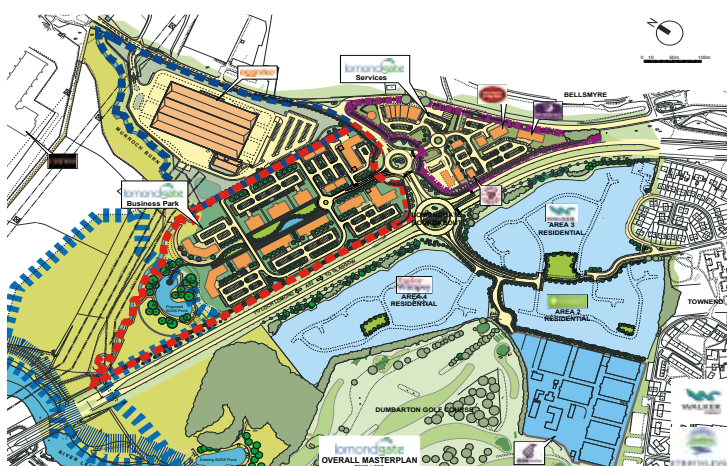


# West Dunbartonshire Council Planning Performance Framework



## Planning and Building Standards Service



**September 2013**



# Foreword

Welcome to the second Planning Performance Framework and thank you for your interest in the Planning and Building Standards service in West Dunbartonshire.

The feedback received from the Scottish Government on the first Planning Performance Framework for 2011/12 was

“a very positive report was produced which shows a shift towards planning reform and performance culture supported by evidence provided by customers and we welcome the commitment you are making to continuous assessment and improvement.”

This feedback from the Scottish Government and additional feedback from our benchmarking partners has influenced the Planning Performance Framework for 2012/13. It outlines our performance and demonstrates our achievements, actions and improvements in 2012/13.

West Dunbartonshire is a small local authority with just over 90,000 residents and is made up of rural, urban and waterfront locations. The Planning Authority area excludes parts of Balloch and the countryside to the east and west of Loch Lomond which lies within the Loch Lomond and the Trossachs National Park.

The economic situation continues to affect development of our key regeneration sites and the submission of planning applications. Whilst the Planning and Building Standards Service have adapted their structure and priorities in the last few years to assist the development of our key regeneration sites, developers have not been able to progress these sites. However, planning fee income and the submission of more significant applications has shown signs of improvement in 2012/13.

This Council has an ambitious vision for the area and has agreed to invest in job creation and large capital projects which are intended to bring economic growth to the area and improve the living, working and leisure environment for the people of West Dunbartonshire.

The Planning and Building Standards Service have an important role to play in the delivery of this vision.

The Council's planning application performance in 2012/13 continues to be amongst the best of all authorities in Scotland. The proposed West Dunbartonshire Local Development Plan will be issued for consultation in September 2013. It provides the Council's view of how West Dunbartonshire should be developed over the next 5-10 years. Elected members, Community Councils and the local community have been fully consulted at each stage of the plan process.

This year the Technical Support Team were highly commended at a UK awards ceremony for the Corporate Address Gazetteer, which ensures accurate address details for each property in West Dunbartonshire. They were one of only four teams from Scotland nominated for awards at the event. The Planning Service has also been shortlisted in the Scottish Awards for Quality in Planning 2013 in the category of private and public partnership. The result will be announced in November.

I hope you enjoy reading the Framework and I would welcome your feedback.

Pamela Clifford

Planning and Building Standards Manager

September 2013

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# National Headline Indicators (NHIs)

Key Outcomes	2012-2013	2011-2012
<b>Development Planning:</b> <ul style="list-style-type: none"> <li>Age of Local/Strategic Development Plan(s) (full years) <i>Requirement: less than 5 years</i></li> <li>Development Plan Scheme: on track (Y/N)</li> </ul>	3 years  Yes	2 years  Yes
<b>Effective Land Supply and Delivery of Outputs</b> <ul style="list-style-type: none"> <li>Effective housing land: years supply</li> <li>Effective housing land supply</li> <li>Housing approvals</li> <li>Effective employment land supply</li> <li>Employment land take-up</li> <li>Effective commercial floor space supply</li> <li>Commercial floor space delivered</li> </ul>	8.82 years 2,823 units 3,024 units 34.16 ha 5.74 ha 30,250 m <sup>2</sup> 0 m <sup>2</sup>	8.29 years 2,639 units 3,357 units 34.23 ha 1.95 ha 30,250 m <sup>2</sup> 0 m <sup>2</sup>
<b>Development Management</b>  <b>Project Planning</b> <ul style="list-style-type: none"> <li>Percentage of applications subject to pre-application advice (major)</li> <li>Number of major applications subject to processing agreement or other project plan</li> <li>Percentage planned timescales met</li> </ul> <b>Decision-making</b> <ul style="list-style-type: none"> <li>Application approval rate</li> <li>Delegation rate</li> </ul>	  100% 0 % n/a  95% 80%	  100% 0%  94% 83%
<b>Decision-making timescales</b> Average number of weeks to decision: <ul style="list-style-type: none"> <li>Major developments</li> <li>Local developments (non-householder)</li> <li>Householder developments</li> </ul> <b>Enforcement</b> <ul style="list-style-type: none"> <li>Time since enforcement charter published / reviewed (full years). Requirement: review every 2 years</li> <li>Number of breaches identified / resolved</li> </ul>	  20 12 7  Revised Enforcement Charter to be approved by Committee October 2013 32/24	  34 14 7  2 years (updated Feb 2010)  27

### **Contextual Statement (reasons/factors which have influenced performance and any increase /decrease)**

The 2012 Development Plan Scheme indicated Proposal Plan would be published in March 2013. This was delayed owing to additional work being undertaken on Plan following consultation with the Scottish Government and Key Agencies on an early draft of the Plan. The Proposal Plan will be published in September 2013 in line with 2013 Development Plan Scheme. Housing figures based on draft 2013 Housing Land Audit (dated 31/3/2013) prior to consultation with Homes for Scotland and RSLs. The Effective Housing Land Supply figure is the number of houses expected to be built in West Dunbartonshire from 2013-2020. The 'years supply' figure is calculated by dividing this by 320, our LHS Housing Supply Target. Housing approvals is the total number of unoccupied and supply houses with planning permission. Effective commercial floorspace supply is based on Local Plan allocations and permissions on which retail development over 1,000 sq.mt can be achieved, and on which there was progress by way of discussions during 2011/12.

All major applications were subject to pre application advice which is consistent with the developer's protocol and the focus of the Service. All pre application advice for all planning applications in 2012-13 is now formally recorded since January 2013. Previously it was recorded informally.

There were no processing agreements associated with major applications for 2012-13 despite being offered to developers although some developers have agreed timelines as an alternate to a processing agreement. The Service will continue to encourage developers to enter into a processing agreement or project plan for complex major applications

The approval rate for applications continues to rise with only 5% of applications being refused. This Council continues to work with applicants to revise their proposals to make them more acceptable as a way of encouraging economic growth of the area rather than just refusing the applications.

This Council has extensive delegation powers for planning applications. However the delegation rate has been affected by a number of minor applications which the Council has an interest in that are requiring to be determined by the Planning Committee due to the scheme of delegation. In an area like West Dunbartonshire where there are a large number of Council housing and where the Council is actively involved in regeneration projects this has an impact on the delegation rate. Between June 2011 and June 2013, 53% of all applications that went to Committee where Council interest applications. The Council is in the process of revising its Scheme of Delegation which will be referred to Council in October. The proposed changes will remove local and household applications where the Council has an interest in the land or development and should result in a higher delegation rate in future years.

The Development Management team has perform well on both householder and local development in terms of the two month timescale and average number of weeks to decision. Where the householder development and local development are over 2 months, the average number of weeks has been reduced especially for local development which has been halved due to officers being more focussed on average number of weeks rather than two months period.

Of the 3 major application decisions the average number of weeks for determination was 20 weeks which was a substantial decrease in last year for major applications. This is a good figure as the applications included a housing development with complex contamination issues to resolve, a large recycling facility for the West of Scotland and a major retail development.

# Defining and Measuring a High-quality Planning Service

## Open for Business

**Outcome : Investors are aware of development opportunities in West Dunbartonshire and are encouraged to investigate these.**

### Developers Protocol

The Planning Performance Framework for 2011-12 provided details of the Developers Protocol and feedback from developers regarding the document as a means of facilitating development. It continues to provide the basis of pre application discussions and liaison meetings for development proposals. It has enabled consultees to be brought around the table so that developers can be aware of and address issues before the submission of the application. This has resulted in applications being submitted with the necessary reports and necessary documentation enabling the application once submitted to be processed efficiently. It is also an opportunity for the developer to discuss with consultees the reasons why certain information is required in terms of the consideration of the application. This approach has been useful for sites where there has been a history of contamination or complex roads issues.

### Planning - Regeneration - Asset Management Liaison

Managers and team leaders from the three service areas covering planning, economic development and asset management meet formally every second month to update each other on their activities with regard to development sites within the area. These meetings allows for information to be shared and connections made on a more comprehensive basis allowing all to be kept abreast of developer activity and interest. The group has a specific focus on the Council's Property and Land Disposal's Strategy. The Council owns several potential development sites. These have the capacity to meet housing needs in the private, social and particular needs sectors, and also to bring significant investment and jobs to the area. The group is working on making these sites attractive to developers, including undertaking a technical and market appraisal.

### Roads Liaison Meetings and Planning and Roads Protocol

Monthly meetings are held between the Managers and Team Leaders of the Roads and Planning Services. This is an opportunity to discuss issues on key development sites and to discuss the nature and speed of responses to consultations on planning applications as well as other related planning and roads matters. Through the regular liaison meetings a Planning and Roads Protocol has been developed. The protocol sets out the respective roles and responsibilities of the Planning and Roads Services in the development management process and it identifies the scope for a co-ordinated approach between the Development Management and Network Management Teams. The Protocol will be finalised in September 2013. The regular Planning and Roads liaison meeting is also an opportunity for the Roads Service to give input and comments into the local development plan process.



## Review of Legal Obligations

Planning officers held detailed discussions with a local housing developer regarding a planning obligation which was signed at a time when the market was buoyant with continued growth and ambitious development expected in Dumbarton. Following the downturn, the requirements of the planning obligation came to be viewed as a constraint on development and it was recognised that a reassessment of the required road improvements would assist in facilitating development of the developer's two sites. Detailed discussions took place with the developer, the Council's Road Service and Economic Development Service and a revised combination of road improvements were agreed. The modification to the planning obligation sets out clearly what the developer will be expected to contribute, providing certainty and removing a significant barrier to the development of new housing in Dumbarton. The proposed modifications still allow the improvements to take place but be delivered through a different mechanism.

The proposed modifications were in line with Circular 3/2012 on Planning Obligations and Good Neighbour Agreements. Prior to the application for the above modifications being presented to Planning Committee, a report was put to Planning Committee advising elected members of the recent advice of the Scottish Government regarding modification and discharge of planning obligations.

"WDC planners have been open to the reality of the current economic climate and have worked closely with Turnberry to achieve a mutually satisfactory outcome whereby the infrastructure required can be delivered within a revised framework.

The willingness of the Council to reassess the S75 has enabled Turnberry to continue with the redevelopment of this significant brownfield site with the added benefit of safeguarding local jobs." Elaine Mooney Director of Turnberry Homes



## High Quality Development on the Ground

**Outcome: Residents and visitors recognise the improving quality of design and places in West Dunbartonshire.**

### Lomondgate Dumbarton

The use of regular liaison meetings continues to facilitate the progress of development at Lomondgate. The Lomondgate liaison meeting is used to facilitate high quality development on the ground and has allowed detailed discussions to take place regarding various elements of the development, such as the new housing development and roadside services area. The liaison meeting has become a place where the various developers involved have been able to receive advice on their proposals. The partnership between the developer (Walker Group), the public (West Dunbartonshire Council) and the third sector (Strathleven Regeneration Community Interest Company) has been shortlisted in the category of private and public partnership in the Scottish Awards for Quality in Planning 2013. To date, 234 houses had been occupied or under construction at Lomondgate and a quality residential environment is taking shape.

"Not lip service partnership but genuine, effective, enduring partnership, yielding tangible results in the most challenging of circumstances. Underpinned by mutual trust and respect and shared commitment. Team-based culture at liaison meetings. It is worth noting that the partnership approach to planning has influenced decisions not to proceed with certain development-something which is invisible to the outside world"

David Hastings Chief Executive of Strathleven Regeneration Community Interest Company.  
"Lomondgate is the one thing which is giving local people hope just now" Lennox Herald

### First Council Housing in 25 years

A working group was set up by our Housing colleagues in 2011 to progress the delivery of new Council houses. Planning officers have been involved in the group from the outset identifying and helping to resolve technical issues and participating in the design process. The involvement of planning officers from an early stage has meant that planning applications have been accompanied with the necessary information to allow them to progress quickly. At 31<sup>st</sup> March 2013 permission had been granted for 39 houses, and development of these high quality new residential areas was well underway.



John Kerr Housing Strategy Manager West Dunbartonshire Council

"The attendance of Planning and Building Standards greatly assisted the 3 projects, particularly at the stages leading up to planning application and throughout the process of planning. The Officers were able to provide advice on the design of each project in terms of adjacent properties and historically developments in the area. The timescales involved in the project were extremely tight and would not have been met without the presence of the officers. Throughout the process both the Planning and Building Standards Officers were able to identify problematic areas and assisted in resolving these whilst assisting with managing risks."

### **Dumbarton Academy**

A key strategic priority for the Council was the delivery of a new school on the site of the present secondary school. The construction of a new school on the existing site was a challenge in planning terms as it is located in an established residential area. A previous application for the school was refused as it was considered overdevelopment of the site. Detailed discussions took place between the Council and the applicant to ensure that the sheer bulk and scale of the development and its impact on residential properties was reduced through the appropriate use of different design elements, materials and implementing a layout which makes the best use of the site. Concerns were raised by Environmental Health and local residents regarding noise from the two floodlit synthetic pitches and various solutions were discussed such as an acoustic fence, changing the layout of the pitches. In the end the concerns of the residents and Environmental Health were addressed by a condition restricting the time when the pitches could be used and the pitches were only to be used by Dumbarton Academy.





### Residential Development Principles for Good Design Supplementary Guidance

Design is an important material consideration in determining planning applications and there is growing recognition of the value which good design adds to new development and to the wider area. Some modern residential developments have been criticised for being poorly laid out and lacking in character. Often in the design of previous housing developments they have been overly influenced by technical standards in particular for road construction and the developers natural desire to maximise the number of units on site. The Council started work on putting together new guidance on the design of new residential development. The guidance was to be based on a more design-led approach rather than standards-based. Workshops and meetings were held with key stakeholders such as Roads, Environmental Health, Development Management and Forward Planning officers. The supplementary guidance will form an accompanying document to the Local Development Plan.

### Sustainable Placemaking in Dumbarton

Architecture and Design Scotland (A+DS) partnered the Council in undertaking a Sustainable Placemaking exercise in Dumbarton. This involved a number of workshops with a variety of stakeholders with an interest in Dumbarton, with the purpose of informing a future urban framework for the town centre and waterfront area. The exercise tested different scenarios for the future development of Dumbarton town centre and waterfront including current strategies which were formulated pre-2008 and involved significant private sector investment, significant public sector investment in projects such as a new school or Council HQ, and small scale and incremental interventions. This work has informed an ongoing project to prepare a new commercially-realistic strategy for Dumbarton Town Centre. Whilst there has not yet been any development on the ground, the exercise contributes towards the requirement for this to be of quality when it comes.

# Certainty

**Outcome: Customers of the Planning Service are confident that the Council's advice, processes, engagement and decision-making are consistent.**

## Development Plan

The Council has an up-to date Development Plan (SDP approved May 2012, LDP adopted March 2010) and 99% of planning decisions taken in 2012/13 were in accordance with the Development Plan. The new Local Development Plan is on track to be adopted within 5 years of adoption of the previous plan, thus maintaining an up-to-date Plan.

The development plan scheme is reviewed and updated on an annual basis.

A collaborative approach has been taken to preparing the Proposed Plan. Workshops have been held with Key Agencies on the Esso Bowling site and the Lomond Canal to resolve concerns raised in their MIR responses. Early drafts of the Plan text have been shared with the Key Agencies. Four workshops have been held with Elected Members on the content of the Proposed Plan so to obtain their 'buy-in' ahead of the Plan going to Committee. Several workshops have been held with Forward Planning and Development Management to go over policy wording in detail. This collaborative approach has resulted in some slippage in the publication of the Proposed Plan, but should result in a better Plan and a smoother path to adoption.

## Processing Agreement

Officers have been encouraging developers to enter into a processing agreement for major developments. To date, however, no processing agreements have been signed. Officers continue to promote the use of processing agreements. To date, uptake has been limited, largely due to the low number of major development applications. Some developers have preferred to use a less formal mechanism such as an agreed timeline. An application for 10 wind turbines at Merkins Farm has been subject to an agreed timeline for the submission of outstanding information.

## Elected Member Involvement in Pre-application Discussions

Good pre-application consultation removes as much uncertainty as possible for the developer allowing the proposal to proceed with more confidence and reducing the risk of abortive costs arising from failed applications or expensive redesign work. The developers protocol promotes pre application discussions with officers, however it does not address elected members input and often developers wish to have input from elected members. Some members have expressed anxiety about participation in pre-application consultations due to a concern that this could be seen as pre-judging an application or compromising their impartiality. A report was presented to Planning Committee suggesting alternative approaches for pre-application consultations with elected members. It was agreed that elected member engagement should be by way of written briefings and a developer presentation. This is formalised in a protocol which will sit alongside the other two protocols promoting the pre-application service and the liaison meetings.

## Communications, Engagement and Customer Service

**Outcome: Customers of the Planning Service are satisfied with the level of communications, engagement and service**

## Customer Service

The Customer Charter for Planning and Building Standards outlines what service standards the customer can expect and how they can help us to achieve them. It provides general service standards regarding telephone, letter, email communication, meetings and feedback. It specifies service standards for the Development Management, Forward Planning and Building Standards Teams in a clear, accessible and easy to read form.

Our modern reception facilities continue to get good feedback from the public on a regular basis and our facilities allow a modern Planning and Building Standards Service to be delivered. In a recent survey of visitors to the front reception all of the visitors who completed the survey found the front reception area and the information and displays such as the customer charter, exhibition material, visual display and access to PCs to be good to excellent.

## Council website - Planning Pages

The Planning and Building Standards website was revamped in August 2012. It provides the opportunity to submit and comment on planning applications, with 47% of planning applications submitted online in 2012/13. The Local Plan is available to view via OLDP and in pdf, and in 2012/13 the website was used as part of the MIR consultation process. Guidance and information on planning matters is also available online.

## Planning and Building Standards Forum

A lunchtime forum was held in August 2012 to make agents and users aware of updates and recent changes to Planning and Building Standards legislation and to give them the opportunity to voice and discuss any issues with the service. Key service documents such as the developers protocol, operational plan for 2012/13 and the Customer Charter were circulated. Following feedback received from the attendees, alterations have been made to the service in terms of being more open in terms of the use of timelines for project programming purposes, ensuring that relevant and up to date planning information is available on the website and encouraging our consultees to identify issues at an early stage and provide direction for issues through the use of protocols and liaison meetings.

DELIVERING A

# BRIGHTER FUTURE

WEST DUNBARSHIRE COUNCIL'S  
PLANNING AND BUILDING STANDARDS FORUM  
Thursday 30th August 2012



West Dunbartonshire  
Council

## Planning and Building Standards Customer Charter



### Agenda

Forum Registration <i>Refers to the Planning &amp; Building Standards Forum</i>	12.00 - 12.30
Networking opportunities & light lunch	
Welcome & Introduction <i>Forum Officer, Planning &amp; Building Standards Manager</i>	12.30 - 12.35
Building Standards <i>Cable Newsroom, Town Leader, Building Standards</i>	12.35 - 12.50
Development Management <i>Forum Officer, Town Leader, Development Management</i>	12.50 - 13.05
Forward Planning <i>Forum Officer, Town Leader, Forward Planning</i>	13.05 - 12.30
Q & A Session	13.20 onwards

**Please remember to fill out our questionnaire**

Thank you for your attendance

# Efficient and Effective Decision-making

**Outcome: Customers of the Planning Service are satisfied that it is efficient in dealing with matters.**

## **Committee Structure**

The Planning Committee is one of only a few Council which meets monthly. During a recent review of Council Committee cycles the importance of a monthly Planning Committee was stressed. The monthly Planning Committee allows applications to be determined efficiently and enables this Council to maintain one of the highest levels of performance in Scotland. In 2012-13 48 applications went to Committee 20% and 17 site visits took place in 2012-13 and 42% were determined within 2 months. Site visits take place for all applications subject to objection at where a site visit would provide a better understanding of the proposed development.

The Councils approved scheme of delegation strikes a good balance between allowing officers to deal with straightforward planning applications and the Planning Committee focusing on more complex or controversial applications. The scheme of delegation is presently being reviewed following legislative changes and a revised scheme of delegation is to be considered by the Council in October 2013.

## Effective Management Structures

**Outcome: Customers and staff are satisfied that the Planning Service is well-managed and resourced.**

### **Joint Working**

In the last 2 years Planning and Building Standards have adapted their structure and priorities to assist the development of our key sites. The centralisation of the service has allowed the four teams (Building Standards, Development Management, Forward Planning and Technical Support) to better interact and co-ordinate their work. Following a recent review of workload, area boundaries for development management officers have been re-arranged to accommodate the increased demand in a certain area. A similar exercise was undertaken for Building Standards. One of the advantages of the existing structure is it is flexible and allows working between teams. Officers from Development Management have been able to assist in the preparation of the proposed Local Development Plan and have been producing supplementary guidance. It is proposed that this joint working between the Development Management and Forward Planning teams will continue in terms of the preparation of further supplementary guidance associated with the Proposed Plan.

### **Team Meetings**

The Development Management, Forward Planning, Building Standards and Technical Support Teams meet regularly to progress workload, share good practice and ensure that decisions and procedures are correctly applied and dealt with. Regular meetings are held between Team Leaders and the Planning and Building Standards Manager which allows operational matters to be developed and progressed. The Manager contributes to fortnightly Management meetings held by the Head of Regeneration and Economic Development.



# Financial Management and Local Governance

**Outcome: An improving, financially efficient service is provided**

## **Achieving a balanced budget**

The service budget is discussed regularly at Team Leader and Management Team. Regular meetings are held with the Service accountant to ensure that outturn is being achieved. Planning application fees are monitored on a monthly basis to ensure that the estimate of fees is reflected accurately in the actual fees. Meetings take place in advance of the budget being finalised for the following year to ensure that all costs and outgoings are taken into account. The downturn in the economy has had a major impact on the submission of planning applications. However in the latter half of 2012 and beginning of 2013 there was an increase in the submission of more significant applications and this has resulted in planning fee income being above projected outcome and the highest level it has been for a number of years.

# Culture of Continuous Improvement

**Outcome: Customers and staff are aware of an improving quality of service.**

### **PDP and Training**

All Planning and Building Standards staff have a Performance and Development Plan (PDP) which is undertaken on annual basis and kept under review through the year. Their training requirements have been identified in the Departmental Training Plan and this is supported through both the Service budget and Departmental budget to ensure that training requirements are met. Staff are encouraged to attend both internal and external courses in line with their PDP in order to develop their professional competence and a record is maintained of their attendance and assessed at the end of the PDP year.

In 2012/13 the Service Manager and Forward Planning Team Leader attended the Improvement Service's 'Leading for Outcomes' course, a six day management course. Three staff members attended the A+DS Design Symposium 2012, a two day course focussing on sustainable placemaking as well as other staff members attending courses run by the Improvement Service, Trevor Roberts, IDOX and by the Council, on matters such as enforcement, design issues, document management and team leader skills.

### **Benchmarking Partners**

The group which comprises of West Dunbartonshire, East Renfrewshire, Renfrewshire, East Dunbartonshire, North Ayrshire and Inverclyde Councils continues to meet on a regular basis to share good practice and to benchmark on specific planning issues. Recently the group met to share the feedback received on their respective Planning Performance Frameworks and to discuss PPF 2. The outcome of the meeting was the production of a short guide of what makes a good PPF. The benefits of the partnership continue to extend beyond the meetings with an email group used to exchange information and to get views on specific planning issues.

# Supporting Evidence

## Open for Business

- Developers Protocol - Facilitating Appropriate Development on Key Development Sites
- Planning Obligations - Planning Committee Committee Report - June and August 2013
- Planning and Roads Protocol

## Quality Development on the Ground

- Photographic evidence of development
- Sustainable Placemaking Programme report on Dumbarton

## Certainty

- West Dunbartonshire Council  
<http://www.west-dunbarton.gov.uk>
- Elected Member Involvement in Pre-application Discussions Planning Committee - 7 November 2013

## Communications, Engagement and Customer Service

- Customer Charter
- Feedback from Planning and Building Standards Forum
- Customer Satisfaction Survey Results

## Efficient and Effective Decision-making

- West Dunbartonshire Council  
<http://www.west-dunbarton.gov.uk>

## Effective Management Structures

- Planning and Building Standards Service Structure

## Financial Management and Local Governance

## Culture of Continuous Improvement

- Planning and Building Standards Training Matrix 2012-13
- Minutes and agenda of benchmarking group

## Service Improvements: 2013-14

- Promote and implement the Developer Protocol in terms of pre application service and regular liaison meetings with key developers;
- Implement elected member involvement in pre application discussions;
- Assess the effectiveness of pre-application discussions for major proposals;
- Review the approved scheme of delegation for planning applications;
- Prepare development briefs for Council disposal sites;
- Implement residential development guidelines;
- Provide guidance on trees and publicise trees protected by TPO;
- Continue to encourage greater use of electronic communication and document management systems to improve service delivery and to be more cost effective;
- Hold a Planning and Building Standards forum to allow regular contact with frequent users of the service;
- Carry out Customer surveys to measure customer satisfaction with the Planning Service and identify areas for improvement ;
- Benchmark with other authorities on processes, best practice and cost;
- Review the Environmental Heath Protocol and implement the Roads Protocol ;
- Review and undertake individual PDPs and implement training implementation plan;
- Implement training needs of elected members in conjunction with Improvement Service.



# **Service Improvement 2012-13**

## **Commitments/actions**

### **Promote and implement the Developer Protocol**

- The developers protocol is available on the web site and used in discussions with developers

### **Assess the effectiveness of pre-application discussions for major/significant proposals of surplus Council land**

- All pre application discussion is now recorded.

### **Establish regular liaison meetings with Councils Asset Management Team and progress disposal of surplus Council land**

- A regular liaison meeting now takes place every 2 months with Planning, Regeneration and the Asset Management Teams and discussions are taking place regarding the Councils land disposal strategy.

### **Implement residential development guidelines**

- Guidelines have been drafted and approved for consultation at the same time as the Proposed Local Development Plan.

### **Provide guidance on trees and update on TPOs on Council website.**

- Initial work on the guidance has taken place. However this action will be carried forward to next year.

### **Encourage greater use of electronic communication and document management systems to improve service delivery and to be more cost effective.**

- This has been very successfully implemented with the majority of correspondence and decision notices sent electronically. In 2012/13 47% of applications were submitted electronically.

### **Review Enforcement Charter**

- This has been done and will be submitted to the October 2013 Planning Committee for approval

### **Continue to benchmark with other authorities on processes and best practice**

- Benchmarking meetings take place every 3 months and there is regular communications by email to share information and advice.



**Progress the action plan on the key recommendations of Audit Scotland regarding modernising the planning system.**

- The action plan has been implemented and this Council is one of the authorities taking part in the HOPS/Scottish Government initiative regarding costing the Planning Service

**Undertake a peer review of the effectiveness of the new structure and engagement with developers**

- A review of the structure has taken place as part of an overall report regarding future service delivery which was part of an overall departmental service review.

**Set up a regular meeting the Service Manager and staff of all four teams to provide an up date of projects and achievements**

- A Development day for Planning and Building Standards is taking place on 9 October 2013

**Undertake half-yearly and end of year PDP reviews**

- All staff have an up to date PDP and there is a training plan based on PDP.

# Planning Performance Framework Official Statistics

## Decision-making Timescales

Category	Total number of decisions 2012-2013	Average timescale (weeks)	
		2012-13	2011-12
<b>Major developments</b>	3	20.38 wks	34 wks
<b>Local developments (non-householder)</b>	87	12.45 wks	14 wks
Local: less than 2 months	67.8 (%)	7.1 wks	7.3 wks
Local: more than 2 months	32.2 (%)	23.8 wks	33 wks
<b>Householder developments</b>	129	7.3 wks	8.3 wks
Local: less than 2 months	95 (%)	6.87 wks	7.2 wks
Local: more than 2 months	5 (%)	15.33 wks	22.3 wks
<b>Housing developments</b>			
<b>Major</b>	1	22.7 wks	14.4 wks
<b>Local</b>	21	15.57 wks	
Local: less than 2 months	43 (%)	7.1 wks	7.6 wks
Local: more than 2 months	57 (%)	21.9 wks	42.7 wks
<b>Business and industry</b>			
<b>Major</b>	0	n/a	13.5 wks
<b>Local business and industry</b>	23	11 wks	
Local: less than 2 months	74 (%)	6.6 wks	7.3 wks
Local: more than 2 months	26 (%)	23.5 wks	28.6 wks
<b>EIA developments</b>	1	23.3 wks	0
<b>Other consents*</b>	24	6.85 wks	2
<b>Planning/legal agreements**</b>	3		
<b>Local Reviews</b>	0	n/a	7

\* Consents and certificates: Listed buildings and Conservation area consents, Control of Advertisement consents, Hazardous Substances consents, Established Use Certificates, certificates of lawfulness of existing use or development, notification on overhead electricity lines, notifications and directions under GPDO Parts 6 & 7 relating to agricultural and forestry development and applications prior approval by Coal Authority or licensed operator under classes 60 & 62 of the GPDO.

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

Type	Total number of decisions	Original decision upheld	
		2012-2013	2011-2012
Local Reviews	0	n/a	2 (29%)
Appeals to Scottish Ministers	6	3 (50%)	1 (100%)

	2012-2013	2011-2012
Cases taken up	66	27
Breaches identified	32	
Cases resolved	24	
Notices served***	2	0
Reports to Procurator Fiscal	0	0
Prosecutions	0	0

\*\*\* Enforcement notices; breach of condition notices; planning contravention notices; stop notices; temporary stop notices; fixed penalty notices; and Section 22 notices.

# Workforce and Financial Information

## Budget

The revenue budget for 2012/13 continues to be heavily biased towards employee costs and related items. The main payments to other agencies and bodies are for the Strategic Development Planning Authority, the Archaeology Service and The Green Network. The main source of external income is from application fees and related items; and fee income continues to be low due to the economic recession. For the year 2012-13 planning application fee income was £260,703 which was a rise on the previous year.

## Employees

An organisational chart is shown in Appendix 1. Planning and Building Standards has a total of 22.5 FTE employees consisting of a Service Manager, 5 in Development Management, 3.5 in Forward Planning, 5 in Building Standards and 8 in Technical and Administration support.

All four teams working together in one large open plan office in Rosebery Place Clydebank.

The continued development of electronic means of communication is essential for a modern planning and building standard service and it has helped to deliver good customer access and reduce the cost of the service. Good and up to date web information is essential. In 2012-13 47% of applications were submitted online and for 2013-14 early indications show that this figure is likely to be even higher.

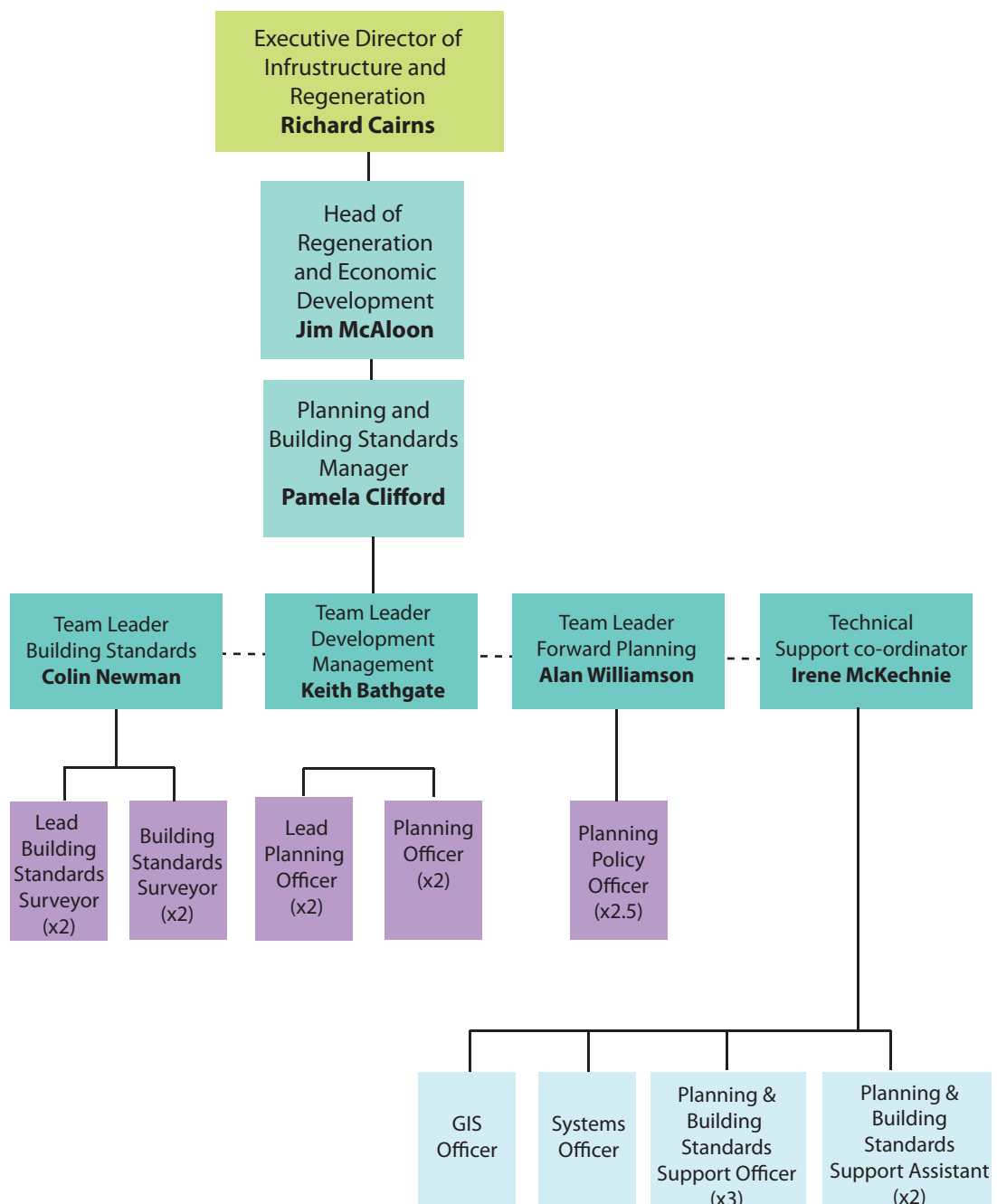
## Training and Development

New training has been required as staff take on new roles and responsibilities. The technical and administrative support staff has required the greatest degree of training as the changes have been most significant in this Team. The majority of training has been internal with the sharing of knowledge and skills between team members. Training has also been provided by HR, Finance and ICT on their related disciplines. Further external training on CAPS Uniform may be required as the Technical Support Team now take on the responsibilities previously carried out by ICT. Where further specialised training is required, this will be achieved through the further implementation of PDP.

Training and development is important for Planning Officers on legislative and procedural changes as well as on quality and service issues. Planning officers continue to attend courses provided by the Improvement Service, Scottish Government, consultees and external providers such as Trevor Roberts as well as sharing good practice through groups such as the HOPS DM sub group and the Development Plan Forum. Training and development needs will continue to be identified through Performance & Development Planning work. The Improvement Service are taking forward the training requirements of local authorities both for officers and elected members. This authority has identified the training needs for both officers and elected members and this has been passed to the Improvement Service.

## APPENDIX 1

### Planning and Building Standards Service Structure





## APPENDIX 2

Head of Planning (1)	1	2	3	④				
	Manager (2) No Posts Vacant		Main Grade Post No Posts Vacant		Technican Post No Posts Vacant		Officer Support/ Clerical No Posts Vacant	
Development Management	1		3 - 5	0.5	2			
Development Planning	1		2 - 5					
Enforcement Staff	0		0					
Cross Service/ Other Planning	1						5	

Staffing Profile	Number
Under 30	3
30-39	7
40-49	4
50 and over	4

Committee & site visits (3)	No per year
Full Council committees	4
Planning Committees	12
Area Committees (where relevant)	n/a
Committee site visits	17
LRB (4)	0
LRB site visits	0

Budget Planning Service	Budget (combined)	Costs Direct (5) Indirect (6)		Income (7)
Planning and Building Standards Service	£1,084,953	£876,177	£208,778	£260,703 (Planning fee only)



