

Community and Enterprise Resources



Planning and Economic Development

South Lanarkshire

Planning performance framework

2015-2016



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Introduction

1.0 Introduction

1.1 Background to Planning Performance Framework

1.1.1 The Scottish Government's central purpose is to create a more successful country with opportunities for all of Scotland to flourish through increasing sustainable economic growth. The key outcomes which the Scottish Government expect to be delivered by the Scottish planning system are therefore

- successful sustainable places – supporting economic growth, regeneration and the creation of well-designed places;
- low carbon places – reducing our carbon emissions and adapting to climate change;
- natural resilient places – helping to protect and enhance our natural cultural assets and facilitating their sustainable use;
- connected places – supporting better transport and digital connectivity.

In order to achieve these broad aims development plans need to be up to date, reflect the characteristics of the places and communities they cover, and enable the delivery of the right development in the right place for our communities. The development management system also

needs to be responsive, reliable, transparent and efficient and be supported by enforcement powers which can be used to uphold the law and enforce these decisions.

1.1.2 The effective and efficient fulfilment of these roles requires planning services to perform to a high standard and pursue continuous improvement. The Planning Performance Framework (PPF), which is prepared on an annual basis, describes how

the Planning Service in South Lanarkshire seeks to deliver on these tasks and on its commitment to continuous improvement. It is based on a mix of qualitative and quantitative indicators and sets out the actions to be taken by the Planning Service in 2016/17 to support continuous improvement in the delivery of its functions and duties. The PPF also reviews progress on the actions identified in the previous PPF, covering the period April 2015 – March 2016.



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1.2 The Planning Service

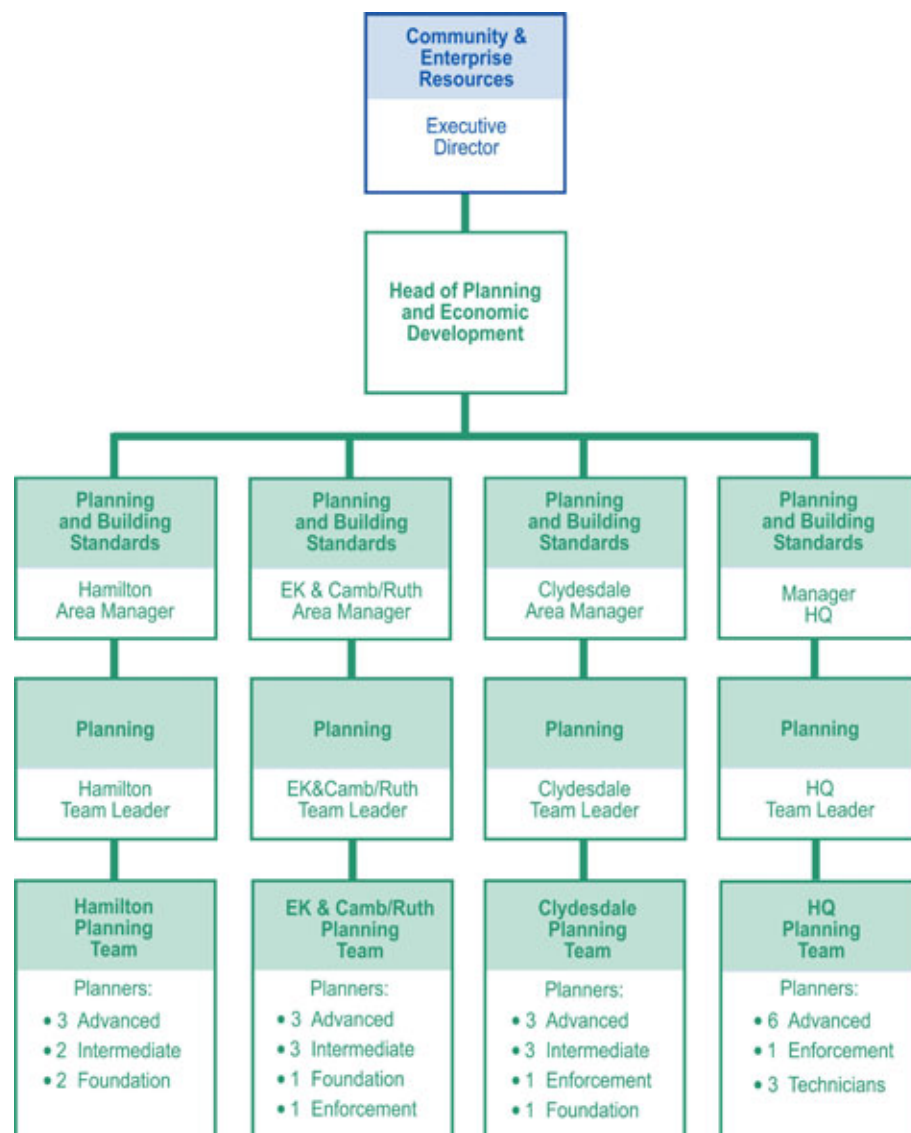
1.2.1 South Lanarkshire is the fifth largest local authority and sits to the east and south of Glasgow extending from Rutherglen and Cambuslang, on the boundary with Glasgow, to the Southern Uplands at Leadhills and east to Forth. It includes a World Heritage site, Royal Burghs, a New Town, market towns, and weaving, mining and agricultural villages.

1.2.2 South Lanarkshire's Planning Service is part of Community and Enterprise Resources. The Council's Planning Service's work is undertaken by 4 teams with a total of 41 staff. The staff are based within four teams comprising a Headquarters team and three Area Office teams.

1.2.3 The HQ team is based in the Community and Enterprise Resources HQ building in Hamilton. It deals with Development Plan preparation, publishing and monitoring; and produces, where necessary, appropriate Supplementary Guidance (SG). The HQ team also coordinates the Council's input to the preparation and monitoring of the Strategic Development Plan (SDP), via the Glasgow and Clyde Valley Strategic Planning Authority as well as handling all mineral, waste and large scale windfarm applications.

1.2.4 The 3 other Area teams, located in Lanark, Hamilton and East Kilbride, handle the vast majority of all the planning applications submitted in accordance with the requirements of the Town and Country Planning (Scotland) Act 1997, the Planning (Listed Buildings and Conservation Areas) (Scotland) Act 1997 and other associated legislation. This includes applications for planning permission, listed building consent, conservation consent, advertisement consent, high hedges applications and certificates of lawful use. In addition to this work these teams also assist the HQ team in work on the Development Plan, SG and the SDP.

Introduction

**Planning Service Structure:**

1.2.5 Previous PPFs have highlighted that the Planning Service is combined and managed jointly with the Building Standards Service. This remains the case. In addition however towards the end of 2015/16 the Planning and Building Standards Service was amalgamated with the Council's Regeneration Services to become Planning and Economic Development. All three of these functions are managed by a single Head of Service. During 2015/16 the Planning Service continued to operate on a decentralised basis, through its locally based area offices, which also deliver the Council's Road's functions. It is currently intended, however, to centralise both the Planning Service and the Building Standards Service in 2016/17. In part this is in response to the need to ensure that the Service can employ a flexible approach to the allocation of its staff resources to tasks. The teams will be located in the Community and Enterprise Resources HQ building in Hamilton.

1.2.6 The outcomes set by the Scottish Government, the aims around which the Community Plan is structured and the priorities in the Single Outcome Agreement (SOA) remain a focus for the work of the Planning Service. National outcomes include protecting and enhancing the natural and built environment, and making Scotland an attractive place for business investment, and a well designed sustainable place. The Community Plan highlights the promotion of sustainable and inclusive communities and sustainable economic recovery and development. The SOA identifies economic growth and recovery as a priority.

1.2.7 The direction established in these documents is cascaded down into the objectives set out in the Council Plan, Connect. These include:-

- Supporting the local economy by providing the right conditions for growth

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- Improving the quality of the physical environment
- Improving the road network and influencing improvements in public transport
- Improving the quality, access and availability of housing
- Achieving the efficient and effective use of resources
- Promoting performance management and improvement and
- Embedding governance and accountability.

1.2.8 The direction set by the Council Plan in turn is used to define objectives, contained in the Community and Enterprise Resource Plan, which apply to each of the Services. For Planning these include:

- Assess and determine development proposals in line with planning legislation and the Council's Local Development Plans
- Establish opportunities for sustainable economic growth through the preparation, adoption and implementation of Development Plans
- Provide services and infrastructure which help local communities to become more sustainable
- Achieve results through leadership, good governance and organisational effectiveness

1.2.9 These objectives are translated into specific actions to be taken by the Planning Service. These include progressing work on

the preparation and implementation of the Council's Local Development Plans, and Clydeplan (the Strategic Development Plan), effectively and efficiently processing planning applications in accordance with legislation and the policy direction established in the development plan, and retaining the Service's Customer Service Excellence accreditation. This is with a view to securing development which can generate sustainable economic development and is of a high standard.

1.2.10 If the Planning Service is to deliver satisfactory outcomes in response to these actions its working practices and methods need to be responsive to the demands of its customers, and its staff need to have the skills and knowledge required to deliver quality outcomes. Taking account of the above the Service structures its improvement actions around the need to:-

- Improve the user's experience and increase their understanding of the Planning Service;
- Raise the Quality and Effectiveness of our Business Processes; and
- Raise our Effectiveness in Assessing the Quality of Development Proposals.

Addressing and reviewing the Service's performance against these aims also provides a means of aligning both its existing activities and the improvement actions in the PPF with



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the aims and objectives set out in the Council Plan, the SOA and the Council's annual Resource and Service plans.

1.3 Planning Performance Framework

1.3.1 The components of the PPF for 2015-2016 are:

Part 1 – National Headline Indicators such as age of Development Plan, effective housing land supply, application approval rate and delegation rate.

Part 2 – A performance assessment across 4 areas of activities that define and measure a high quality planning service. These activity areas cover the following topics:-

- i. Quality of outcomes,
- ii. Quality of service and engagement,
- iii. Governance,
- iv. Culture of Continuous Improvement.

Part 3 – Supporting evidence and links to related reports and studies such as customer survey results, Resource and Service Plans and Planning Service Improvement Plan.

Part 4 – Service improvements and timescales for the delivery of improvements, plus a review of the delivery of the previous year's service improvement actions.

Part 5 – Official Statistics – including average timescales for determining applications, numbers of local reviews and appeals and enforcement activity.

Part 6 – Workforce and financial information.

1.3.2 In terms of Part 2 of the PPF, Defining and Measuring a High Quality Planning Service, previous PPFs categorised the performance factors in terms of how they contributed towards delivering certainty, consistency, communications and contactability. The Service continues to find this a useful and effective way of identifying and grouping these activities and has used this approach in Part 2 of the PPF.



National headline indicators - part 1

2.0 South Lanarkshire Council National Headline Indicators

2.1 The table to the right provides performance figures for key indicators within both development management and development planning. Within development planning the performance of the Planning Service can be measured through the assessment of key outcomes such as the age of the local plan and the number of housing units that can be delivered. Within development management performance can be measured through the assessment of key indicators such as the average number of weeks to make a decision on a planning application and the rate of planning approval.



National headline indicators (NHI)

Key outcomes	2015-2016	2014-2015
Development Planning: <ul style="list-style-type: none"> Age of local/strategic development plan(s) (years and months) at end of reporting period Requirement: less than 5 years Will the local/strategic development plan(s) be replaced by their 5th anniversary according to the current development plan scheme? (Y/N) Has the expected date of submission of the plan to Scottish Ministers in the development plan scheme changed over the past year? (Y-earlier/Y-later/N) Were development plan scheme engagement/consultation commitments met during the year? (Y/N) 	LDP Minerals – 3 year SLLDP – 1 year Y Minerals Plan will become part of LDP2 N Y	LDP Minerals – 2 year SLLP – 6 years Y LDP2 on schedule N Y
Effective Land Supply and Delivery of Outputs <ul style="list-style-type: none"> Established housing land supply 5 year effective housing land supply 5 year housing supply target 5 year effective housing land supply (years supply to one decimal place) Housing approvals Housing completions over the last 5 years Marketable employment land supply Employment land take-up during reporting year 	19235 5037 750 6.7 1176 3201 116.29Ha 3.26Ha	19219 4664 750 6.2 3638 3175 123.53Ha 1.83Ha
Continued next page		

National headline indicators - part1

National headline indicators (continued)

Key outcomes (continued)	2015-2016	2014-2015
Development Management		
Project Planning		
• percentage of applications subject to pre-application advice	34.6%	38% 0
• number of major applications subject to processing agreement or other	0	0
• Number of applications subject to other project plan	1	
• percentage planned timescales met	0%	N/A
Decision-making		
• application approval rate	98.3%	97.1%
• delegation rate	93.8%	92.9%
Decision-making timescales		
Average number of weeks to decision:		
• major developments	45.4 weeks	75.9weeks
• local developments (non-householder)	16.3 weeks	14.9weeks
• householder developments	7.7 weeks	7.3weeks
Legacy Cases		
• Number cleared during reporting period	48	52
• Number remaining	46	92
Enforcement		
• time since enforcement charter published / reviewed (months) Requirement: review every 2 years	one month	16 months
• number of breaches identified / resolved	139/97	256/186

During 2015/16, improvements were made to a number of the National Headline Indicators. The main aspects of the outcomes are summarised below.

Development Planning - The Council has an adopted Local Development Plan; and approved supplementary guidance is in place covering Development Management Place Making and Design, Renewable Energy, Green Network and Greenspaces, Affordable Housing, Green Belt and Rural Area, Town Centres and Retailing, Industrial and Commercial Development, Community and Infrastructure Assessment, Sustainable Development and Climate Change and the Natural and Historic Environment. The initial consultation process for the next LDP will take place in 2106/17. The Service intends to make use of its Development Plan management system to project manage the process and monitor progress against the timetable in the Development Plan Scheme.



National headline indicators - part 1

Effective Land Supply and Delivery of Outputs - Although in the past 12 months there was a decrease in the number of housing approvals overall the established land supply slightly increased. In addition, the effective land supply increased by 8% to 5037 units resulting in an effective land supply of 6.7 years, as compared to 6.2 years in 2014 – 15. This represents 34% generosity over and above the land required to meet the housing supply target. The overall number of completions slightly fell but the average completions over the last five years increased from 635 per annum to 640. This is still below the housing supply target of 750 private houses per annum.

There has been a slight decrease in the marketable employment land supply. This has partly been due to take up for class

4/5/6 development and partly due to sites being reallocated to other uses following the granting of planning consents. The take up for class 4/5/6 development was mainly in Larkhall (1.7ha) while the consents for other uses were mainly in East Kilbride (4.72ha).

The 3.26ha of take up included a site for a warehouse extension in Larkhall, and a further development for whisky bonded warehouses at a site in East Kilbride.

Development Management – In spite of continuing to encourage pre-applications through the Council's website and through our Development Management Charter, the proportion of applications subject to pre-application discussion has fallen from 38% to 34.6%. We are currently in the process of finalising the formal logging and sharing with applicants of pre-application discussions; and the forthcoming agents' forum will also provide a further opportunity to emphasise the benefits of early engagement with the Service.

Whilst there has been a small decrease in the number of applications subject to pre-application discussions we continue to emphasise the benefits of this approach through our website. Following the centralisation of the Service in Hamilton it may prove more difficult for some customers to take advantage of this option. It is

currently proposed however that the Service will retain the capacity to make officers available for pre-application discussions at former local offices. Agents and Architects will be made aware of this when they are advised of the proposed re-organisation of the Service. This will also provide an opportunity to re-emphasise the benefits of pre-application discussions.

While only one processing agreement has been used this year, the Council has continued to encourage their use with applicants. The availability and use of agreements is promoted during pre-application discussions and on the Council's website. In general, however, developers have expressed their confidence in the Council's commitment to ensuring that applications are progressed with a minimum of delay, and particularly value the Council's commitment to investing time in finding solutions to problems with applications. This evidenced by comments received from applicants/agents in response to the Council's survey:

'SLC planning generally embrace the principle of enabling development and work in partnership with applicants to find solutions to constraints, where possible and appropriate

Our application process represented an excellent joint working approach between the private and public sectors.'



National headline indicators - part 1



Consequently developers do not generally perceive the need to pursue processing agreements in order to improve the delivery of outcomes. Nevertheless, a number of processing agreements are now in place, covering current applications which are awaiting determination.

The Council's application approval rate provide additional evidence of the outcomes generated by this approach and remains high at 98.3%; this being a minor increase on last year's figure.

Decision-making timescales – The process review undertaken in 2014/15 resulted in a reduction in the average for both local developments and householder developments by 20% and 8.75% respectively. During 2015/16, a significant effort has been made to address the number of outstanding legacy applications. This has resulted in the determination of a considerable number of older applications. This inevitably has an impact on overall average processing times.

The 2015/16 average figure for householder applications has risen from 7.3 weeks to 7.7 weeks. This figure, however, has been distorted by the determination of three longstanding legacy applications - from 2008 and 2009. Without the inclusion of these three legacy applications, the figure would have fallen again to 6.2 weeks. It

is therefore considered that there is still a significant ongoing overall improvement in householder timescales.

While there has been an increase in the local (non-householder) figure from 14.9 weeks to 16.3 weeks, the percentage of applications determined within two months has actually risen from 52.8% to 53.9%. The increase in average times is again largely attributable to the focus which has been put on determining outstanding legacy applications. In particular, a number of wind turbine applications from 2013/14 have been determined, along with some longstanding applications from pre-2009.

Major developments have seen a reduction in average timescales from 75.9 weeks to 45.4 weeks. Notably, only one pre-2009 application was determined during this period, ensuring that the figure was not overtly affected by decisions issued on longstanding applications.

Significant progress was made in the clearing of legacy cases during 2015/16, with the number now 50% down on last year's figure. Work on this will continue through 2016/17.

Enforcement – The enforcement charter was reviewed in 2015/16 and the revised version was published in March 2016.

Defining and measuring a high quality planning service - part 2

3.0 Defining and measuring a high quality planning service

3.1 Part 2 of the PPF provides an opportunity to demonstrate within 4 areas of activity how the Planning Service delivers a high quality planning service and how the quality of this service is measured. These activity areas cover:

- Quality of outcomes – demonstrating the added value delivered by planning;
- Quality of service and engagement - demonstrate the planning service's positive actions to support sustainable economic growth, initiatives to work consistently with stakeholders and deliver a positive customer experience;
- Governance – how structures and processes are proportionate, effective and fit for purpose;
- Culture of Continuous Improvement – demonstrating a culture of learning and improving.

3.2 The current actions, processes and procedures identified against each of the activity areas described above have been categorised in order to identify how they contribute towards delivering on the priority areas described in paragraph 1.3.2 i.e.

Current Position - Return for period ending March 2016

Area of activity)	Current position
Quality of outcomes	<p>Certainty</p> <ul style="list-style-type: none"> • Supplementary Planning Guidance on Residential Development and Design, describing design standards and incorporating principles set out in Designing Streets, provides basis for assessing housing applications. • Green Network Design Guide provides advice on the creation of quality, well managed and accessible greenspaces. • Local Development Plan includes a policy requiring proposals to address the 6 qualities of place making. • Policy is complemented by Supplementary Guidance on Development Management Place Making and Design, which incorporates material/advice on the 6 qualities of placemaking and include an appendix which sets out detailed advice on the 'Objectives of Urban Design' and 'Aspects of Development Form', plus detailed advice on points to consider when addressing design matters. • Shop front design guide available. • Advice on windows and doors for listed buildings and conservation areas available • Landscape quality and capacity assessment in respect of windfarm and wind turbine developments available on Council website. Used in Supplementary Guidance on renewable energy as basis for advising on landscape and visual impacts. <p>Consistency</p> <ul style="list-style-type: none"> • Development Management Policies and Procedures Group's (DMPPG) provides an opportunity to share examples of good design and approaches to design solutions. Examples of some of the developments considered are provided below. • Interim Guidance on Road Construction Consent process prepared by Roads and Transportation Service which incorporates principles set out in Designing Streets. • Participate in the Local Authority Urban Design Forum. <p>Communications</p> <ul style="list-style-type: none"> • Local Development Plan specifies the sites which require Development Frameworks or Residential Masterplans and the design considerations to be addressed.

Defining and measuring a high quality planning service - part 2

certainty, consistency, communications and contactability.

The design and place making policies and principles set out in the SLLDP, the Residential Design Guide and the SG on Development Management Place Making and Design are used by case officers in discussions with applicants, at both the pre-application and assessment stages of the application process. They provide a robust and effective way of engaging with applicants on matters of design and layout. Some of the outcomes are illustrated below.

New Lanark Primary School

As part of South Lanarkshire Council's School Modernisation programme, New Lanark Primary school was extended to provide 3 classrooms to meet the modern needs and requirements of a small but busy school. The importance of the school on the approach to New Lanark World Heritage Site and its setting within the New Lanark Conservation Area was recognized from the outset. This presented an opportunity to combine the best practices of restoration with modern building techniques.

Originally built in 1883 as a replacement for the David Owen school within New Lanark, the rectangular school building had previously been extended. Through collaborative working between Planning and Building



Defining and measuring a high quality planning service - part 2



Standards and the architectural team from Housing and Technical Services, a design concept evolved which reconfigured the two original classrooms and introduced a contemporary extension.

While this is primarily rectangular in form, it provides light and spacious classrooms with open aspects to the surrounding landscape. To ensure, however, that the new element did not visually dominate it was agreed that the form, height and materials of the original roofs should be mirrored and the opportunity taken to include solar panels and sedum roofs.

An important component of the pre-application discussions, which included Historic Environment Scotland, was the consideration and identification of a palette of materials which would complement the

colours of the stonework and weather down so that the school would sit comfortably against its mature setting.

The sense of history throughout the school is maintained both through the adaptation of the original classrooms into a multi-purpose hall, and by incorporating the old stone external walls as a key feature in the school's entrance, and also using wall art which has links to New Lanark.

Biggar Museum

The Refurbishment and extension of a former petrol filling station within Biggar Conservation Area created a new museum for the town by bringing three facilities together under one roof. Proposals included the demolition of an unsightly canopy in the forecourt and sensitive alterations to the public facade to respect the traditional character of the building and wider streetscene. The scheme was the subject of detailed discussions between the architect and planning officers. This resulted in the provision of a valuable tourist facility, and environmental improvements to the townscape.



Defining and measuring a high quality planning service - part 2

Crossbasket Castle

The proposal entailed the complete upgrade of the Category A Listed Castle which had been on the Buildings At Risk Register and its conversion to a luxury hotel and wedding venue.

This was an example of how positive dialogue and negotiation between the Planning Service, Historic Environment Scotland and the Developer was able to deliver a sensitively designed extension to the castle, creating a large banqueting hall/ballroom to facilitate the operation of a top class hotel, wedding venue and restaurant. The venue is open and is promoted as a wedding venue set in an historic castle with gardens, woodlands and riverside walks.



Defining and measuring a high quality planning service - part 2

Retail/Commercial Development Uddingston

The proposed development was part of a Development Framework site identified in the Local Development Plan and which had been formerly occupied by a gas works. The plan specifically sought a development which would improve the quality of the streetscape. In consultation with the Service a design statement was prepared which reviewed a range of design concepts, in order to establish the final proposal. The resulting modern pavilion design building finished in a mix of terracotta cladding, curtain walling, metallic panels and timber louvers has been a successful addition to the town.



Windfarm Landscape Capacity Assessment

Scottish Planning Policy (SPP) required Planning Authorities to set out a spatial approach for considering wind energy developments. To respond to this requirement, in 2010, the Service prepared and secured approval for reports describing Local Landscape Character Assessment, Validating Local Landscape Designations and a Spatial Framework and Landscape Capacity for Wind Farms.

These documents inform the Council's approach to assessing renewable energy developments and give developers and communities a better understanding of areas where wind energy developments should be directed and the criteria taken into account when assessing the landscape impacts of these proposals. In particular, the landscape capacity study considers the

Defining and measuring a high quality planning service - part 2

capacity of the South Lanarkshire landscape to accommodate increasing levels of wind energy development. The study is based on an assessment of landscape sensitivity and the value of the different landscape character types and areas in South Lanarkshire.

To ensure the document could continue to meaningfully guide decisions it had to be updated to reflect the scale of recent development within South Lanarkshire and neighbouring authorities. In addition, Scottish Government policy was updated in 2014 and altered the approach to assessing renewable energy development and the matters to be addressed in spatial frameworks. Consequently the decision was made to review the South Lanarkshire Landscape Capacity Study for Wind Energy. Consultation on the new study was undertaken in September 2015 and where appropriate amendments were made to reflect the comments received. The South Lanarkshire Landscape Capacity Study for Wind Energy was then approved in February 2016. It now forms part of the Supplementary Guidance Renewable Energy adopted March 2016. It continues to be an invaluable tool for use by communities, developers and case officers in the consideration and assessment of the landscape impacts of these developments.

Return for period ending March 2016

Area of activity)	Current position
Quality of service and Engagement	<p>Open for Business</p> <p>Certainty</p> <ul style="list-style-type: none"> • Approved Glasgow and Clyde Valley Strategic Development Plan (May 2012). • Proposed Clydeplan (Strategic Development Plan 2) published January 2016 • Adopted Minerals Plan (June 2012). • Adopted South Lanarkshire Local Development Plan (June 2015). • Supplementary Guidance on Development Management Place Making and Design, Renewable Energy, Green Network and Greenspaces, Affordable Housing, Green Belt and Rural Area, Town Centres and Retailing, Industrial and Commercial Development, Community and Infrastructure Assessment, Sustainable Development and Climate Change and the Natural and Historic Environment approved. • Proportion of applications approved 98.3%. • Proportion of applications approved contrary to current Local Development Plan 1.83%. • Proportion of applications approved in accordance with officer's recommendation 100%. • Submission and monitoring of Performance figures a standing item on Management Team agenda. • Video available on the council web site describing the application process. • Complaints to SPSO – 12 complaints were made to the SPSO from 5 complainants. Of those 8 were not pursued, 1 not upheld, 1 upheld with recommendations, with which the Council has complied and 2 have still to receive a decision. <p>Consistency</p> <ul style="list-style-type: none"> • Internal protocols in place with Environmental Services Roads and Flooding covering appropriate information required to support and subsequently assess applications and required response times to consultations. • Written advice provided in response to pre-application enquiries/discussions • Guidance note prepared for case officers on the formal recording of all pre-app discussions • 34.6% of applications subject of pre-application discussion • Proportion of applications not validated at first attempt 47% • All responses to complaints reviewed to establish if pattern or frequency of complaints indicates need to consider procedural or policy changes. • Online publications provide guidance on the decision making process, pre-application consultation process, design and access statements, planning local review body, high hedge applications and residential design guide

Defining and measuring a high quality planning service - part 2

Return for period ending March 2016 (continued)

Area of activity)	Current position
Quality of service and engagement	<p>Open for Business</p> <p>Communications</p> <ul style="list-style-type: none"> Attend Clyde Gateway partnership meetings to assist in progressing planned regeneration/economic development proposals. The South Lanarkshire Local Development Plan points out that the developers contributions sought by the Council 'will aim to strike a balance between setting contributions at a level that addresses projected impact and ensuring that the development remains viable.' Website and pre application discussions used to promote processing agreements. Development Management Charter and Crystal Marked Enforcement Charter in place setting out processes, contact points and response standards. Customer Satisfaction Survey shows proportion of agents/applicants identifying the overall level of service provided by Planning as 'excellent or good' 92.5% and the proportion who consider usefulness of advice and assistance received from planning staff to be 'excellent or good' is 92.5%. Applications submitted online via the National Planning Portal processed directly into the Council's Electronic Data and Record Management System and DM system with no manual input from Support Staff. e-consultation undertaken with all statutory and of non-statutory consultees who can receive information electronically. Web information on planning applications updated daily. Suite of 10 information leaflets provides guidance to householders on the need for planning permission for common types of householder development. <p>Contactability</p> <ul style="list-style-type: none"> Applicant advised of direct contact numbers/e-mail address of their dedicated case officer when application registered. Major applications handled by dedicated case officers who deal directly with Area Manager and Head of Service. Proportion of applications submitted electronically – 57.5%. Planning Portal usage audited; number of visits averaged 9,016 per month in 2015/16. Planning portal allows for electronic submission of representations to planning applications. Duty Officer system ensures that a professional member of staff is always available to advise customers at each office.

Consultee Guidance List

The service had previously set up a process review group to monitor and assess its Development Management processes. This group has continued its examination of the way applications are assessed, employing the Plan Do Study Act (PDSA) method. As part of this work they identified an opportunity to provide clear guidance to case officers on how to assess the need for consultation with internal and external parties. The guidance is specifically aimed at focusing case officers on the need to critically appraise the level of consultation needed and provides advice on the kind of information which can be sought from consultees. This ensures that it is only the advice which is relevant and appropriate to the consideration and determination of each application which is sought, thus streamlining the application process.



Defining and measuring a high quality planning service - part 2

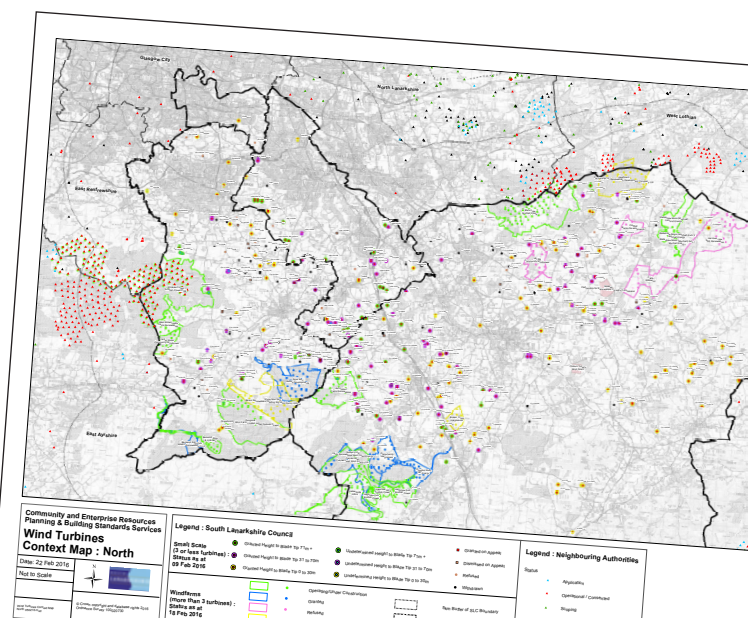
Strathaven Conservation Area Regeneration Scheme (CARS)

CARS funding for Strathaven Conservation Area was sought by the Council from Historic Scotland in 2012. This application was unsuccessful. However in response to the high level of support from the local community for such a scheme, and their desire to participate in the process the Strathaven CARS Partnership was formed. This is made up of members of the Planning and Regeneration Service, Avondale Civic Society, the Rural Development Trust, Strathaven Community Council, Strathaven Business Association and the Rotary Club of Strathaven.

The aim of the Partnership was to develop a new submission for CARS funding to be put forward at the next round of binding. In preparation for this, and to further enhance the scheme's potential, a draft Conservation Area Appraisal and Conservation Area Management Plan was prepared. These documents were developed in co-operation with the partnership. In 2015 the Partnership was advised that its bid had been successful. This will allow a total of £1.5M of works to take place within the Conservation Area. This will deliver a small grants and shopfront improvement scheme, public realm works, and education and training.

Mapping of Windfarms and Wind Turbines

South Lanarkshire has proved to be an attractive location for wind energy developments. There are 10 operational windfarms, five under construction, seven consented schemes and a number of applications still under consideration. In addition the Council area has proved to be a popular location for single and small scale wind turbine developments, with over 250 either operating or consented and approximately 20 further proposals to be determined. In order to ensure that both the Council and potential operators/developers have a clear picture of where existing and proposed developments are located the opportunity was taken to prepare a map based log of all wind turbine development within the Council area. This illustrates where not only all the consented windfarm and single and small scale wind turbine developments are located (with each individual turbine plotted on a map) but also illustrates those under construction, current proposals, developments at scoping stage and refused developments. The map illustrating this information is regularly updated and available on the Council website. http://www.southlanarkshire.gov.uk/info/200145/planning_and_building_standards/39/development_plans/8 It provides the public and developers with the means of readily identifying the current and potential spatial pattern of these developments.



Defining and measuring a high quality planning service - part 2

Environmental Services Protocol

The group, employing the Plan Do Study Act (PDSA) method, identified the need to review the existing protocol covering consultation arrangements with Environmental Services (ES). In order to ensure that this was an inclusive and thorough exercise the opportunity was taken to set up a workshop involving both planning and environmental service officers. The workshop was aimed at developing a shared understanding of the information needs of case officers and how environmental services could most effectively and efficiently provide an appropriate and relevant response. The outcome has been a protocol which sets out how ES can assist in pre-application consultations; urges planners to restrict consultations to those applications with clear ES implications; and describes the kind of information that should be provided by ES, in response to consultation requests on a range of topics; including noise, odour and air quality. The protocol also provides environmental services with model conditions which reflect current environmental legislation and our joint experience of applying them. These can be used to help formulate clear recommendations. This has improved the quality and relevance of the responses received and improved the assessment and determination process. As the same time there has been a reduction in the timescales for consultation responses

and an improvement in the type of advice provided. Finally the protocol has been shared with Highland Council as an example of best practice.

Review of Development Management Charter

The last PPF identified the review of the DM Charter as one of the actions to be completed in 2015/16. The need for a review reflected a number of changes which had been made to the Council's planning application processes, following the work of the process review group. However, in order to ensure that the revised charter properly reflected not only the process changes but also took account of the concerns and needs of applicants the opportunity was taken to hold a workshop involving case officers, local agents and architects in order to seek their views on the approach taken in the charter, both to standards and to processes. Their input was used to shape the final content of the Charter and the standards which it sets. The new charter was submitted as evidence in the review of the CSE award. The assessor noted that it was much improved.



Online submission of Petitions

A number of planning applications submitted to the Council 2015/16 generated significant levels of public reaction. In some cases the parties organising the submission of representations opted to set up on-line petitions to which people could append their views and then, via the petition website, submit to the Council. The Council, however, received complaints from a number of people using this approach that their comments were not appearing as objections to these applications. In response the Service together with the Council's IT services

established that our IT security system was blocking information received via the websites hosting the online petitions. This prevented the Service's DM system from receiving the representations. In order to ensure that the Service was fully aware of the nature and scale of the objections the Council's IT service, working together with the Planning Service, identified a technical fix which allowed these types of objections to be received and logged against the relevant applications.

Validation

Despite the work done through the stakeholder forum in 2014/15 to improve the quality of applications the proportion of applications invalid on submission has not

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improved. Consequently the forum proposed for later in 2016/17 will again include this as an area for discussion. In addition an action has been included in the 2016/17 Improvement Plan to work with those Council Services who lodge applications to ensure that their submissions accord with the appropriate requirements.

Legal Agreements

The Planning Service dealt with a significant number of planning applications from one developer for the erection of wind turbines in 2015/16. Where planning permission was granted these decisions were subject to a legal agreement between the applicant and Council to ensure payments were made to the Council's Renewable Energy Fund and a restoration bond was provided to cover the costs of removing turbines, in the event the developer failed to do so. The applicant approached the Council to discuss alternative ways of dealing with these issues as the timescales and procedures involved were having an impact on their ability to agree grid connections and achieve funding. As a result officers from Planning and Legal services developed suspensive conditions to be added to the planning permissions which allowed the decision notices to be issued while requiring these matters to be addressed, before work started on site.



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Return for period ending March 2016

Area of activity)	Current position
Governance	<p>Certainty</p> <ul style="list-style-type: none"> • 4 week and 8 week Committee cycle for Planning Committee and Area Committees established and diarised. • Planning and Local Review body programmed on 3 week cycle and held as required. • The managers' meeting and 1-2-1 meetings with individual managers and Head of Service, held on 3 week cycle, each review the position regarding applications going forward for approval either via Committees or under delegated powers. • Revenues Budgets reviewed with Finance via 1-2-1 meetings with Head of Service and Managers on a monthly basis. • Budget and financial resources reviewed at all Heads of Service and Managers meetings. • Allocation of resources to meet priorities and demands on Service reviewed by Head of Service and managers through 1-2-1 meetings and management meetings. • Service representative attends Resource Procurement Meetings to review current activities and practice. • The monitoring of works associated with Bonds lodged with the Council, to cover minerals restoration, includes the regular independent assessment of site progress against the value of the bonds held. <p>Consistency</p> <ul style="list-style-type: none"> • Prior to issue Building Warrant approvals and Roads Construction Consents are cross checked against Planning Permissions to identify discrepancies. • Licensing applications cross checked against Planning Permissions to ensure consistency. • Annual Personal Development Reviews (PDRs) for all members of staff used to review skills and identify training or development needs. Progress reviewed after 6 months. • Schools Modernisation Programme and Council's Social Housing Programme progressed with Education and Housing Services respectively through Joint Project Teams. • The Planning Service is a partner in the group progressing City Deal projects involving £170M of investment in strategic development proposals, including the infrastructure required for progressing Community Growth Areas in South Lanarkshire. <p>Communications</p> <ul style="list-style-type: none"> • Electronic filing and work flow of all documents associated with applications allows immediate and direct access to this information across the entire service. • Regular liaison meetings held with Countryside and Greening Service to co-ordinate work on Development Planning, Development Management, Core Path Plan and Sustainable Development Strategy. • Regular liaison meetings with Scottish Power regarding infrastructure issues and development proposals. • Participate in the Central Scotland Wind Turbine Forum and Strategic Environmental Assessment Forum • Planning Service works with other Authorities through the Strategic Development Planning Authority, West of Scotland Archaeology Service, Clyde Gateway, the Green Network Partnership, the Glasgow and Clyde Valley LDP Forum and Heads of Planning Scotland (HOPS) Development Management, Development Plans and Energy and Resources Sub Committees, and HOPS benchmarking group and Executive Committee.

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Legacy Items

As part of the Council's ongoing commitment to reducing legacy planning applications within the case system, a small team was established to pursue the clearance of legacy applications. The team was made up of one member from each of the four Planning Offices and each stakeholder had the responsibility of clearing legacy applications attributed to their Office. Often there has been a general reluctance from applicants/developers to settle these types of planning application as they have been happy with the processing time. However there is now recognition that this can no longer be supported by the Council. This has delivered significant results and legacy planning applications within South Lanarkshire Council have been reduced by 50% within this reporting period.

Minerals Planning Skills and Joint Working on Minerals

The Service is represented on the HOPS Energy and Resources sub-committee and the Scottish Coal task Force Group (SCTFG). In response to problems which arose from the demise of Scottish Coal and other operators associated with opencast coal sites the need both to consider alternative approaches to the delivery of all minerals planning services, and to ensure that planning authorities had the skills and expertise needed to deal with

these developments was identified. Working in partnership with the sub-committee and the Improvement Service the Service has taken part in the discussions aimed at taking advantage of joint working. This is to ensure that authorities can access the appropriate skills and knowledge in an area where expertise is thinly spread, not only in the coal sector but in minerals generally; and also to use joint working as a vehicle for developing and improving the in-house skill sets available to planning authorities. More recently this has resulted in the establishment of the Scottish Coal and Minerals Forum - particularly targeted on improving the delivery of minerals planning services, through joint working and the sharing of skills.



Scottish Power

When considering applications for windfarm developments the Council became aware of the impact which grid connections could have on the progress and programming of these developments. In addition in a number of locations across the Council area the need for upgrades to electricity infrastructure generated requirements for sites to accommodate the required plant; and potential future developments had been identified which could have implications for the future capacity of the power network. In view of the land use consequences of these issues a regular cycle of meetings has been set up with Scottish Power, attended by the Service Head and the HQ Manager. These meetings provide a valuable forum for sharing information on Scottish Power's work programme and how this can influence, and be influenced by, the Council's expectations of future development within its area.



City Deal

The City Deals programme, launched in 2012, aims to provide city regions with financial support to deliver economic growth in the

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area. The Council participates in the Glasgow and Clyde Valley City Deal Programme. In response to the opportunities presented by this programme the Council identified four infrastructure projects which if realised could unlock significant economic investment and growth in the Council area. The total value of the City Deal project, across the Glasgow and Clyde Valley region is £1.13bn. The Council's share of this programme is £169.2 million, and is targeted at delivering four projects:-

- Cathkin Bypass Relief Road
- Stewartfield Way, East Kilbride
- Greenhills Road/A726 East Kilbride
- Community Growth Areas (CGA)

Work on preparing the business case for these projects involved the Service working in partnership with a wide range of other Council services through theme based officer groups covering, transport, land use and the environment, the economy and

finance. The Services' contribution towards the joint working required to prepare the required business cases has helped to ensure that the appropriate economic and strategic factors have been taken

into account, and that environmental and sustainability issues have been properly identified and addressed.

Bench Marking

The Service participates in the benchmarking group set up by Heads of Planning Scotland (HOPS), the HOPS Development Plans, Development Management and Energy and Resources sub-committees and the Scottish Coal task Force Group (SCTFG). These provide a means of sharing good practice across the authorities who take part, and a forum to discuss performance issues and solutions. This has included:-

- Consideration of how to consistently assess non-material variations to windfarm proposals.
- Consideration of how to improve the link between spatial and community planning in response to the Community Empowerment (Scotland) Act.
- Consideration of best practice on the monitoring of windfarms.
- Contributing to work on a Good Practice Guide to Windfarm Construction.
- The establishment of a core documents library for use by all Councils which could be used to cover the submissions of productions in connection with both LDP examinations and planning appeals.



Involvement in these groups also provides the Service with the opportunity to review working practices and procedures and where appropriate make changes.

The Service also participates in the Glasgow and Clyde Valley Green Network Partnership and the Glasgow and Clyde Valley LDP Forum. The former has provided an opportunity for the Service, and the Council, to benefit and learn from work developed and progressed across all the partners which has include projects covering:

- Greenspace and Health.
- Greenspace Quality Indicators for Community Plans.
- Greenspace and Climate Change Adaption.

The LDP Forum provides an opportunity to share and exchange best practice in respect of LDP and SDP preparation and implementation. Most recently the Forum has



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provided an opportunity to consider and assess different ways of handling the 'call for sites' process and the consideration of the resulting submissions; the approaches taken to taking forward the Reporters' modifications; the implications of the Scottish Government advice on Housing and Infrastructure; and both the options available for, and the progress made, on Town Centre Strategies.

School Modernisation Programme

The Council is nearing completion of its ambitious programme to modernise its 129 primary and 19 secondary schools. This involved the refurbishment and extension of existing school buildings, the redevelopment of schools within existing sites and the relocation of school campuses to new sites. The project represented an investment of £1.1bn and has been identified as one of the Council's Spatial Strategy Development Priorities in successive development plans.

To manage and facilitate this programme the Planning Service has taken the lead in chairing monthly meetings of officers from across the Council including Education, Roads and Transportation Services, Flooding, Environmental Services and architects from within the Council and the private sector. The group established a three year rolling programme of school projects, the early allocation of proposals to individual officers and monitored the timetabling of the submission of planning applications and their reporting to committee. This in turn enabled the identification of any issues and constraints early in the process. At the same time an extensive checklist for use by architects was developed to help them focus on matters relating to particular projects. The monthly meetings allowed outstanding matters to be discussed at a high level and the issues resolved. The Service also took the lead in liaising with external agencies such as SNH, SEPA and Transport Scotland.

The replacement school project has delivered a significant scale of development on the ground that provides improved educational facilities as well as associated community uses such as halls, sports centres and libraries, incorporated into the new buildings. While planning officers have been instrumental in achieving bespoke high quality designs as well as managing

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Return for period ending March 2016

Area of activity)	Current position
Culture of continuous improvement	<p>Certainty</p> <ul style="list-style-type: none"> • Council/Resource/Service Plans identify and programme the Council priorities. Plans cascaded to staff via managers and Team Meetings and also used to undertake individual Performance and Development Reviews. • Development Management Policy and Procedures Group reviews the robustness, relevance and use of the Service's processes and procedures. • Planning Services represented on the Best Value and Best Value Risk Groups which aim to ensure procedures across Community and Enterprise Resource are efficient and effective and take account of the potential risks associated with the work of the Service. • Council's Learning and Development Board ensures staff receive appropriate training when necessary and stay abreast of good practice. • Participation in Clyde Valley LDP Forum provides opportunity to share and benefit from best practice. <p>Consistency</p> <ul style="list-style-type: none"> • PDRs identify and monitor progress on training and development needed to ensure each member of staff can deliver on the Service's priorities. • On line training courses available to staff, via the Council's Intranet, covering a range of categories including managing meetings, negotiating skills, effective business writing, information security, and complaints handling. • Officers attended training/workshops on current enforcement issues, managing customer experience, hazardous substances control, listed building improvements, and energy efficiency in traditional buildings. • Feedback from customer surveys, Customers Forum and Customer Service Excellence (CSE) assessment used to develop Service Improvement Plan. • Planning Service recognised through Customer Service Excellence scheme. <p>Communications</p> <ul style="list-style-type: none"> • Employee Audit and suggestion scheme allows employees to identify options for improving delivery of the Council's services. • Customer Forum held with agents on an annual basis used to secure feedback on potential Service improvements.

and resolving specific on site issues during the construction process. In addition, officers have been at the forefront in helping to identify alternative sites for new school developments where the existing site is constrained. The success of the approach used for the school modernisation programme has resulted in a similar set up for the Council's housebuilding programme and proposals to address the Scottish Governments recently revised targets for nursery provision.

Customer Service Excellence

The Planning Service achieved Customer Service Excellence recognition in July 2014. The CSE approach is aimed at delivering excellent customer focussed services and keeping the customer at the heart of what we do. It requires the Service to test itself against 57 criteria, grouped under 6 headings – customer insight; culture; information and access; timeliness and quality of service; and delivery. At the time of the initial award five criteria were rated as compliance plus. Eight achieved partial compliance, requiring further work to be carried out to achieve the required standard.

The first of the annual reviews of the award was carried out in June 2015. This resulted in one



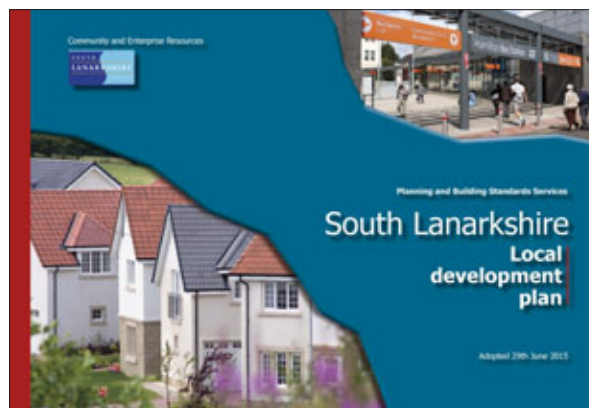
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further area being rated as compliance plus, with only three areas now judged as partially compliant. The additional compliance plus rating was achieved on the basis of what the independent assessor described as 'significant and very strong feedback from customers that the quality of service provided is outstanding and much more important to them than timeliness.' This reflects a culture within the Service of engaging with applicants to achieve a positive outcome for proposals through constructive negotiation and discussion. Work involved in achieving compliance in the five areas that were previously partially successful included the carrying out of additional customer surveys, including those which took place on the Local Development Plan; and the review of the Development Management Charter; the setting of more challenging performance targets; focussing on the needs of customers, involving improved engagement with them by officers, particularly at the pre-application stage; and improved access to information at public counters and the website.

The assessor noted that the service has a clear corporate culture of high quality customer service and that there is 'an undoubted commitment to deliver customer focussed services that is shared by all staff'. A further strength highlighted in the assessment is the effective way in which partnerships operate in practice.

South Lanarkshire Local Development Plan Customer Survey

The Council has a practice of regularly consulting with customers involved in the development management process. In order to similarly explore the experience and reaction of customers involved in the development plan process the on-line development plan system was used to publish a customer survey seeking the views of those taking part in the LDP consultation process. An analysis of the responses received showed that customers found the



staff involved in the process of preparing the LDP to be knowledgeable, easily contacted and helpful. The survey did however indicate that customers found the functioning of the on-line submission and consultation process to be difficult and that the format

and presentation of the documents, at the consultation stage, was not always clear. The Service intends to review the way in which the on-line system functions in order to simplify the process. In addition, in response to the concerns raised over the format of the consultation documents, particularly the SG associated with the LDP, when the finalised versions were published an increased use was made of images and colour to make the documents more engaging for readers.

Collaborative Placemaking Training

In March this year Kevin Murray and Associates delivered a one day course on Collaborative Placemaking to Planning and Regeneration Officers within the Council. This intensive, participatory workshop combined a site visit, with an applied group project. The framework for the day was built around short lectures on the purpose of charettes (aims/role, scales/controls, realities) and on the key considerations of placemaking (objectives, elements, measurement/outcomes). The objective was to deliver a hands-on, 'learning by doing' exercise that would give practising planners and their relevant placemaking colleagues an opportunity to work together on a collaborative project and develop a strategy for a real area. It also provided an opportunity for the participants to experience the application and use of the Scottish Government's Place Standard tool.

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District Valuer Training

The Council's existing policy on Developers' Contributions emphasises that it 'will aim to strike a balance between setting contributions at a level that addresses projected impact and ensuring that the development remains viable.' The Policy also explicitly states that contributions must:

- Serve a planning purpose;
- Be necessary to make the development acceptable in planning terms;
- Be directly related to the development;
- Be fair and reasonably related to the scale and kind of the development and;
- Be reasonable in all other aspects.



The importance of ensuring that the proper balance is struck between contributions and viability has previously been the focus of training for the Service. This year, in collaboration with the Council's Estates Service, the District Valuer (DV) provided training on 'Development Viability, Section 75 Issues and Enabling Development'. The DV was able to describe the kind of information needed to consider the question of viability and how it should be reviewed, including viability appraisals, valuation reports, abnormal development costs, build costs and market evidence.

In a number of cases this background knowledge, combined with the policy framework set out in the Development Plan and the supporting draft SG, has ensured that informed judgements can be made on the level of contributions to be provided.

In one case the calculation of contributions included identifying the affordable housing contribution in accordance with the formula set out in Council guidance (the value of the plot - as per the DV's report - divided by 2; times 25% of the total number of proposed houses); the determination of the education requirements, on the basis of the pupils generated by the proposal as assessed against the existing provision at nursery, primary and secondary level; and the establishment of community needs, by an

appraisal of the existing infrastructure against the demands generated by the development, and the clear identification of the need to improve the capacity of an existing hall. These figures were shared with developers and had been identified when in late 2013/early 2014 the Council had considered the draft plans first prepared for these sites, in response to their identification as potential development sites in the proposed LDP.

The developers in turn, at the subsequent application stage in January 2015, provided the Council with their abnormal costs, site investigation results and reports, construction costs, revenue predictions and development appraisal. This information was reviewed by the Planning service in co-operation with colleagues in both Estates and Technical Services. The outcome was the successful negotiation and identification of a figure for contributions that fairly recognised the need to ensure the viability of the development, but secured contributions that could be invested in areas where investment was a priority.

Supporting evidence - part 3

4.0 Supporting evidence

4.1 This section lists the evidence drawn on to support part 2 of the PPF

Customer Survey Results	Results obtained from applicants, agents and objectors are collated on an annual basis and the outcomes used to identify actions in the Service Plans and the Planning Service Improvement Plan.
Customer Forum results	Feedback from the informal sessions held with agents and architects is used to identify actions in the Service Plans and the Planning Service Improvement Plan.
Resource and Service Plan	Used to set out the Resource and the Service's actions aimed at delivering the Council's objectives.
Council Complaints Procedure	Complaints handling procedure identifies processes and procedures for responding to and addressing customer complaints. http://www.southlanarkshire.gov.uk/info/200170/comments_complaints_and_consultations
Performance Development and Review results	Used to identify individual staff training needs and Service improvement actions.
Adopted Minerals Plan	Sets out policy and guidance on Minerals Proposals. https://www.southlanarkshire.gov.uk/downloads/file/6301/adopted_minerals_local_development_plan_2012
Adopted South Lanarkshire Local Development Plan	Sets out policy and proposals used to guide decisions on applications and future land use. http://www.southlanarkshire.gov.uk/info/200145/planning_and_building_standards/39/development_plans/6
Approved Supplementary Planning Guidance on Residential Development and Design	Promotes the creation of residential developments of a design, quality and character which provide attractive, safe and sustainable environments. http://www.southlanarkshire.gov.uk/downloads/file/5448/residential_design_guide_2011
South Lanarkshire Development Plan Scheme 2016	Sets out the Council's programme for the preparation of local development plans to cover the South Lanarkshire area. http://www.southlanarkshire.gov.uk/downloads/download/48/
Supplementary Guidance on Development Management Place Making and Design	Sets out guidance on how the Council will consider and assess the design of proposed developments. http://www.southlanarkshire.gov.uk/downloads/file/9916/development_management_placemaking_and_design

Supporting evidence - part 3

Supplementary Guidance on Green Network and Greenspaces	Sets out guidance for developers, planning officers, other interested parties and groups on delivering a green network and green spaces. http://www.southlanarkshire.gov.uk/downloads/file/9920/green_networks_and_greenspace
Supplementary Guidance on Affordable Housing and Housing Choice	Sets out guidance for land-owners, land-agents and developers on how to factor an affordable housing contribution into cost calculations regarding land purchase and development. http://www.southlanarkshire.gov.uk/downloads/file/9919/affordable_housing_and_housing_choice
Supplementary Guidance on Green Belt and Rural Area	Sets out guidance for developers on the requirements for all new development proposed within both the Green Belt and the rural area http://www.southlanarkshire.gov.uk/downloads/file/9915/green_belt_and_rural_area
Supplementary Guidance on Town Centres and Retailing	Sets out guidance for developers on the requirements for development associated with town centres and retailing. http://www.southlanarkshire.gov.uk/downloads/file/9918/town_centres_and_retailing
Supplementary Guidance on Industrial and Commercial Development	Sets out guidance for developers on the requirements for development proposals in the employment land use areas identified in Policy 7 in the proposed plan. http://www.southlanarkshire.gov.uk/downloads/file/9917/industrial_and_commercial_development
Supplementary Guidance on Sustainable Development and Climate Change	Sets out guidance for developers on the requirements for all proposed development to minimise, mitigate and adapt against the effects of climate change. http://www.southlanarkshire.gov.uk/downloads/file/9914/sustainable_development_and_climate_change
Supplementary Guidance on the Natural and Historic Environment	Sets out guidance to assist in the consideration and assessment of all development that may have an effect on the character and amenity of the natural and built environment http://www.southlanarkshire.gov.uk/downloads/file/9921/natural_and_historic_environment
Supplementary Guidance on Renewable Energy	Sets out detailed policy and guidance for developers on the requirements for wind energy and other renewable energy developments. http://www.southlanarkshire.gov.uk/downloads/download/868/renewable_energy_supplementary_guidance http://www.southlanarkshire.gov.uk/downloads/file/10381/map_1_areas_of_significant_protection_north http://www.southlanarkshire.gov.uk/downloads/file/10382/map_1_areas_of_significant_protection_south http://www.southlanarkshire.gov.uk/downloads/file/10380/map_2_development_management_considerations_north http://www.southlanarkshire.gov.uk/downloads/file/10379/map_2_development_management_considerations_south
Draft Supplementary Guidance on Community and Infrastructure Assessment	Sets out draft guidance and advice on the detailed criteria for assessing contributions required for development proposals. http://www.southlanarkshire.gov.uk/downloads/file/10401/community_infrastructure_assessment
Council's Economic Strategy	Provides a framework for collective and integrated action to generate a change in the performance of the Council's economy. http://www.southlanarkshire.gov.uk/downloads/file/8508/south_lanarkshire_economic_strategy_2013_-2023 - 21

Supporting evidence - part 3

Development Management Charter	Sets out standards to be applied to the development management process. http://www.southlanarkshire.gov.uk/downloads/file/6570/development_management_charter
Enforcement Charter	Sets out standards to be applied to the enforcement process. http://www.southlanarkshire.gov.uk/downloads/file/57/planning_enforcement_charter
Green Network Design Guide	Provides guidance on the creation of high quality, managed and accessible greenspaces. http://www.southlanarkshire.gov.uk/downloads/file/4641/green_network_design_guide_2009 - 21
Advice on Windows and doors for listed buildings and conservation areas	Provides advice on installing replacement windows And doors http://www.southlanarkshire.gov.uk/downloads/file/7633/windows_and_doors_for_listed_buildings_and_conservation_areas
Shop front design guide	Provides advice on new shop fronts http://www.southlanarkshire.gov.uk/downloads/file/7507/shopfront_design_guide
Spatial Framework and Landscape Capacity for Wind Turbines Update (2016)	Update of the initial Spatial Framework and Landscape Capacity for Windfarms study done in 2013. Taking account of existing developments since 2013 it considers the capacity of the South Lanarkshire landscape to accommodate wind energy development. http://www.southlanarkshire.gov.uk/downloads/file/10362/part_1_sl_landscape_capacity_study_for_wind_turbines_february_2016 http://www.southlanarkshire.gov.uk/downloads/file/10360/part_3_sl_landscape_capacity_study_for_wind_turbines_february_2016 http://www.southlanarkshire.gov.uk/downloads/file/10368/part_8_sl_landscape_capacity_study_for_wind_turbines_february_2016
Coal mining legacy problems advice	Provides advice on how to address coal mining legacy problems. http://www.southlanarkshire.gov.uk/info/200219/planning_for_developers/679/coal_mining_legacy_problems
West of Scotland Archaeology Service Historic Environment Records	WoSAS interactive Map search illustrating archaeological sites. http://www.wosas.net/search.php
Online publications	Provide guidance on detailed aspects of the planning process.
Decision Making Process	http://www.southlanarkshire.gov.uk/downloads/file/10027/a_guide_to_the_planning_decision_making_process
Pre-application Consultation Process	http://www.southlanarkshire.gov.uk/downloads/file/10269/pre_application_consultation_guidance
Pre-application Discussions	http://www.southlanarkshire.gov.uk/info/200219/planning_for_developers/50/how_to_make_a_planning_application
Inclusive Design	http://www.southlanarkshire.gov.uk/info/200219/planning_for_developers/51/inclusive_design

Supporting evidence - part 3

High Hedges	http://www.southlanarkshire.gov.uk/downloads/file/8770/high_hedges_act_guidance_leaflet
Design and Access Statements	http://www.southlanarkshire.gov.uk/info/200219/planning_for_developers/51/inclusive_design/3
Planning Local Review Body	http://www.southlanarkshire.gov.uk/downloads/file/10645/guide_to_planning_local_review_body
Information leaflets	Provide information and advice on the need for planning permission for a range of householder proposals http://www.southlanarkshire.gov.uk/info/200218/planning_for_householders/953/do_i_need_planning_permission
Advice on Processing Agreements	Information and advice on Processing Agreements http://www.southlanarkshire.gov.uk/info/200219/planning_for_developers/1318/planning_processing_agreements
Video advising on planning application process	https://www.youtube.com/watch?v=ec7i16QIQ60 or http://www.southlanarkshire.gov.uk/info/200218/planning_for_householders/50/how_to_make_a_planning_application
Customer Service Excellence	Background to accreditation http://www.southlanarkshire.gov.uk/info/200173/council_performance/1488/other_performance_information/6
Public Performance Reporting	Individual performance reports which focus on key areas of Council business – 'Performance at a glance'. Planning (environmental and developmental) http://www.southlanarkshire.gov.uk/downloads/file/10561/develop_a_sustainable_council_and_communities http://www.southlanarkshire.gov.uk/downloads/file/10567/improve_the_quality_of_the_physical_environment
Wind Energy Map Information	Map showing location of windfarms and small scale wind turbine developments. http://www.southlanarkshire.gov.uk/info/200145/planning_and_building_standards/39/development_plans/8

Service improvements - part 4

5.0 Service Improvements 2016/17

5.1 The table below details the key commitments and actions for the coming year for future service improvements within Planning. The headings at the top of these tables also highlight how these commitments and actions link to and support the Council's vision, values, objectives and improvement themes as set out within the Council's Plan and reflected in the Resource and Service Plans.

Council/Resource Objective: Embed governance and accountability

Improve the user's experience and increase their understanding of the Planning Service				
Improvement area				
What will we do?	Why will we do it?	When will we do it?	What will it achieve?	How will we monitor and assess progress?
Hold a Local Forum with agents, and attended by both Planning and Economics Development officers, to provide service users with an opportunity to scrutinise the quality of the Planning and Economic Development Service.	To provide the recently amalgamated Services with an opportunity to directly engage with customers	By December 2016	Identify the needs and concerns of customers and an opportunity to identify responsive and customer focussed business processes.	Through appraisal and review of the actions taken in response to the issues raised at Forums, by the Planning and Economic Development Managers (PEDMs), and a review of the changes generated by the Forums.
Survey applicants/agents and objectors.	To evaluate and test their experience of the planning application process and to identify ways of improving the process.	By March 2017	Provide feedback on the performance of the planning application process from those directly involved.	Through appraisal and review of the actions taken in response to the issues raised in the survey, by the PEDMs and the Development Management Policies and Procedures Group, (DMPPG); and a review of the changes generated.
Prepare a video showing customers how to access and use the Council's planning portal.	To broaden the Service's methods of communication with its customers.	By March 2017	It will provide an alternative, more accessible, means of describing the operation of the portal to customers.	PEDMs to make a sub group responsible for preparation and reporting on implementation

Service improvements - part 4

Service improvements 2016/17

Council/Resource objective: Embed governance and accountability (continued)

Improvement area	Improve the user's experience and increase their understanding of the Planning Service			
What will we do?	Why will we do it?	When will we do it?	What will it achieve?	How will we monitor and assess progress?
Provide advice and guidance for customers on the implications of the centralisation of the Planning service in Hamilton.	The Service is in the process of centralisation its planning functions, and amalgamating with Economic Development. This will change the way in which customers access our services.	By September 2016	It will ensure customers are made aware of the changes and take account of them when they need to access our Services.	PEDMs to make Process Review group responsible for implementation in accordance with timescale.
Prepare a submission to address the year two re-assessment of Customer Service Excellence accreditation.	To address the areas of partial compliance noted in the assessment of the Service and to reaffirm CSE accreditation.	By July 2016	Retention of CSE status.	PEDMs to make a sub group responsible for preparation and submission of information.
Finalise the process for the formal logging and sharing with applicants of pre-application discussions.	To give applicants formal confirmation of the outcome of the process.	By December 2016	It will ensure customers have a clear understanding of the outcome of pre-application discussions.	PEDMs to make CSE group responsible for finalising the process.
Review the operation of the Development Plan management system.	To establish if the method of customer contact can be improved.	By November 2017.	It will establish if changes can be made to the system to ease the process for customers submitting information/ comments.	HQ Manager to progress with IT Services.
	To include a formal process that can project manage progress on plan preparation.	By May 2016	More systematic monitoring and control of the preparation process and timescales.	HQ Manager to progress and monitor.

Service improvements - part 4

Service improvements 2016/17

Council/Resource objective: Achieve the efficient and effective use of resources and promote performance management and improvement.

Improvement area	Improve the user's experience and increase their understanding of the Planning Service			
What will we do?	Why will we do it?	When will we do it?	What will it achieve?	How will we monitor and assess progress?
Develop a clear procedure for ensuring that the relevant Heads of terms for Section 75 Legal agreements are identified in advance of planning decisions.	To streamline the process.	By December 2016.	A reduction in the time taken to conclude S75 agreements.	PEDMs to make CSE group responsible for the preparation and introduction of the procedure.
Move to a new DM case work system and undertake the appropriate training for staff.	To ensure that the Council's system is fit for purpose.	By March 2016	It will provide a robust system which can be more easily maintained and updated.	PEDMs to be kept apprised of the work being done by the Project Team through its Planning Service members.
Establish a framework for integrated working between the planning and economic development elements of the new service.	To improve the delivery of planning and economic development services to customers.	By January 2017	The establishment of processes which will ensure co-ordinated planning and economic development advice is delivered to customers.	PEDMs to pursue and monitor.
Review the structure and organisation of the Service.	To take account of the opportunities and the challenges arising from the centralisation of the Service, and to assess alternative delivery mechanisms.	By March 2017	It will allow the Service to consider the alignment of staff resources to tasks, with a view to improving the delivery of its aims and objectives.	PEDMs to pursue and monitor.
Audit skills of planning staff and assess skills needs through the Performance and Development Review (PDR) Process.	To establish specific areas in which training is needed.	By July 2016	A detailed assessment of the areas in which training is needed.	PEDMs to review PDR outcomes and develop a programme of training.

Service improvements - part 4

Service improvements 2016/17

Council/Resource objective: Achieve the efficient and effective use of resources and promote performance management and improvement (continued)

Improvement area	Improve the user's experience and increase their understanding of the Planning Service			
What will we do?	Why will we do it?	When will we do it?	What will it achieve?	How will we monitor and assess progress?
Continue dialogue with IT on the potential for the introduction of 'mobile working'.	To ensure the Service can take advantage of flexible working and take account of its potential when assessing the implications of centralisation.	By March 2017	It will allow for a more flexible approach to the location of staff.	PEDMs to pursue in co-operation with Support Services and IT Services.
Explore the use of the Notebook facility on Council website to advise agents/applicants of legislation changes.	To ensure agents/applicants are aware of changes	By March 2017	It will help agents/applicant to prepare submissions that accord with up to date requirements.	PEDMs to make CSE group responsible for assessment.
Streamline the process for assessing sites submitted as part of the Local Development Plan process.	To make the process more effective and efficient.	By September 2016	It will ensure that the appropriate level of scrutiny is applied to sites and that decisions are made timeously on their suitability for inclusion in the LDP.	HQ Manager to progress with LDP officers
Work with those Council Services who lodge applications to ensure that their submissions accord with the appropriate requirements.	To improve the quality of the planning applications submitted to the Council for its own projects.	By December 2016	It will ensure that these applications are made valid on receipt and that the information needed to allow for consultation and assessment is available at the start of the process.	PEDMs to make CSE group responsible for liaison with the appropriate Council Services and for reporting back on progress.
Assess the potential for aligning the delivery of Roads Construction Consents, Building Warrants and Planning Permissions.	To identify the relevant challenges, opportunities and benefits.	By January 2017	It will identify the procedural challenges involved in delivering this outcome.	PEDMs to agree programme and monitor implementation

Service improvements - part 4

Service improvements 2016/17

Council/Resource objective: Improve the quality of the physical environment and support the local economy by providing the right conditions for growth, improving skills and employability

Improvement area		Improve the user's experience and increase their understanding of the Planning Service		
What will we do?	Why will we do it?	When will we do it?	What will it achieve?	How will we monitor and assess progress?
Undertake training with Forestry Commission on the application of the Control of Woodland Removal Policy.	To improve case officers' knowledge and understanding of the issues associated with the policy.	By March 2017	Further develop skills of staff in assessing development proposals.	PEDMs to monitor implementation.
Undertake training with the Glasgow and Clyde valley Green Network Partnership on the role and benefits of greenspaces.	To improve case officers' understanding of the need to consider green network issues when assessing development proposals.	By March 2017	Further develop skills of staff in assessing development proposals	PEDMs to monitor implementation.

Service improvements - part 4

5.2 Delivery of Planning Service Improvement Actions 2015/16

5.2.1 This section of the PPF sets out the commitments made on the previous year's service plan and the specific actions carried out in relation to these commitments, as well as the results of these actions.

5.2.2 The plan for 2015/16 identified 18 actions. Of this total 12 were completed over the year and 3 were partially

completed. With regard to training officers benefitted from two valuable sessions one held with West of Scotland Archaeology Service (WoSAS) and the other with Kevin Murray Associates. The former provided an opportunity to make officers aware of the expertise and knowledge available through WoSAS and the role they can play in addressing the need to take account of archaeology issues when considering development proposals. The latter session provide practical experience on how to incorporate place making principles into the process of developing and preparing a development solution for a 'real life' site. Development economics was once again a topic on which officers sought further training and, in co-operation with colleagues in the Estates Service, a session was set up with the District Valuer. This gave officers an opportunity to continue developing their understanding of issues surrounding the viability of developments sites, and the principles applied to development appraisals. Officers have also benefitted from attending training events covering a range of topics including current enforcement issues, managing customer experience, hazardous substances control, listed building improvements, and energy efficiency in traditional buildings.

5.2.3 The results of the customers surveys undertaken in 2015/16 continued to demonstrate a high satisfaction rate amongst that the agents and architects using the Council's Planning Service for the purpose of submitting planning applications. An extract from the results is provided below, together with some of the comments made by agents and architects. It was considered necessary, however to supplement this by seeking the views of those involved in the LDP process. A survey was promoted through the on-line development plan system seeking customer's views on this part of the Planning Service's work. Further details of the outcomes and the resulting actions are provided above.



Service improvements - part 4

	Excellent	Good	Poor	Very poor	Don't know
How would you rate the overall service provided by Planning	44%	48%	0%	7%	0%
The usefulness of advice and assistance given by Planning staff, prior to and after submitting applications	48%	44%	0%	7%	0%
The knowledge of Planning staff	52%	41%	0%	7%	3%
Time taken to reply to written enquiries	30%	50%	8%	4%	8%
The length of time taken to make a decision on your application	26%	48%	11%	4%	11%

- Officer was very helpful in dealing with application and proactive in contacting agent to keep them informed of progress.
- Exceeded expectation as we are more used to the poor service of other authorities.
- I only submit projects relating to extensions/garage conversions in the residential sector but am very happy with the service and assistance by the Planning team (admin and professionals).
- SLC planning generally embrace the principle of enabling development and work in partnership with applicants to find solutions to constraints, where possible and appropriate.
- Staff are first class....always very efficient.
- The level of service from the planning team was excellent. In discharging conditions conversations were very constructive and clear.
- Yes, good verbal support and written communication.
- Yes, timeous processing of applications, both planning and building control.
- Yes. Our application process represented an excellent joint working approach between the private and public sectors.

In a number of cases the responses acknowledge the Council's emphasis on working towards solutions in order to encourage, as stated in its Development Plan, development to take place in the right place, at the right time and be of the right quality.

5.2.4 The Planning Service first secured recognition through the Customer Service Excellence (CSE) scheme in July 2014. Following the first review of the CSE standard in July 2015 the service increased the number of criteria against which it scored compliance plus from 5 to 6, and reduced the number where it had originally scored partial compliance from 8 to 3. Through the application and review process the Service continues to have the opportunity to assess and consider its existing practices and procedures and identify areas which could lead to improvements in customer service.

5.2.5 At present the Service is working towards the second review of the CSE standard which will be carried out in summer 2016. This will look at one third of the statements previously assessed together with the three where partial compliance was achieved. The annual review obliges the service to focus its efforts on continuously improving its customer service. This review process is included in the Improvement Plan for 2016/17.

5.2.6 During 2015/16 the Service pursued its review of legacy cases. This has resulted in a significant reduction in the numbers which stood at 92 in 2014/15 and is now down to 46. The consequence, as indicated

Service improvements - part 4

above in the background information related to the Headline Indicators, is that average processing times have been skewed by the determination of small number of long outstanding applications.

5.2.7 In 2014/15 the Service had been involved in the Streamlining Planning Assessments project. This had identified the potential of identifying a more focussed consultation process. Consequently the opportunity was taken to develop clear guidance for case officers on when and who it was appropriate to consult on applications. In tandem with this work the protocol covering the Environmental services consultation process was also revised. This has helped to streamline the consultation process and further work to improve the protocols in place for both roads and flooding is programmed for 2106/17. This will be accompanied by some initial work on the potential for aligning the delivery of Roads Construction Consents, Building Warrants and Planning Consents.

5.2.8 Further details of actions taken and the progress made on the 2015/16 improvement plan are included in the table on the next page. Outstanding actions have been rolled forward to 2016/17



Service improvements - part 4

Service improvements 2015/16

Improvement area	Improve the user's experience and increase their understanding of the Planning Service		
What will we do?	Action carried out/Evidence	Complete	Comment
Hold a local forum with agents to provide service users with an opportunity to scrutinise the quality of the Planning Service.		No	<p>The forum was due to be held in early 2016. Initial discussions with agents/ architects indicated that there would be a benefit of having the forum expanded to include input from the Economic Development side of the new service.</p> <p>The format and programme is being revised to allow for a joint approach covering both aspects of the Service's work and the forum will be held in summer 2016.</p>
Survey applicants, agents and objectors.	<p>Surveys issued and results collated</p> <p>56% of respondents (including objectors) rated the Planning service as excellent or good.</p> <p>51.5% of respondents (including objectors) rated the advice given by staff in response to applications/ objections as good or excellent.</p> <p>92.5% of agents/applicants rated the Planning service as excellent or good.</p> <p>92.5% of agents/applicants rated the advice given by staff in response to applications/objections as good or excellent.</p>	Yes	<p>Results indicate Service viewed favourably by architects/ agents. The responses from objectors showed lower levels of satisfaction. This was investigated to establish if there was underlying procedural issues. It was identified that a number of objectors had been responding to the outcome of one particular application. In addition the Council IT security systems had made it difficult for objectors to lodge on-line petitions. In co-ordination with IT services action was taken to ensure that these submissions could be logged.</p>
Review and update the Development Management Charter.	Charter reviewed and updated. Published on Council website.	Yes	Changes made to reflect new internal procedures.
Prepare a submission to address year one re-assessment of Customer Service Excellence accreditation.	Evidence submitted in July 2015.	Yes	

Service improvements - part 4

Service improvements 2015/16

Improvement area	Improve the user's experience and increase their understanding of the Planning Service (continued)		
What will we do?	Action carried out/Evidence	Complete	Comment
Pursue the potential for identifying how applicants can specify a 'preferred method of contact' which would be used automatically by the DM system to issue all documentation.	The decision was made in 2015/16 to move to a new DM system. This has generated significant demands on the staff involved in its procurement and preparing for the move. It was therefore considered that the required IT changes needed to implement this action should be postponed. The system move will be completed in 2016/17 and the position reconsidered at that time.	No	Action postponed to 2017/18
Introduce a formal checklist describing all the points to be covered in pre-application discussions, and have completed list logged, recorded and shared with applicants.	Formal checklist now in use to assist case officers in discussions.	Partial	Next stage of formally submitting to applicants to be taken forward in 2016/17.
Survey customers who were involved during the preparation of and consultation on the Local Development Plan, including representees.	Survey made available through the on-line system used to manage the development plan participation process.	Yes	Results used to influence the approach taken to preparation of next development plan.
Review way in which Local Development Plan information is presented on the Council website.	Review undertaken in co-operation with Council's IT and web publications staff.	Yes	Layout and style adjusted to make them more visually engaging and accessible.

Service improvements - part 4

Service improvements 2015/16

Improvement area	Raise the quality and effectiveness of our business processes		
What will we do?	Action carried out/Evidence	Complete	Comment
Prepare advice note for case officers setting out a list of all potential consultees and describing the circumstances when consultation is appropriate.	Advice note prepared and available internally to case officers.	Yes	Note used to ensure that the level of consultation is relevant to and appropriate to the application being assessed.
Introduce dedicated report writing days for case officers.	Rotas introduced to ensure that officers, as required, can have an opportunity to pursue preparation of reports without interruption.	Yes	Has assisted in the preparation of longer, more complex reports.
Review and revise the existing protocols in place with Flooding, Roads and Environmental Services.	Environmental Services protocol reviewed and agreed. The decision was made to reorganise the structure in the roads and flooding service in 2015/16. This will be completed in summer 2016. The protocols will be reviewed when this has been completed.	Partial	ES protocol provides updated guidance on the consultation process.
Investigate potential for using social media in connection with the planning application and development plan process.	Following discussions with IT twitter was used to keep stakeholders informed of progress on the LDP.	Partial	Opportunity of extending this to use of facebook has been identified for 2016/17. The need to move to a new case management system has required the focus to be on managing this process and has postponed consideration of using social media in connection with applications to 2017/18.
Audit skills of planning staff and assess skills needs through the Performance and Development Review (PDR) Process.	Reviews completed and appropriate training needs identified.	Yes	Outcome used to identify potential training and succession planning opportunities
Continue dialogue with IT on the potential for the introduction of 'mobile working'.	Initial assessments carried out and options to be assessed identified.	Yes	The programmed centralisation of the Service in Hamilton will now influence the timing and nature of the scheme to be pursued.

Service improvements - part 4

Service improvements 2015/16

Improvement area	Raise the quality and effectiveness of our business processes (continued)		
What will we do?	Action carried out/Evidence	Complete	Comment
Explore the use of the Notebook facility on Council website to advise agents/applicants of legislation changes.		No	Action carried forward to 2016/17.
Review processes and procedures associated with section 75 legal agreements.	Procedures reviewed to ensure that cases where agreements are required are minimised. Guidance produced for both legal and planning on the information required to ensure agreement pursued timeously.	Yes	Number of case where S75 agreements required has reduced.

Improvement area	Raise our effectiveness in assessing the quality of development proposals		
What will we do?	Action carried out/Evidence	Complete	Comment
Undertake training with West of Scotland Archaeology Service.	Workshop held with West of Scotland Archaeology Service in January 2016.	Yes	Provided advice to DM/DP staff on the role of the Service and the assistance available.
Seek training for staff from Architecture and Design Scotland on place making and design, based around the content of the Council's Supplementary Guidance..	Opportunity taken to undertake a day long training exercise in March 2016, with an external provider, on place making and design - using a local site/example.	Yes	Provided a practical learning experience for DM staff on the application of place making principles to a specific site.

Official statistics - part 5

6.0 Official statistics

A: Decision-making timescales

Category	Total number of decisions 2015-2016	Average timescale (weeks)	
		2015-2016	2014-2015
Major developments	21	45.4	75.9
Local developments (non-householder)	635	16.3	14.9
• Local: less than 2 months	53.9 (%)	5.9	6.9
• Local: more than 2 months	46.1 (%)	28.4	13.9
Householder developments	746	7.7	7.3
• Local: less than 2 months	88.3 (%)	5.2	6.5
• Local: more than 2 months	11.7 (%)	26.7	13.9
Housing developments			
Major	11	38.7	67.4
Local housing developments	285	17.8	16.9
• Local: less than 2 months	52.3 (%)	6.1	6.8
• Local: more than 2 months	47.7 (%)	30.6	25.3
Business and industry			
Major	0	N/A	14.4
Local business and industry	79	10.3	12.8
• Local: less than 2 months	62.0 (%)	5.3	7.1
• Local: more than 2 months	38.0 (%)	18.4	19.7
EIA developments	0	N/A	14.1
Other consents*	216	8.8	12.8
Planning/legal agreements**			
• Major: average time	5	95.1	189.0
• Local: average time	3	134.4	89.9
Local reviews	3	8.0	8.5

* 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 and relating to agricultural and forestry development and applications for prior approval by Coal Authority or licensed operator under classes 60 and 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

Official statistics - part 5

B: Decision-making: local reviews and appeals

Type	Total number of decisions 2015-12016	Original decision upheld			
		2015-2016		2014-2015	
		No.	%	No.	%
Local reviews	3	2	66.7	6	85.7
Appeals to Scottish Ministers	20	10	50	6	75

D: Context

South Lanarkshire determined 1632 applications in 2015/16, this being a slight decrease on the previous year (1656). Some points to note relate to:

- Similar number of major determinations as last year, from 26 to 21;
- an ongoing increase in householder determinations from 730 to 746;
- a significant reduction in business and industry (local) determinations from 157 to 79;
- an ongoing reduction in electricity generation (local) from 55 to 33.

A summary of some of the key points is given below.

Decision-making timescales – There was a decrease in the time taken to determine major applications, from 75.9 weeks to 45.4 weeks. This figure was significantly reduced due to an improvement in dealing with housing (major) applications (from 136.1 weeks to 38.7 weeks) and with electricity (major) applications (from 162.3 weeks to 18.1 weeks).

While there has been a reduction in the average time taken for major applications, there has been a slight increase in the average time taken to determine most categories of local applications. Some comparisons with 2014/15 are shown to the right.

C: Enforcement activity

	2015-2016	2014-2015
Cases taken up	139	79
Breaches identified	207	256
Cases resolved	97	186
Notices served***	32	16
Reports to Procurator Fiscal	1	0
Prosecutions	0	0

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

Decision-making timescales	2014/2015 (in weeks)	2015/2016 (in weeks)
All local	11.0	11.7
Local (non-householder)	14.9	16.3
Householder	7.3	7.7
Housing (local)	16.9	17.8
Business and Industry (local)	12.8	10.3

Official statistics - part 5

The determination of longstanding legacy cases has affected these figures and indeed, if the pre-2009 applications were discounted, most categories show a reduction in average timescales. Significant progress has been made in the last year in clearing outstanding legacy cases and work on this will continue.

Therefore, it is considered that while figures have seen an increase in average timescales, there has been an improvement in most categories if legacy applications are omitted. This improvement continues to reflect the work done by the Service through its Process Review group.

Legal Agreements – The average time taken to conclude legal agreements has decreased from 113 weeks to 109.8 weeks. This in part reflects the policy emphasis on concluding agreements within 6 months and the outcome of the process improvement work referred to above. However the average figure does remain high but this has been affected by the conclusion of legal agreements associated with a small a number of legacy cases, particularly in respect of local developments.

Decision-making: local reviews and appeals – The Council dealt with only three cases through the local review process in 2015/16, down from four in the previous year. There was a reduction from 85.7% of the original decisions upheld, to 66.7%. The average time to determine an application subject to Local Review reduced from 8.5 weeks in 2014/15 to 8.0 weeks in 2015/16.

In terms of appeals to the Scottish Ministers, there was a significant increase in the number of appeals from 8 to 20, this number being more akin to previous years and being largely attributable to an increase in the number of appeals relating to wind turbines. In 2015/16 this accounted for 13 appeals (65% of all appeals). There has been an overall decrease in the percentage of appeals which had the original decision upheld, from 75% to 50%.

Enforcement activity – It is noted from the figures below that while the number of complaints received has fallen from 256 in 2014/15 to 207 in 2015/16, there has been an increase in the number of cases taken up and the number of notices served.

Enforcement	2014/2015	2015/2016
Cases taken up	79	139
Notices served	16	32
Breaches resolved	186	97

Workforce and financial information

7.0 Workforce and Financial Information - Part 6

7.1 South Lanarkshire's Planning Service is part of Community and Enterprise Resources. The Service's work is undertaken by 4 teams with a total of 41 staff. Support is provided by 12 clerical staff managed through the Resource's Support Services. The HQ team is based in the Community and Enterprise Resources HQ building in Hamilton. It deals with Development Plan preparation publishing and monitoring, and produces the associated Supplementary Guidance (SG). The Council's input to the preparation and monitoring of the Strategic Development Plan (SDP), is also co-ordinated through the HQ Team. It also handles all the minerals, waste and large scale windfarm applications.

7.2 The 3 other Teams, currently located in Lanark, Hamilton and East Kilbride, handle the vast majority of all the applications submitted in accordance with the requirements of the Town and Country Planning (Scotland) Act 1997, the Planning (Listed Buildings and Conservation Areas) (Scotland) Act 1997 and other associated legislation. They also assist the HQ team in the work on Development Plans, SGs and the SDP.

7.3 The fee income received for planning applications in 2015/16 was £1,633,948. The Service had a training budget of £17,000 for 2015/16. The budget allocated for 2016/17 has been reduced by 8% to £15,640. This has been 'top sliced' with £900 being given to the Improvement Service in exchange for training events they will deliver.

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

Note: Tier 1= Chief Executive, Tier 2= Directors, Tier 3= Heads of Service, Tier 4= Managers

		DM	DP	Enforcement	Other
Managers	No. posts	3	1		
	Vacant				
Main grade posts	No. posts	29	2	3	1
	Vacant				
Technician	No. posts		3		
	Vacant				
Office Support/Clerical	No. posts				12
	Vacant				
Total		32	6	3	13

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

Staff age profile*	Number
Under 30	2
30-39	9
40-49	8
50 and over	22

Above: *This information does not include the age profile of Office Support staff

Right : *1 – SLC has 4 Area Committees
*2 – Only 4 required

Committee and site visits	Number per year
Full Council meetings	25
Planning committees	9
Area committees (where relevant)	18* ¹
Committee site visits	0
LRB	13* ²
LRB site visits	0



South Lanarkshire
Planning Performance framework 2015-2016

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