



East Renfrewshire

Planning Performance Framework

July 2017

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I. Introduction

This is the sixth 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 2016 to March 2017; and then looks ahead at service improvements planned through to March 2018.

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.

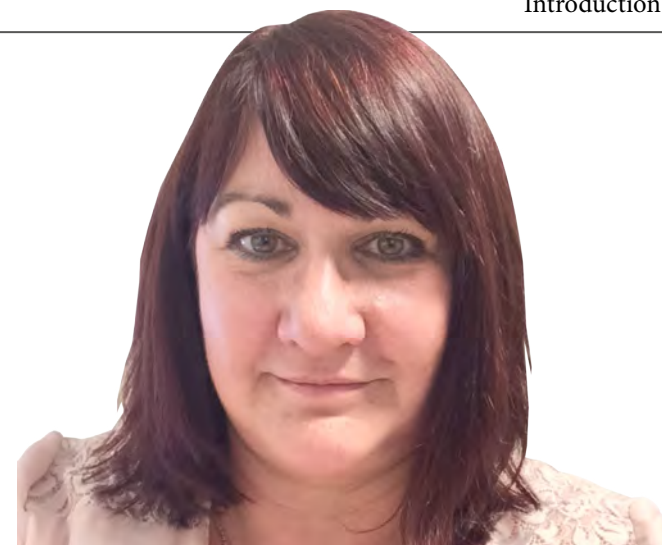
East Renfrewshire Council's vision, as detailed in its Outcome Delivery Plan 2017-2020 is to be a modern ambitious Council creating a fairer future for all.

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 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 year ahead will be particularly challenging as the Departmental Change Programme introduces new management structures, new working practices and reduced staffing levels; all set against a background of reduced financial resources. We are confident however that improved efficiencies and increased digital service provision will minimise any impact on customer service levels.

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

Strategic Services Manager



2. Quality of Outcomes

- (a) The **Adopted Local Development Plan** (June 2015) promotes high quality and sustainable building design, layout and places where everyone can access the facilities and services they need. We promote the principles set out in 'designing streets', ensure new development is based upon a design led approach and delivers on the 6 qualities of a successful place as outlined in Scottish Planning Policy (SPP) and encourage the use of design statements to accompany new development. Policies promote the inclusion of green infrastructure and resource and energy efficiency. Placemaking and design are also key considerations for all our masterplans and development briefs.
- (b) Sixteen **Supplementary Planning Guidance** (SPGs) have been adopted alongside the LDP– see Section 3(k). These are published on our website and have been prepared and consulted upon with a wide range of stakeholders including key agencies, communities and the development industry. 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 (see Appendix 8 for more details).
- (c) **Conservation Area Appraisals** have been prepared and the proposed designation of 2 new conservation areas have been endorsed at the Local Development Plan Examination. These designations and appraisals will guide high quality development in these protected areas.

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 7A for further actions during 2016/17.

We have one additional non-statutory draft Planning Guidance on 'Waste Strategy for New Developments' which is to be reported to Council in Summer 2017 for consultation. We are active in producing planning briefs to promote high quality development. We currently have 10 planning briefs for a variety of sites across East Renfrewshire which are published on our website.

- (d) We have a range of active **environmental and educational projects and events** which promote a sustainable environment and support health and well-being, including the Dams to Darnley Country Park and Whitelee Access Project. See actions 12-13 in the Delivery of Service Improvement Actions 2016-17 on page 39.

We are implementing **green network improvements** around Barrhead and Newton Mearns. This work seeks to enhance the local environment and encourage community participation in environmental based activity. we are contributing to the emerging Locality Plans in collaboration with other Council Services and the wider community.

- (e) Our development team is monitoring opportunities to develop initiatives to promote **town centre improvement and regeneration**. At present, the focus of activity is in Clarkston town centre with initial work underway following a successful community engagement event. Consideration of Giffnock and Barrhead also continues. There has been some initial work undertaken with Giffnock Community Council. The council is also a participant in the Newton Mearns Town centre partnership.

As part of a process of regular liaison, the Council's activities in the area's town centres are complementary to the role of the 3 independent Business Improvement Districts (BID) in Giffnock, Clarkston and Barrhead.

- (f) ERC is a participant in 'Glasgow City Region **City Deal**' which is delivering £44 million of major business and leisure infrastructure and improved transportation links over a 5-10 year period within East Renfrewshire. The Lavern Works project was completed in May 2016, resulting in provision of small industrial units and a serviced development site for commercial and leisure use. Substantial project development work was undertaken over the year on the other 4 primary projects. See Appendix 5 (& Appendix 6B – Crossmills Business Park) for more details.



- (g) **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.
- (h) Our **planning community forum** (see also Section 3(s)) 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.
- (i) 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 43% 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 7 for more information.
- (j) We have an up-to-date **enforcement charter** and are active in pursuing solutions to uses and development which detract from the local environment.
- (k) A number of **further examples** and more details on some **high quality developments** being delivered are explained in Section 7A starting on page 36 (note particularly rows 8-10 on page 38 regarding the Strategic Development Opportunities). Appendix 6 also discusses a number of developments which have taken place during 2016-17 where the planning service played a key role in achieving high quality outcomes, and where planning policies had a direct and positive impact on the high design standards and sustainability of the developments:-
- Eastwood Health and Care Centre, Clarkston
 - Crossmills Business Park
 - Faith Schools Joint Campus, Newton Mearns
 - Crookfur Primary School, Newton Mearns
 - Barrhead High School
 - Greenlaw Neighbourhood Centre, Newton Mearns



3. Quality of Service and Engagement

- (a) We have an **open-office policy** with our offices open to customers from 8.45am-4.45pm Monday to Thursday (to 3.55pm on Fridays). 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. 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-4.45pm Monday to Thursday (to 3.55pm 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 3(w) and Appendix 2), comments included....

*online services are
much more convenient
to use*

very efficient service

high standard of service

keep up the good work

all in all a very good service

*one of the better
Councils to deal with*

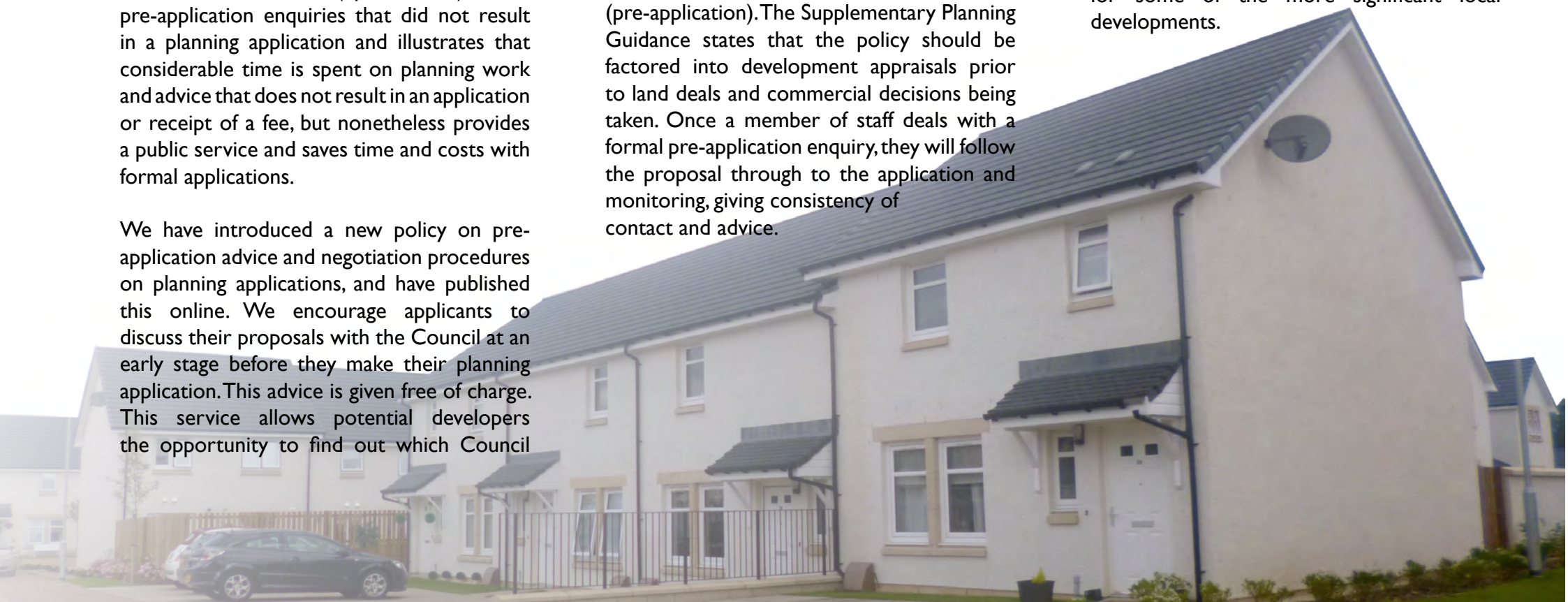
- (b) **Pre-application advice** on development proposals is available free of charge. We received 601 written pre-application enquiries (18% up on last year). This was in addition to informal enquiries taken via phone calls or informal discussions with people in our reception area; neither of which are formally registered as pre-applications. This means that there were 77% (up from 75%) as many pre-application enquiries as planning applications. Of the 686 planning applications, 256 had been the subject of a pre-application enquiry i.e. 37% (up from 30%) This indicates that we had about 345 (up from 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.

We have introduced a new policy on pre-application advice and negotiation procedures on planning applications, and have published this online. We encourage applicants to discuss their proposals with the Council at an early stage before they make their planning application. This advice is given free of charge. This service allows potential developers the opportunity to find out which Council

policies apply to their proposal. Officers may also advise on whether the proposal appears to meet or conflict with these policies. Pre-application advice (both for major and local developments) will normally where appropriate 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. 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 offer processing agreements for all major developments and will also consider them for some of the more significant local developments.



(c) **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
- Pre-application advice and negotiation procedures on planning applications
- Scale of Fees
- How to pay for your planning application

(d) **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 3(w) and Appendix 2), with 10 people commented that the online service was very easy to use, 9 saying that it was very straightforward. Other positive comments were that it was good that payments can be made online and that the chatline was very helpful.

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.

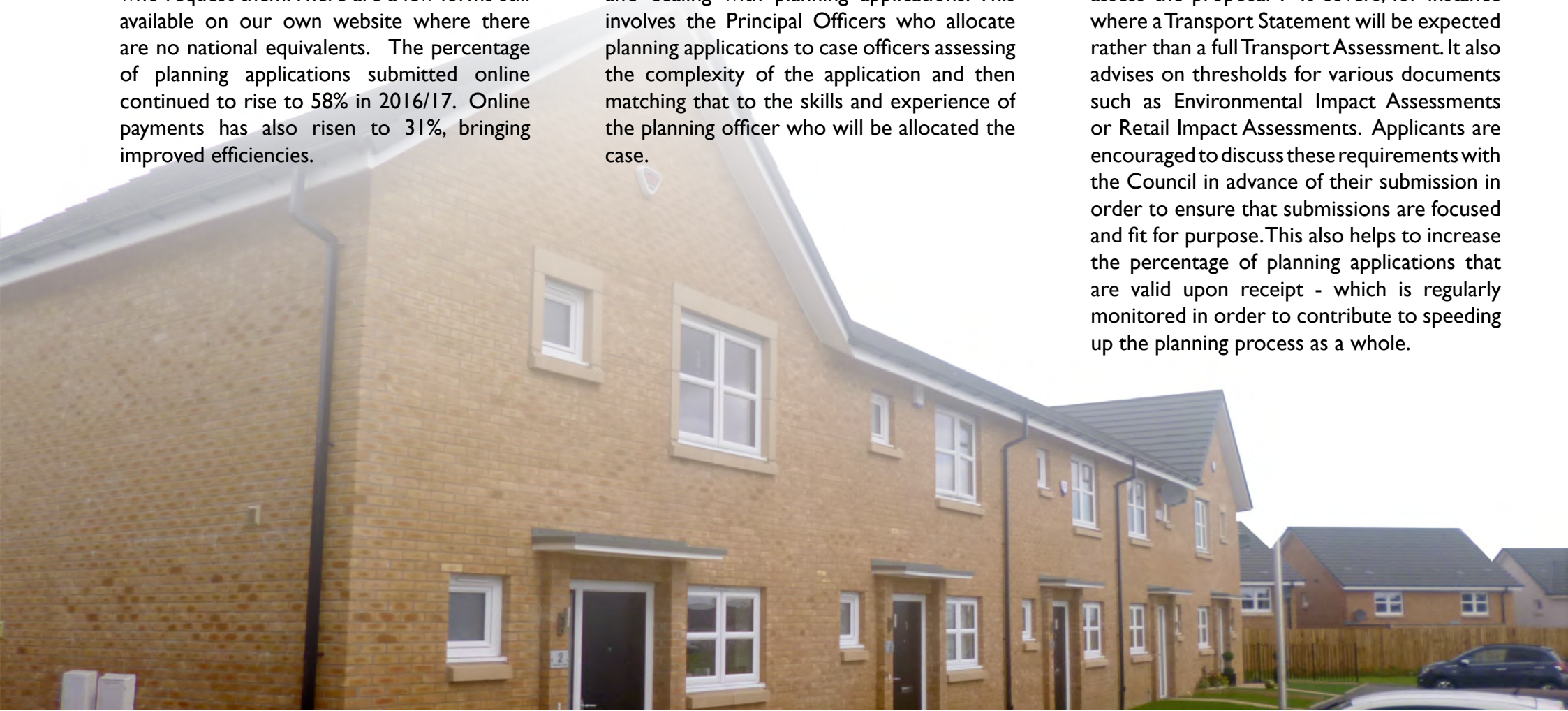
We publish online 'weekly lists' of planning applications received along with a list of 'current' i.e. all un-decided extant planning applications. We also publish a list of wind turbine planning applications and decisions.

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 has been assessed by the Society of Information Technology Management (SOCITM) and has an overall 4 star rating. In the most recent survey, 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 have been 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.

- (e) 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 58% in 2016/17. Online payments has also risen to 31%, bringing improved efficiencies.
- (f) 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.
- (g) **Proportionate supporting information** - 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. 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.



- (h) We have a **welcoming approach to potential developers** and get good feedback on this from our customers when surveys are undertaken (see section 3(w) and Appendix 2 below). The Council approves about 90% 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 £66 million of development value in the area this year. Over £72 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.
- (i) 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 3(b)), allows planning applications to be project managed and provides a comprehensive and faster development management service.
- (j) 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).
- (k) We have an adopted **Local Development Plan** (LDP) and the Action Programme is up-to-date demonstrating the successful delivery of LDP policies and proposals. A revised Action Programme will be prepared to support the Proposed Plan for LDP2.

A detailed **Monitoring Statement** was prepared to support and inform LDPI. The Monitoring Statement forms an essential part of the evidence base for the LDP and monitors the most recent changes in the physical, economic, social and environmental characteristics of the area. Regular monitoring is important in identifying the impact of changing circumstances on policy effectiveness. A refreshed Monitoring Statement was prepared to support the Main Issues Report for LDP2 in November 2016.



- (l) Work is underway on the new **Local Development Plan 2** (LDP2). The **Main Issues Report** (MIR) is the starting point in the preparation of LDP2. The 10 week consultation on the Main Issues Report closed on 8th February 2017. A wide range of publicity and consultation methods were used to promote the MIR and gather views, with the internet, social media, displays, posters, leaflets and drop in sessions especially useful in raising awareness and generating a wide range of views and opinions. Full details of this consultation stage are set out in the Development Plan Scheme. The results of the wide ranging and extensive consultation will be reported to Members in Autumn 2017.

The **State of the Environment Report** provides a range environmental data focused on 9 subjects. Each subject has a range of objectives, aimed at providing a means to identify trends in data and ultimately assess whether there are any positive or negative environmental trends. This report forms the foundation of strategic environmental assessments (SEA) undertaken for the Local Development Plan and supporting documents. However, given the wide range in subjects it is also useful for strategic environmental assessments being undertaken by other sections of the Council. This report is updated annually. The SEA highlights any adverse impacts that land use change and development, brought about by the Policies and Proposals contained within the LDP, may have on the environment. The SEA process has helped to inform the Local Development Plan including the development strategy and the preferred housing sites.

- (m) 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 region. SDPI was approved in May 2012. Clydeplan received Ministerial Approval in July 2017 following an examination.
- (n) A number of **Supplementary Planning Guidance** (SPG) documents have been prepared to support and complement the Adopted Local Development Plan on topic areas 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, Renewable Energy and Neilston Infill Development Strategy.

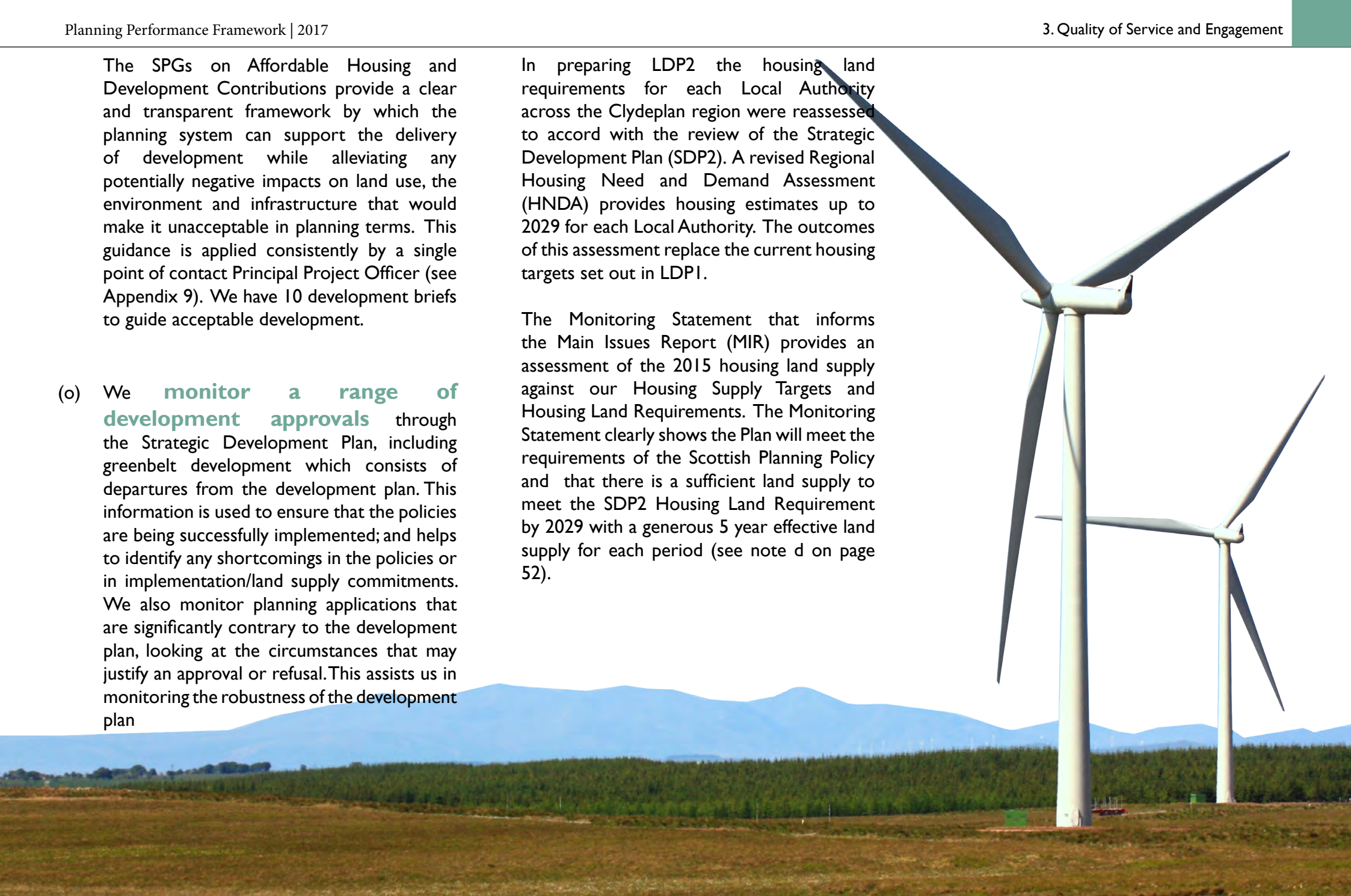
Masterplan SPGs have also been prepared for Maidenhill, Barrhead North and Barrhead South. These provide valuable proportionate guidance and a degree of certainty to the development industry to complement the development plan (see also Section 7A and Appendix 4).

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 10 development briefs to guide acceptable development.

- (o) 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

In preparing LDP2 the housing land requirements for each Local Authority across the Clydeplan region were reassessed to accord with the review of the Strategic Development Plan (SDP2). A revised Regional Housing Need and Demand Assessment (HNDA) provides housing estimates up to 2029 for each Local Authority. The outcomes of this assessment replace the current housing targets set out in LDPI.

The Monitoring Statement that informs the Main Issues Report (MIR) provides an assessment of the 2015 housing land supply against our Housing Supply Targets and Housing Land Requirements. The Monitoring Statement clearly shows the Plan will meet the requirements of the Scottish Planning Policy and that there is a sufficient land supply to meet the SDP2 Housing Land Requirement by 2029 with a generous 5 year effective land supply for each period (see note d on page 52).



- (p) **Community engagement**-throughout preparation of LDPI, we sought to maximise community engagement. Transparency and involvement in the process are two key factors that have provided a foundation for the creation of a detailed and robust plan. We sought to ensure all stakeholders and interested groups are fully engaged in the LDP and Action Programme preparation, which helps in ensuring that policies, proposals and actions are deliverable within timescale. We also aim to continually increase the range and number of stakeholders to capture different views, opinions and ideas. We have built up an extensive consultation database over many years. This comprehensive list of groups and organisations is set out in the Development Plan Scheme.

We also have agreed partnership processes with internal services and departments to ensure that they have a full opportunity to inform the LDP and comment on planning applications within reasonable timescales.

Engagement and consultation is a key component of preparing the LDP. Stakeholders can get involved during various stages in the production of the Local Development Plan. Extensive public consultation was carried out as part of the preparation of LDPI following a 'Publicity and Consultation Strategy'. This approach has been carried forward to LDP2.

The Development Plan Scheme (DPS) sets out a participation statement which outlines what is involved at each stage of preparing the LDP, and explains when and how stakeholders can engage in the process and influence the content of the LDP. Each consultation stage helps inform and influence how the Plan evolves and which proposals are taken forward. A variety of methods are used to gather views, with the internet, social media, displays, posters, leaflets, Citizen Space online portal and drop in sessions especially useful in raising awareness and generating a wide

range of views and opinions. We always invite customer feedback by way of an events questionnaire so that we can learn from our experiences. The new ESRI GIS software will also allow an alternative digital solution for promoting and consulting on future LDP stages. It will allow all stakeholders to view planning information on sites and areas in a much more user friendly and efficient way.

The results of the wide ranging and extensive consultation to the Main Issues Report will be reported to Members in Autumn 2017.



(q) 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 836 representations on the 868 applications. 25% of applications had 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. 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.

(r) **Charrettes** - following on from the Thornliebank Charrette meetings and workshops in 2015 when the business community and local residents worked with the Council to develop a programme entitled 'Transforming Thornliebank', the Council was not successful in obtaining external funding from the Regeneration Capital Grant Fund. The application was for an initial project to extend and refurbish Thorntree Hall and revitalize this important community hub. The Council is examining future funding availability in order to progress opportunities identified at the Charrette.

Another charrette process was undertaken in Clarkston in September 2016. Several events were attended by residents and local business interests, and with consultants' facilitation, a number of priority activities were identified. An action plan was prepared, with specific early works initiated in Spring 2017. Initial small scale work has been completed and a second phase including changes to Busby Road is scheduled for late summer 2017. The aim is to create a more pedestrian friendly environment in Clarkston town centre.



- (s) We hold regular **forums** with 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.
- (t) **Communication** - we have good working arrangements with the Council's 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.
- (u) **Consultations** - 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.
- (v) 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.
- (w) 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 2016/17 survey, 82% of those surveyed (up from 58%) 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.

- (x) 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.





4. Governance

(a) **A Departmental Change Programme**

is in the process of being implemented within the Environment Department. The Planning Service is the subject of a service redesign as part of the Department's wider change programme and a strategic review has been undertaken in order to achieve a new departmental operating model. This has resulted in a reorganisation of the Heads of Service within the Department and proposals for the more detailed structure below



Head of Service level are being consulted upon. The aim of the change programme is to have a prevention based operation model where we commission or deliver services around current and future customer need in conjunction with others internally and externally. Additionally, information will be a real asset in our department and we will have services which are 'digital by design'.

The detailed Service structure and recruitment is planned to be in place by September 2017.

(b) With regards to the **City Deal project governance**, the Council has to be able to respond quickly and effectively to changing circumstances. In some cases this will require the appointment of 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. To effectively manage this, and in discussion with our in-house procurement specialists, the development team utilises a range of mechanisms to obtain required services including the use of an internal and external frameworks as well as open bidding through public procurement platforms. This approach allows us to be agile in response to project delivery requirements.

City Deal is governed through a Regeneration Board which includes the council's Chief Executive, the Director of Environment and the departmental management team. The Board meets quarterly and considers progress reports on the City Deal projects and other related activities.

- (c) The **planning application performance** is good in comparison to national and local performance indicators. We compare positively with the other 33 planning authorities in Scotland. National figures for 2016/17 were not available at the time of writing this report but in 2015/16 we were consistently in the top quartile across the country for the main performance measures.

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 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 (the same number as at 31st March 2016) - 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. We have still not concluded legal agreements as quickly as we would like, due largely to delays on the developers side but improvements are being made in this regard.

- (d) The **Planning Applications Committee** (the same Members who also form the Local Review Body) is relatively small and is trained on planning matters. Two training sessions for the Members took place in May and June 2017 following the local government elections in May 2017. These sessions covered understanding the general planning system, development plans, dealing

with planning applications and handling local reviews. The Committee is supported by the Strategic Services 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.

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- (e) **The full-Council** approves development plan documents which ensure that all members are committed and kept informed of these important planning matters. The full-Council also conducts hearings into planning applications for major developments that are significantly contrary to the development plan.
- (f) We have a **Local Development Plan Member – Officer Working Group** which meets at key points in the plan preparation process to discuss and agree the local development plan strategy, proposals 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 Adopted Local Development Plan and will be carried forward for LDP2. The Group recommenced during summer 2016 to inform the options for the Main Issues Report for LDP2 and will continue to meet throughout this process.
- (g) **Local Development Plan project management** is implemented through regular team and wider service meetings and GANTT chart project management. This has ensured that projects are monitored and implemented within realistic timescales and in accordance with the Action Programme. The Development Plan Scheme (DPS) 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 current LDP within the relevant 5-year cycle. The DPS sets out a timetable for producing the LDP and explains when and how stakeholders can engage in the process and influence the content of the Local Development Plan.

- (h) **Electronic ways of working** have been fully embraced. Full and active participation in the national eplanning system gives the council efficiency savings. In 2016/17, 58.4% (up from 55.8% 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 31.5% which reduces overhead costs for the Council. Customer feedback gave a good rating for this online service, 10 people commented that the online service was very easy to use, 9 saying that it was very straightforward. Other positive comments were that it was good that payments can be made online and that the chatline was very helpful (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 and 2016 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.

- (i) A “**new ways of working**” (agile) programme has been 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.



- (j) 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. 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.



- (k) 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 the dissemination and effective implementation of corporate priorities.

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 2016/17 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.

- (l) **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.

- (m) **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 2016/17, and a note of benchmarking that takes place across other parts of the Planning Service, including Development Planning. The Council also participates in the national (Solas) benchmarking families.

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.

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.

(n) **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 Strategic Services 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 permissions 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.

(o) **External match funding** has been successfully secured by the Planning Service for the implementation of a range of environmental and physical enhancement works. Examples this year include a further £914,000 in Water Environment Funding from SEPA to undertake environmental improvements to the Levern Water, Barrhead and Capelrig Burn, Newton Mearns. This will be matched alongside £300,000 in development contributions resulting from the Barrhead Asda development. This will lead to wider improvement to Carlibar Park which will compliment improvements to the Levern Water.

(p) The **Data Information Group** (DIG) brings together colleagues from all across the Council. The DIG remit is to share and exchange information and data, in the interests of efficiencies and best practice. A biannual newsletter keeps members informed about the latest Council Statistical Information, along with updates on current projects to encourage and enhance datasharing across the Council Departments for example on Population and Census data.

There is a whole host of spatial data held within our Geographic Information System (GIS) software. These datasets are either produced in-house or gathered from other organisations. The new ESRI GIS software will allow us to share data via web mapping services, which means we can allow people to see our live data and it also means we can read other organisations live data.

The **Corporate Address Gazetteer** (CAG) has been integrated with a number of internal and external systems and provides the address basis for Planning and Building Standards (UNiform), Environmental Health and Trading Standards (UNiform), Customer First (Lagan system), CHCP (carefirst system), the Renfrewshire valuation Joint Board, the Royal Mail's Postal Address File (PAF), Ordnance surveys Address Base product and it is also forms the basis of the emergency services address dataset. The CAG has been used to identify spatial trends in data including identifying pupil exam results by area, Bin Routes and Housing tenure type (private rented, Housing Association, Council Stock, Privately owned).

A black and white photograph of a pond. In the foreground, there are tall reeds. In the middle ground, a small building with a gabled roof is reflected in the water. The background is filled with trees and a cloudy sky.

5. Culture of Continuous Improvement













- (a) 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.
- (b) A **How Good Is Our Service review** of the Planning and Building Standards Services were undertaken during 2016/17. 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.
- (c) 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 4(m) and Appendix 3.
- (d) 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.
- (e) We have a wide range of **guidance for the public** as text and guidance documents published online - see section 3(c). We keep all of these guidance notes and all forms up to date with new legislation and best practice.
- (f) We actively seek to continually improve our **development management planning performance results** with discussions on means of improvement at monthly team meetings.
- (g) **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.
- (h) Staff **personal development and training** is a high priority, see section 4(j). All staff members at 'senior' level and above have been participating 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. The Manager and Head of Service participated in a leadership training programme looking at 'Visioning for the future'; personality profiles; self development and 360 degree feedback from colleagues.
- (i) We have implemented enhanced **digital working** within the Development Management service using the 'Enterprise' module of the IDOX UNiform back-office computer system. This means that virtually the entire development management process can be carried out by digital means. This brings time and efficiency savings to staff and customers.




6. Supporting Evidence

Sections 2 – 5 of this report were 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.

2. Quality of Outcomes		
Local Development Plan	www.eastrenfrewshire.gov.uk/localplan	
Supplementary Planning Guidance (including masterplans)	www.eastrenfrewshire.gov.uk/spg	
Planning Briefs	www.eastrenfrewshire.gov.uk/planning-briefs	
Development Plan Scheme	www.eastrenfrewshire.gov.uk/ldp2	
Newsletters	www.eastrenfrewshire.gov.uk/ldp-newsletter	
Conservation area information and appraisals	www.eastrenfrewshire.gov.uk/conservation-areas	
Environmental project information and annual events guides for the Dams to Darnley Country Park and the Whitelee Countryside Ranger Service	www.eastrenfrewshire.gov.uk/D2D www.eastrenfrewshire.gov.uk/whitelee	
Information on Business Improvement Districts	www.eastrenfrewshire.gov.uk/business-improvement-districts	
City Deal information	www.eastrenfrewshire.gov.uk/glasgowcitydeal	
Information on the Polnoon development	www.gov.scot/Topics/Built-Environment/AandP/Projects/Polnoon	
Levern Works Project information	www.eastrenfrewshire.gov.uk/article/4793/Work-begins-on-Barrheads-Water-works-Project	
Enforcement information including the Enforcement Charter	www.eastrenfrewshire.gov.uk/planning-enforcement	

3. 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)	www.eastrenfrewshire.gov.uk/planning-and-building-standards	
Service standards and Customer Service Standards Charter	www.eastrenfrewshire.gov.uk/service-standards	
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	www.eastrenfrewshire.gov.uk/online-planning www.eastrenfrewshire.gov.uk/weekly-lists	
Certain Applications are advertised on the 'Tell Me Scotland' website	www.tellmesotland.gov.uk/notices/east-renfrewshire/	
Supporting information requirements guidance	www.eastrenfrewshire.gov.uk/CHttpHandler.ashx?id=12250&p=0	
Pre-application advice and negotiation procedures on planning applications	www.eastrenfrewshire.gov.uk/CHttpHandler.ashx?id=18404&p=0	
Processing agreements policy and template	www.eastrenfrewshire.gov.uk/CHttpHandler.ashx?id=19467&p=0	
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	www.eplanning.scot/ePlanningClient/ www.eastrenfrewshire.gov.uk/planning-documents www.eastrenfrewshire.gov.uk/doitonline	 
Building Standards information	www.eastrenfrewshire.gov.uk/building-standards	

3. Quality of Service and Engagement

Information on Investing in East Renfrewshire is available on the Council's website, as is information on business resources	www.eastrenfrewshire.gov.uk/article/2854/Investing-in-East-Renfrewshire www.eastrenfrewshire.gov.uk/article/5726/Business-resources	
Information on the planning process and community councils	www.eastrenfrewshire.gov.uk/article/7618/The-planning-process-and-community-councils	
The Clydeplan and related information	www.clydeplan-sdpa.gov.uk/	
Housing Land Audit information	www.eastrenfrewshire.gov.uk/article/6768/Housing-land-audit	
Our formal complaints procedure	www.eastrenfrewshire.gov.uk/article/6784/Complaints-procedure	
Our latest Planning Performance Framework, which includes development management performance figures	www.eastrenfrewshire.gov.uk/service-standards	
Customer survey findings are reported to the Planning Applications Committee and are available on the Council's website	www.eastrenfrewshire.gov.uk/service-standards	
Our Forums with agents & community groups are minuted		
High hedges information	www.eastrenfrewshire.gov.uk/High-hedges	
Core Paths Plan	www.eastrenfrewshire.gov.uk/corepaths	
Up to date local biodiversity information	www.eastrenfrewshire.gov.uk/biodiversity	

4. 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	www.gov.scot/Topics/Statistics/Browse/Planning	
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	www.clydeplan-sdpa.gov.uk/	
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	www.eastrenfrewshire.gov.uk/agendas-reports-and-minutes www.eastrenfrewshire.gov.uk/planning-applications-committee	
Planning Application Committee and Council agendas and minutes are available on the Council's website	www.eastrenfrewshire.gov.uk/agendas-reports-and-minutes	
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	www.eastrenfrewshire.gov.uk/odp	
Council-wide Performance and Statistics information is on the Council's website	www.eastrenfrewshire.gov.uk/council-information	
Monthly reviews and updates to budgets are undertaken		

4. Governance		
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	https://hopscotland.org.uk/	

5. Culture of continuous improvement		
Community Planning Partnership information is available on the Council's website	www.eastrenfrewshire.gov.uk/article/2353/Community-Planning-Partnership	
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		



7A. Delivery of the service improvement actions that were planned for 2016-17

Actions programmed for 2016-17		Actions undertaken 2016-17 & comments as at 31 March 2017
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 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 2017-18.
Outcomes	3. We will strive to improve our planning application performance rates.	Our performance rates have averaged much the same as last year – some indicators have improved and some have not, largely due to some staff absences - see Section 4(c) Section 8 and Appendix 1 for further figures and commentary on performance during 2016-17.
	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).	We have published and consulted on our Main Issues Report as planned. This included the State of the Environment Report and commencement of Strategic Environmental Assessment. We received significant feedback from the public, developers and agencies and work is progressing as planned on the proposed Local Development Plan 2.
	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.	The Renewable Energy SPG was published in January 2017. We also have 11 planning briefs published on our website.
	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.	In 2016/17 we added 45 new build affordable homes to our supply. In addition 34 units were brought into affordable supply outwith the planning system (for example through purchase of second hand houses on the open market for use as Council/RSL housing).

Actions programmed for 2016-17		Actions undertaken 2016-17 & comments as at 31 March 2017
Outcomes	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.	The two new conservation area designations have been endorsed at the Local Development Plan examination. The conservation Area appraisals have been prepared and will guide high quality development in these protected areas.
	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.	We have continued to work with developers to implement the masterplan including pro-active engagement with developers pre-application and through the planning application process. The delivery of the Faith Campus at Waterfoot Road has been a major success of the masterplan approach and will open in August 2017.
	9. Barrhead North – The masterplan has been adopted alongside the LDP. Planning applications for 2 of the 4 sites are being considered.	The Barrhead North masterplan has been adopted alongside the LDP. Planning applications for 2 of the 4 sites are being considered. The 10 commercial units within 850 sq.m. at Crossmills Business Park have been completed. 50% are occupied and there is interest in the remaining units. Negotiations are underway to release the Nestle site for a mixed commercial, retail and business use scheme. The legal agreement for the disposal of Council owned land within the Shanks site is under negotiation.
	10. Barrhead South - Water supply solution will be finalised with Scottish Water to enable delivery of the site.	A Water supply solution has been finalised with Scottish Water to enable delivery of the master plan sites. A planning application for part of this major land release has been approved and site start is anticipated in 2017

Actions programmed for 2016-17		Actions undertaken 2016-17 & comments as at 31 March 2017
Outcomes	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.	Design work has moved in conjunction with the road design.
	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.	Discussions with Scottish Water have continued leading to a revision of the Heads of Terms and agreement in principle to lease of the reservoir by the Council. Detailed design work has progressed in conjunction with the road, boardwalk and visitor centre project work.
	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.	Following a protracted design process, a finalised design has been agreed and issued to tender. It is likely that the toilet will be in place by summer 2017.

Actions programmed for 2016-17		Actions undertaken 2016-17 & comments as at 31 March 2017
Outcomes	14. Town Centres - We will continue to develop and enhance the Clarkston, Giffnock and Barrhead Business Improvement Districts (BIDs):	We will continue to identify and undertake improvements in town centres, when funds allow, as well as liaising with the representatives of the Clarkston, Giffnock and Barrhead Business Improvement Districts (BIDs).
	14a) The 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.	Following the Clarkston Charrette, an action plan was prepared, with specific early works initiated in Spring 2017. Initial small scale work has been completed and a second phase including changes to Busby Road is scheduled for late summer 2017. The aim is to create a more pedestrian friendly environment in Clarkston town centre.
	14b) The Giffnock BID: A 'Your Town Audit' will be completed in summer 2016.	The 'Your Town Audit' was completed.
	14c) The Barrhead BID Town Centre improvement actions will be undertaken.	A 'Your Town Audit' was completed along with Foundry car park and signage.
	15. Newton Mearns town centre masterplan – A 'Your Town Audit' will be completed in summer 2016	In progressing our town centre action plan, the council commissioned Scotland's Towns Partnership to undertake town centre audits on all the town and neighbourhood centres. These were completed in 2016 and these are all available on the council website.
	16. City Deal projects – we will develop a number of City Deal infrastructure projects across East Renfrewshire.	With the completion of the Lavern Works project, a further 4 City Deal infrastructure projects were under development over the year.
	16a) Visitor Centre at Dams to Darnley Country Park - Procurement of design team to undertake detailed design will commence in Autumn 2016.	The procurement of the team to undertake detailed design will now commence in the Summer of 2017. Negotiations with Scottish Water over property leases and continuing pipe laying works has delayed project progress. A review of opportunities to introduce commercial development at the visitor centre site is underway.

Actions programmed for 2016-17		Actions undertaken 2016-17 & comments as at 31 March 2017
Outcomes	I6b) 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.	The Greenlaw Business Incubation Centre, Newton Mearns and the Foundry Links, Barrhead were merged to form East Renfrewshire Business Boost. This comprises the provision of new and enhanced accommodation to support employability services and business start-up/development. The Greenlaw design team was appointed in December 2016 and the detailed design was largely complete in March 2017. Detailed design for the new build business centre and the indicative specification for improved facilities at The Foundry were largely finalised in Spring 2017. It is programmed that works at both locations will be complete in 2018.
	I6c) 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.	Barrhead South Access – following ground investigations, design work for the Balgraystone Road improvements was started in 2017 and is due to finish early summer 2018. The timescale for the Scottish Transport Appraisal guidance (STAG) report of the new Barrhead South rail station was extended by Transport Scotland, with the Governance for Railway Investment Projects (GRIP) development programme expected to start in the second half of 2017. An opening date for the station of 2020 is now programmed.
	I6d) Foundry Links, Barrhead – The project will be progressed by continuing to consider options in more detail to arrive at a final project proposal.	See East Renfrewshire Business Boost in I6b above
	I6e) M77 junction 5 road improvements – The transport appraisal process to establish justification for further surface transport links commence.	Levern Valley Access – Preparatory work on the Aurs Road realignment and boardwalk continued over the year (design work has been progressed along with negotiation to acquire land), along with consideration of the Balgray Surface Access route. The Aurs Road works are expected to be complete in early 2019, with the Balgray route programmed for completion in late 2023.

Actions programmed for 2016-17		Actions undertaken 2016-17 & comments as at 31 March 2017
Outcomes	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.	Community benefits requirements have been integrated into planning advisory notes and City Deal-funded contracts (including voluntary commitments on activities valued at under £50,000). The community benefits lead officer is continuing to liaise with developers, consultants and contractors operating in the area.
	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.	New monitoring procedures are in place following the introduction of the IDOX enterprise module. This means that managers can monitor staff workload and application progress in real-time. Workload is also monitored through monthly meetings of Principal Officers with the Manager and at monthly team meetings involving all staff. Major applications (current and anticipated) are monitored through a spreadsheet.
People	19. The Departmental Change Programme will be progressed to deliver modernised ways of working and efficiency savings.	The Change Programme has commenced implementation with the reorganisation at the 'Head of Service' level implemented. The managerial level reorganisation has also been implemented at the time of writing this report, whilst lower levels are the subject of consultation. Staffing changes are being implemented alongside procedural changes including increased digital working.
	20. We will investigate the possibility of a new Corporate GIS	A new corporate GIS has been procured.
Efficiency	21. We will continue to develop 'Agile' working in the Development Management System, with improvements to 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.





7B. Service improvements: 2017-18

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 assess our planning application validation standards in the light of anticipated national guidance..

Outcomes

2. We will publish our new proposed Local Development Plan 2 and associated documents.
3. The designation of two new Conservation areas at Crookfur Cottage Homes and at Netherlee and the preparation of Conservation Area Appraisals will be complete by winter 2017. These will be promoted as Supplementary Planning Guidance.
4. Maidenhill Strategic Development Opportunity - Site starts are expected on a number of the development sites in 2017 and each developer can complete up to 38 units until the new non-denominational school in Maidenhill is available for occupation in 2019. All applications have and will be carefully scrutinised to ensure adherence to the masterplan and Supplementary Planning Guidance.
5. Barrhead North Strategic Development Opportunity – Planning applications for 2 of the 4 sites will be decided and legal agreement for the disposal of council land within the Shanks site is anticipated for completion in 2017.
6. Barrhead South Strategic Development Opportunity – A Water supply solution has been finalised with Scottish Water to enable delivery of the master plan sites and site start is anticipated in 2017.
7. Dams to Darnley Country Park - Negotiations to secure agreement between the Council and Scottish Water will continue for the lease of land and water at Balgray Reservoir associated with the construction of a Wake Park, road realignment, construction of a boardwalk and use of the water for a range of organized activities. Detailed design work associated with the Wake Park will continue to be undertaken and an application for planning permission submitted in due course. A Wake Park operator will be appointed.
8. Whitelee - Toilet facilities will be constructed close to the mountain bike trails. 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 following signing of a legal agreement between the Council and Forestry Commission Scotland. Plans to construct an adventure play park close to the visitor centre will continue to be actioned and funding sourced. Work will commence on sections of the Weavers Trail subject to agreement with Forestry Commission Scotland.

9. City Deal projects – We will develop a number of City Deal infrastructure projects across East Renfrewshire.
- a) Visitor Centre Dams to Darnley Country Park - Detailed design will be undertaken during Autumn 2017.
 - b) East Renfrewshire Business Boost – this initiative results from the merger of two aligned projects - the Greenlaw Business Centre, Newton Mearns and Foundry Links, Barrhead - and comprises the provision of new and enhanced accommodation to support employability services and business start-up/development. Detailed design for the new build business centre and the indicative specification for improved facilities at the Foundry were largely finalised in Spring 2017 and it is programmed that works at both locations will be complete in 2018.
 - c) Barrhead South Access – following ground investigations, design work for the Balgraystone Road improvements was started in 2017, with construction works due for completion in 2018. The timescale for the Scottish Transport Appraisal guidance (STAG) report of the new Barrhead South rail station was extended, with the the Governance for Railway Investment Projects (GRIP) development programme expected to start in the second half of 2017. An opening date for the station of 2020 is now programmed.
 - d) Levern Valley Access – Preparatory work on the Aurs Road realignment and boardwalk continues with consideration of the Balgray Surface Access route. The Aurs Road works are expected to be complete in early 2019, with the Balgray route programmed for completion in late 2023.

People

10. The Departmental Change Programme will be progressed to deliver a modernised planning service structure, enhanced digital processes and efficiency savings.

Efficiency

11. We will implement our new Corporate GIS. The hardware and software will be installed, licenses purchased and the system will be operational by the end of 2017.

**The above actions will be monitored through the year.*





8. National Headline Indicators (NHIs)

Key Outcomes	2016-2017	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>	LDP 1 year and 9 months <i>(see note a)</i> SPD 4 years and 10 months <i>(see note b)</i>	LDP 9 months SPD 3 years and 10 months	LDP 4 years and 1 month SPD 2 years and 10 months	LDP 3 years SPD 2 years	LDP 2 years SPD 1 year
<ul style="list-style-type: none"> Will the local/strategic development plan(s) be replaced by their 5th anniversary according to the current development plan scheme? 	LDP - Yes SPD - No <i>(see note c)</i>	LDP - Yes SPD - Yes	LDP - Yes SPD - Yes	Yes Yes	Yes Yes
<ul style="list-style-type: none"> Has the expected date of submission of the plan to Scottish Ministers in the development plan scheme changed over the past year? 	LDP - No SPD - No	LDP - N/A SPD - No	LDP - Yes SPD - No		
<ul style="list-style-type: none"> Were development plan scheme engagement/consultation commitments met during the year? 	Yes	Yes	Yes		
Effective Land Supply and Delivery of Outputs					
<ul style="list-style-type: none"> Established housing land supply 	4422 units	4827 units	4786 units		
<ul style="list-style-type: none"> 5-year effective housing land supply 	1819 units	1957 units	1973 units	2119 units	
<ul style="list-style-type: none"> 5-year housing supply target 	117 units	1170 units	1250 units	8.1 years	
<ul style="list-style-type: none"> 5-year effective housing land supply 	7.8 years <i>(see note d)</i>	8.4 years	7.9 years		

Key Outcomes	2016-2017	2015-2016	2014-2015	2013-2014	2012-2013
• Housing approvals during the year	154 units (+503 units PPP) (See note e)	216 units	495 units		
• Housing completions over the last 5 years	1228 units	1089 units	1084 units		
• Marketable employment land supply	13.64ha	17.03ha	30.02ha	26.68ha	27.31ha
• Employment land take-up during reported year	0ha	0.36ha	0ha	0ha	0.06ha
Development Management - Project Planning					
• Number of applications subject to pre-application advice	245				
• percentage of applications subject to pre-application advice	37.3%	30.2%	27.4%	23%	24.8%
• number of major applications subject to processing agreement	1	1	3	0	0
• percentage of major applications subject to processing agreement	50%				
• percentage planned timescales met	1 (see note f)	0			
• percentage of applications valid upon receipt	48%				
Development Management - Decision-making					
• application approval rate	89.8%	92.6%	94.6%	96.5%	96.2%

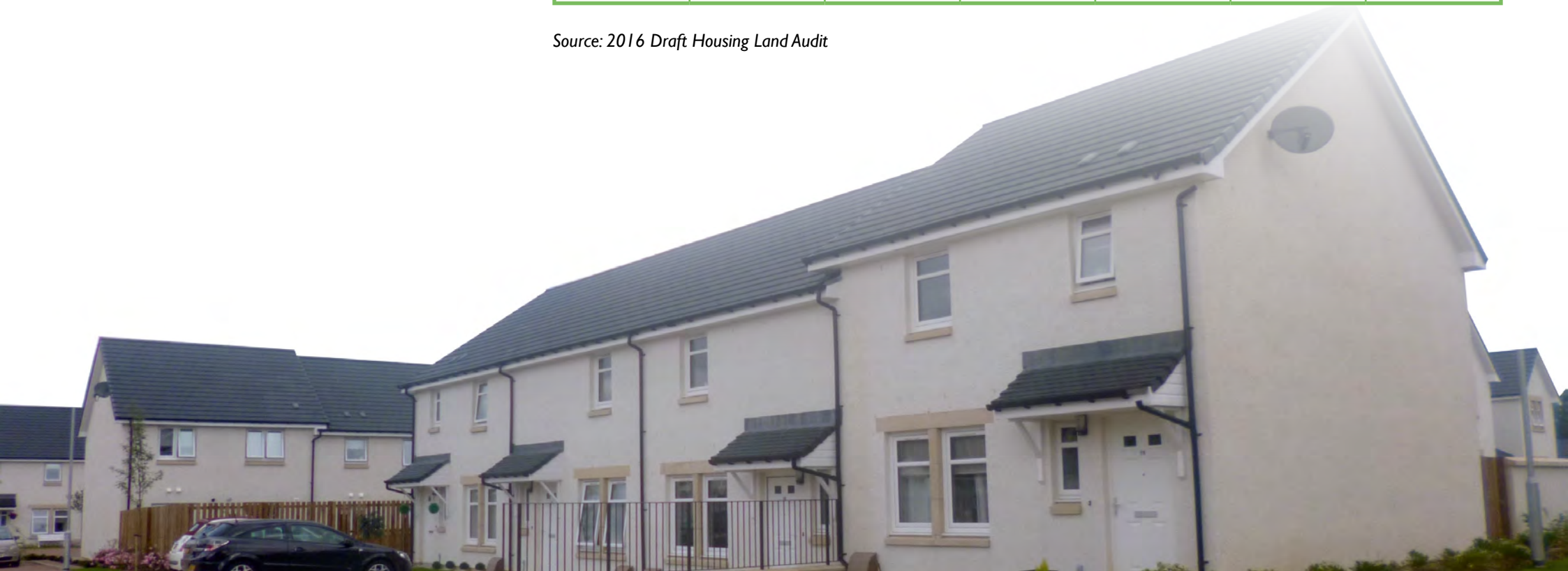
Key Outcomes	2016-2017	2015-2016	2014-2015	2013-2014	2012-2013
• delegation rate	98.7%	97%	97.8%	94.3 %	94.4%
Decision-making timescales Average number of weeks to decision:					
• major developments	45 weeks	17.5 weeks	19.6 weeks	16.7 weeks	39.9 weeks
• local developments (non-householder)	10.1 weeks	10.9 weeks	9 weeks	9.2 weeks	14.2 weeks
• householder developments	6.5 weeks (see note g)	6.2 weeks	6.4 weeks	6.6 weeks	6.7 weeks
Legacy Cases					
• Number cleared during reporting period	6	6	2		
• Number remaining	2 (see note h)	2	8		
Enforcement					
• time since enforcement charter reviewed (months)	1 year & 9 months	9 months	13 months	1 month	1 month
<i>Requirement: review every 2 years</i>					

Notes for Table 8

- (a) Local Development Plan adopted 25th June 2015.
- (b) The Strategic Development Plan was Approved in May 2012.
- (c) The SDP2 (Clydeplan) was approved by the Scottish Ministers in July 2017.
- (d) 2016 5-year housing land supply calculations (columns A-D are the number of housing units)

Period (years)	A Supply	B Requirement per annum	C Total Targets (SDP2, Schedule 7)	D Surplus (A-C)	E Years Supply (A/B)	F 5 Years land supply met?
2016-21	1819	234	1170	649	7.8	Yes
2017-22	1883	234	1170	713	8.0	Yes
2018-23	1863	234	1170	693	8.0	Yes
2019-24	1783	234	1170	613	7.6	Yes
2020-25	1562	226	1130	432	6.9	Yes
2021-26	1357	219	1095	262	6.2	Yes

Source: 2016 Draft Housing Land Audit



- (e) 154 housing units were granted detailed planning permission. Planning permission in principle (PPP) was also granted for sites with an estimated capacity of 503 units.
- (f) Council has a processing agreements policy in operation. In year 2016-17 one application was issued that had a processing agreement (Main Street, Neilston 2015/0107/TP). Timescales were met in reporting the application to our Planning Applications Committee as per the agreement. There were subsequent delays out with the Agreement in negotiating the legal agreement (delays that were out with Council control, including District Valuer valuations, plans that didn't tally and title issues with the owner) and in issuing the final consent.
- (g) In 2016/17 we decided 686 planning applications and 97 other applications (total 784). We also registered 601 written pre-application enquiries (18% up on last year). This means that there were 77% as many pre-application enquiries as planning applications. Of the 686 planning applications, 256 had been the subject of a pre-application enquiry i.e. 37% (up from 30%) This indicates that we had about 345 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.
- (h) Of the two legacy cases outstanding without a decision for more than a year on 31st March 2017, 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.





9. Planning Performance Framework Official Statistics

9A: Decision-making timescales (see notes and commentary on this years' figures)

Category	Total decisions 2011-12	Average timescale (weeks) 2011-12	Total decisions 2012-13	Average timescale (weeks) 2012-13	Total decisions 2013-14	Average timescale (weeks) 2013-14	Total decisions 2014-15	Average timescale (weeks) 2014-15	Total decisions 2015-16	Average timescale (weeks) 2015-16	Total decisions 2016-17	Average timescale (weeks) 2016-17
Major developments	4	19.9	5	39.9	5	16.7	3	19.6	4	17.52	2	45
Local developments (non-householder)												
• 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	67 (61.5%)	6
• more than 2 months	65 (42.2%)	20.2	55 (47.8%)	22.3	53 (35.7%)	14.9	38 (27.5%)	16.3	26 (26.8%)	23.5	42 (38.5%)	16.6
Householder developments												
• 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	439 (86.8%)	5.9
• 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	68 (13.4%)	10.6
Housing developments Major	1	8.9	3	26.7	3	15.3	2	21.9	1	38.1	2	45
• 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	16 (51.6%)	6.9
• 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	15 (48.4%)	14.2

9A: Decision-making timescales *(Continued)*

Category	Total decisions 2011-12	Average timescale (weeks) 2011-12	Total decisions 2012-13	Average timescale (weeks) 2012-13	Total decisions 2013-14	Average timescale (weeks) 2013-14	Total decisions 2014-15	Average timescale (weeks) 2014-15	Total decisions 2015-16	Average timescale (weeks) 2015-16	Total decisions 2016-17	Average timescale (weeks) 2016-17
Business and industry Major	0	0	0	0	1	14.9	0	-	0	-	0	-
• 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	11 (84.6%)	5.8
• 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	2 (10.4%)	10.4
EIA developments	1	181.9	0	-	0	-	0	-	0	-	0	-
Other consents*	30	7.4	52	7.1	61	7.0	74	5.9	71	5.9	67	5.6
Planning/legal agreements**	6	86	4	70.9	7	21.6	3	41.7	4	20.2	7	24.4
Local reviews	4	9.4	12	8.6	6	7.2	8	8.8	20	8.4	20	8

Notes for Table 9A

Green figures mean improved performance compared to last year.

Red figures mean reduced performance compared to last year.

- * 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 9A

The main indicator and comparator across the country is the average timescales for dealing with applications – in looking at these measures we see 8 areas of improvement (green figures in the above table) and 5 areas of poorer performance (red figures in the above table).

The majority of planning applications we deal with are for 'local' developments. Our performance on local developments is very good compared to other planning authorities. In 2016/17 we dealt with local development in an average of 7.2 weeks, compared to a national average of 9.2 weeks. This places us 5th place across the country - see chart 1 in Appendix 1.

A mixed pattern of improvement overall has been achieved this year. The Services has dealt with staff illness and staff family bereavement over the holiday period of summer 2016. This resulted in staff shortages within our small team over the period of a couple of months and then a backlog which took a further couple of months to catch up on.

This is considered overall to be good performance given the reduced staff levels as explained above coupled with the highest number of planning applications decided since 2010/11.

9B: Decision-making: local reviews and appeals

Type	Original decision upheld												2016/17
	2011-2012		2012-2013		2013-2014		2014-2015		2015-2016		2016-2017		Total number of decisions
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	
Local reviews	6	66.7%	8	66.7%	3	50%	6	75%	12	60%	12	55%	22
Appeals to Scottish Ministers	4	40%	4	36.4%	2	66.7%	2	66%	5	71.4%	4	80%	5

9C: Enforcement activity

	2011-2012	2012-2013	2013-14	2014-15	2015-16	2016-17
Cases taken up (note a)	48	34	24	28	41	35
Breaches identified (note b)	141	68	81	62	86	131
Enforcement cases resolved	135	58	105	92	123	143
Notices served (note c)	3	3	0	1	6	3
Reports to Procurator Fiscal	0	0	0	0	0	0
Prosecutions	0	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 Town and Country Planning (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.

9C: Context

See commentary in relation to table 9A on page 57 and section 4 starting on page 20.





I0. Workforce Information

Table 10A

	Tier 1	Tier 2	Tier 3	Tier 4
Head of Environment			1	

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

Table 10B

		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	1	-	-
	Vacant	-	-	-	-
Office support/ clerical	No. of posts	2.2	-	-	-
	Vacant	-	-	-	-
TOTAL		10.5	12	-	6

Notes

- (a) All figures as at 31st March 2017
- (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 10C 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 10C

Staffing Profile	Number
Under 30	1
30-39	9
40-49	12
50 and Over	10

Table 10D

Committees & Site Visits	No. per year
Full Council Meetings	0
Planning Committees	7
Committee site visits	0
LRB meetings	9
LRB site visits	22



II. 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	4(c) Section 8 Section 9 (Table 9A) Appendix I
2. Project management: offer of processing agreements (or other agreed project plan) made to prospective applicants in advance of all major applications and availability publicised on planning authority website	3(b) 3(c)
3. Early collaboration with applicants and consultees on planning applications <ul style="list-style-type: none"> - availability and promotion of pre-application discussions for all prospective applications - clear and proportionate requests for supporting information 	3(b) 3(c) 3(f) 3(g)
4. Legal agreements: conclude (or reconsider) applications within 6 months of 'resolving to grant'	3(c) 3(j)
5. Enforcement charter updated / re-published	2(j)
6. Continuous improvement: <ul style="list-style-type: none"> - show progress/improvement in relation to PPF National Headline Indicators - progress ambitious and relevant service improvement commitments identified through PPF report 	4(c) Section 7B Section 8 Section 9 (Table 9A)
Promoting the Plan-led System	
7. LDP (or LP) less than 5 years since adoption	2(a) 3(m) Section 8
8. Development plan scheme demonstrates next LDP: <ul style="list-style-type: none"> - on course for adoption within 5-year cycle - project planned and expected to be delivered to planned timescale 	4(g)
9. Elected members engaged early (pre-MIR) in development plan preparation	4(f)
10. Cross-sector stakeholders, including industry, agencies and Scottish Government, engaged early (pre-MIR) in development plan preparation	3(h) 3(i) 3(p) 3(q) 4(l)

Performance Marker	See PPF Section
11. Production of regular and proportionate policy advice, for example through supplementary guidance, on information required to support applications	2(b) 3(b) 3(c) 3(f) 3(g) 3(n)
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)	3(b) 3(c) 3(i) 4(b) 4(h)
13. Sharing good practice, skills and knowledge between authorities	4(m) 5(c) Appendix 3
Delivering Development	
14. Stalled sites/legacy cases: conclusion/withdrawal of planning applications more than one year old	4(c) Section 8 (note h)
15. Developer contributions: clear expectations <ul style="list-style-type: none"> - set out in development plan (and/or emerging plan,) and - in pre-application discussions 	3(n) Appendix 8





Appendix I - Performance Charts

Chart 1
Weeks Taken to Decide Local Developments

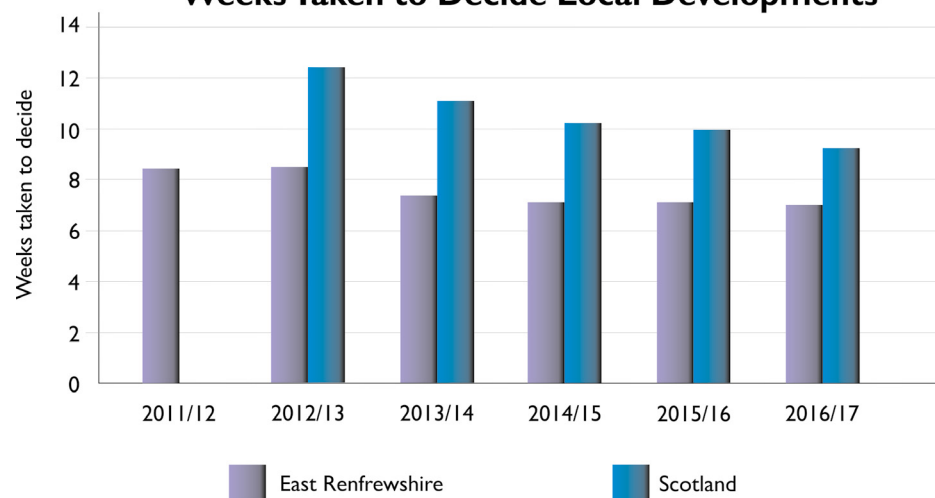


Chart 2
Planning Determinations at Appeal and Review

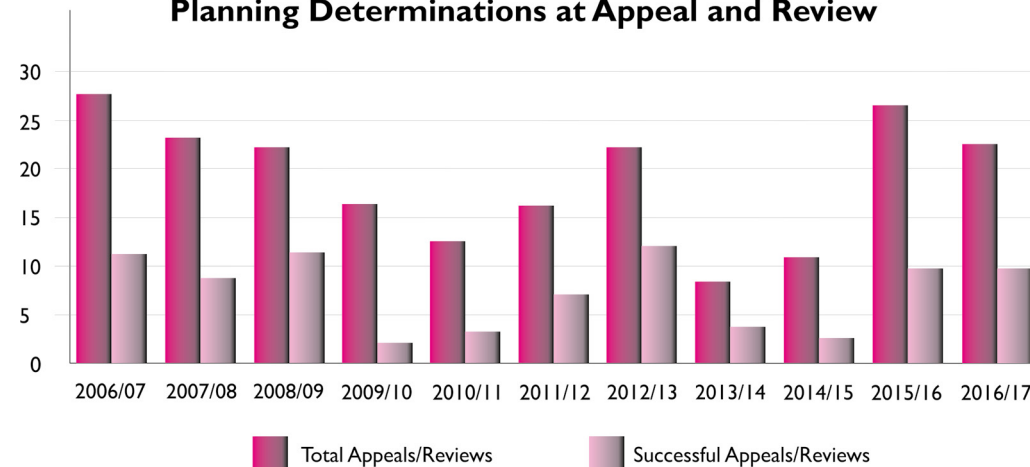
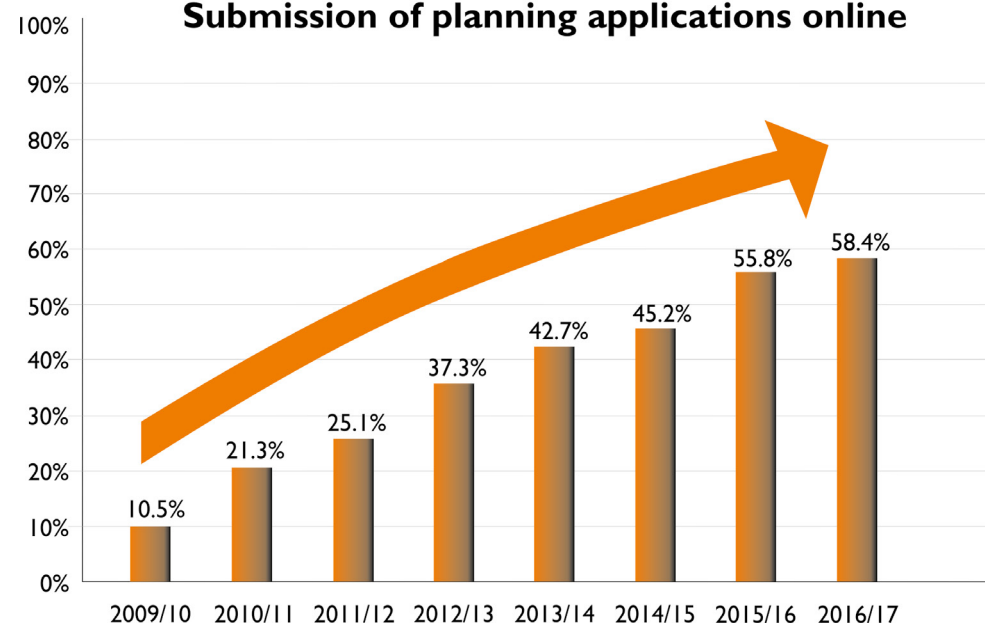
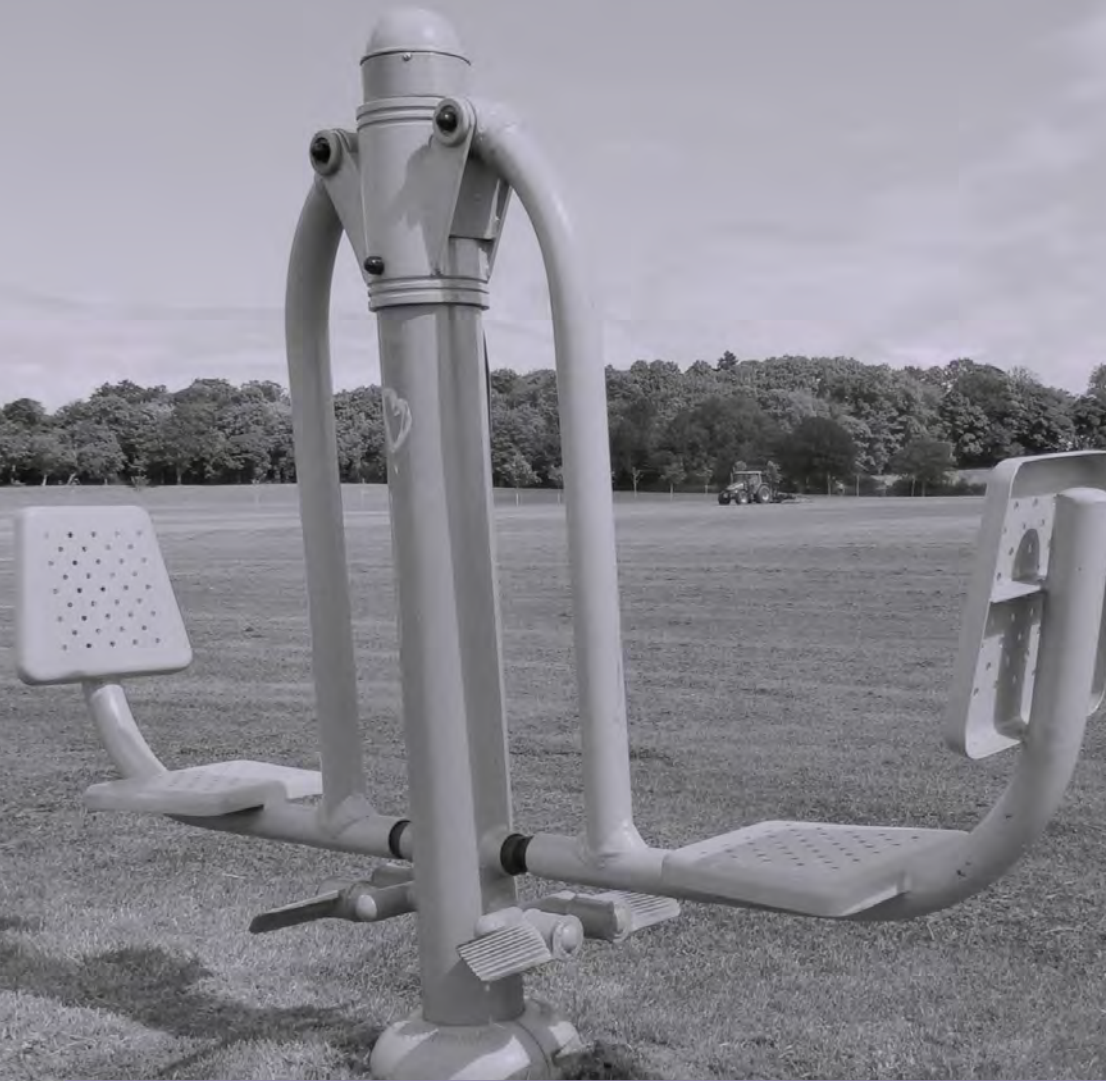


Chart 3
Submission of planning applications online

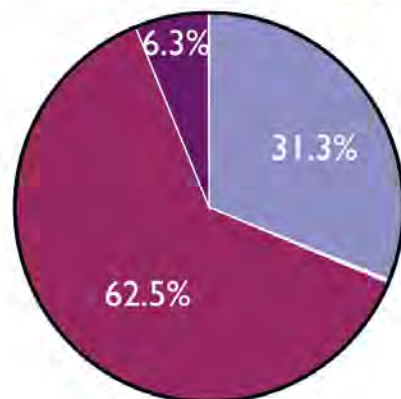




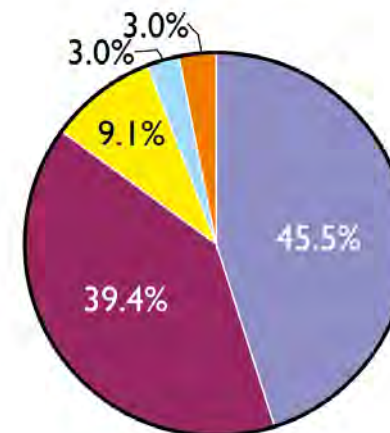
Appendix 2 - Customer Survey 2016-17 Summary of Findings

1. The following presents the overall results of the Development Management Planning Customer Survey for 2016-17.
2. A summary of the results show the following. See also the charts in Appendix 1:-
 - a. **94%** (up from 88%) were either '**very**' or '**fairly satisfied**' with the time taken to speak to someone on the telephone.
 - b. **85%** (up from 64%) were either '**very**' or '**fairly satisfied**' with the time taken to get a response to a written enquiry (four people were dissatisfied).
 - c. **86%** (up from 64%) had **used our online planning services**. Of those who didn't use it, 86% of them answered simply that they "prefer not to", while 14% said that they didn't have access to the internet.
 - d. **78%** (up from 58%) were either '**very**' or '**fairly satisfied**' with the quality of information that they received from the Council (8% (down from 18%) expressed dissatisfaction).
 - e. **48%** (up from 45%) were '**very**' or '**fairly satisfied**' with how well staff did their jobs (6% (down from 11%) expressed dissatisfaction).
 - f. **82%** (up from 58%) were '**very**' or '**fairly satisfied**' overall with the service that they received from the Planning Service (6% (down from 13%) expressed dissatisfaction).
3. The survey statistics this year are **all improved on last year**. The results are 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 are very positive.
4. A number of constructive comments and criticisms were also made during the survey. These have been listed in Appendix 2 along with responses from the Council to the points raised. We have considered the comments made by our customers and there number of areas where we will continue to try to improve our customer relations. However we do not feel that there are any areas where we specifically need to implement procedural changes.

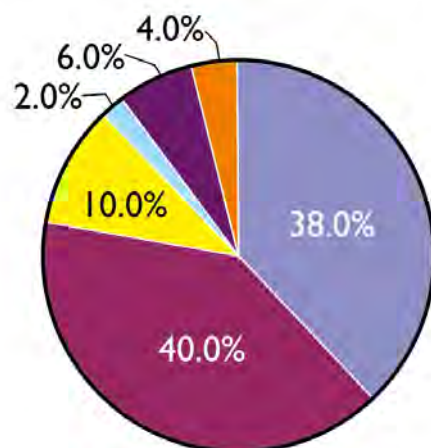
If the respondent contacted us in person or by telephone -
please rate how satisfied you were with the time taken to speak to
someone who could help you



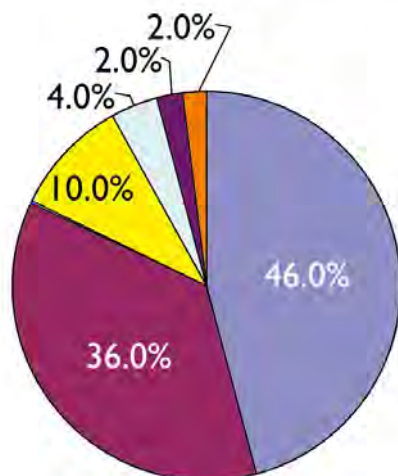
If the respondent contacted us by writing, email or via our website -
please rate how satisfied you were with the time taken to get a
reply from us



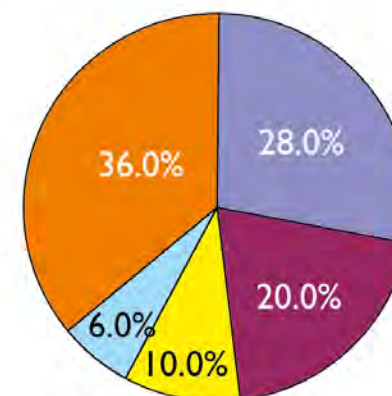
How satisfied were you with the quality of information you received
from East Renfrewshire Planning service?



How satisfied were you with the overall service you received from East Renfrewshire Council Planning Service?



How satisfied were you with how well the staff did their jobs?





Appendix 3 - West of Scotland Planning Benchmarking Group 2016-2017

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 in 2016-17 as follows:

- 21st April 2016 (at East Renfrewshire);
- 27th July 2016 (at North Ayrshire);
- 20th October 2016 (at Renfrewshire) and
- 23rd February 2017 (at West Dunbartonshire).



The meetings are minuted, with the host council, chairperson and minute-secretary rotating around the councils.



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

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

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

Of particular note this year have been our discussions on:

- Staffing levels within each authorities' planning service. For the past few years we have compared staffing levels within the development management teams. This year we expanded this to include development plans teams. This allows the Councils to compare staffing levels and workloads with some nearby and comparable authorities.
- Training policies and procedures were discussed on a number of occasions. This included elected member training, community council training and planning staff training. Staff training is a subject that we intend to develop over the coming year with plans in place to undertake some joint staff training across the authorities.
- The discussions on the form and content of reports of handling and decision notices were useful as the authorities were able to learn from the practices of the other Councils, ensuring compliance with the relevant legislation whilst minimising administrative procedures and obtaining efficiencies.
- The use of national guidance standards, including the SCOTS Roads Development Guide, Designing Streets and the Place Standard were interesting to discuss as practices varied across the Councils.

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

This group concentrates on development management issues. Development Plans teams benchmark extensively with the eight Councils who prepare the Glasgow & Clyde Valley Strategic Development Plan (including sub-groups); as well as through Heads of Planning and the national Development Plans Forum.

Benchmarking also takes place supporting environmental and technical functions, including through the Glasgow and Clyde Valley Green Network Partnership; the Scottish Outdoor Access Forum; the Scottish Strategic Environmental Assessment Forum; the Local Authorities Historic Environment Forum; the Corporate Address Gazeteer 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 - 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. The masterplan also identified the need for 2 new primary schools and associated community facilities.

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 was 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 nearing completion 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 for major parts of the master plan have been approved, and more in the pipeline.





Appendix 5 - 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 five key projects around the M77 Strategic Corridor, designed to provide economic benefits through employment, recreational, tourism, residential and business opportunities.

1. Levern Works, Barrhead

Vacant land prepared for private sector development and a terrace of Council owned small industrial units

- Modern, flexible commercial units of 72 sq.m. (995 sq.ft.) 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, the small units element was part funded and supported by Scottish Ministers, COSLA and the Scottish Government Regeneration Capital Grant Fund

2. Dams to Darnley Country Park Visitor Facilities

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

- Visitor Centre and Wake Park (not City Deal-funded)
- Leisure, tourism and business opportunities

3. Levern Valley Access

Improving connections between communities

- Enhanced road network connectivity between Barrhead and Newton Mearns and the M77, upgraded cycle and pedestrian arrangements and provision of boardwalk at Balgray Reservoir

4. Barrhead South Access 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. East Renfrewshire Business Boost

Provision of new and enhanced accommodation for employability services and to meet a growing demand for flexible business space

- Supported Business incubation hub in Newton Mearns
- Upgraded employability and business facilities at The Foundry, Barrhead





Appendix 6 - Examples of High Quality Development on the Ground

6A. Eastwood Health and Care Centre, Clarkston

The Planning Service facilitated the delivery of the new £15m Health and Care Centre in Clarkston which opened in the summer of 2016. The building provides 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 includes 300 car parking spaces (inclusive of 32 park and ride spaces for the nearby train station) 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 brings significant benefits to the community by providing new and upgraded healthcare facilities.

The building has now won two design awards:

- the European Healthcare Awards - design award for buildings under 25,000 sq feet
- Royal Incorporation of Architects in Scotland (RIAS) awards 2017



6B. 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 opened 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.

The development was facilitated by the council's planning and regeneration teams, through the Local Development Plan and masterplanning as part of the Barrhead North Strategic Development Opportunity – illustrating how apparently lower-value business and employment uses can be implemented and achieved for the benefit of the community through positive planning.



6C. Faith Schools Joint Campus, Newton Mearns

A new £18.2million shared faith schools' joint campus for Catholic and Jewish communities at Waterfoot Road, Newton Mearns is under construction. It's believed this will be Britain's first Catholic/Jewish joint campus, and possibly the first in Europe.

The campus will be a new, additional, Catholic primary school with non-denominational nursery serving the area and a replacement building for East Renfrewshire's existing Jewish primary and nursery, Calderwood Lodge. The new campus has been designed based on feedback from parents and representatives of both faith communities.

The campus will have separate pupil entrances, and classroom wings, as well as head teachers for the two schools/nursery classes. The new facilities will reflect the identities of the two faith communities whilst at the same time provide shared spaces for social interaction revolving around a joint interactive zone at the centre of the building and other shared playgrounds and learning areas, including for sport, art, science and music/drama.

The school is expected to open in August 2017.

The planning service was integral to identifying and facilitating the development through local development plan policies and masterplan requirements. Detailed contributions were also provided through the site selection process, layout landscaping and design matters and the part-funding of the development through development contributions.



6D. Crookfur Primary School, Newton Mearns

Crookfur Primary and Nursery is being extended and extensively refurbished in a multi-million pound investment. Around £8 million is being invested as part of the Scottish Government's 'Schools for the Future' programme.

The Planning Service was involved with the development from the pre-application stage, advising and contributing to the design and layout. The Service was also central to achieving part-funding of the project through development contributions.

The school will have a capacity of 444 pupil places and 90 nursery places when the work is completed. The multi-million pound investment will see pupils and the school community benefit from a multi-use games area, a new entrance at the front of Crookfur which includes improved gym/assembly and dining space, a science/ technology room, touchdown learning pods, management and administration space, new windows and roof. Classrooms and other spaces will also be fully refurbished complete with Wi-Fi provision. In addition to the educational benefits, the school will also provide amenities for the wider community to enjoy and will boost the local economies, creating apprenticeship opportunities for young people and construction jobs across the country.

East Renfrewshire councillor Jim Fletcher said: "We welcome this funding support to improve the learning and teaching environment at Crookfur Primary School and Nursery Class. This investment will enable us to provide the children and staff with a new building that will look and feel like a whole new school. The parents and the wider community will also be able to benefit from the greatly revamped facilities." Work will be complete in the summer of 2017.



6E. Barrhead High School

Work has started on the new £29.7m Barrhead High School, which is being built at the Johnny Kelly Pavilion and blaes pitch site adjacent to the existing school.

The cost of the development is being met by East Renfrewshire Council (£7.9m) and the Scottish Futures Trust. The new school, which is being delivered through the Scottish Government's Hub programme, is expected to be finished for the summer 2017 term.

Andy Sinclair, Barrhead High School Head Teacher, has welcomed the start of construction work on site. He said: "I'm very pleased that work on the

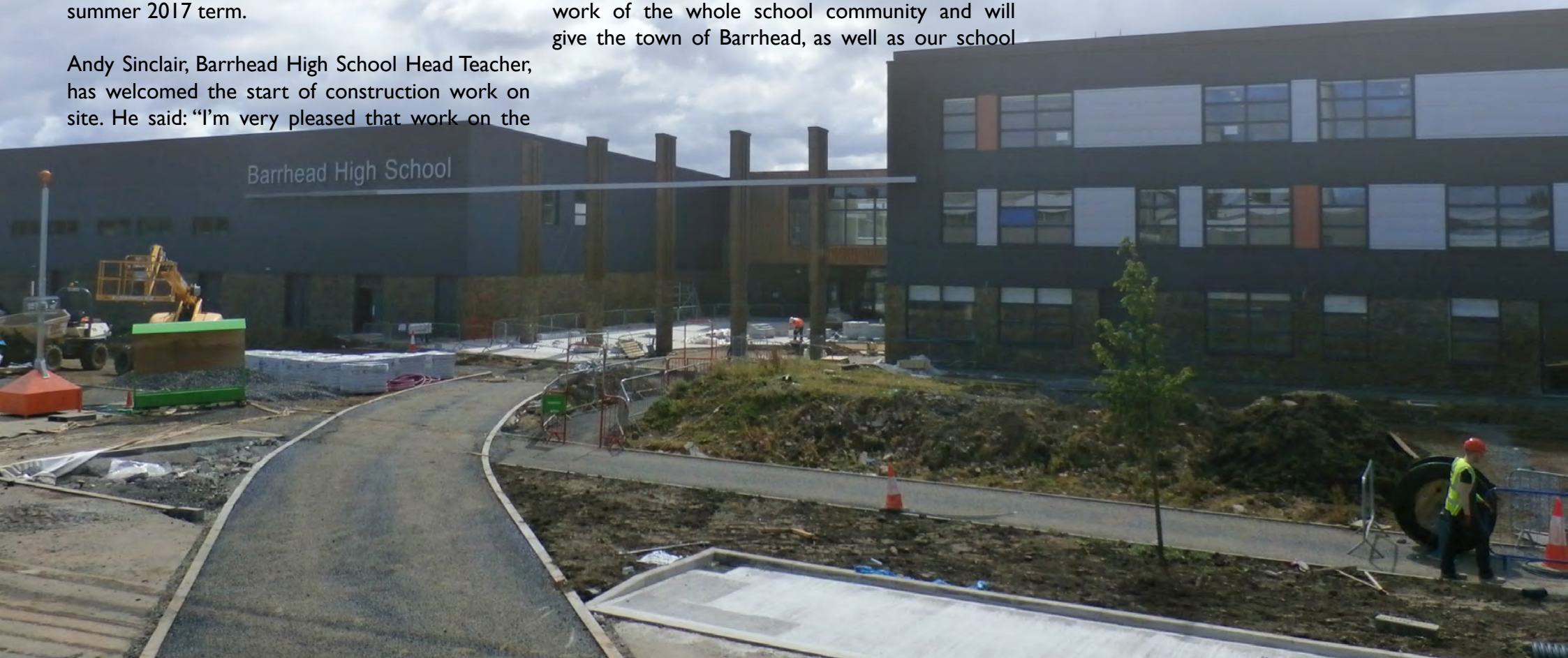
new Barrhead High School is now starting on site. We are fully committed to building a fantastic facility, as quickly as possible, that the young people of Barrhead deserve.

"The plans for the new school look fantastic - it will be an outstanding school for the pupils, staff, parents and community.

"The facilities on offer will transform the life and work of the whole school community and will give the town of Barrhead, as well as our school

community, not just a building that they can be proud of, but a focal point for learning to continue to take place in a wide variety of forms."

The planning service was integral to facilitating the development as part of a cross-departmental working group. The Service also contributed to site identification, layout, building design and the expedient negotiated granting of planning permission, following complicated court proceedings.



6F. Greenlaw Neighbourhood Centre, Newton Mearns

The Greenlaw neighbourhood centre has continued to expand during 2016/17.

New development has been completed this year to provide a new Aldi store along with a new Hungry Horse pub/restaurant.

This adds to the facilities already at Greenlaw including a Waitrose store, Tesco Express, Home Bargains along with other retail and service uses (pet shop, dentist, pharmacy, dry cleaners, restaurant and hot-food takeaway).

The surrounding area continues towards completion with new housing and a retirement complex. Small business units have also been granted planning permission.

These developments are providing provide a great facility for the residents of Greenlaw and Newton Mearns. The centre is very accessible to the surrounding residential areas and also to the adjacent motorway junction, thus providing a very attractive and sustainable facility.

This development demonstrates the success of a plan-led approach, with development guided by local development plan policies and allocations, leading to the provision of sustainable local services.







Appendix 7 - 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').

Examples across a range of such improvements include the following:

2017/0375/TP - Erection of single storey rear extension; installation of dormer window at 9 Burnfield Road, Giffnock. *Design changes were secured during the processing of the application changing a gable-ended extension to a hipped roof to match the existing dwelling.*

2016/0173/TP - Erection of single storey rear extension and erection of flue At 2 Waterfoot Row, Waterfoot. *Changes made at pre-application stage which made the later submission acceptable both in terms of its scale, design, relationship to neighbouring properties and materials.*

Added Value	2016/17
Improvements to the proposal were achieved at the pre-application stage.	57
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.	110
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
Protection of natural features or habitats	1
The provision for affordable housing has been achieved during the processing of the application in accordance with the Council's Local Plan policies.	2
The provision of other community or environmental improvements	4
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.	170
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.	5
The application has been submitted following an investigation/complaint.	11
Total added value instances	366
Applications with some form of added value	294
Number of application decisions in the period	686
Percentage of application with some form of added value	43%

2016/0317/TP Erection of retirement apartments with associated parking and landscaping, at Crookfur Road, Newton Mearns. *Improvements were achieved at the pre-application stage and during application processing. Improvements include: design, layout and external material used; road, footway and parking improvements to ensure that the proposal does not have a detrimental impact on road users; the provision for additional affordable housing has been agreed; and conditions have been added that are necessary to control and enhance the development.*

2016/0190/TP - Installation of dormer window at side; enlargement of dormer window at rear; re-roofing of dwellinghouse; installation of front boundary wall with gates above facing onto Harvie Avenue At 18 Harvie Avenue. *Changes agreed during assessment stage which made the scale of the dormers proposed acceptable.*



Appendix 8 - Proportionate Affordable Housing & Developer Contribution Policies

These matters are covered in planning policy in the Local Development Plan (LDP) and in two fully adopted statutory Supplementary Planning Guidance (SPG) documents. These provide detailed, clear and transparent policy and advice on planning obligations 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. They were assessed against the requirements of Circular 3/2012 and were considered to be fully in accord with its aims and objectives. Both documents were submitted to Ministers, and were subsequently adopted as part of the Local Development Plan in June 2015.

The supplementary planning guidance states that the planning obligation policies should be factored into development appraisals prior to land deals and commercial decisions being made. The Council therefore has a pro-active approach to planning obligations, offering detailed discussions on both affordable housing and development contributions at an early stage as part of the pre-application process. This advice is offered free of charge. Advice at the pre-application stage (both major and local developments) will normally include comment on all areas of the application, both in terms of the principle of the development and detailed aspects of the proposal. This will include any need for legal agreements and /or a processing agreement where appropriate. We also offer a major developments team (see section 3(h)) to give developers easy and early access to planning and other officers (such as from the Roads Service and the Environmental Health Service) as required, in order to ensure a comprehensive response by the Council. This pre-application advice and guidance is explained on the Council's website

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

- **One of the significant land releases in the Council's adopted LDP was the Maidenhill Masterplan area.** Here the Council is working with multiple developers to manage the provision of essential shared infrastructure improvements needed to allow the development to progress, for instance shared Roads and Transportation improvements. 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 taking on responsibility for carrying out the works and then managing contributions to ensure that the cost of such improvements are shared appropriately between all of the developers involved in the master plan area. Also, with regards to contributions to for increased education provision, very careful and site-specific cumulative impact 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. This also avoids a 'first come, first fill up the school' approach. The Council is also front funding necessary education infrastructure at Maidenhill (on the understanding that phased development contributions will be received as the development progresses) so as to facilitate development.

- **Another significant land release was the Barrhead South Masterplan area.** Here again there are multiple developers and landowners involved. In this case 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 viability assessments the Council has set development contributions and commuted sums at a level that the developments can sustain whilst remaining commercially viable and has apportioned these appropriately 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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