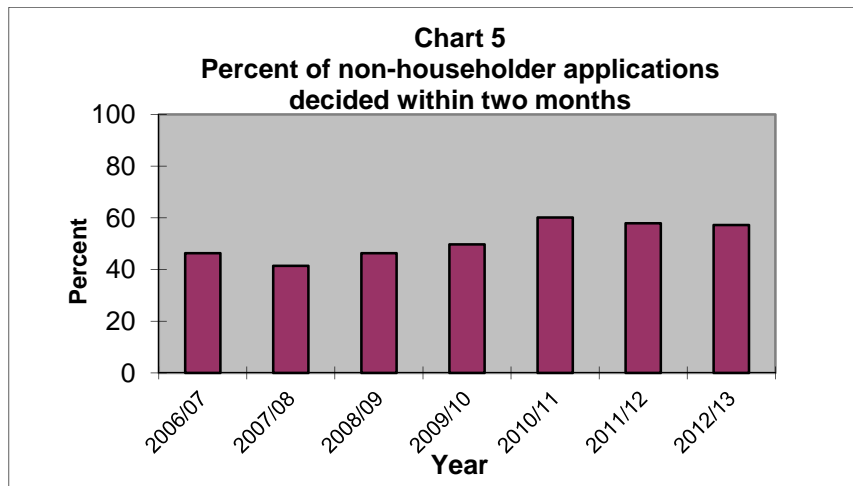
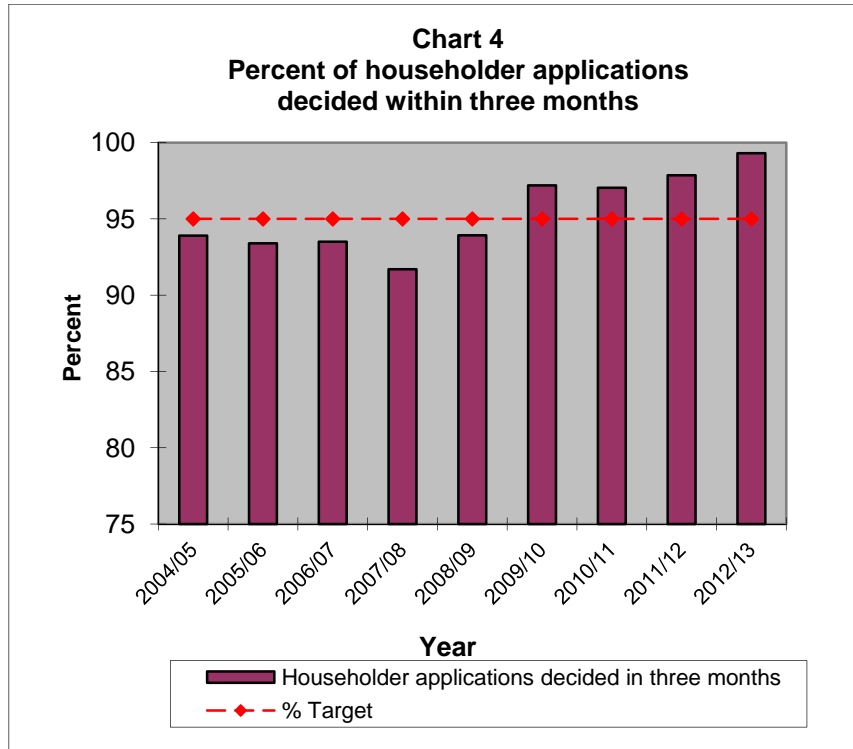
Indirect costs are prepared on the same basis as the LFR and therefore only include indirect costs attributable to planning officers processing planning applications, including for example accommodation, equipment, stationery, printing and advertising costs.

Income relates to planning applications only.

Appendix 3

Performance Analysis





Appendix 4

Customer Survey 2012/13 Summary of Findings

The customers of the Development Management section of the Planning Service were surveyed late 2012/early 2013. Overall the results are very positive and it is not considered that specific follow-up actions are necessary.

A summary of the results show:-

- 83% were either 'very' or 'fairly satisfied' with the time taken to speak to someone (only one person said they were fairly dissatisfied, none were very dissatisfied)
- 100% were either 'very' or 'fairly satisfied' with the time taken to get a response to a written enquiry
- 72% had used our online planning services. Of those who didn't use it, all of them answered simply that they "prefer not to" (as opposed to not being aware of the online services or not having access to a computer)
- 83% were either 'very' or 'fairly satisfied' with the quality of information that they received from the Council (only one person said they were fairly dissatisfied, none were very dissatisfied)
- 89% were 'very' or 'fairly satisfied' with how well staff did their jobs (nobody expressed dissatisfaction)
- 89% were 'very' or 'fairly satisfied' overall with the service that they received from the Planning Service (one person again was fairly dissatisfied)

Here is a summary of the comments that were made in response to the questions:-

How satisfied were you with the time taken to speak to someone who could help you?

One person said that they were on hold a lot of the time. This is slightly surprising as the office is manned at all times and phone calls are answered quickly – perhaps they called over lunchtime or early morning/late evening when there is less staff. As this was only one comment, it is not considered too representative.

Comments about the online services

10 people commented positively, including *"easy to use", "excellent", "a lot easier than other councils", "very useful"*. One person commented negatively *"extremely difficult to use, complete mess, search engine is very poor"* – we don't know whether they are referring to the eplanning site or the council web site as a whole, but this certainly seemed to be a minority view.

What would you say about the quality of information that you received?

9 people commented positively, including *"100% satisfied", "it was good", "easy to understand", "kept up to date with progress", "over the years, had great help, one of the best councils to deal with"*. A couple of negative comments were received ... *"some was ok, some was difficult to understand"* and *"not included in the maildrop for neighbour notification"*. With regards to the first of these, we do try to keep information as straight-forward as possible, but we will keep this under review. With regards to the second comment, it is not clear whether the neighbour notification had been missed in error or whether they were not entitled to neighbour notification, but we receive very few complaints due to errors.

Do you have any comments to make about the way staff did their jobs?.

5 people responded positively, including *"very quick responses from everyone", "no trouble at all, wish other authorities were the same", "we deal with all the local councils and East Renfrewshire is always the easiest council to deal with"*

Do you have any other comments about the service you received from East Renfrewshire?

6 people responded positively and 2 had negative comments. The positive comments included, *“ideal, all issues were handled with very promptly”, “very happy”, “once again, just to say that I wish that other local authorities would be as helpful as East Renfrewshire Council planning service, as some other local authorities actually seem to go out their way to be unhelpful”*. One of the negative comments related to the content of the local development plan and not to the quality of the service that they received. The other negative comment was *“Not as helpful as other departments, when talking to planning it feels like you are a nuisance and that they aren't trying to address what you tell them. Feels like hitting your head against a brick wall at times”*. This is poor comment for the service as a lot of emphasis is given to staff to be positive and helpful, and it is believed that this is normally achieved. Sometimes people just don't like getting a negative response to a proposal, and this is unavoidable. Given that this is an isolated comment, it is considered that it does not warrant too much concern.

Appendix 5

Publicity associated with the Proposed Local Development Plan

The publicity and consultation strategy was approved by the Council on 12th December 2012. This was prepared jointly by the Planning Service and the Corporate Communications team.

The following summarises what publicity and consultation are required by legislation and what we did. The Development Plan Scheme was updated in March 2013 and provides an update on progress on the Plan, the timetable and the participation statement.

Requirement	Actions
Consultation time period of 6 weeks	1. We allowed 12 weeks consultation
Statutory press advert in local newspapers	2. Statutory adverts placed in the Barrhead News and Eastwood Extra w/c 4 th February 2013
Documents and response forms being available in local libraries	3. Documents deposited at all Council libraries
Documents and response forms being available at Council offices	4. Documents available at the Planning Office in Spiersbridge; Eastwood Headquarters Giffnock; and the offices at Main Street Barrhead
Documents and response forms being available on the Councils website	5. News stories made available on home page of website. Landing page created on planning pages and all documents available on a dedicated LDP section.
Direct notification to consultees and parties who have expressed a previous interest	6. 548 letters and 846 by emails sent to parties Who commented at the Main Issues Report stage 7. Additional notifications were sent to those on the consultees database (incl. statutory consultees and Community Councils). A set of documents were sent to statutory consultees, including community councils and key agencies, and further copies were available on request
Direct notification to parties with an owner/occupier interest in development proposals and neighbours	8. 4650 letters sent
Additional publicity undertaken	
Additional newspaper publicity	9. Half-page colour adverts placed in Barrhead News and Eastwood Extra w/c 11 th February 2013 10. Half-page colour adverts placed in Glasgow Evening Times 7 th March 2013 11. Press briefings issues to local newspapers and editorial coverage of the plan was achieved in Barrhead News, Eastwood Extra w/c 4 th February 2013 and Evening Times 7 th March
ER Magazine	12. One-page publicity in the Autumn 2012 edition 13. Two-page publicity in the Winter 2013 edition 14. Publicity in the Spring 2013 edition published April 2013

Requirement	Actions
Additional online publicity to inform of the launch of the Proposed LDP and to inform of consultation events	15. Publicity advert on the Council's home page 16. News items posted on home page 17. All press releases posted in 'The News Room' on the council website 18. Links to all press releases posted on the Council's Facebook and Twitter pages 19. Information on the internal Council intranet
Posters and Leaflets	20. Posters sent around Council offices, libraries, other public buildings including Eastwood Theatre and at a number of retailers including Morrisons, Wholefoods and The Avenue
Roadshows/Displays	21. Two sets of display boards circulated around the libraries throughout the consultation period 22. Presentation displayed on digital TV screens in libraries to promote consultation
Newsletter	23. Quarterly newsletters published .January 2013 informed of the launch of Proposed LDP and its contents. April 2013 edition emphasised the forthcoming deadline and encouraged submissions.
Meetings, Forums and Drop-in sessions	24. Presentation at three Area Forums on 27 th February, 5 th March and 14 th March 25. Developers Forum held on 26 th March 26. Planning Community Forum held on 15 th April 27. Agents Forum held on 18 th April 28. Drop-in sessions held at four local libraries (3pm to 8pm in each) as follows: <ul style="list-style-type: none"> • 13th March in Barrhead Library • 19th March in Mearns Library • 20th March in Neilston Library and • 27th March in Clarkston Library 29. Drop-in sessions advertised by use of posters, advert in the Evening Times, publicity on website home page/LDP page, promoted through the Area Forums and emails to hundreds of interested parties on the LDP consultation database. Around 400-450 people attended these events.
Proposed LDP Summary	30. A summary of the plan and a <i>frequently asked questions</i> leaflet were produced to assist people in understanding the documents.

Appendix 6

Added Value Assessment

Every planning application, at decision stage, is assessed in terms of alterations that have been made to the proposal during its assessment. This is recorded in our 'back-office' computer system. Some applications may be allocated more than one category.

CODE	DESCRIPTION
ADD1	None
ADD2	Improvements to the proposal have been achieved at the pre-application stage
ADD3	Design, layout and/or external material improvements have been achieved during the processing of the application
ADD4	Road, footway or parking improvements have been achieved during the processing of the application
ADD5	Open space, play areas or landscaping provision improvements have been achieved during the processing of the application
ADD6	Protection of natural features, habitats and/or flora or fauna have been achieved during the processing of the application
ADD7	The provision of affordable housing has been achieved during the processing of the application
ADD8	The provision of community, environmental and/or economic benefit has been achieved during the processing of the application
ADD9	Conditions have been added that are required in order to control or enhance the development
ADD10	A legal agreement is required in order to secure essential aspects of the development
ADD11	The application has been submitted following an investigation/complaint
ADD13	An inappropriate dormer has been deleted

Contact information

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Photographs

Page 4 Council Offices, Main Street, Barrhead
Page 5 The Bank, Main Street, Neilston
Page 6 Polnoon, Eaglesham
Page 7 Barrhead Health Centre
Page 8 Proposed Local Development Plan Proposals Map
Page 9 Giffnock Railway Station
Page 10 Eastwood High School
Page 11 Humble Road, Newton Mearns
Page 12 Aerial photograph of Stewarton Road area
Page 13 Whitelee Wind Farm
Page 14 Spiersbridge Business Park
Page 15 Neilston Parish Church
Page 16 Netherlee
Page 17 Greenlaw Neighbourhood Centre

