

East Renfrewshire Council

Planning Performance Framework

Produced July 2016



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Introduction

This is the fifth 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 2015 to March 2016; and then looks ahead at service improvements planned through to March 2017.

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.

East Renfrewshire Council's vision, as detailed in its Outcome Delivery Plan 2016-2019 is to be a modern ambitious Council creating a fairer future for all.

The Planning Service within East Renfrewshire is at the heart of this vision and works towards a more sustainable future, to reduce inequalities and to support the growth of the local economy. Our newly adopted Local Development Plan provides a framework for the economic, social and environmental future for the area and for implementing the Council's broader aims and objectives. The Plan sets a framework for the growth and development of East Renfrewshire Council up to 2025 and beyond to provide a consistency and certainty to our residents and potential investors. The Council and Planning Service in particular is focused on ensuring that East Renfrewshire Council is a great place to live in, to work in and to invest in.

The economic context has changed in recent times with particular issues for East Renfrewshire being the decline in house building and inward investment and the need to deliver affordable housing, whilst ensuring the protection and improvement of our natural and built environment.

Against this background the Planning Service has developed a culture of continuous improvement and partnership working to deliver much needed inward investment, house building, affordable housing and improvements to our natural environment.

This can be seen in our masterplan approach to the delivery of mixed use Strategic Development Opportunity sites with a variety of private and public partners, partnership working to deliver a new rail halt, primary schools and employment generating uses and deliver new private and affordable housing on the ground.

The Planning Service's culture of improvement and partnership working is demonstrated with the 5 separate honours that were awarded at the Government's Scottish Quality in Planning Awards 2015. Three awards and two commendations have been given to the Barrhead Waterworks; Barrhead South Masterplan; Planning Guidelines on Development Contributions; Barrhead Foundry & Barrhead Regeneration; and Planning Guidelines on the Green Network and Environmental Management. We were also the only Scottish finalist nominated in the category of UK local authority planning team of the year at the 2016 Royal Town Planning Institute's (RTPI) Awards for Planning Excellence. I am therefore very pleased that the hard work of the team has been recognised nationally in this way.

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 | 2015-2016 | 2014-2015 | 2013-2014 | 2012-2013 |
|---|--|---|--|---|
| Development Planning: <ul style="list-style-type: none"> age of local/strategic development plan(s) (years and months) at end of the reporting period <i>Requirement: less than 5 years</i> Will the local/strategic development plan(s) be replaced by their 5th anniversary according to the current development plan scheme? Has the expected date of submission of the plan to Scottish Ministers in the development plan scheme changed over the past year? Were development plan scheme engagement/consultation commitments met during the year? | LDP 9 months (see note a) SDP 3 years and ten months (see note b) LDP – Yes SDP – Yes LDP (see note c) SDP – No Yes | LDP 4 years and one month SDP 2 years and ten months LDP – Yes SDP – Yes LDP SDP – No Yes | LDP 3 years SDP 2 years Yes Yes | LDP 2 years SDP 1 year Yes Yes |
| Effective Land Supply and Delivery of Outputs <ul style="list-style-type: none"> Established housing land supply 5-year effective housing land supply 5-year housing supply target 5-year effective housing land supply Housing approvals during the year Housing completions over the last 5 years Marketable employment land supply Employment land take-up during reported year | 4827 1957 1170 8.4 (see note d) 216 units 1089 17.03ha 0.36ha | 4786 units 1973 units 1250 units 7.9 years 495 units 1084 units 30.02ha 0ha | 2119 units 8.1 years 26.68ha 0ha | 2049 units 7.35 years 27.31ha 0.06ha |
| 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 | 30.2% 1 (see note e) 0 92.6% 97% | 27.4% 3 N/A 94.6% 97.8% | 23% 0 N/A 96.5% 94.3 % | 24.8% 0 N/A 96.2% 94.4% |

| Key outcomes | 2015-2016 | 2014-2015 | 2013-2014 | 2012-2013 |
|--|--|---|--|---|
| Decision-making timescales Average number of weeks to decision: <ul style="list-style-type: none"> major developments local developments (non-householder) householder developments | 17.5 weeks 10.9 weeks 6.2 weeks (see note f) | 19.6 weeks 9 weeks 6.4 weeks (see note f) | 16.7 weeks 9.2 weeks 6.6 weeks | 39.9 weeks 14.2 weeks 6.7 weeks |
| Legacy Cases <ul style="list-style-type: none"> Number cleared during reporting period Number remaining | 6 2 (see note g) | 2 8 (see note g) | | |
| 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 | 9 months 86 breaches 123 enforcement cases resolved | 13 months 62 breaches 92 enforcement cases resolved | 1 month 81 breaches 105 enforcement cases resolved | 1 month 68 breaches 58 enforcement cases resolved |

Notes

- (a) Local Development Plan adopted 25th June 2015.
- (b) Strategic Development Plan Approved May 2012.
- (c) The adoption date of the Local Development Plan did not take place in accord with the timescale in the Development Plan Scheme published in March 2014. due to the DPEA Reporters taking nine months to prepare their examination report rather than the anticipated six months; the Scottish Ministers needing an extended period for consideration of the documents; and the Ministers making some modifications to the Plan (in addition to those proposed by the Reporters). None of these delays were the responsibility of the Council. The Development Plan Scheme for the Local Development Plan 2 was prepared March 2016 and sets out the stages and timetable for preparing the new Plan.
- (d) 2015 Housing Land Audit (columns A-D are the number of housing units)

| Period (years) | A Supply | B Requirement per annum | C Total Requirement | D Surplus (A-C) | E Years Supply (A/B) | F 5 Years land supply met |
|----------------|----------|-------------------------|---------------------|-----------------|----------------------|---------------------------|
| 2015-20 | 1957 | 234 | 1170 | 787 | 8.4 | Yes |
| 2016-21 | 2041 | 234 | 1170 | 871 | 8.7 | Yes |
| 2017-22 | 1977 | 234 | 1170 | 807 | 8.4 | Yes |
| 2018-23 | 1841 | 234 | 1170 | 671 | 7.9 | Yes |
| 2019-24 | 1715 | 234 | 1170 | 545 | 7.3 | Yes |
| 2020-25 | 1538 | 226 | 1132 | 406 | 6.8 | Yes |

- (e) Council has a processing agreements policy in operation. Up until 31st March 2015, five processing agreements had been signed with developers. The one relating to a major development that was decided during 2015/16 was delayed due to complex legal agreement discussions – the Planning Applications Committee was minded to grant the application subject to the conclusion of a legal agreement, however the applicants would not progress the agreement to conclusion (despite various request by the Council), so eventually the application was re-considered by the full Council and was refused permission.
- (f) In 2015/16 we decided 676 planning applications and 109 other applications. We also registered 509 written pre-application enquiries (8.5% up on last year). This means that there were 75% as many pre-application enquiries as planning applications. Of the 676 planning applications, 204 had been the subject of a pre-application enquiry i.e. 30% (up from 27%) This indicates that we had about 305 formal pre-application 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.
- (g) Of the two legacy cases outstanding without a decision for more than a year on 31st March 2016, the following is observed:
- One relates to an application for six wind turbines (Shieldhall Farm) – the applicant has agreed a number of extensions to determination period while a solution for aviation mitigation is sought.
 - The other relates to a major application (Malletsheugh Garden Centre) – the applicant has not responded to requests for information and has not agreed to withdraw the application. A decision is being considered by way of a hearing at a full Council meeting.

2. Defining and measuring a high-quality planning service

2A. Quality of outcomes

- (i) The **Local Development Plan** (adopted in June 2015) promotes high quality and sustainable building design, layout and places. We promote the principles set out in 'designing streets' and encourage the use of design statements to accompany new development. Policies promote the inclusion of green infrastructure and resource and energy efficiency.

Our regeneration and development plan teams are active in leading and promoting the **strategic development opportunities** as contained in the Local Development Plan, including 'Maidenhill/Malletsheugh, Newton Mearns'; 'Barrhead North' and 'Barrhead South'. We initially completed Development Frameworks for each of these areas, and followed each up with Masterplan Supplementary Planning Guidance. This work promotes a collaborative approach to achieving high quality and sustainable place-making development on the ground. See Section 4B for further actions during 2015/16

- (ii) Fifteen **Supplementary Planning Guidance** (SPGs) have been adopted in parallel with the LDP– see Section 2B(xi). These are published on our website and are promoted in discussions with developers. These include three site-specific masterplans for Maidenhill, Barrhead South and Barrhead North. They also include 'Affordable Housing' and 'Development Contributions' which assist in providing detailed, clear, transparent and proportionate advice to developers and landowners early in the planning process (both of which were fully reviewed and updated prior to adoption in June 2015 – see Appendix 9 for more details).

We have one additional draft Supplementary Planning Guidance (SPG) approved by the Council for consultation, covering 'Renewable Energy', and this will be progressed for adoption later in 2016.

We are active in producing **planning briefs** to promote high quality development. We currently have 16 planning briefs for a variety of sites across East Renfrewshire which are published on our website.

- (iii) **Conservation Area Appraisals** have been produced and were the subject of public consultation in association with the Proposed Local Development Plan. Two new Conservation Areas are proposed and have been endorsed at the Local Development Plan Examination. These will guide high quality development in these protected areas.
- (iv) We have a range of active **environmental and educational projects and events** which promote a sustainable environment, including the Dams to Darnley Country Park and Whitelee Access Project. See actions 13-14 in the **Delivery of Service Improvement Actions 2015-16** on pages 28.

We are implementing **green network improvements** in particular around Maidenhill and the Barrhead North and South Strategic Development Opportunities.

- (v) We are implementing a range of **regeneration and town centre improvement initiatives** through our economic development team, including Barrhead Regeneration:
- Town Centres** – Business Improvement Districts (BID)
- Clarkston BID.** The renewal ballot was successful and the BID will continue for a further 3 years. ERC are liaising closely with the BID and a charrette programme is planned to engage actively with local residents and businesses. The BID will be closely involved with all activity. A 'Your town audit' has been completed for Clarkston town centre by Scotland's Towns Partnership.
- Giffnock BID.** The BID has continued to be successful and Giffnock remains an attractive and accessible centre.
- Barrhead BID.** The Barrhead BID (known as 'All Bout Barrhead') has been approved following a ballot of business owners in the town centre. A 'Your Town Audit' was completed for Barrhead town centre. Barrhead won the SURF (Scotland's Regeneration network) Award for 'Most Improved Small-medium town' – see Appendix 4.
- (vi) ERC is a participant in '**City Deal**' which is delivering £44 million of major business and leisure infrastructure and improved transportation links over a 5-10 year period. See Appendix 6 (& Appendix 7c - Crossmillss) for more details & section 2C(viii). Appropriate officers have been brought together to ensure that high quality development and maximum community benefits are realised.
- (vii) The **Levern Works Project** has been successful in securing funding from the Regeneration Capital Grant Fund and includes the construction of 850sqm of commercial units, remediation and reclamation of 0.8ha of land, the extension of the footpath network and the delivery of a community landscaped gateway to Barrhead which will be an extension to the Waterworks Garden. This waterworks garden was delivered and is managed through a partnership model which demonstrates how effective community engagement can contribute towards environmental and social outcomes.
- (viii) **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 and completions will be on-going for the next few years. This development was used to inform our Residential Design Guide SPG and as a case study/good example for other developments in the area.
- (ix) Our **planning community forum** (see also Section 2B(xvii)) provides opportunities for community councils and community groups to obtain information and training on planning issues so that they can be more informed and involved in contributing their views on behalf of their communities.
- (x) 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 reported in every *report of handling*. It is assessed that over 44% of all planning applications have value added to them, with 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 – see Appendix 8 for more information.

- (xi) We have an up-to-date **enforcement charter** and are active in pursuing solutions to uses and development which detract from the local environment.
- (xii) See **further examples** and more details on some high quality developments being delivered in Section 4B starting on page 26 (note particularly rows 9-11 on page 27 regarding the Strategic Development Opportunities); and Appendix 7.



2B. Quality of Service and Engagement

- (i) We have an **open-office** policy with our offices being 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.

Staff can also be contacted by telephone and the contact phone number is on every web page. Officer contacts are on all correspondence with the public to assist them in contacting the right person.

Professional 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). This presents in effect a 'one-stop-shop' for developers and the public when they wish to speak to planning officers or see planning documents and advice is given in an open and comprehensive manner. Customer feedback on the quality of the service that customers receive has been generally positive (see section 2B(xvi) and Appendix 2), comments included that staff were "very efficient" and "all very professional". Many said with regards to the availability of information that it was "easy to understand", "got everything we needed".

- (ii) **Pre-application advice** on development proposals is available free of charge. We received 509 written pre-application enquiries (8.5% up on last year). This was in addition to informal enquiries taken via phone calls or informal discussions with people in our reception area; neither of which are formally registered as pre-applications. This means that there were 75% (up from 69%) as many pre-application enquiries as planning applications. Of the 676 planning applications, 204 had been the subject of a pre-application enquiry i.e. 30% (up from 27%) This indicates that we had about 305 (up from 282) formal pre-application 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.

Pre-application advice (both for major and local developments) will normally include comment on both the principle and detailed aspects of the proposal; will refer to any need for development contributions and/or legal agreements and we will offer a processing agreement where appropriate (see below). Discussions on development contributions where appropriate will commence at an early stage in the process before an application is submitted (pre-application). The Supplementary Planning Guidance states that the policy should be factored into development appraisals prior to land deals and commercial decisions being taken. This pre-application advice and guidance is explained on the Council's website. Once a member of staff deals with a formal pre-application enquiry, they will follow the proposal through to the application and monitoring, giving consistency of contact and advice.

The Council has a 10-day response target for pre-application enquiries (and this timescale is monitored). We ensure that all our planning officers dedicate adequate time to undertake this important function. We promote use of our pre-application service on our web site and the statistics demonstrate that this is well used in practice.



We have a **Processing Agreement Policy** which is available online. We are now offering processing agreements for all major developments and will consider them for some of the more significant local developments. At 31st March 2016, five processing agreements had been signed with developers.

- (iii) **A range of modern procedures are now in place.** In addition to extensive planning advice and information as text on the planning webpages, the following are published as additional guidance:
- Permitted development rights
 - Processing agreements policy and template
 - Supporting information requirements
 - Decision making and appeals process
 - The planning hierarchy
 - Pre-application consultation for local communities
 - Pre-application consultation for local applicants
 - Comment on a planning application
 - Standard planning conditions
 - Protocol for dealing with planning obligations
 - Decision making and appeals
 - Renewable Technologies
 - Looking after your trees
 - Your guide to Tree Preservation Orders
 - Application for High Hedge Notice Form and Guidance
 - Scale of Fees
 - How to pay for your planning application
- (iv) 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 generally positive in this respect (see section 2B(xvi) and Appendix 2), with people saying that the online service is “very good”, “easy to use” and “fine”.

The Council’s website gives a full range of planning information, documents and forms, including all local planning documents. Public access computer points are available for public use at three Council offices and all our libraries to give the public easy access to online planning information and advice.

We publish online ‘weekly lists’ of planning applications received along with a list of ‘current’ i.e. all un-decided extant planning applications. We also publish a list of wind turbine planning applications and decisions.

All information on the web site is reviewed regularly. This includes Briefing Notes covering ‘How we process a planning application’ and ‘What is a material consideration’ in order to help the public better understand the planning system. ‘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.

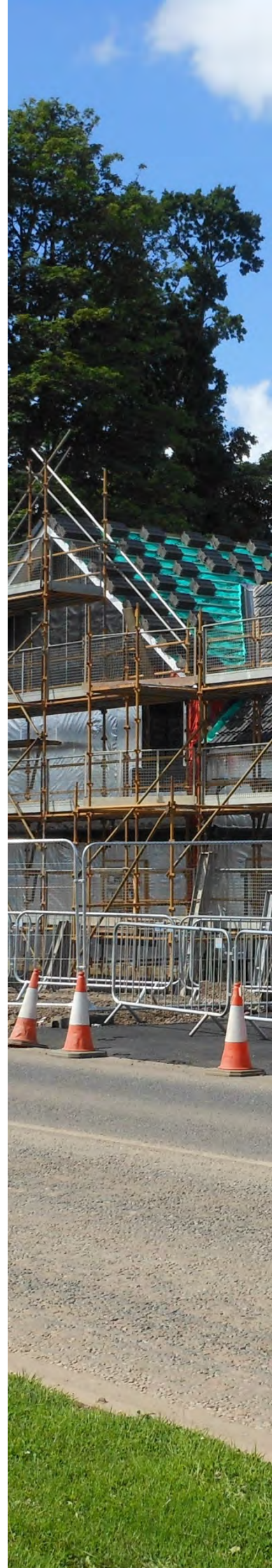
The Council’s website was assessed by the Society of Information Technology Management (SOCITM) and retained its overall 4 star rating. One specific planning task assessed included how easy it was to submit an objection to a planning application – and this task scored three stars (maximum 4 stars). From the responses by the assessors it appears that they generally liked the Council’s web pages, but had a couple of reservations about the public interface provided through the IDOX software. These specific points were not ones that the Council can

directly control, but the comments will be passed on to the software providers. The assessment including consideration of how easily the public can find out about permitted development and the Council received a perfect score for this task. All of the planning web pages were reviewed and updated (where appropriate) in advance of this assessment.

- (v) In order to encourage **online application submissions**, we have stopped using our own ERC forms where there are forms available on the national eplanning portal. The portal allows online submission as well as the download of forms for completion by hand for those who do not wish to submit online. We also have printed copies of the national forms available to hand (or send) to people who request them. There are a few forms still available on our own website where there are no national equivalents. The percentage of planning applications submitted online continued to rise to 55.8% in 2015/16. This percentage increased significantly after we stopped using our own ERC application forms. We participated in the national 'eplanning.scot' project which saw the implementation of an improved national portal for submitting planning applications in early 2016
- (vi) 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. We have an internal risk management approach to allocating and dealing with planning applications. This involves the Principal Officers who allocate planning applications to case officers assessing the complexity of the application and then matching that to the skills and experience of the planning officer who will be allocated the case.

We have guidance published to ensure that the information and documents that are required to accompany planning applications are necessary, proportionate and are clearly scoped to avoid unnecessary costs to the applicant and the Council (see section 2Cxvi below for more details). Our internal policies include a risk management approach to allocating and dealing with planning applications. The guidance states "we shall only require these where they are absolutely necessary in order for us to assess the proposal". It covers, for instance where a Transport Statement will be expected rather than a full Transport Assessment. It also advises on thresholds for various documents such as Environmental Impact Assessments or Retail Impact Assessments. Applicants are encouraged to discuss these requirements with the Council in advance of their submission in order to ensure that submissions are focused and fit for purpose. This also helps to increase the percentage of planning applications that are valid upon receipt - which is regularly monitored in order to contribute to speeding up the planning process as a whole.

- (vii) We have a **welcoming approach to potential developers** and get good feedback on this from our customers when surveys are undertaken (see section 2B(xvi) and Appendix 2 below). The Council approves about 93% of applications, some subject to conditions, illustrating a positive approach to development. 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 £95.4 million of development value in the area this year. Over £24.3 million 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.

- (viii) We have a '**major development team**' which brings together professionals from across the Council. This gives developers easy and early access to planning and other officers, thus giving developers the opportunity at one meeting to get the views of a range of professionals. This assists in providing a co-ordinated response to proposals and advice regarding what documents are needed to validate and support the application. Responses to the developers are co-ordinated by a named planning case officer (for major developments it will always be a *senior* or *principal* officer) who oversees the project from the pre-application stage to decision and monitoring. This team may be convened for major or any other significant development e.g. sites that are local development plan priorities or which raise new or unusual issues for the Council. This procedure, in conjunction with our processing agreements policy (see section 2B(ii)), allows planning applications to be project managed and provides a comprehensive and faster development management service.
- (ix) We have a **protocol for dealing with planning obligations**. This promotes the speeding up of the preparation of legal agreements and the issuing of planning decisions - which facilitates development on the ground being commenced more quickly. We set a high priority to our target of completion of legal agreements within 3 months of the committee being minded to grant permission (subject to the appropriate legal agreement).
- (x) We have up-to-date **Local and Strategic Development Plans**. The Local Development Plan (LDP) Action Programme is up-to-date (and monitored every six months) demonstrating the successful delivery of LDP policies and proposals. Monitoring Statements are produced annually.

Preparations for the commencement of a new **Local Development Plan** are underway, currently with evidence gathering and the preparation of a Main Issues Report. The first stage of this process is the seeking of early views on what the key issues are for the area and how these could be addressed. Running alongside this is a 'Call for Sites'. This early consultation period ran until 25th May 2016. 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.

Joint working on the **Glasgow and Clyde Valley Strategic Development Plan** (Clydeplan) at officer and Member levels ensures coordinated and collective action and delivery on a wide range of topics across the conurbation. A new Proposed Strategic Development Plan was published for consultation over January and February 2016 and a number of representations were received. The plan was submitted to Scottish Ministers for approval in May 2016 and an examination will be held by the Scottish Government's Directorate of Planning and Environment Appeals into those representations.

- (xi) We have **supplementary planning guidance** (SPGs) covering a wide range of topics, including Affordable Housing; Development Contributions; Management and Protection of the Built Heritage; Rural Development Guidance; Energy Efficient Design; Green Network and Environmental Management; Householder Design Guide; Daylight and Sunlight Design Guide, Residential Street Design Guide, Dams to Darnley Country Park and Neilston Infill Development Strategy. Development

Frameworks followed by Masterplan SPGs have also been prepared for Maidenhill, Barrhead North and Barrhead South. These provide valuable proportionate guidance and a degree of certainty to the development industry to complement the development plan (see also Section 4B and Appendix 5). A draft Renewable Energy SPG has been approved by the Council and is the subject of public consultation prior to anticipated adoption.

The SPGs on Affordable Housing and Development Contributions provide a clear and transparent framework by which the planning system can support the delivery of development while alleviating any potentially negative impacts on land use, the environment and infrastructure that would make it unacceptable in planning terms. This guidance is applied consistently by a single point of contact Principal Project Officer (see Appendix 9). We have 16 development briefs to guide acceptable development.

- (xii) **Interested parties**, key agencies and a wide range of businesses are fully engaged in the LDP and Action Programme preparation, which helps in ensuring that policies, proposals and actions are deliverable within timescale. We have agreed working agreements with most internal and external consultees to ensure that consultations on planning applications and development plans only take place when necessary; and that responses are provided by the consultee within a reasonable timescale.
- (xiii) Extensive **public consultation** was carried out as part of the Local Development Plan following a 'Publicity and Consultation Strategy'. The Examination Reporters concluded that the council had achieved what it set out to do in its participation statement and had complied with the legal requirements. They also found that the Council conformed with its participation statement and in many cases exceeded minimum consultation requirements with regard to consultation and the involvement of the public at large as envisaged by Scottish Ministers. Consultation with Key Agencies such as Scottish Natural Heritage, SEPA, Scottish Water, Historic Scotland, SPT, and Transport Scotland allowed for open and constructive discussions on the content of the LDP, allowing these agencies to comment at the key stages of the plan preparation. An early draft version of the Proposed Plan was issued to the Scottish Government and key agencies to allow them to inform the final content. This helped reduce the number of comments from these groups at the consultation stage.

At our LDP consultation events and those events relating to the development frameworks/masterplans, we always invite customer feedback by way of an events questionnaire. The responses are analysed and comments used to inform future improvements to consultation methods.

We enable **public participation in the planning application process**. In accord with legislation, neighbours are notified when planning applications are made and certain applications are advertised in the local newspapers and on the 'Tell Me Scotland' website. Weekly lists of planning applications submitted are on our website and the online planning system allow searches of all current and recent application. We publish guidance on our website advising the public of what are generally considered to be 'material planning considerations'. We take into account comments made by the public before a decision is reached on a proposal (or for applications going to the Planning Applications Committee – those received before the report is finalised); and comments are assessed in the 'Report of Handling'. In 2015/16 we received 1573 representations on



the 676 planning applications. 22% of applications have representations. This shows the high level of public interest in planning matters in East Renfrewshire and illustrates the high work-loads for planning officers assisting interested members of the public and assessing their views. We encourage online submission of representations to planning applications and the Local Development Plan. The vast majority of planning application representations are received electronically (28% via the online planning service and most of the remainder by email). We encourage the use of email for communications with us as that gives faster response times and cost savings. Where people contact us (or submit electronically) we will always respond electronically.

A **Thornliebank Charrette** process was undertaken to encourage the local business community and local residents to work with the Council on a project entitled 'Transforming Thornliebank'. This is a project where the Council is working closely with East Renfrewshire Culture and Leisure Trust. The process undertaken involved the public, local professionals and stakeholders working together with a specialised team from consultants to generate ideas in response to a specific opportunity, sparked by a funding application to the Scottish Government's Regeneration Capital Grant Fund. This would have seen an initial project around Thorntree Hall to extend and refurbish the Hall into a much needed community hub. Although unsuccessful in attracting Regeneration Capital funding in 2016/17, the Council has resubmitted the project for 2017/18.

We have good working arrangements with our **communications team** and submit articles regularly for our ER Magazine which goes out four times each year to every household in East Renfrewshire. We also have a quarterly LDP newsletter which is widely circulated giving updates on the plan's progress.

- (xiv) We **monitor a range of development approvals** through the Strategic Development Plan, including greenbelt development which consists of departures from the development plan. This information is used to ensure that the policies are being successfully implemented; and helps to identify any shortcomings in the policies or in implementation/land supply commitments. We also monitor planning applications that are significantly contrary to the development plan, looking at the circumstances that may justify an approval or refusal. This assists us in monitoring the robustness of the development plan

We have maintained a generous **effective supply of housing land** to meet our housing needs and in accordance with Scottish Government's requirements. At the LDP examination, the Reporters acknowledged the findings of the Scottish Government's Centre for Housing Market Analysis that the Glasgow and Clyde Valley Housing Market Partnership Housing Need and Demand Assessment (on which the Housing figures in the LDP are based) has been certified as "robust and credible". The Reporter made the following supportive comments at Examination *"I am satisfied that the level of private house building proposed will ensure that a 5 year effective supply is maintained throughout the plan period. The range and choice of sites proposed as effective up to year 10 from the predicted year of adoption will ensure a continuous generous supply at all times. I consider that the potential private sector housing supply identified provides sufficient flexibility and generosity. Overall, I find that the council's approach to both private sector and affordable housing supply, is appropriate and in accordance with both Scottish Planning Policy and the strategic development plan"*.

- (xv) Our Planning Customer **Service Standards Charter** is published online to visibly demonstrate that we will deal with our customers quickly and politely. Documents and web information is written in such a way as to be as 'plain-english' as possible. We offer Braille and foreign language translations on all of our development plan documents, SPGs, briefs and charters.

A **complaints procedure** is in place for people who are unhappy with the service that they have received. A leaflet is available on the website and at our planning office. The number and 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.

- (xvi) A **customer survey** is undertaken on an annual basis with a cross-section of customers of the development management team (applicants, agents and representees). The survey asks a number of questions, including their experiences of the time taken to speak to someone; the time taken to get a response; their experience of our online planning service; the quality of information that they received; how well staff did their jobs; and how satisfied they were with the overall with the service that they received. From the 2015/16 survey, 58% 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 if there are ways to further improve service delivery. Findings are reported to the Planning Applications Committee. A summary of findings are shown in Appendix 2.
- (xvii) We hold regular **forums** with agents, community groups and community councils to allow discussion and training on relevant and current planning issues. At each of these meetings contributors have the opportunity to raise issues and questions. Levels of community engagement are reported corporately to the Council through the Outcome Delivery Plan.
- (xviii) The Planning Service is administering the implementation of the **High Hedges Act**. We have produced forms, notes and guidance to assist the public in understanding the legislation, and these were reviewed in March 2016 in the light of working with the Act since 2014. In the lead-up to the implementation of the Act and since its enactment, we have dealt with a significant number of enquiries and spent considerable time speaking to the public on the phone and in person at the planning office. This is done without any additional finance or income to cover these costs. This provides a customer service and assists people in resolving amenity issues associated with high hedges. A knock-on implication is that it takes planning officers away from dealing with planning applications.
- (xix) We have **audio-visual equipment** in the Council Chamber which means that all plans and documents relevant to a planning application or Local Review Body case can be displayed. Elected Members therefore have access to all documents at all of their meetings and the public can follow discussions better.



2C. Governance

- (i) The **planning application performance** is good in comparison to national and local performance indicators. We compare very positively with the other 33 planning authorities in Scotland (see figures and charts in Appendix 1). The figures show steady year upon year improvement from We decided 676 planning applications and 107 other applications this year (very similar to last year)

- 89.6% of **all planning applications** were decided within 2 months, improved from 85.1% last year.
- The average time taken to deal with a **local** planning application in East Renfrewshire was 6.9 weeks, improved from 7 weeks last year. The Scottish average was 10 weeks, which placed ERC in 5th place in Scotland.
- 95.2% of **householder** applications were decided within their 2 month decision target (up from 91% last year). The average time taken to deal with a householder application was 6.2 weeks (improved from 6.4 weeks last year). The Scottish average was 7.5 weeks, and for this measure ERC was in 7th place Scotland.

The above two figures show that the Council is in the top quartile in each these measures across the country. Further statistics are contained in Table 5A on page 32 with additional commentary on page 33.

The Council has adopted an efficient **scheme of delegation** which has a relatively high level of delegation (97% of decisions were delegated to officers in 2015/16 - compared to the Scottish average in 2014/15 of about 95%).

We keep our **'legacy' planning applications** (applications over a year old) under review. The number of 'legacy' applications remaining as at 31st March 2016 was 2 (down from 8 at 31st March 2015) - see note (e) on page 4. Cases are kept under control through individual officers managing case-files and regular meetings with Principal Officers, which helps identify areas where delays occur and where means to progress applications can be discussed. Sometimes however it is better to take time to negotiate and find mutually acceptable solutions in the interests of sustainable development and customer service (rather than simply giving quick refusals of permission). The Council has (published on the internet) a Protocol for dealing with Planning Obligations, designed to help speed up the conclusion of legal agreements. Our Processing Agreements policy also includes encouragement to discuss and agree planning obligations and the terms of legal agreements at an early stage during the discussion on on-going applications, and an expectation that legal agreements will be concluded within three months of the recommendation being made.

- (ii) The **Planning Applications Committee** (the same Members who also form the Local Review Body) is relatively small and is trained on planning matters. A training session for the Members took place in October 2015 covering the implications of the new Local Development Plan and the Supplementary Planning Guidance. The Committee 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 Committee meets once every four weeks to ensure that applications are dealt with expediently. When applications are dealt with by way of a pre-determination hearing, procedures are in place to ensure that the full-council is convened immediately afterwards, thus ensuring a quick and consistent decision. The Local Review Body also meets every four weeks which ensures decisions are reached as quickly as possible, and is supported by a Principal Planning Officer and a Legal Officer. This all demonstrates East Renfrewshire Council's commitment to a collective sense of urgency to enabling development within East Renfrewshire.

The 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.

- (iii) **The full-Council** approves development plan documents which ensure that all members are committed and kept informed of these important planning matters.
- (iv) We have a **Local Development Plan Member – Officer Working Group** which meets on an ad-hoc basis, as-and-when required to discuss and agree the local development plan strategy and policy approach. This Group oversees all stages of LDP production allowing open discussion between Members (cross-party) and Officers, and guiding the strategic direction and the policy approach of the Plan. This approach helped to ensure full cross party support for the Local Development Plan. The Group will recommence during summer 2016 to assist with the preparation of the Main Issues Report for LDP2.
- (v) **Local Development Plan project management** is implemented through regular staff meetings and GANTT chart project management. This has ensured that work projects are monitored and implemented within realistic timescales. Full team meetings were held fortnightly during the preparation of the Local Development Plan in response to particularly high workloads and pressures. The Development Plan Scheme is kept up to date and the current Scheme shows that the new Local Development Plan has started on schedule in order to replace the old LDP within relevant the relevant 5-year cycle. This advises the public of development plan and project preparation schedules and allows the Service to monitor implementation.
- (vi) **Electronic ways of working** have been fully embraced. Full and active participation in the national eplanning system gives the council efficiency savings. In 2015/16, 55.8% (up from 45.2% last year) of all planning applications were submitted electronically which shows a continuous year-upon-year rise. The majority of incoming and outgoing correspondence (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 have risen to 39.2% (up from 23.7% last year) which reduces overhead costs for the Council. Customer feedback gave a good rating for this online service, people saying that it is “very good” and “easy to use” (see Appendix 2).

We have implemented the **ebuildingstandards system**, which allows the submission of building warrants and completion certificates online. This gives 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 applications and documents. The Council participated in the eplanning.scot programme during 2015/16 which saw a new national portal launched and included some functionality improvements to the service for customers and the Council.

Our computerised **document management system** (IDOX) coupled with the UNIFORM casework system ensures comprehensive and easy access to information for staff. Corporate Address Gazetteer is linked to the national gazetteer and ensures consistent addressing across the council and Scotland. Our 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.

- (vii) **Modernised working arrangements** have been implemented within the Environment Department this year in order to better align priorities and responsibilities. The Head of Service took on responsibility not just for Planning and Economic Development, but also for City Deal. This has led to a better alignment of responsibilities and balance across the management team, thus reducing risk; and allows a focus upon City Deal.

A Strategic Review of the Department has been undertaken, and further Departmental modernisation is in the process of being assessed through the Department's Change Programme. This will look to embed the 5 capabilities into the Department's programmes and assist in making essential cost savings over the next two years. This may result in changes to the structure and management of the Planning Service and will also result in modernisation of planning and office procedures. Actions will be implemented during 2016-17.

Last year we fully integrated and co-located our 'Regeneration' and 'Economic Development' teams within the same Environment Directorate in order to provide a co-ordinated and holistic approach to economic development (including key projects, development frameworks and masterplans) and positively encourage investment opportunities.

- (viii) With regards to the **City Deal projects** (in addition to the above modernised working arrangements) in view of the major and fast moving nature of the projects the Council has to be able to respond quickly and effectively to changing circumstances. In some cases this will require the Council to appoint external consultants to support us in the development, design or implementation of our projects. In all circumstances, the Council has to ensure compliance with procurement rules and this can sometimes lead to delays going through tender processes. To effectively manage this, and in discussion with our procurement team, the development team initiated a framework contract to secure the professional services required. This covered master planning and architectural services, economic impact assessments, business planning and community engagement. This was successfully completed giving 3 high quality consultants in each of the service categories. This now allows the Council to make direct appointments as/when the service is required. This allows us to be agile in response to project delivery requirements and to minimise any potential delays to our timescales.

- (ix) **The needs of staff** are kept under review. Up to date **staff appraisals** (Personal Review and Development Scheme - PRDs) are in place for 100% of staff within the Planning Service. Every member of staff has been trained in the scheme 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 covering such matters as time management, health & safety, equality & diversity, community engagement, digital skills, personal development and management training.. Individual planning training events are held when new legislation and procedures are introduced e.g. training was held when the new High Hedges procedures were introduced in 2014. This ensures that staff are not just professionally competent, but are trained and work well as a team. It also ensures that best use is made of staff abilities. Skills and staff numbers are also assessed at the end of each PRD round to ensure that the Service has the right people to meet future needs.

A council-wide **staff survey** is conducted annually and the results are presented down to service-level. These results are analysed annually, staff are consulted on the findings and actions implemented to address any shortcomings or improvements to the working environment and procedures that can be made.

Flexible working and staff deployment arrangements in place allow 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. This demonstrates a flexible workforce able to respond to needs.

- (x) A range of **good management internal procedures** are in place. Fortnightly **departmental management meetings** are held involving the managers of all services in the Environment Department. Each team in the service holds team meetings 4-weekly 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 and Local Development Plan progress. This also facilitates corporate priorities to be advised and implemented effectively.

Risk management procedures are in place. Strategic and operational risk registers exist and are updated at 6 monthly intervals. Training on risk management is given to all managers and supervisors.

Succession planning arrangements are in place in line with the Council's succession planning policy.

Effective **corporate absence management arrangements** are in place. Absence statistics are monitored every quarter and show for 2015/16 that absence levels in the planning service were less than a quarter of the departmental average.



Comprehensive **health & safety systems** are in place (health & safety staff are embedded in the Environment Department), and audits are regularly undertaken.

- (xi) A **“new ways of working” (agile)** programme is being implemented across the Department. This has seen the introduction of new technology (including laptops and mobile phones) to allow staff to work, not just from a desk in the planning office, but from a variety of Council offices or from home. This gives staff increased flexibility in working arrangements and gives efficiencies in travel arrangements.
- (xii) **Specialist advice** is adequately received as appropriate through external organisations e.g. the West of Scotland Archaeological Service. There are strong co-ordinated working links within the Environment Department with close partnerships particularly with Economic Development, Regeneration, Roads and Property & Technical Services.

We have regular meetings with outside organisations/partners, particularly through the Strategic Development Plan. Key Agencies have been actively involved in the preparation of the LDP at all stages. and on our joint Masterplans.

- (xiii) **Benchmarking** is undertaken with our neighbouring Councils. We participate in the West of Scotland Benchmarking Group (which concentrates on development management issues) which holds regular meetings, which are minuted. This work allows the sharing of good practice and evidences our continued efficiency in decision making. It has also allowed us to improve our work practices by learning from best practice elsewhere and sharing our good practices with others. See Appendix 3 for the participants, a summary of the issues covered during 2015/16, and a note of benchmarking that takes place across other parts of the Planning Service, including Development Planning.

The Glasgow and Clyde Valley Local Development Plan (LDP) Forum consists of the eight Clyde Valley authorities and includes the Strategic Development Plan (SDP) Team. It meets every 6 months, its principle purpose being to share and exchange best practice in respect of LDP and SDP development and implementation. Each local authority takes it in turn to chair the meeting. During 2015/16 meetings have been chaired by East Renfrewshire and Glasgow.

We also actively participate in Heads of Planning Scotland groups and sub-groups, as well as the online ‘Knowledge Hub’ all of which assist in sharing practice across the country.

- (xiv) **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, thus being aligned to Council 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.

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. The Environment Department now has an embedded

Procurement Officer. Quick-quote is used to obtain online competitive quotes for services below £50,000. This provides a quick method of procuring relatively low value services whilst still demonstrating fairness and transparency, and provides management information and auditability.

- (xv) **External match funding** has been successful in securing by the Planning Service for the implementation of a range of environmental and physical enhancement works. Examples this year include Water Environment Funding from SEPA to undertake a feasibility study into potential improvements to the Levern Water, Barrhead and Capelrig Burn, Newton Mearns and Central Scotland Green Network funding to investigate the feasibility of path construction within Barrhead.



2D. Culture of continuous improvement

- (i) The planning service is planned and delivered within the framework of a **Community Planning Partnership Single Outcome Agreement**, the Council's own Outcome Delivery Plan, an Environment Department Service Improvement Plan and Service Improvement Plans. These have been produced annually over a number of years and improvement actions implemented and monitored on a six-monthly basis.
- (ii) A **How Good Is Our Service review** of the Planning and Building Standards Services were undertaken during 2015/16. This looked at what key outcomes the Service has achieved; how well we meet the needs of our stakeholders (customers and staff); and how good the delivery of our services is. In each of these categories we looked at our strengths and identified improvement actions for implementation during the year. Further departmental modernisation is being planned for implementation during 2016-17 through the Department's Change Programme - see section 2C(vii).
- (iii) We participate in a **benchmarking' group** with five other authorities to compare work practices and learn from the others' experiences. The Strategic Development Plan (SDP) topic groups and regional planning group meet regularly to prepare the SDP and to share best practice and knowledge. We actively participate in the Heads of Planning Scotland Group and their sub-group on Development Management (including the 'Knowledge Hub'), where work practices and training are shared across authorities - see section 2C(xiii) and Appendix 3.
- (iv) 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.
- (v) We have a wide range of **guidance for the public** as text and guidance documents published online - see section 2B(iii). We keep all of these guidance notes and all forms up to date with new legislation and best practice.
- (vi) We actively seek to **continually improve our development management planning performance results** with discussions on means of improvement at monthly team meetings.

Planning decisions and appeal decisions are monitored in order to ensure continued effective decision-making. Appeals decisions are reported to the Planning Applications Committee. The Committee/Local Review Body members are kept informed of significant changes to the planning system and procedural changes, and training is provided when appropriate.

- (vii) Staff **personal development and training** is a high priority, see section 2C(ix). Elected Member training is co-ordinated at a council-level, but does include planning training both as part of induction and subsequently when the need arises. One Members' training session was held during 2015/16 when the new Local Development Plan and Supplementary Planning Guidance were discussed. All staff members at 'senior' level and above have been enrolled in the 'Leaders for the Future' programme aimed at assisting senior staff to become high performing managers who understand the needs of the Council and their staff.

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. All underlined text are hyperlinks that will take you to the appropriate webpage.

2A Quality of Outcomes

- [Local Development Plan](#), [supplementary planning guidance](#) (including masterplans), [planning briefs](#), [development plan scheme](#) and [newsletters](#) are available on the Council's website
- [Conservation area information and appraisals](#) are available on the Council's website
- Environmental project information and annual events guides for the [Dams to Darnley Country Park](#) and the [Whitelee Countryside Ranger Service](#) are available on the Council's website
- Information on [Business Improvement Districts](#) is available on the Council's website
- [City Deal information](#) is available on the Council's website
- Information on the [Polnoon development](#) is available on the Scottish Government website
- [Levern Works Project information](#) is available on the Council's website
- [Enforcement information](#) including the [Enforcement Charter](#) is available on the Council's website

2B Quality of Service and Engagement

- A wide range of [planning and building standards](#) information (including advice on what needs planning permission; pre-application advice; how applications are processed and decided; and the appeals process) is published on the Council's website
- [Service standards](#) and [Customer Service Standards Charter](#) are published on the Council's website
- Contact details (postal address, email address and phone numbers) are published on virtually every web page so that people know how and where to contact us should they have any questions
- The [planning information service](#) is online giving access to a wide range of planning application information and documents. It provides information on planning applications since year 2000, and documents for planning applications over the past 4 years. [Weekly lists](#) of registered and extant applications are also published online along with a list of all wind turbine planning applications. This system also allows searches for Building Warrant information
- Certain Applications are advertised on the ["Tell Me Scotland"](#) website
- [Supporting information requirements](#) guidance is available on the Council's website
- [Processing agreements policy and template](#) is available on the Council's website (in the 'pre-application advice and guidance' section)
- Planning applications can be submitted online at the [eplanning.scot](#) website. Additional Council [application forms](#) are available on the Council's website. [Payment of fees](#) can be made on the Council's website
- [Building Standards information](#) is available on the Council's website
- Information on [Investing in East Renfrewshire](#) is available on the Council's website, as is information on [business resources](#)
- Information on [the planning process and community councils](#) is available on the Council's website
- The [Clydeplan](#) and related information is available online
- [Housing Land Audit](#) information is available on the Council's website
- Our [formal complaints procedure](#) is available on the Council's website
- Our latest [Planning Performance Framework](#), which includes development management performance figures, is available online.
- [Customer survey findings](#) are reported to the Planning Applications Committee and are available on the Council's website
- Our Forums with agents & community groups are minuted

- High hedges information is available at the Council's website
- Core Paths Plan is available at the Council's website
- Up to date local biodiversity information is available on the Council's website

2C Governance

- 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
- Monitoring of housing, business and other data is undertaken annually, much of which is submitted to the Clydeplan team for collation with information from other authorities
- 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
- 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 maximising attendance scheme is in place
- Health and safety management and training records kept and monitored
- Succession policy and arrangements are in place
- Outcome Delivery Plan is on the Council's website
- Council-wide Performance and Statistics information is on the Council's website
- Monthly reviews and updates to budgets are undertaken
- Training records for risk management are kept
- Corporate procurement policies are in place
- Benchmarking meetings are noted. A summary of what has been discussed each year is included into the Planning Performance Framework
- Heads of Planning Scotland meetings are minuted and information on the group can be found online

2D Culture of continuous improvement

- Community Planning Partnership information is available on the Council's website
- Service Improvement Plans are updated annually and action plans updated six-monthly
- How Good Is Our Service outcomes are reported to the Departmental Management Team
- Government consultation responses are published online by the Scottish Government

4A. Service improvements: 2016-17

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 back-scan our archive of planning files back to 2004 in order to increase public and staff access to information.
2. We will assess our planning application validation standards in the light of national guidance that is anticipated to be published.

Outcomes

3. We will strive to improve our planning application performance rates.
4. We will progress the new Local Development Plan 2 with the publication and consultations on the Main Issues Report and associated documents (including Strategic Environmental Assessment).
5. We will adopt new Supplementary Planning Guidance on Renewable Energy (completion of consultation and adoption by December 2016). We will also prepare additional Planning Briefs for sites identified for development in the Local Development Plan.
6. We shall continue to apply the Council's affordable housing policy to all planning applications of 4 or more residential units, in order to increase the supply of affordable housing delivered through the planning system.
7. Designation of two new Conservation areas at Crookfur Cottage Homes and at Netherlee. Consultancy work will be completed by late summer 2016, and authority will then be sought from the Council to consult on the Conservation Area Appraisal Supplementary Planning Guidance. The conservation area designation will take place following these steps.
8. Maidenhill Strategic Development Opportunity - we will work with developers to implement the masterplan including pro-active engagement with developers pre-application and through the planning application process. This will involve the co-ordination of shared infrastructure provision between developers, Council departments and external agencies. Site starts are expected on a number of the development sites and each developer can complete 38 units until school 2 is available for occupation in 2019. All applications will be carefully scrutinised to ensure adherence to the masterplan and Supplementary Planning Guidance. Construction of the road access from the Glasgow Southern Orbital road is likely to commence.
9. Barrhead North – The masterplan has been adopted alongside the LDP. Planning applications for 2 of the 4 sites are being considered.
10. Barrhead South - Water supply solution will be finalised with Scottish Water to enable delivery of the site.
11. Whitecraigs Rugby Club to Balgray Reservoir path - detailed discussions will continue with land owners and other stakeholders and design work for the path integrated into the corridor improvements for Aurs Road.
12. Dams to Darnley Country Park. Negotiations with Scottish Water will continue regarding Balgray Reservoir and Wake Park. Detailed design work will be undertaken for the Wake Park and an application for planning permission submitted. A Wake Park operator will be appointed. A range of additional infrastructural work is planned within Dams to Darnley Country Park is planned over the next 5 – 10 years. This includes a visitor centre and environmental education base, enhanced access through the realignment of Aurs Road and the construction of a boardwalk. The works will be funded via Glasgow and Clyde Valley City Deal, development contributions and external funding. They are being developed in collaboration with a range of organisations including our project partners Glasgow City Council.

13. Whitelee: Toilet facilities will be constructed on site. Cycle hire will be provided subject to the agreement of Scottish Power Renewables. Work will commence on a range of path works and entrance improvements. Plans to construct an adventure play park close to the visitor centre will be actioned. Work will commence on sections of the Weavers Trail subject to agreement with Forestry Commission Scotland.
14. Town Centres - We will continue to develop and enhance the Clarkston, Giffnock and Barrhead Business Improvement Districts (BIDs):
 - a) **Clarkston BID** : A charrette is planned for September 2016. ERC have funding available to undertake initial improvement works and some projects are being considered, including a possible joint programme with Abellio based around Clarkston railway station. The charrette will explore what projects the local residents and businesses feel would bring the optimum benefit.
 - b) **Giffnock BID** A 'Your Town Audit' will be completed in summer 2016.
 - c) **Barrhead BID** Town Centre improvement actions will be undertaken
15. Newton Mearns town centre masterplan – A 'Your Town Audit' will be completed in summer 2016
16. City Deal projects – we will develop a number of City Deal infrastructure projects across East Renfrewshire.
 - a) **Visitor Centre at Dams to Darnley Country Park** - Procurement of design team to undertake detailed design will commence in Autumn 2016.
 - b) **Greenlaw Business Centre** - Detailed designs are to be prepared and statutory consents applied for. Business planning work is expected to be largely completed and the main build contract tendering commenced.
 - c) **New Railway Station at Barrhead South** – The approval of the STAG appraisal will instigate commencement of the GRIP development programme for the proposed station. An opening date of 2019 is now programmed.
 - d) **Foundry Links, Barrhead** – The project will be progressed by continuing to consider options in more detail to arrive at a final project proposal.
 - e) **M77 junction 5 road improvements** – The transport appraisal process to establish justification for further surface transport links commence.
17. We will support the delivery of development within the area while offsetting any environmental or social impacts by securing appropriate community benefits through the Council's Supplementary Planning Guidance on Development Contributions. Community benefits requirements will further be integrated into planning advisory notes. The community benefits lead officer will continue to liaise with developers operating in the area.

People

18. The staff resources in the Development Management team will be assessed to ensure that staff are in place with appropriate experience and at appropriate grades to cope with the expected increase in workload and high number of major applications anticipated during 2016/17.
19. The Departmental Change Programme will be progressed to deliver modernised ways of working and efficiency savings.

Efficiency

20. We will investigate the possibility of a new Corporate GIS
21. We will continue to develop 'Agile' working in the Development Management System, with improvements to the hardware, software and procedures involved.

The above actions will be monitored through the year.

4B. Delivery of the service improvement actions planned for 2015-16

| Actions programmed for 2015/16 | | Actions undertaken 2015/16 and comments as at 31 st March 2016 |
|--------------------------------|---|--|
| Customers | 1. We will back-scan our archive of planning files back to 2004 in order to increase public and staff access to information. | We have not progressed as fast as intended with our back-scanning due to administration staff shortages and the prioritisation of 'live' applications. The documents continue to be available in hard format so no lack of public access is experienced. |
| | 2. We will enable our online Enforcement Register (with copies of notices) in order to provide the public with access to more information. | The online Enforcement Register is live using the online planning system and a specific 'Enforcement' search. The copies of notices are also now live with signatures redacted. |
| | 3. We will assess our planning application validation standards in the light of national guidance that is anticipated to be published. | The national standards have not been published as anticipated this year. These have been discussed at 'Heads of Planning Scotland' and further discussions are taking place to try to get them accredited by RICS, RIBA, RIAS & RTPI. The Council does not wish to progress in isolation with its own standards and wishes to wait for the national standards, therefore this action will carry forward to 2016-17. |
| Outcomes | 4. We will strive to improve our planning application performance rates. | Our performance rates have largely improved this year. See Section 2E above (first bullet-point) and Appendix 1 below for further figures and commentary on performance during 2015-16. |
| | 5. We will adopt the Local Development Plan with associated Supplementary Planning Guidance. | The Local Development Plan with associated Supplementary Planning Guidance were adopted in June 2015 |
| | 6. We will prepare new Supplementary Planning Guidance (SPG) on Renewable Energy and Design for Domestic Waste. We will also prepare additional Planning Briefs for sites identified for development in the Local Development Plan. | There was a delay in promoting the Renewable Energy SPG due to Strategic Environmental Assessment (SEA) requirements. The Council subsequently approved the SPG for a 6 week consultation in March 2016. A further report will be submitted to Council following the summer recess after which time it will be submitted to Government to seek authority to adopt. The Design for Domestic Waste SPG has been delayed and will be taken up again at a future date. |
| | 7. We shall increase the supply of affordable housing delivered through the planning system. | In 2015/16, 53 new affordable housing units were delivered through the planning system, and an additional 9 units were brought into supply outwith the planning system. The 2015/16 delivery figures have resulted in the Council achieving its cumulative Outcome Delivery Plan target (of achieving 150 additional units over 5 years to 2017) one year ahead of schedule. |
| | 8. We will commence the designation of two new Conservation areas at Crookfur Cottage Homes and at Netherlee, including the instigation of conservation area appraisals. | Consultants have been appointed to undertake conservation area appraisals, review existing appraisals and review conservation area boundaries. |

| Actions programmed for 2015/16 | | Actions undertaken 2015/16 and comments as at 31 st March 2016 |
|--------------------------------|---|--|
| Outcomes | 9. Maidenhill Strategic Development Opportunity (SDO) - we will work with developers to implement the masterplan including pro-active engagement with developers pre-application and through the planning application process. This will involve the co-ordination of shared infrastructure provision between developers, Council departments and external agencies | <p>Maidenhill SDO has progressed well. All 5 development sites are in various stages of the planning consent process. School 1 (Faith Campus) is now under construction and the site for School 2 (non-denominational) has been agreed with Cala/Taylor Wimpey and the design team is appointed. School 1 will be completed and ready for occupation by Aug 2017, and School 2 by Aug 2019.</p> <p>The main access point to Maidenhill from the Glasgow Southern Orbital road has received planning consent.</p> |
| | 10. Barrhead North – We will deliver 850sqm of commercial units within the Crossmillss Business Park (through Regeneration Capital Grant Funding, Council Capital and City Deal funding). We will demolish/remediate and reclaim approximately 0.8ha of land within the former Nestle factory site. We will install a new path network linking East Renfrewshire and Glasgow City Council path networks, provide up-front landscaping to the brownfield site and a landscaped community gateway to Barrhead (an extension to the successful community Waterworks Garden). The Council continues to work towards finalising legal arrangements towards the clearance and development of the Shanks Park site. We aim to complete site preparation and market the former Nestle site. | <p>The 10 commercial units within 850 sqm at Crossmills Business Park will be completed in June 2016.</p> <p>0.93ha of land within the former Nestle site has been remediated and the site is on the market.</p> <p>The landscaped community garden has been planted as a community orchard as an extension to the waterworks project.</p> <p>Works are ongoing to clear the Shanks site.</p> |
| | 11. Barrhead South - We will progress the masterplan with developers and infrastructure providers, consider planning applications enabling the start of building on site, including shared roads infrastructure. We will progress funding, proposals and detailed designs associated with opportunities to promote access, play, community growing, biodiversity and health and well-being within Barrhead South greenspace. | The masterplan has been adopted alongside the LDP. Planning applications for 2 of the 4 sites are being considered. |
| | 12. We will conclude landowner discussions and design work associated with the Whitecraigs Rugby Club to Balgray Reservoir path. | Initial landowner discussions were concluded and the outcome informed the preparation of preliminary designs. |

| Actions programmed for 2015/16 | | Actions undertaken 2015/16 and comments as at 31 st March 2016 |
|--------------------------------|---|---|
| Outcomes | 13. We will secure all funding and agreements associated with the development and operation of Balgray Wake Park and the wider recreational use of the reservoir, with construction to begin late in 2015/16 or early 2016/17. We will also secure funding for, and undertake detailed site investigations and designs associated with, country park access improvements, including the proposed Balgray Reservoir boardwalk. | <p>Development contributions and City Deal funding is in place for Balgray Wake Park and associated infrastructure. Additional external grant funding will also be sought as project work advances.</p> <p>Timescale for construction of the Wake Park is dependent on the agreement of a lease of land and water from Scottish Water and this is currently being negotiated. It is anticipated that this will be in place by Autumn of this year after which time an operator will be appointed. The Wake Park is programmed for opening during 2017.</p> <p>A range of feasibility design and business case work has been undertaken in relation to all of the proposed infrastructural work.</p> |
| | 14. Whitelee - We will implement further infrastructure improvements including path construction/ upgrading, additional viewpoint development, site signage and interpretation. We will expand the orienteering provision with the addition of a mountain bike orienteering course. We will develop & install a toilet block adjacent to the mountain bike site. The website and printed media will be updated and on-site interpretation will be expanded. We will continue to provide volunteering opportunities and environmental education linked to the curriculum for excellence. We will expand the visitor monitoring/survey. We will support project partners in the development of cycle hire facilities. | <p>A series of works have been undertaken within Whitelee. New signage, interpretation and orientation panels have been erected and on site. Website and events information has been updated.</p> <p>Design of a toilet facility adjacent to the mountain bike trails has been undertaken and will be implemented during 2016/17.</p> <p>The countryside ranger service has facilitated a range of volunteering, health and well-being and educational events which have attracted people of all ages and from a range of back grounds.</p> <p>Discussions are ongoing with Scottish Power Renewables in relation to the principle of cycle hire within the site.</p> |
| | 15. Town Centres - We will continue to develop and enhance the Clarkston, Giffnock and Barrhead Business Improvement Districts (BIDs): | |
| | 15a) The Clarkston BID will be subject to the BID receiving a positive vote in the renewal ballot in June 2015, and various projects will be implemented, including: street banners being refreshed; vacant shops being covered with 3D decorative vinyls; funding for Christmas lights/Christmas event; grants for shop front improvements; digital screens; and refreshed Christmas lights. The BID will also liaise with ERC and community groups to improve cleanliness around the town. | <p>The renewal ballot was successful and the BID will continue for a further 3 years. ERC are liaising closely with the BID and a charrette programme is planned to engage actively with local residents and businesses. The BID will be closely involved with all activity. A 'Your town audit' has been completed for Clarkston town centre by Scotland's Towns Partnership.</p> |

| Actions programmed for 2015/16 | | Actions undertaken 2015/16 and comments as at 31 st March 2016 |
|--------------------------------|---|---|
| Outcomes | 15b) The Giffnock BID includes: refreshing all street banners; purchasing of a Christmas tree; a foldable pocket map to be produced which will be reproduced on street information stands; two major events will take place again; the BID will continue to run Loyalty Scheme and will subsidise the World Host training. | The BID has continued to be successful and Giffnock remains an attractive and accessible centre. |
| | 15c) The Barrhead BID will involve: monthly steering group meetings; a decision regarding the levy will be made; consultations will take place with businesses; the local press will be engaged for coverage and support; a Christmas event is being planned; and new branding and a new website will be developed. | The Barrhead BID ballot was completed and the vote had a large majority in favour of the BID. A 'Your Town Audit' was completed for Barrhead town centre. Barrhead won the SURF Award for 'Most Improved Small-medium town' (see Appendix 4). |
| | 15d) We also will continue our investigations into the development of a Pan-Renfrewshire Rural BID , looking at a day out proposition focused on East Renfrewshire and surrounding areas; and working with ERC Environment Officers to develop a visual map of activities that could be the basis of a BID proposition. | Further discussions have taken place, particularly regarding a Pan-Renfrewshire leisure offer. A stage 1 project is being considered to promote cycling routes taking visitors past or near rural businesses – including marketing and a formal launch. |
| | 16. Newton Mearns town centre masterplan – Newton Mearns is now being considered as part of a Town Centre review that considers all the town centres in East Renfrewshire and will put forward plans of action for each centre. This review will be completed in July 2015 and more detailed actions will follow. It is intended that any more detailed action plans will be the subject of community consultation. | The project will be progressed by continuing to consider options in more detail to arrive at a final project proposal. |
| | 17. City Deal projects – we will develop a number of City Deal infrastructure projects across East Renfrewshire: | |
| | 17a) Visitor Centre at Dams to Darnley Country Park - design work will commence towards the end of financial year 2015/16. | A design feasibility study was completed by Barton Willmore providing confidence that the site was capable of accommodating a high quality Visitor Centre. Gleeds Management consultancy has completed a viability review and business case to support City Deal funding. |

| Actions programmed for 2015/16 | | Actions undertaken 2015/16 and comments as at 31 st March 2016 |
|--------------------------------|--|--|
| Outcomes | 17b) Eastwood Business Incubation Centre – a feasibility study is in preparation and consultants have been appointed to undertake design options. Negotiations with the landowner will be undertaken during 2015/16. | Design development and business planning work was initiated along with heads of terms being issued to the current land owner. The name of this Glasgow City Region City Deal/East Renfrewshire Council- funded project has changed to Greenlaw Business Centre. |
| | 17c) New Railway Station at Barrhead South – the STAG appraisal will be submitted to transport partners to enable progress through Network Rail GRIP process, with the programme for the station opening in 2020. | The STAG appraisal was submitted to Transport Scotland and other stakeholders for comments and amendments. |
| | 17d) New light industrial space at Glasgow Road/Crossmillss Business Park, Barrhead – Planning consent to be in place with construction programmed to commence September 2015 and units ready for occupation end Jan 2016. | The units are built and complete on site. It is expected that tenants will soon be occupying and running their businesses from the new buildings. |
| | 17e) Foundry Links, Barrhead – an options appraisal will be undertaken to assist the Council in determining the appropriate way forward. | A study has been completed into the existing functions and use of the Foundry to inform this project. It is clear that some services could be delivered more successfully and the council will continue to consider options in more detail. |
| | 17f) M77 junction 5 road improvements – an options appraisal and feasibility study is to commence in 2015/16. | Work to develop the existing surface transport corridor improvements was undertaken in 2015 and preliminary design is now underway for one route corridor. |
| | 18. We will support the delivery of development within the area while offsetting any environmental or social impacts by securing appropriate community benefits through the Council's Supplementary Planning Guidance on Development Contributions. | The community benefits process was communicated to all major developers operating in the area. The community benefits lead officer liaised with developers to encourage economic, social and environmental benefits to the community from developments. |
| People | 19. The staff resources in the Development Management team will be assessed to ensure that staff are in place with appropriate experience and at appropriate grades to cope with the expected increase in workload and high number of major applications anticipated during 2015/16. | Workload is monitored through monthly meetings of Principal Officers with the Manager and at monthly team meetings. Major applications (current and anticipated) are monitored through a spreadsheet. The number of major applications didn't materialise as anticipated so workloads remained manageable. |
| | 20. New guidance on the role of councillors in pre-application planning procedures will be produced and Member training will be implemented to ensure full understanding of it. Training will also include the content of Supplementary Planning Guidance. | A Members' training session was held in September 2015 when they looked at the new Local Development Plan, Supplementary Planning Guidance and pre-application planning procedures. |

| Actions programmed for 2015/16 | | Actions undertaken 2015/16 and comments as at 31 st March 2016 |
|--------------------------------|--|--|
| Efficiency | 21. We will migrate all users to the new GIS Windows 2012 Server. | The migration was completed successfully, and all users are on the new server with the new software. |
| | 22. We will run a pilot project on the use of 'Agile' working in the Development Management System, by testing the hardware, software and procedures involved. | Planning staff have been working 'agile' to varying degrees. There are some issues regarding the adequacy of the hardware/software; and the suitability of the alternative working locations. These issues are being investigated and improvements are being sought. |

5. PLANNING PERFORMANCE FRAMEWORK OFFICIAL STATISTICS

5A: Decision-making timescales

| Category | Total decisions 2011-2012 | Average timescale (weeks) 2011-2012 | Total decisions 2012-2013 | Average timescale (weeks) 2012-2013 | Total decisions 2013-2014 | Average timescale (weeks) 2013-2014 | Total decisions 2014-2015 | Average timescale (weeks) 2014-2015 | Total decisions 2015-2016 | Average timescale (weeks) 2015-2016 |
|---|------------------------------|---|------------------------------|---|------------------------------|---|------------------------------|---|------------------------------|---|
| Major developments | 4 | 19.9 | 5 | 39.9 | 5 | 16.7 | 3 | 19.6 | 4 | 17.5 |
| Local developments (non-householder) | | | | | | | | | | |
| • Local: less than 2 months | 89(57.8%) | 6.5 | 60(52.2%) | 6.8 | 98(64.9%) | 6.1 | 100(72.5%) | 6.3 | 71(73.2%) | 6.3 |
| • Local: more than 2 months | 65(42.2%) | 20.2 | 55(47.8%) | 22.3 | 53(35.1%) | 14.9 | 38(27.5%) | 16.3 | 26(26.8%) | 23.5 |
| Householder developments | | | | | | | | | | |
| • Local: less than 2 months | 423(90.4%) | 6.5 | 400(92.8%) | 6.3 | 396(92.1%) | 6.2 | 430(91.9%) | 6 | 480(95.4) | 6 |
| • Local: more than 2 months | 45(9.6%) | 11.7 | 31(7.2%) | 11.5 | 34(7.9%) | 10.7 | 39(8.1%) | 11.4 | 23(4.6%) | 10.1 |
| Housing developments | | | | | | | | | | |
| Major | 1 | 8.9 | 3 | 26.7 | 3 | 15.3 | 2 | 21.9 | 1 | 38.1 |
| Local | | | | | | | | | | |
| • Local: less than 2 months | 28(57.1%) | 6.8 | 12(35.3%) | 7.3 | 28(62.2%) | 6.2 | 27(56.3%) | 6.2 | 17(65.4) | 6.2 |
| • Local: more than 2 months | 21(42.9%) | 20.8 | 22(64.7%) | 35.9 | 17(37.8%) | 17.0 | 21(43.8%) | 17.3 | 9(34.6) | 14.6 |
| Business and industry | | | | | | | | | | |
| Major | 0 | 0 | 0 | 0 | 1 | 14.9 | 0 | - | 0 | - |
| Local | | | | | | | | | | |
| • Local: less than 2 months | 7(63.6%) | 6.1 | 5(83.3%) | 7.7 | 8(72.7%) | 5.6 | 7(77.8%) | 6.7 | 8(88.9%) | 6.8 |
| • Local: more than 2 months | 4(36.4%) | 17.2 | 1(16.7%) | 12.0 | 3(27.3%) | 12.2 | 2(22.2%) | 11.0 | 1(11.1%) | 13.7 |
| EIA developments | 1 | 181.9 | 0 | - | 0 | - | 0 | - | 0 | - |
| Other consents* | 30 | 7.4 | 52 | 7.1 | 61 | 7.0 | 74 | 5.9 | 71 | 5.9 |
| Planning/legal agreements** | 6 | 86 | 4 | 70.9 | 7 | 21.6 | 3 | 41.7 | 4 | 20.2 |
| Local reviews | 4 | 9.4 | 12 | 8.6 | 6 | 7.2 | 8 | 8.8 | 20 | 8.4 |

NOTE FOR TABLE 5A ABOVE

* 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

COMMENTARY ON TABLE 5A ABOVE

Of the 17 measures in the above table, compared to last year, 4 indicate reduced performance, 4 indicate the same performance and 9 indicate improved performance.

One of the reduced performance figures relates to major housing development, of which there was only one decision, so this does not equate to a significant workload. Another of the reduced performance figures relates to local business and industry development which saw only a very minor reduction of 0.1%.

Householder developments, which consist of the majority of the applications that the Council receives, saw a 7.2% increase in volume coupled with a 4.7% improvement in the percentage dealt with in under two months. Even for those that took more than two months, the average time taken dropped from 11.4% last year to 10.1% this year. This represents a considerable improvement in performance on these applications.

Section 2E(i) above further discusses development management performance levels.

5B: Decision-making: local reviews and appeals

| Type | Original decision upheld | | | | | | | | | | 2015/16 Total number of decisions |
|-------------------------------|--------------------------|-------|-----------|-------|---------|-------|---------|-----|---------|-------|--|
| | 2011-2012 | | 2012-2013 | | 2013-14 | | 2014-15 | | 2015-16 | | |
| | No. | % | No. | % | No. | % | No. | % | No. | % | |
| Local reviews | 6 | 66.7% | 8 | 66.7% | 3 | 50% | 6 | 75% | 12 | 60% | 20 |
| Appeals to Scottish Ministers | 4 | 40% | 4 | 36.4% | 2 | 66.7% | 2 | 66% | 5 | 71.4% | 7 |

5C: Enforcement activity

| | 2011-2012 | 2012-2013 | 2013-14 | 2014-15 | 2015-16 |
|-------------------------------------|-----------|-----------|---------|---------|---------|
| Cases taken up (note a) | 48 | 34 | 24 | 28 | 41 |
| Breaches identified (note b) | 141 | 68 | 81 | 62 | 86 |
| Enforcement cases resolved | 135 | 58 | 105 | 92 | 123 |
| Notices served (note c) | 3 | 3 | 0 | 1 | 6 |
| Reports to Procurator Fiscal | 0 | 0 | 0 | 0 | 0 |
| Prosecutions | 0 | 0 | 0 | 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) Includes enforcement notices; breach of condition notices; planning contravention notices; stop notices; temporary stop notices; fixed penalty notices, and notices requiring application for planning permission for development already carried out.

5D: Context

See commentary in relation to table 5A on the page above and section 2C starting on page 15.

6. WORKFORCE AND FINANCIAL INFORMATION

TABLE 6A

| | Tier 1 | Tier 2 | Tier 3 | Tier 4 |
|---|--------|--------|--------|--------|
| Head of Environment (Planning, Economic Development and City Deal) | | | 1 | |

Note: Tier 1=Chief Executive; Tier 2=Director; Tier 3=Heads of Service; Tier 4=Managers

TABLE 6B

| | | Development Management | Development Plans | Enforcement | Other |
|--------------------------------|--------------|------------------------|-------------------|--------------|-------|
| Managers | No. of posts | 2 | 3 | - | 2 |
| | Vacant | - | - | - | - |
| Main grade posts | No. of posts | 5 | 8 | (see note c) | 4 |
| | Vacant | - | - | - | - |
| Technician | No. of posts | 1.3 | 2 | - | - |
| | Vacant | - | - | - | - |
| Office support/clerical | No. of posts | 2.2 | - | - | - |
| | Vacant | - | - | - | - |
| TOTAL | | 10.5 | 13 | - | 6 |

Notes

- (a) All figures as at 31st March 2016
- (b) The above figures equate to *full time equivalent* positions including temporary contracts and interns. The totals are different to those in the staffing profile Table 6C below which count the number of people regardless of the hours that they work.
- (c) All of the development management planners have a role in enforcement work

TABLE 6C

| Staffing profile | Number |
|------------------|--------|
| Under 30 | 2 |
| 30-39 | 9 |
| 40-49 | 12 |
| 50 and Over | 10 |

TABLE 6D

| Committees & site visits | No. per year |
|--------------------------|--------------|
| Full Council Meetings | 0 |
| Planning Committees | 8 |
| Committee site visits | 1 |
| LRB meetings | 9 |
| LRB site visits | 8 |

TABLE 6D

| | Total Net Budget 2016/17 | Actual Expenditure 2015/16 | Income 2015/16 | Net Expenditure 2015/16 |
|--|-------------------------------------|---|---------------------------|------------------------------------|
| Development Management (including enforcement) | £548,000 | £852,000 | £297,000 | £555,000 |
| Development Planning | £1,037,000 | £1,370,000 | £414,000 | £956,000 |
| Other | £10,000 | £9,000 | 0 | £9,000 |
| Total | £1,585,000 | £2,222,000 | £711,000 | £1,511,000 |

NOTES

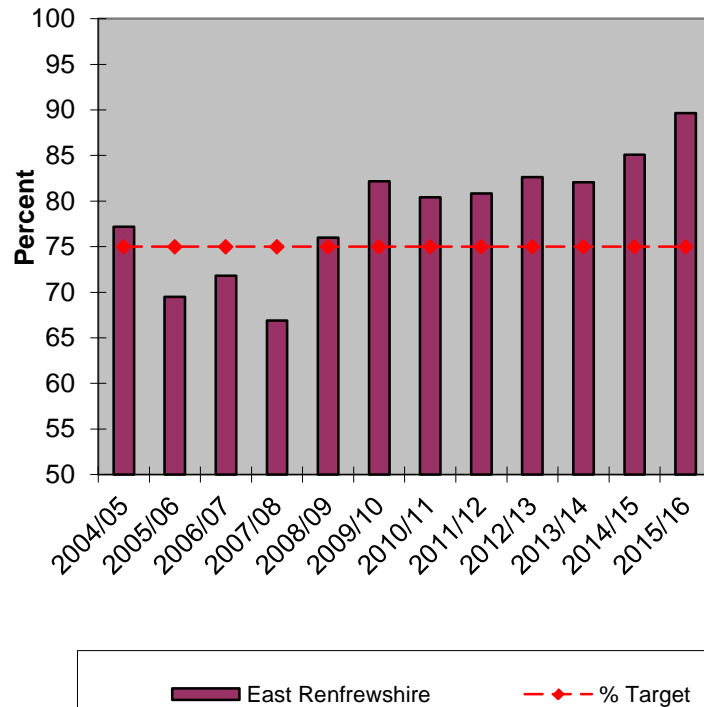
- (a) The Net Budgeted figures are the net expenditure budgets for the 2016/17 year as per East Renfrewshire Council's Provisional Outturn and Budget Estimate (POBE) return.
- (b) The actual expenditure, income and net actual expenditure figures are taken from draft Local Financial Return figures for East Renfrewshire Council.
- (c) Costs reported are for the whole services in each case.

7. PERFORMANCE MARKERS

| PERFORMANCE MARKER | SEE PPF SECTION |
|---|--|
| DRIVING IMPROVED PERFORMANCE | |
| 1 Decision making: authorities demonstrating continuous evidence of reducing average timescales for all development types | Section 1 2C(i) Section 5 (Table 5A) Appendix 1 |
| 2 Project management: offer of processing agreements (or other agreed project plan) made to prospective applicants in advance of all major applications <u>and</u> availability publicised on planning authority website | Section 1 2B(ii) 2B(iii) |
| 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 | 2B(ii) 2B(iii) 2B(vi) |
| 4 Legal agreements: conclude (or reconsider) applications within 6 months of 'resolving to grant' | 2B(iii) 2B(ix) |
| 5 Enforcement charter updated / re-published | 2A(xi) |
| 6 Continuous improvement: - show progress/improvement in relation to PPF National Headline Indicators - progress ambitious and relevant service improvement commitments identified through PPF report | Section 1 2C(i) Section 4A Section 5 (Table 5A) |
| PROMOTING THE PLAN-LED SYSTEM | |
| 7 LDP (or LP) less than 5 years since adoption | Section 1 2A(i) 2B(x) |
| 8 Development plan scheme demonstrates next LDP: - on course for adoption within 5-year cycle - project planned and expected to be delivered to planned timescale | 2C(v) |
| 9 Elected members engaged early (pre-MIR) in development plan preparation | 2C(iv) |
| 10 Cross-sector stakeholders, including industry, agencies and Scottish Government, engaged early (pre-MIR) in development plan preparation | 2B(vii) 2B(viii) 2B(xii) 2B(xiii) 2C(xiii) |
| 11 Production of regular and proportionate policy advice, for example through supplementary guidance, on information required to support applications | 2A(ii) 2B(ii) 2B(iii) 2B(vi) 2B(xi) |
| SIMPLIFYING AND STREAMLINING | |
| 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) | 2C(vii) 2C(viii) 2B(ii) 2B(iii) 2B(viii) |
| 13 Sharing good practice, skills and knowledge between authorities | 2C(xiv) 2D(iii) Appendix 3 |
| DELIVERING DEVELOPMENT | |
| 14 Stalled sites/legacy cases: conclusion/withdrawal of planning applications more than one year old | Section 1 2C(i) |
| 15 Developer contributions: clear expectations - set out in development plan (and/or emerging plan,) and - in pre-application discussions | 2B(xi) Appendix 9 |

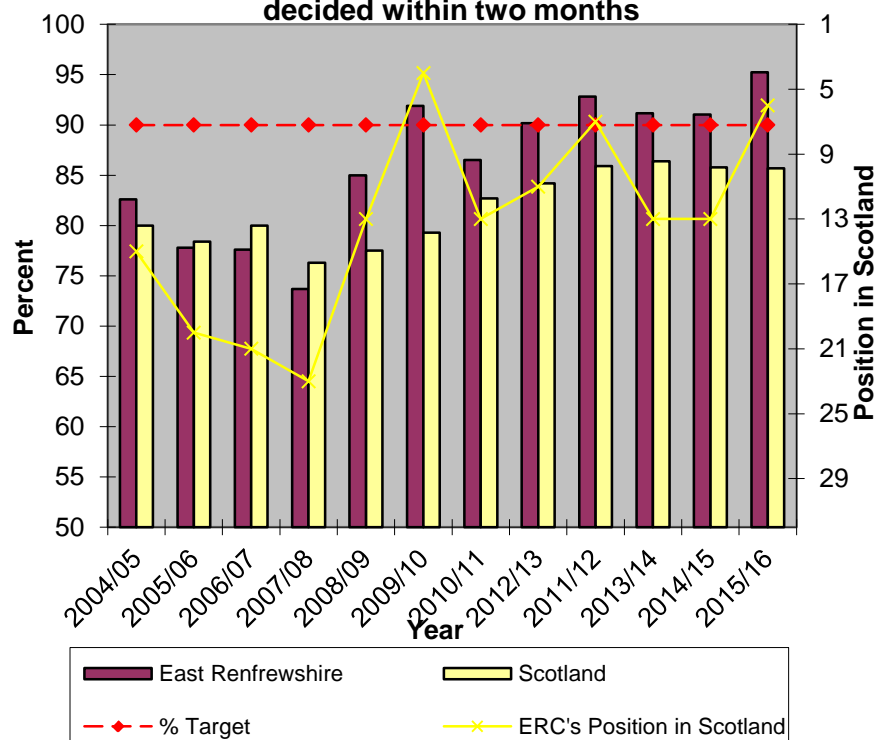
APPENDIX 1 PERFORMANCE ANALYSIS

Chart 1
Percent of all applications decided within two months



East Renfrewshire % Target

Chart 2
Percent of householder applications decided within two months



East Renfrewshire Scotland
% Target ERC's Position in Scotland

Chart 3
Percent of non-householder applications decided within two months

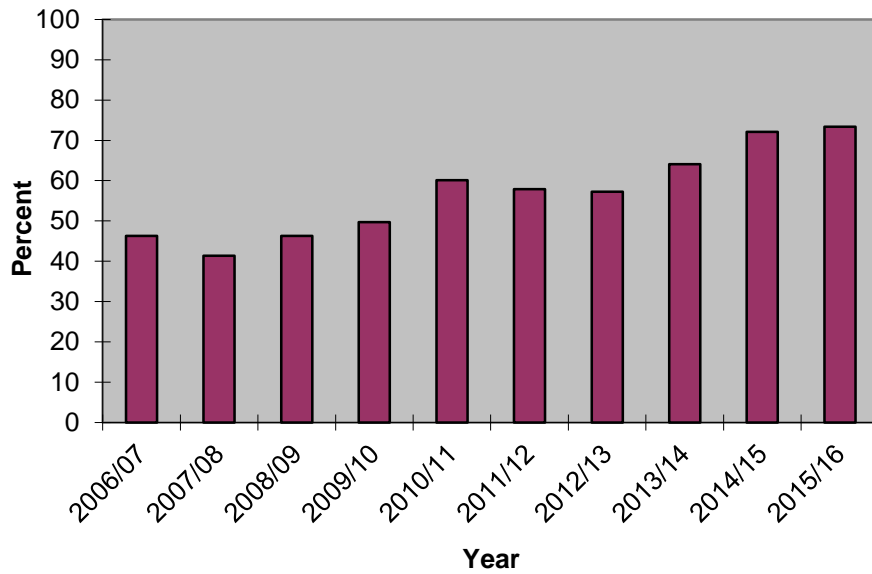


Chart 4
Weeks Taken To Decide Local Developments

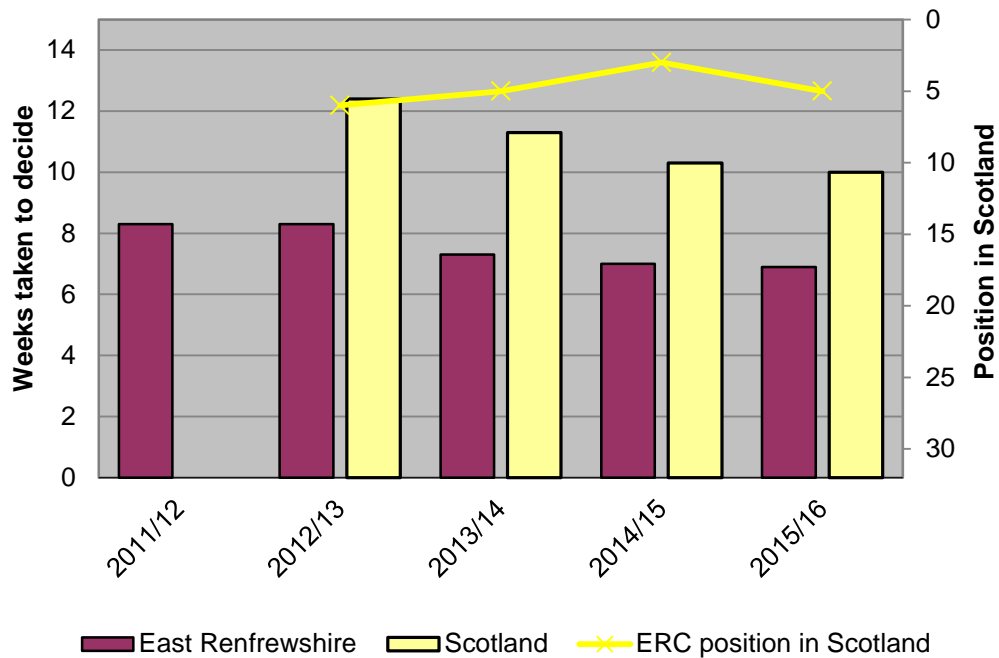


Chart 5
Planning determinations at appeal and review

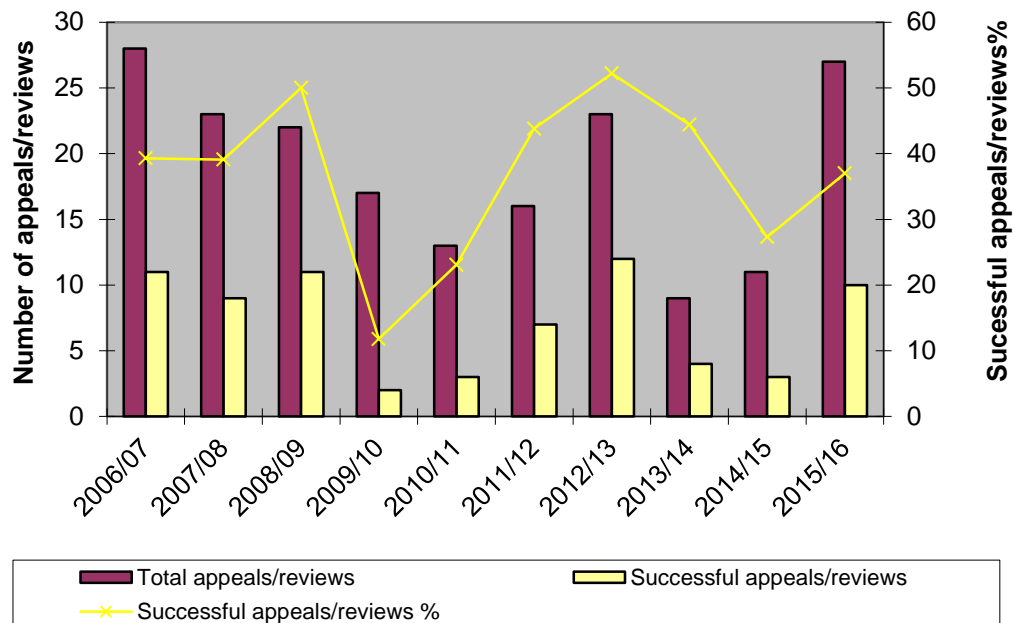
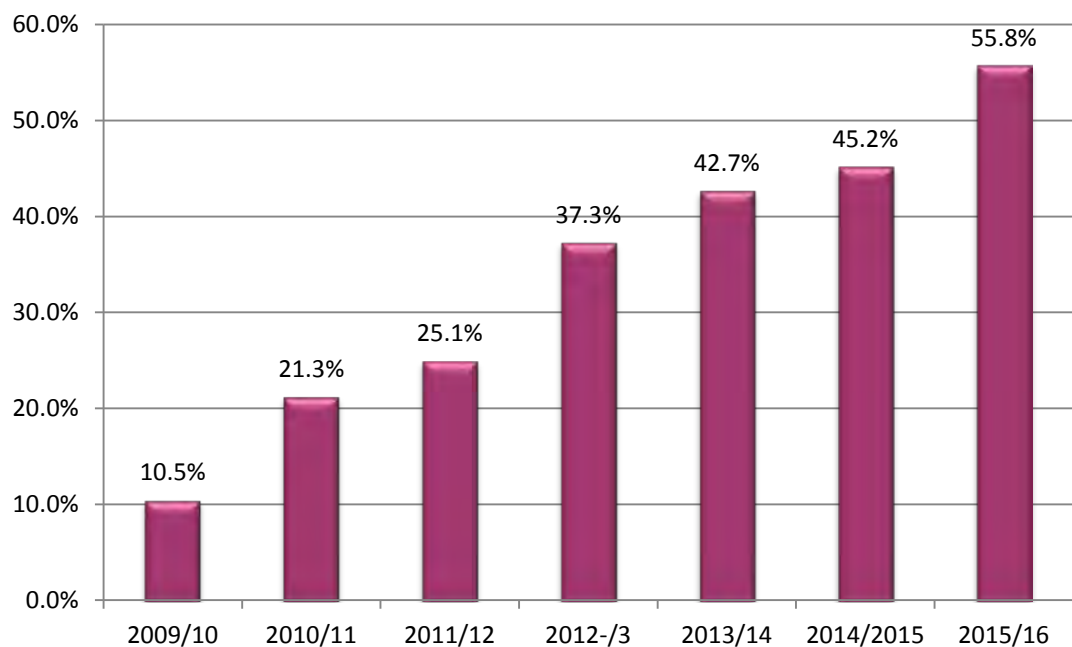


Chart 6
Submission of planning applications online



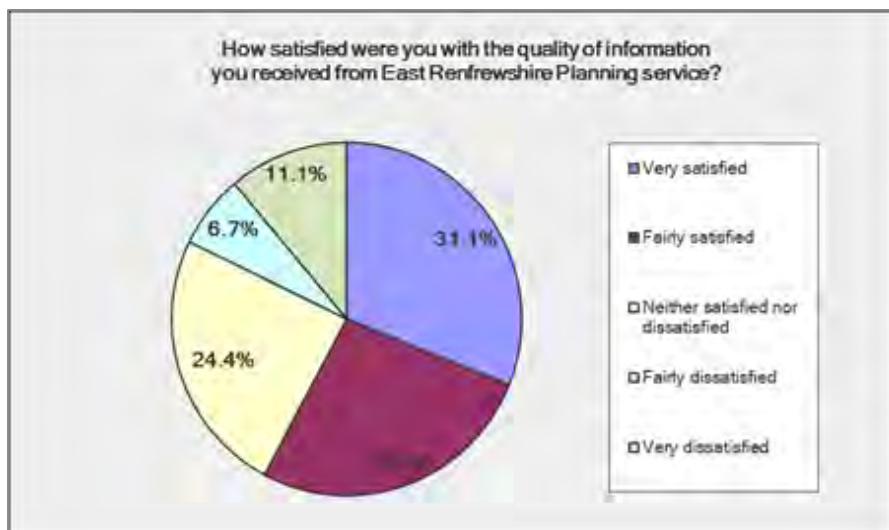
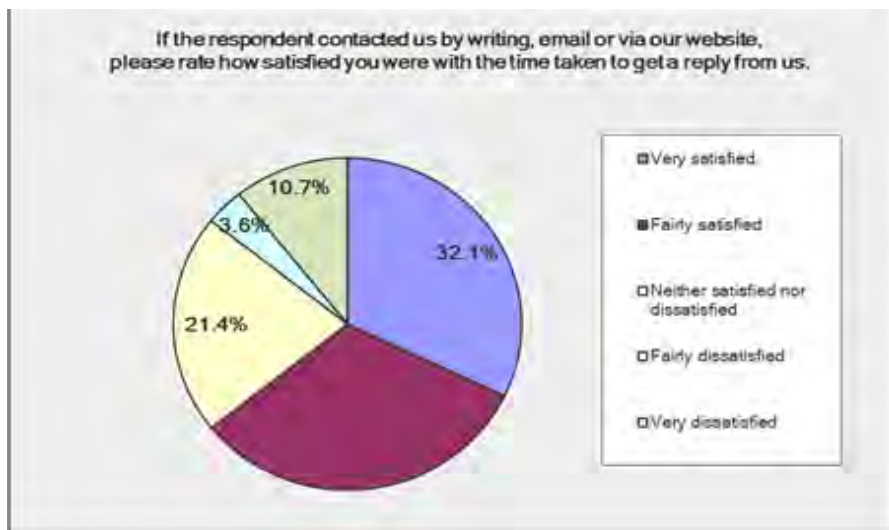
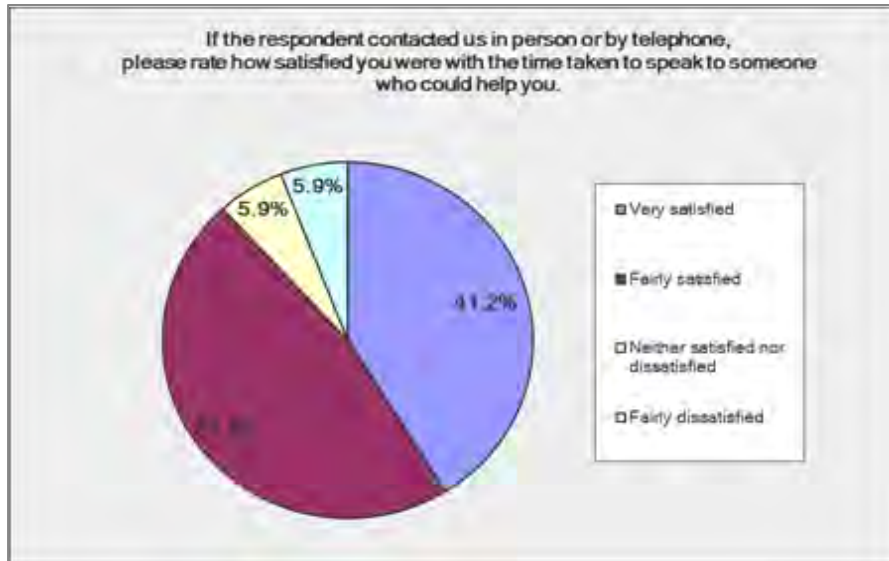
APPENDIX 2 CUSTOMER SURVEY 2015-16 SUMMARY OF FINDINGS

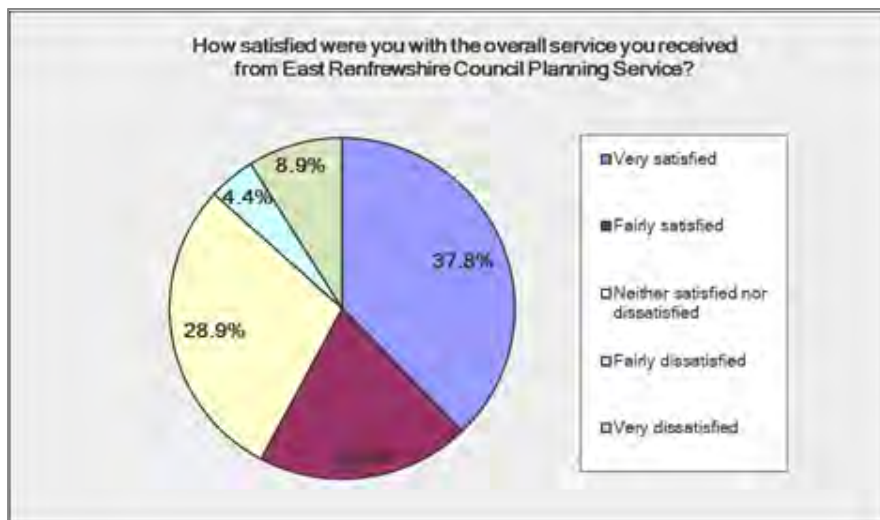
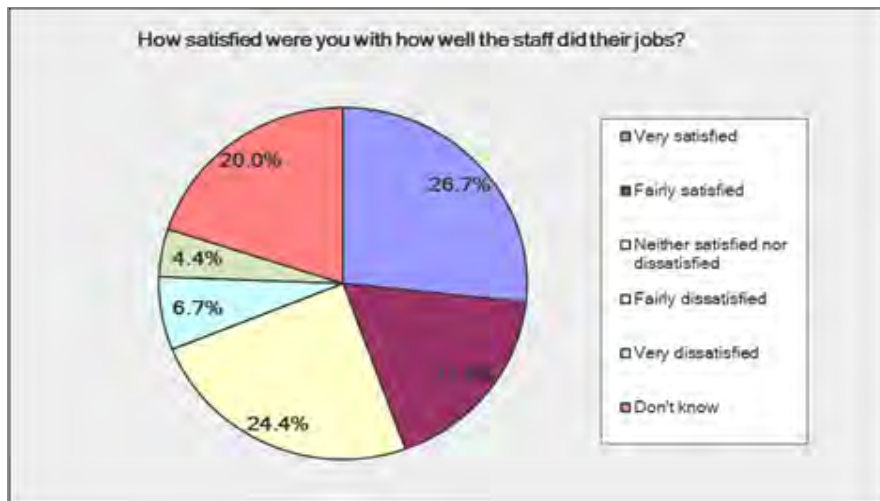
1. The following presents the overall results of the Development Management Planning Customer Survey for 2015-16.
2. A summary of the results show the following. See also the charts that follow:-
 - a. 88% (up from 80%) were either 'very' or 'fairly satisfied' with the time taken to speak to someone on the telephone (one person dissatisfied).
 - b. 64% (down from 78%) were either 'very' or 'fairly satisfied' with the time taken to get a response to a written enquiry (four people were dissatisfied).
 - c. 64% (down from 77%) had used our online planning services. Of those who didn't use it, 87% of them answered simply that they "prefer not to", while 12% said that they didn't have access to the internet.
 - d. 58% (down from 74%) were either 'very' or 'fairly satisfied' with the quality of information that they received from the Council (18% expressed dissatisfaction).
 - e. 45% (down from 67%) were 'very' or 'fairly satisfied' with how well staff did their jobs (11% expressed dissatisfaction).
 - f. 58% (down from 86%) were 'very' or 'fairly satisfied' overall with the service that they received from the Planning Service (13% expressed dissatisfaction).
3. The survey statistics this year are generally a bit lower than last year. This year however has seen the introduction of new planning policies (including supplementary planning guidance) which aims to achieve higher standards of development design. This has taken some time to 'bed in' and be accepted by developers, has resulted in more re-designs being necessary and slightly more refusals of consent. It is believed that this has contributed to there being more unhappy customers – but that the policies will settle down once they become better known and developers will recognise the benefit of higher design standards and the amenity and environmental benefits that will result.

Another factor in these results is believed to be the pressure to speed up decisions on planning applications and the on-going strive for continuous improvement in this regard. As speed of decisions is largely what the Scottish Government and the Council can easily measure, this is given a high priority in performance targets. The Planning Service is therefore finding that it no longer always has the luxury of negotiating and re-negotiating designs during the processing of an application, and is finding (in order to achieve the speed target) that it is more expedient to assess applications based upon what an applicant applies for, on the principle that if an applicant wishes to obtain advice on a proposal, that they should do so before they make the application and not afterwards (this is currently a free service that we offer). We are currently producing a procedural note in this regard which will be published online which will help customers understand when we will and won't negotiate on planning applications.

Having said the above, the results overall were still largely encouraging with many complimentary comments given. For a service which inherently deals with conflict (someone wants a proposal to happen while often someone else doesn't) it is considered that the above results should be viewed positively.

Customer Survey 2015-16 Summary of Findings – Charts





APPENDIX 3

WEST OF SCOTLAND PLANNING BENCHMARKING GROUP 2015-2016

The Benchmarking Group consists of participants from the following Councils: East Dunbartonshire, East Renfrewshire, Inverclyde, North Ayrshire, Renfrewshire & West Dunbartonshire. The Group normally meets every 3 – 4 months and met four times between 1st April 2015 and 31st March 2016 as follows: 7th April 2015 (at Renfrewshire); 28th July 2015 (at West Dunbartonshire); 6th October 2015 (at East Dunbartonshire) and 20th January 2016 (at Inverclyde). 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. Planning Performance Framework
2. City Deal
3. High Hedges Procedures
4. Planning Fees and Resources
5. Costing the Planning Service
6. Workload and Staffing Levels
7. Committee Report Structures
8. Standard Conditions
9. Legal Agreements
10. ePlanning/eDevelopment including the use of tablets
11. Agile Working
12. Aligning Planning and Roads Construction Consents
13. Geographical Information Systems
14. The Application of Conditions to Planning Applications by Councils
15. Joint Training
16. Part Approval & Part Refusals
17. Solar Farms
18. Pay-day Loan/Betting Offices
19. Short-Term Holiday Lets in Residential Properties
20. Changing of Descriptions in Planning Applications
21. Enforcement Charters and Issues
22. Flood Risk and Drainage Impact Assessments

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 has been our discussions on:

- **The Planning Performance Framework** and the feedback reports which the Council's received from the Scottish Government. This allowed the sharing of experiences and practices and learning from best practice elsewhere.
- **Planning resourcing** was discussed, including experiences of making savings and raising income. The Local Government financial settlement implications were raised and charging for pre-application enquiries was also explored. The experience and results from the Costing the Planning Service exercise were discussed.

- **Staffing levels** within the authorities were explored, allowing each Council to compare staffing and performance statistics in the light of discussions on the profile and practices of each authority.
- **Geographical Information Systems** were discussed – Renfrewshire Council gave a presentation on the QGIS system that they use.
- **Agile working** experiences were shared, including the use of shared desks and mobile technology such as tablets. This allows the participants to learn from what works well (or not well) in the other authorities and to design service improvements.

In addition to the formal meetings, the participants also use the email list as a ‘forum’ for quickly asking questions 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.

Some of the Councils also participate in the national (Solace) benchmarking families.

APPENDIX 4

PLANNING AWARDS

East Renfrewshire Council was the only Scottish finalist nominated for local authority planning team of the year at the 2016 RTPI Awards for Planning Excellence.



The nomination highlights the planning and economic development team's key work to support the council's to deliver a better future for all our residents. It also covers the service's work towards delivering a more sustainable future, reducing inequalities and supporting the growth of the local economy through continuous improvement and partnership working. Whilst helping the council deliver on its objectives, the team's nomination also highlighted how their creative approach is visionary, ambitious and innovative.

Councillor Tony Buchanan, Convenor for Infrastructure and Sustainable Growth, said: "I am delighted that the hard work, dedication and commitment of our planning team have been recognised through this national award nomination from the Royal Town Planning Institute (RTPI). "They regularly deliver complex projects in partnership with private and public stakeholders with the aim of making East Renfrewshire a great place to live, work and invest in. "Their work on innovative projects such as the Barrhead Waterworks has made a significant impact on the local community, for which they have already received much deserved recognition. "The fact that they are the only Scottish council nominated in the RTPI's local authority planning team of the year category also reinforces how highly thought of their work is. "I would like to wish the planning team the best of luck for the awards ceremony in Spring."

The RTPI represents 23,000 planning professionals worldwide and promotes spatial planning, shapes policy and raises professional standards. The Awards for Planning Excellence have been run by the RTPI for over 30 years to recognise planning excellence. Finalists have been recognised for their national contribution to planning and demonstrate how significant schemes can be delivered speedily through the planning and other consents systems. Phil Williams, President of the Royal Town Planning Institute said: "The finalists highlight outstanding examples of planning that have made a positive impact on the local community and environment. The judges will find it difficult separating the finalists and choosing winners given the high calibre of entries this year."

The awards ceremony will be held in London on 5 May.

Five separate honours were awarded at the Government's Scottish Quality in Planning Awards, more than that given to any other council in Scotland - and nearly 20 per cent of the honours on the night.

Three awards - including the top honour - and two commendations were given as follows:

- **Barrhead Waterworks:** Judges called this a first-class regeneration project that made the town of Barrhead a better place and provided longer-term continual opportunities for learning, volunteering, recreation, health and biodiversity. The Waterworks is a community project that has transformed an old sewage works into an industrial wildlife garden. Since it won £100,000 funding in 2013, colourful new life has been breathed into a site that had lain derelict for 30 years.

Volunteers, including from Barrhead High, have been working with the council to make the Waterworks a beautiful place to visit.

- **Barrhead South Masterplan:** There was praise for the strong partnership led by the council with landowners and developers. Judges were impressed with how planning combined with commercial reality to create a great place to live. The masterplan sets out the vision for the south of the town, where new homes and a railway station will be created, with cycle links and pathways into Darnley Country Park.
- **Planning guidelines on development contributions:** The team's new guidance on community contributions from developers was progressive and showed how successful council planners can balance sustainable economic development with infrastructure needs. The guidelines, said the judges, were transferrable to all councils.

Commendations were for:

- **Barrhead Foundry and Barrhead regeneration:** The judges praised the council for making sure the building was part of a much wider regeneration strategy and that it was breathing new life into the community with a restoration of civic pride in the area.
- **Planning guidelines on green network and environmental management:** The judges said this was a commendable and proactive piece of work which will create better places and will promote a 'bottom up' approach to site design.

The awards were presented by Alex Neil, cabinet secretary for social justice, communities and pensioners' rights at a ceremony in Edinburgh.



The council's regeneration efforts in Barrhead have seen it named Scotland's most improved small/medium town at the 2015 SURF awards. SURF is a partnership with the Scottish Government, with the awards celebrating excellence and innovation in Scotland's independent regeneration network and initiatives addressing physical, social and economic problems in communities across Scotland.



The judges said: "East Renfrewshire Council's Barrhead regeneration initiative and long-term growth strategy has rejuvenated the town centre, which is now well-served with amenities, services and an improved retail offer."

"East Renfrewshire Council's Barrhead regeneration initiative and long-term growth strategy has rejuvenated the town centre, which is now well-served with amenities, services, and an improved retail offer."

- The judges.

"I am delighted that Barrhead has received this coveted award. When regenerating Barrhead, we recognised the importance of looking at the town centre first and this thinking was at the forefront of the £100 million council-led transformation that has taken place in recent years. This is a great result for us as it demonstrates that our efforts have made Barrhead a better place to live and do business. The future is looking positive with new business opportunities available within Lavern Works - at Crossmillss Business Park and the 17-acre former factory site. We are committed to building on the successful regeneration of Barrhead town centre and providing opportunities for employment."

- Convener for infrastructure and sustainable growth Cllr Tony Buchanan.

The East Renfrewshire Council regeneration team were personally congratulated on their inspiring work by Alex Neil MSP at an awards ceremony in Glasgow.

APPENDIX 5

MAIDENHILL MASTERPLAN

The East Renfrewshire Local Development Plan (LDP) which was adopted in June 2015 set out a development strategy based on long term planned urban expansion. Maidenhill is an 85 hectare greenfield site identified within the Plan as capable of delivering a mixed use development of over 1,000 new homes. At that point, work was well underway on the delivery of the Plan's key elements. This commenced with early engagement with the community and the five landowners/developers to understand the likely issues with delivery and to discuss how all of the owners could come together to prepare a master plan.

Given the need for a strategic approach to the masterplan and to resolve common infrastructure issues, the Council took the lead and managed the entire process, commencing with the publication of a Development Framework that was followed by a masterplan that has been adopted as Supplementary Planning Guidance (SPG). This gave the Council control over the outcomes, allowed managed input from key departments of the Council and agencies, and ensured that the vision for Maidenhill was articulated clearly and unequivocally to the developers.

The masterplan has never simply been a spatial planning document to sit on a shelf. It is a live document focused on delivery, underpinned by commercial reality. Significant outcomes to date have been the securing of the sites for delivery of two new primary schools - a denominational *faith campus* that brings together the Jewish and Catholic religions is now under construction at Waterfoot Road and will open in August 2017. A second non-denominational primary will be constructed for opening in August 2019. A site for a religious/community facility has also been identified and the site secured.

The developers have now invested to progress their sites. The LDP, the Development Framework and the masterplan/SPG are focused on delivery of sustainable development and place making. The approach of front loading and partnership working strongly aligns with the Scottish Government objective to modernise planning. Planning applications are either submitted or are expected shortly. Occupations will be possible upon completion of the first school in Aug 2017 thus giving effective delivery in a short timescale. The Development Framework received a commendation in the Scottish Awards for Quality in Planning in November 2014.

FIGURE 3: MASTERPLAN

"Working on the Maidenhill Masterplan presented a series of challenges and opportunities.

The sites that make up the area vary in character, but collectively are a key part of the amenity of a key edge of Newton Mearns. The community were understandably concerned about the impact of development on the wider neighbourhood and as urban designers we were concerned about the fact that the development of the sites will impact on the wider perception of Newton Mearns from the Ayr Road approach, the A726 and from the M77.

Prior to our appointment ERC had carried out a significant amount of work to embed the need for best practice and high quality development with the developers. Understandably, each developer concentrated on their individual site and was not focussed on the key issues of interface between developments sites. We were able to build on this work, and identified and illustrated the design issues which were important for the whole area. The developers shared their site investigation knowledge allowing us to take cognisance of key issues such as SUDS, flooding, ground conditions and topography.

In the masterplan we have illustrated that standard house types can be used within sites but that quality greenspace, connectivity and a sense of place is critical in the area. The community stressed this in all our discussions with them. Notwithstanding, developers will need to develop or use house types that have appropriate character and materials and ensure that homes face the shared roads and are not inward looking."

Anderson Bell and Christie, March 2015.



APPENDIX 6 CITY DEAL

East Renfrewshire has achieved a £44m investment through the Glasgow City Region City Deal to deliver the infrastructure to support and enhance the place making strategy adopted through the Council's Local Development Plan. Investment is focused on six key projects around the M77 Strategic Corridor, designed to provide economic benefits through employment, recreational, tourism, residential and business opportunities.



1. Levern Works

Vacant land prepared for private investment

- Modern, flexible commercial units of 72 sqm (995 sqft) available at Crossmills Business Park
- 17-acre former factory site now suitable for business, retail and leisure opportunities

As well as investment from Glasgow City Region City Deal, this project has been funded and supported by Scottish Ministers, COSLA, the Scottish Government Regeneration Capital Grant Fund.

2. Dams to Darnley Country Park

Transformation of East Ren's hidden gem into a must visit leisure destination

- Wake Park, Visitor Centre and Boardwalk
- Enhanced accessibility through road, cycle and pedestrian improvements
- Leisure, tourism and business opportunities

3. Enhanced Road Network

Improving connections between communities

- Improved surface transport connectivity between Barrhead and Newton Mearns and the M77

4. New Railway Station

Improving access to jobs, services and communities

- New purpose built rail station and bus interchange at Barrhead South on Glasgow to Neilston line
- Will serve existing communities and new development of 1,050 homes
- Excellent commuter links to Glasgow city centre
- Improved leisure access to Country Park

5. Greenlaw Business Centre

Meeting a growing demand for flexible business space

- Business incubation hub coming to Newton Mearns
- Modern office and workshop space
- Support for start-ups and micro businesses

6. Foundry Links

Enhancing business and learning opportunities

- Will extend the success of Barrhead Foundry by creating additional business space, learning opportunities and other services in Barrhead town centre



APPENDIX 7

EXAMPLES OF HIGH QUALITY DEVELOPMENTS ON THE GROUND

7A Eastwood Health and Care Centre, Clarkston

The Planning Service facilitated the delivery of a new Health and Care Centre in Clarkston which is nearing completion and due to open in the summer of 2016. The building will provide a range of primary care, clinical, social care and voluntary self help services for the population of Eastwood under one roof, including GP services, outreach clinics, physiotherapy & podiatry, adult & older people's mental health services, children & families services, rehabilitation & enablement services (including social work, district nurses, occupational and physiotherapists), and voluntary & independent sector organisations (e.g. carers, dementia support).

The Planning Service was involved in this development from an early stage, with the production of a design brief to guide an acceptable development (which was published online).



This was a 'major' development with consent being issued in 3½ months (less than the 4 month target for such major developments). It involved consultation and joint working, not just with the applicant (NHS Greater Glasgow and Clyde), but also internally within the Council with the Community Health and Care Partnership, Environmental Health, Roads Service and Waste Services.

The development consists of a site of just over 2 hectares and internal floorspace of just over 6,000sqm. The building is of a contemporary design in a combination of two and three storeys. The site is located adjacent to a main road and a railway station. It will include 300 car parking spaces (inclusive of 32 park and ride spaces) and recycling facilities. Additional housing land is retained adjacent to the site.

Although a big building, it has been located and designed to minimise its visual impact on the surrounds, being close to raised railway lines with trees on the embankments. It involves the redevelopment of a brownfield and vacant site and will bring significant benefits to the community by providing new and upgraded healthcare facilities.



7B Barrhead town centre landscaping

The car park area serving Barrhead town centre and the Foundry is now completed. There are 95 parking spaces on site including disabled, parent and child, electric car charging, motorcycle and a dedicated bike shed for cyclists. Coupled with the parking provision, there are also landscaped areas which are transforming this section of Main Street. Local primary children contributed to the setting by writing phrases about what the foundry meant to them. These words were engraved in paving slabs and the children helped to install them on the main entrance route to the building.



The brass handprints which were an integral part of the Barrhead Eye Sculpture have been salvaged and cleaned and these will be laid in a prominent position as a celebration of the past. The Legacy bench which was donated following the Commonwealth Games in 2014 and is currently housed within the Foundry will also be given a pride of place in the outdoor scheme, allowing all to enjoy it.



The £3.8 million Barrhead Foundry project saw the Barrhead Sports Centre transformed into a state-of-the-art community hub. The sports centre received a new two-storey extension and it now boasts excellent new library facilities, improved sports facilities, flexible community meeting spaces, business support, back-to-work and employment help and a café. Enhanced parking and landscaping completes the overall improvement project. The Foundry has been well received by local residents.

7C Crossmills Business Park

The Council has furthered its support for small businesses by creating 10 new, modern, flexible commercial units at Crossmills Business Park, a development among the first infrastructure projects to get underway as part of the £1.13 billion City Deal. These units have been completed and will open over the summer of 2016.

The deal sees East Renfrewshire and seven neighbouring local authorities work together to focus on supporting economic growth across the region. It has also been supported by Scottish Ministers, COSLA and the Scottish Government Regeneration Capital Grant Fund.



APPENDIX 8 VALUE ADDED BY THE PLANNING SERVICE

The following gives an indication of applications which have been improved in some way (or where community impacts have been offset) by progress through the planning system. The following include matters that were not satisfactory at the pre-application stage, or would not have been satisfactorily resolved were it not for discussion and negotiation with planning officers through the planning process.

The following markers are still being developed by the Planning Service and the consistency of completing the marker in the computer system is still being fully integrated with other planning procedures. We do believe for instance that some markers are still being under-counted, for instance there were more 'affordable housing' and 'community benefit' contributions achieved than was actually counted (although some of these will have been counted as part of a 'legal agreement').

| Added Value 2014/15 | 2015/16 |
|--|----------------|
| Improvements to the proposal were achieved at the pre-application stage. | 43 |
| Design, layout and/or external material improvements have been achieved during the processing of the application to ensure the proposal complies with the Council's Local Plan policies. | 92 |
| Road, footway or parking improvements have been achieved during the processing of the application to ensure that the proposal does not have a detrimental impact on road users. | 6 |
| The provision for affordable housing has been achieved during the processing of the application in accordance with the Council's Local Plan policies. | 3 |
| Conditions have been added that are necessary to control or enhance the development and to ensure the proposal complies with the Council's Local Plan policies. | 173 |
| A legal agreement is required to secure essential aspects of the development and to ensure the proposal complies with the Council's Local Plan policies. | 3 |
| The application has been submitted following an investigation/complaint. | 9 |
| Total added value instances | 329 |
| Applications with some form of added value | 300 |
| Number of application decisions in the period | 676 |
| Percentage of application with some form of added value | 44% |

Examples across a range of such improvements include the following:

2015/0063/TP – 12 flats

at 48-52 Ayr Road, Newton Mearns.

This development was granted subject to a legal agreement to secure developer contributions towards affordable housing provision. One of the conditions also required the submission of details and subsequent installation of specialised glazing to mitigate noise from adjacent road and railway.

2015/0486/TP - New house
at 23 Carmunnock Road, Busby.

Improvements were negotiated and agreed which improved the siting and design of the house in the conservation area.

2015/0782/TP – One and a half storey side extension to bungalow
at 21 Glenpark Avenue, Thornliebank.

The design of the extension was enhanced by setting the front building line back 0.5m and dropping the ridge line below that of the existing house. This contributed to the extension being subordinate in scale and appearance to the original house to the benefit of character of the area.

2015/0757/TP – One and a half storey rear extension and installation of dormer windows at front and sides
at 42 Braidholm Road, Giffnock .

Alterations were negotiated and agreed to the size, scale and design of the extension to reflect the character of house, meet requirements of the supplementary planning guidance and protect the amenity of neighbours.

APPENDIX 9

PROPORTIONATE AFFORDABLE HOUSING AND DEVELOPER CONTRIBUTIONS POLICIES

These matters are covered in planning policy in the Local Development Plan (LDP) and in two fully adopted Supplementary Planning Guidance (SPG) documents. These provide detailed, clear and transparent policy and advice for developers and landowners early in the planning process.

The Council ensures that the policies and SPGs are applied in a fair and proportionate manner, making sure that we only seek contributions that are absolutely necessary and directly linked to the impact of the particular development in question, and not seeking any more than that. In addition we make sure that where developments cumulatively require new infrastructure provision, the developments involved only pay their proportionate share of the overall infrastructure costs.

Affordable Housing.

The Affordable Housing policy SG5 includes flexibility by allowing the appropriate contribution to be made on-site or by means of a commuted sum or off site in some circumstances. Reference is also made to “viability” as a key consideration when determining the suitable level of contributions. The LDP Examination Reporter acknowledged that the affordable housing policy/guidance “allows flexibility and provides discretion for council staff to explore, negotiate and secure different and innovative solutions to affordable housing delivery (paragraph 1.1.8). Although the affordable housing contribution should normally be delivered on-site, in some cases offsite provision or payment of a commuted sum in lieu of on-site provision may be appropriate (paragraph 2.1.5)”. The Reporter also found “that the council’s approach of requiring a “minimum” 25 percent contribution on developments of 4 or more dwellings throughout the local authority area to be both proportionate and realistic within the context of the flexibility referred to in both the policy and accompanying supplementary planning guidance” and concluded that “I am satisfied that the approach is reasonable and in line with Scottish Planning Policy”.

The SPG gives detailed guidance relating to the implementation of the Council’s affordable housing policy, and assists in the interpretation and implementation of the policy. In line with SPP and PAN 2/2010 it assists in ensuring that a range of housing choice exists in East Renfrewshire and in meeting identified affordable housing need in a sustainable way.

Development Contributions.

Development Contributions policy is covered in the LDP Strategic Policy 3. The LDP Reporter concluded that she was “satisfied that ... (the policy) ... sets out a realistic and achievable framework to meet identified needs without threatening the viability of sites. Paragraph 3.16.3 of the proposed plan recognises that it will not be possible to deliver all essential infrastructure through development contributions and that other funding sources, including from public sources may be required.... The council’s supplementary planning guidance clearly states that the purpose of development contributions is not to inhibit development but to alleviate issues that may prevent a development going ahead.... The methods by which the costs of contributions are calculated and the exact levels of contributions are set out in the supplementary planning guidance, as recommended in Circular 3/2012”. She noted that the council proposes to monitor development contributions on a regular basis and to update its supplementary planning guidance. This will allow the council to adjust the level of

contribution requirements to reflect changing developmental pressures, costs or the demands placed on services. She stated that she was satisfied that the council's intention to assess the need for development contributions for each development proposal individually and on its own merits is appropriate. She concluded that she did not consider that any additional modification to the proposed plan is required.

The SPG sets out the requirement for new developments, which individually or cumulatively generate a requirement for new or increased infrastructure or services, to deliver, or contribute towards, the provision of supporting services, facilities and enhancement of the environment. Every new development proposal is assessed in its own right to determine whether it individually or cumulatively generates a requirement for new or enhanced infrastructure or services. In applying the policy, consideration is given to the scale and kind of development proposed as well as the cumulative effect of development. The SPG includes a section on 'Special Considerations' (3.12) which confirms that applications will be considered on a case by case basis and that viability will be a key consideration when determining the suitable level of development contributions. All contributions that are sought are so closely related to the impact of the proposed development that it should not be permitted without them. East Renfrewshire's approach to development contributions is intended to facilitate and assist negotiations around contribution from development proposals, rather than prohibit or add barriers to development.

Both SPGs were fully reviewed and updated as part of the LDP process, were the subject of extensive public consultation during 2014. Both documents were submitted to Ministers, and were subsequently adopted in June 2015.

Discussions on development contributions are expected to commence at an early stage in the process before an application is submitted (pre-application). The guidance states that the policy should be factored into development appraisals prior to land deals and commercial decisions being taken. The Council has an open approach to pre-application discussions and offers these free of charge. We offer a major developments team (see section 2B(viii)) to give developers easy and early access to planning and other officers. Advice at the pre-application stage (both major and local developments) will normally include comment on both the principle and detailed aspects of the proposal, will refer to any need for development contributions and/or legal agreements and will offer a processing agreement where appropriate. This pre-application advice and guidance is explained on the Council's website.

Examples of negotiated site-specific proportionate contributions are as follows:

- **At the Maidenhill Masterplan area**, where there are multiple developers involved, the Council are managing the provision of some of the essential shared infrastructure improvements, for instance shared junctions. A specific example is the traffic light improvements that are needed at Mearns Cross to cope with the additional traffic that will be generated by the development - the Council are managing this by ensuring that the first developer on site will implement the improvements, but that the costs will be shared appropriately between all of the developers. Also, with regards to contributions to education provision, very careful and site-specific calculations have been carried out to ensure that each developer only contributes appropriately relative to the number of pupils that their development will generate, and not to the full school cost. The Council will also look at front funding necessary infrastructure where possible.

- **At the Barrhead South Masterplan area**, where again there are multiple developers and landowners involved, the Council has recognised that due to the particular circumstances of this location, the overall cost of the development contributions required to mitigate against the impact of this new development, could impact on the development's viability. The Council has therefore sought to introduce flexibility to manage both overall viability and development cash flow requirements. On the basis of an initial viability assessment of the development framework and master plan the Council has set the maximum development contributions and commuted sums that the development can sustain whilst remaining commercially viable and has apportioned these across each land holding. This also allows the Council to prioritise its own capital investment programme for Barrhead South and seek additional funding sources to supplement the development contributions.

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