

Planning Performance Framework



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East Dunbartonshire Council

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Annual Report 2017-2018

Introduction

We are pleased to present the East Dunbartonshire Council's 2017/18 Planning Performance Framework (PPF) Report. Over the course of the year the Council has continued to provide a high quality planning service, build on the achievements recognised from our 2016/17 PPF, and address areas for improvement. This is within the context of the continuing challenging financial climate which all local authorities across Scotland are facing which continues to impact staff resources.

Performance remains high and above the national average for local and householder planning applications. Whilst timescales for major applications are over 16 weeks, there has been significant progress to reduce the determination period for Major Housing Development. Considerable progress was made over the year in improving staff resourcing and significant effort was put into improving the staff complement within the service. The Council has also worked to support staff retention through investment in in house staff training and smart working. This has resulted in some improvement in performance and further improvement is anticipated during 2018/19.

Following the adoption of the Local Development Plan February 2017, Land Planning and Development have worked to progress and deliver Supplementary and Planning Guidance to ensure that the detail required to support the LDP policies is current and available for consideration during the development management process. In addition, the Land Planning Policy team have developed town centre strategies to ensure that the Council has bespoke strategies for Bishopbriggs, Bearsden and Milngavie. Work is also ongoing to monitor the success of the LDP through the LDP Monitoring and LDP Live Action and Delivery Programme with notable progress being made which will be referred to a LDP working party in due course. In addition, work has commenced on the preliminary preparation stages of the LDP2 with significant progress anticipated in 18/19.



The Council recognises the importance of the Planning Performance Framework as a key tool in driving service improvement. The plan underpins our local performance management tools for the service, teams and individual team members through the Land Planning and Development Business Improvement Plan, Pentana Team Action Plans and updated improvement indicators to reflect the evolving priorities for 2018/19.

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Part 1: Defining and measuring a high-quality planning service



Part 1: Defining and measuring a high-quality planning service

The Council works across a number of areas to provide a high-quality planning service which is accessible for all. This work is set out under four themes and case studies are then used to illustrate cross theme work.

Quality of outcomes

The Council, through its work on development planning and management, is focused on ensuring high-quality development on the ground in order to maintain and promote a high-quality environment for residents and businesses, ensuring that planning decisions recognise and retains an attractive environment for investment whilst protecting natural and historic assets. East Dunbartonshire is an attractive area with a wealth of assets; such as the Campsie Fells, Forth and Clyde Canal, River Kelvin and Antonine Wall; and it is essential that all types of new development enhance this environment. The Council seeks to direct the right development to the right locations to ensure that we are able to maintain sustainable growth whilst working to targets set out in legislation and elsewhere.

The following examples illustrate the work of the Council in delivering quality of outcomes:

- Kirkintilloch Town Centre Masterplan delivery - The Council is continuing to deliver this flagship regeneration project with the successful completion of physical works in June 2017. Work over 2017/18 has continued to monitor the success of the Cowgate Design Project and work with the community to progress the next phase of the masterplan. This work has focused on creating a sense of ownership and vision for the town centre for both residents and businesses. For residents this has focussed around community engagement, community empowerment and social investment in the Town Centre. Further information can be found in Case Study 4.
- Delivering of Housing - East Dunbartonshire Housing Land Audit 2017 – East Dunbartonshire remains an area with high demand for housing and continues to come under pressure to release further housing land. During 2016/17 and early 17/18 the Council was under increasing pressure for housing land release and experienced a recent spate of planning by appeal. In recognition, the Council has prioritised the Housing Land Audit ensuring that it is undertaken timeously and effectively with the introduction of the 'Collector app' (an in-house developed onsite mobile application to undertake real time data) and has made the HLA more accessible to all through a newly introduced Storymap (an interactive map). In addition, the Council has continued to put significant work into ensuring the delivery of housing, which is a key outcome for the planning and housing services. In addition, this has been further supported by agreeing with developers a sound basis for taking forward unsubsidised affordable housing. Further information can be found in Case Study 1, 5 and 9.
- Progressing Stalled Sites and Legacy Cases - The Council continues to be proactive in reducing legacy cases. Stalled developments sites and legacy case are recognised as an important part of delivering a high quality environment, regeneration and a sustainable economy. The Council is working to address these sites through active engagement and productive cross service meetings and encouraging alternative uses on brownfield sites using the LDP Live Action and Delivery Programme. Further information can be found in Case Study 9
- Integrated Community Engagement - Cross service and inter-agency consultation and engagement is a cornerstone of strong and robust policy and strategy documents which are imperative to deliver high quality outcomes. The planning service has been pursuing greater opportunities for participation and doing it more efficiently by linking current consultations together to form a stronger



focus on how communities want their areas to change and involving officers from different backgrounds in joint consultations. Collaborative consultation has helped develop and produce high quality documents including the draft Green Infrastructure and Green Network Supplementary Guidance, draft Air Quality Planning Guidance, draft Town Centre Strategies and Unsubsidised Affordable Housing Planning Guidance. Recognising the benefits to our services documents, Land Planning and Development has used this approach to work collaboratively to support other teams such as the Council's Community Planning Partnerships team in delivering cross service engagement. This support and assistance has led to the successful production of the Lennoxtown place plan and other place plans with strong community driven outcomes. Further information can be found in Case Study 3.

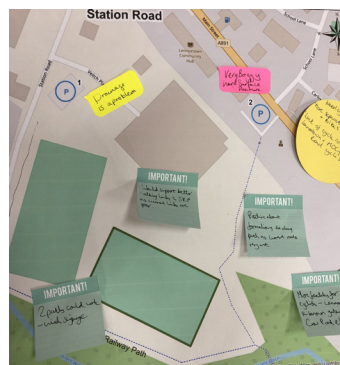
- Developer Contributions and Legal Agreements - We have improved efficiency through investing time in the use of the Development Condition Monitoring module within UNIFORM. This has led to more effective condition monitoring and improved site delivery. In addition, following the creation of the Developer Contributions working group there have been improvements to the management of 575 legal agreements ensuring group over sight of all contributions and management of spend to ensure maximum community benefit. The outcome has seen more effective monitoring implementation of consent on site and more efficient use of staff resource within the team. Further information can be found in Case Study 7.
- Production of Supplementary and Planning Guidance – The LDP, adopted in February 2017, set out a range of supplementary guidance and planning guidance notes and good progress has been made with the completion and adoption of these during 2017/18. The guidance has provided more detailed policy to support the LDP and has helped guide its implementation. The guidance responds to current development pressures and provides the details important for the assessment of planning applications. Further information can be found in Case Study 1.
- Town Centre Strategies – In recognition of the need for a sustainable retail economy and the requirement to support local retailers in traditional town centres the Land Planning Policy team has drafted, consulted and finalised the town centre strategies. This was undertaken as part of a commitment to develop strategies which will assist in regeneration and town centre development, activities and enhancements and will form planning guidance once adopted. Further information can be found in Case Study 2.
- Enforcement – Midway through 17/18 the Council successfully recruited an additional staff member to the Enforcement Team. This increase in resourcing has allowed a full review of historic cases and allowed a number of cases to be closed down, in some cases the breaches may have resolved themselves or ended. A review of cases was carried out as a team to ensure a consistent approach to legacy cases. Further information can be found in Case Study 12.



Quality of service and engagement

Maintaining the quality of service is a key focus for the Council through effective project management. Staff turnover and recruitment challenges which affected performance in 2016/17 have continued in 2017/18, although we have made significant progress in reducing the number of vacancies across the service, with a return to close to a full staffing complement. Efforts will continue in 2018/19 to maintain full staffing of the service to support continuing improvements in performance. Engaging with the full range of planning stakeholders continues to be a priority for the Council and extensive engagement work has taken place on Planning and Supplementary Guidance and across the range of planning applications and regeneration projects this year. The following examples illustrate the work of the Council in delivering quality of service and engagement

- Community Engagement and Engagement with planning – the Land Planning Policy team has embraced the Community Engagement agenda driven by the Planning Bill and Community Empowerment Act. The Council have actively pursued opportunities for meaningful participation, ensuring that consultation and engagement is focussed, appropriate and more effective to enable communities to inform and influence policy where they live and work. In line with our desire to make the planning system more modern and



accessible, we have continued to roll out the display of information using the 'storymap' format. This includes our Local Development Plan, Housing Land Audit and Green Space Strategy. In the long term it is expected that this will improve the effectiveness of community engagement and enable users to access planning data in a more convenient way, making best use of technology. Further information can be found in Case Study 1, 2, 3 and 4.

- The determination periods for local and householder applications remain below the national average. Whilst the time period to determine major applications remains above the national average, we have succeeded in reducing the determination period by 11.3 weeks during 2017/18.
- Developer Contributions and Legal Agreements – During 2017/18 work was undertaken to improve monitoring and management of developer contributions. The Development Management team together with colleagues in legal have worked with the Scottish Government and an improvement advisor to inform change in order to streamline internal processes. It offered the planning service the opportunity to improve working practices and efficiencies and has resulted in revisions to internal procedures and working relationships with other key service areas across the Council such as Finance and Legal teams. Work in 2017/18 has seen minor amendments to guidance on developer contributions in order to ensure that the guidance is up to date and reflects changes in other legislative areas. Further information can be found in Case Study 7.
- LDP 2 - Preparatory work and project management commenced on the Local Development Plan 2.
- Accessibility - Land Planning and Development is committed to providing a high quality planning service ensuring that it is accessible to all. The teams offer this through drop in services to ensure that residents feel that they can engage with the planning process. The planning offices have been located in 2-3 minute walking distance from transport nodes and Kirkintilloch Town Centre. The opportunity to meet with a planner or call a duty officer is available each day and is supplemented by access planning within the Hubs located within other Town Centres. Customers value the the high quality service which the teams provide

ensuring that they are as engaged with the process as possible.

- Enforcement - Enforcement activity is a key part of the service's customer focused activity. The Enforcement team has had notable success reducing processing timescales for new and legacy enforcement cases. Further information can be found in Case Study 12
- Town Centre Strategies consultation – Significant engagement has been undertaken during 2017/18 on the draft town centre strategies. This has led to the finalisation of Bearsden, Milngavie and Bishopbriggs Town centre strategies. Further information can be found in Case Study 2.
- Appeal decisions - In the reporting period 67% of appeals have been upheld.

Governance

The Council's Planning Service has worked to further develop a collaborative working approach during 2017/18, with particular emphasis on improving links with community planning partners including partnership working on the production of Local Place Plans. Further improvements have been made to our project management frameworks, and ensuring that services work closely to achieve effective and efficient project delivery.

The following examples illustrate the work of the Council to ensure effective and proportionate governance:

- Member training – The Council has ensured that appropriate independent impartial training (Brodies LLP) was provided for all members who sit on the Planning Board. In addition, members have been offered 2 Local Review Board training session provided by Land Planning and Development and the Council's Legal Service. The training ensures that all Members have appropriate skills, confidence and knowledge to review, assess and determine planning applications and appeals.
- The Planning Service worked with other Council teams during 2017/18 to improve our monitoring and management of developer contributions. A new

Developer Contributions Working Group has been established to improve cross-team collaboration. Initial steps taken during 2017/18 to improve co-ordination of monitoring and management includes the establishment of a new monitoring system. Further information can be found in Case Study 7.

- Development Management Performance - The Development Applications team continue to work closely with colleagues in other Council teams and with key stakeholders.
- Council Leadership Training - The Council aims to support its staff with leadership responsibilities in their personal development and business acumen through learning and application of essential management skills. As part of this the Council's People Development team has developed Aspire, our leadership development programme. All team leaders and managers continue to attend this training. This consistency of training in management skills will be beneficial to the planning service going forward. Further information can be found in Case study 8.

Culture of continuous improvement

The Council's planning service continually improves and evolves its processes and work practices using a range of methods. This includes engagement in the PPF process as a means of reviewing its work and through team action planning and training. The following examples illustrate the work of the Council to continuously improve its planning service:

- Member Briefings and Technical Notes – Land Planning and Development provides Member Briefing and Technical Notes to ensure that members are kept abreast of emerging legislation, consultations affecting the development of policy and delivery of the planning service together with emerging issues in development management and enforcement e-development – The Council actively pursues the continued use of e-development in line with the Scottish Government agenda and proactively engages with the Scottish Government on refinements and improvements to the systems where possible.
- Introduction of Pentana software as a monitoring tool – A Council wide roll

out of Pentana has led to greater accountability and transparency of the goals, milestones and delivery of planning services directly related to Team Action Plans and Business Improvement plans for the service. The introduction of Pentana allows for greater public accountability.

- Investment in Staff training – Land Planning and Development is committed to continuous professional development, enriching staff knowledge and experiences. The service has successfully organised a wide range of training events including the following:
 - Local Authority Urban Design Forum –half day events focussing on urban design around topical issues, sharing best practice, design skills and new and innovative ways of working.
 - Edinburgh Housing Land and Delivery Workshop 12/04/17 – The aim of this workshop was to analyse the current ambiguity regarding how housing land supply is measured and how planning authorities can positively influence the debate.
 - Self and Custom Build Forum 23/08/17 – Organised by Architecture and Design Scotland this event presented examples of self and custom build developments in Scotland and elsewhere in the UK, and discussed the opportunities and challenges to increasing the delivery of self-build homes.
 - Clydeplan session on Strategic Flood Risk Data 31/08/17- A number of officers, including from Land Planning Policy, Flooding and GIS, attended training on the innovative Clydeplan Flood Risk Management Tool.
 - Housing: the future 28/09/17 – This event was organised as part of the Festival of Architecture 2017 and presented a local, national and international look at the delivery of housing and focussed on how more homes and better homes can be delivered.
 - Homes for Scotland Conference 01/11/17- Homes for Scotland are the industry body representing house builders and their annual conference attracts developers from all over Scotland. The event was intended to be a hard hitting look at the state of the industry and involved topics such as the planning system, financing development, innovation and technology, productivity, public perception of the industry and concluded with a panel of MSP's from each party answering questions from delegates.
- SEPA Guidance Seminar 28/11/17- One officer each from the Development Applications and Land Planning Policy teams attended training by SEPA which gave an overview of the guidance SEPA has published to assist planning and developers and the current priorities for the organisation.
- Planning Bill Breakfast Seminar 16/01/18 – A number of officers from Land Planning Policy and Development Applications attended this seminar by a private law firm. It provided a useful overview of the planned changes in the bill as introduced to parliament, the process ahead to enact the changes as law and a private sector view on the potential effects of the reforms.
- SEA Forum 20/03/18 – The SEA Forum focussed on the implications of the current reforms to the planning system on the SEA process for LDP's, and specifically how SEA could be embedded into plan preparation to increase the efficiency and effectiveness of SEA.
- Glasgow and Clyde Valley Green Network of the Glasgow and Clyde Valley Green Network Strategy. The training explored the Glasgow and Clyde Valley Green Network and the importance role of planning to support, maintain and improve the green network across the city region.
- Forestry Commission on the Roles and responsibility of the Forestry Commission and developers responsibilities in terms of felling licences. 12/5/17
- Rathmell – Exploration of the importance of Scheduled ancient monuments and development in and adjacent to the Antonine Wall buffer zone 25/7/18.
- Police Scotland – Secured by design. Exploration of the principles of secured by design, using a worked example of the real impact that secure by design can have and reflective learning on past mistakes. 27/2/18
- RTPi Scotland Annual Conference 03/10/17 The New Agenda: Planners as Visionaries, Facilitators and Enablers. Explored how planners have an

important role to play creating inclusive growth, deal with and plan for social justice whilst planning for environmental sustainability.

- Forestry Grant Scheme 08/03/18 – Provided an overview of the FCS grant application, EIA process and recent changes made following the McKinnon Review of consultation. It included details of what information and considerations FCS expect from applicants. This also provided worked examples of forestry proposals were given for discussion and response.
- Seeding Success (Transforming vacant spaces) 10/05/17 - explored how communities have used vacant spaces to transform their places. A review of the positive benefits of these projects and how they can support town centre regeneration and how they have supported community empowerment

The Council's Planning Service delivered cross department in-house training on the development and delivery of supplementary and planning guidance including developer contributions developer contributions, Green Infrastructure and Green Network, Natural Environment and Unsubsidised Affordable Housing.

In addition to the above the Council is committed to mentoring and support to achieve professional accreditation – Land Planning Development has a relatively young staff, some of whom are yet to achieve membership of the RTPI. The Council supports the pursuit of RTPI membership and CPD, using existing networks and supports mentoring to enable valuable professional enrichment in attaining and retaining professional accreditation.



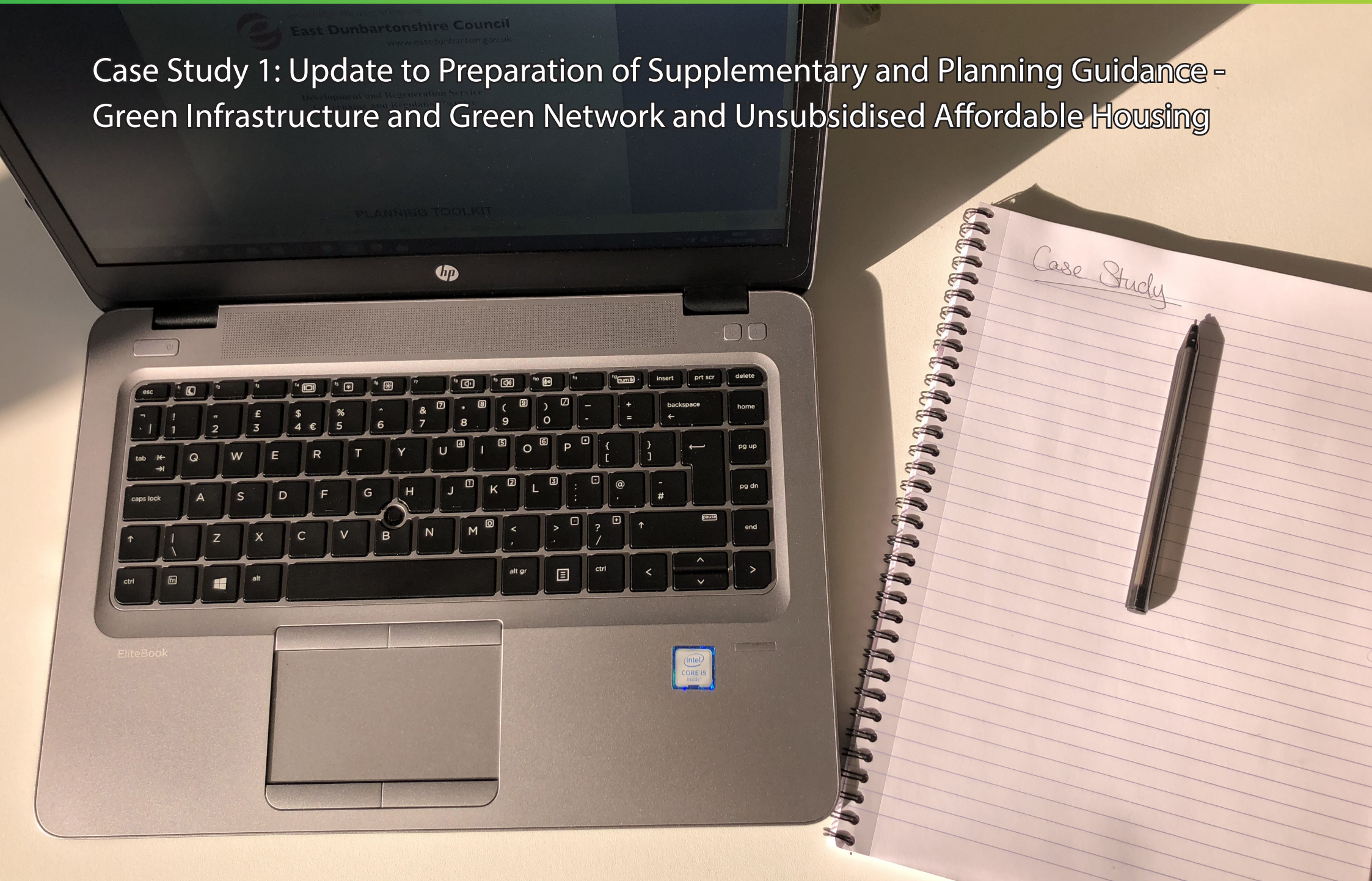
RTPI

mediation of space · making of place

Case Studies

The following Case Studies have been prepared to highlight the extensive work undertaken by East Dunbartonshire Council's Land Planning and Development, often in conjunction with other services and partners.

Case Study 1: Update to Preparation of Supplementary and Planning Guidance - Green Infrastructure and Green Network and Unsubsidised Affordable Housing



Case Study 1: Update to Preparation of Supplementary and Planning Guidance - Green Infrastructure and Green Network and Unsubsidised Affordable Housing

Location and Dates:	
All EDC April 2017 – March 2018	
Elements of a High Quality Planning Service this study relates to:	
<ul style="list-style-type: none"> • Quality of outcomes • Quality of service and engagement • Governance • Culture of continuous improvement 	
Key Markers:	
11. Production of regular and proportionate policy advice, for example through supplementary guidance, on information required to support applications. 12. Corporate working across services to improve outputs and services for customer benefit (e.g. protocols; joined-up services; single contact; joint pre-application advice).	
Key Areas of Work:	
<ul style="list-style-type: none"> • Environment • Greenspace • Masterplanning • Local Development Plan & Supplementary Guidance • Housing 	<ul style="list-style-type: none"> • Interdisciplinary Working • Collaborative Working • Community Engagement • Placemaking • Place Standard • Project Management • Active Travel
Stakeholders Involved:	
<ul style="list-style-type: none"> • General Public • Hard to reach groups • Local Developers • Key Agencies 	<ul style="list-style-type: none"> • Planning Committee • Authority Planning Staff • Authority Other Staff • Other (please note)

Overview:

Following on from the work detailed in Case Study 3 and 7 of last year's PPF, the Council has in 2017/18 continued to progress with the preparation and production of supplementary/ planning guidance.

In order to implement the LDP, provide proportionate and up to date policy advice, promote excellent design standards and ensure good practise is being taken forward; the Land Planning Policy team have been producing a suite of Supplementary and Planning Guidance which updates and consolidates existing guidance. Following the successes reported in 2016/17, the Council has continued to make significant progress in 2017/2018 and has produced 2 key pieces of guidance as detailed below in this case study. Further guidance will be produced in 2018/19 as this work continues.

Green Infrastructure and Green Network Supplementary Guidance

Following the adoption of Local Development Plan February 2017 and in association with the local Green Network Strategy approved at Development and Regeneration Committee March 2017 (PNCA/068/17/FP) the Council committed to undertaking the Green Infrastructure and Green Network Supplementary Guidance. The Green Network Strategy identifies the green network, its policy context and opportunities for delivery. Local Development Plan (LDP) 2017, Policy 5 - Green Infrastructure and Green Network states that development will protect, enhance and manage the existing green infrastructure and network as an integral part of placemaking, both existing assets and new opportunities. The Green Infrastructure and Green Network Supplementary Guidance sets out further information on Green Infrastructure, guidance on how to incorporate Green Infrastructure and the Green Network in development and defines and maps the existing and aspirational Green Network in East Dunbartonshire. The guidance recognises the important wildlife corridors in order to ensure that these are safeguarded as part of the green network strategy and corridors. The Green Infrastructure and Green Network Supplementary Guidance proposes 16 new Local Nature Conservation Sites (LNCS) and an extension to one existing LNCS. The Supplementary Guidance amends three Local Landscape Area

(LLA) boundaries, removes Badenheath as an LLA and adds Bar Hill as a new LLA. The guidance provides clarity over the status, importance and role of Green Infrastructure nodes and Green Networks across East Dunbartonshire. It will provide clear guidance and the tools for development management to safeguard and manage infrastructure and networks as part of planning applications. Once the Green Infrastructure and Green Network Supplementary Guidance is approved in Summer 2018, the Natural Environment Planning Guidance and the Local Development Plan interactive mapping will be updated to reflect these changes.

The development and use of draft guidance took a more holistic approach to ensure that all parts of the planning service supported the integration and delivery of guidance. The guidance was prepared in consultation with colleagues in Development Applications and wider interest groups as well as partners in the Green Network Partnership and SNH. This joint working ensured national and strategic principles were addressed in the local context. The Council employed a two strand approach of internal briefing to future proof forthcoming development for both the public and private sectors. The first strand of this approach was early engagement between key teams including development management to identify proposed policy changes, and their implications for future assessment of planning application. This supported the second strand which involved 'piloting' the emerging supplementary guidance at initial pre-application meetings.

Highlighting the Green Infrastructure and Green Network Supplementary Guidance with developers at an early stage increased their awareness of the policy requirements contained in it, removed any risk of lag in implementation of the guidance and minimised delay to applications following approval of the guidance. This has resulted in successful inclusion of green infrastructure and recognising the connections to the green network across East Dunbartonshire as part of planning applications such as Jellyhill/ Cadder Works Application (TP/ED/17/0051) and Cleddans South/ Blacklands Place (TP/ED/17/0517).

Unsubsidised Affordable Housing Planning Guidance

During the examination of the Local Development Plan the Reporter increased the affordable housing target on the basis that the development industry showed an interest in providing unsubsidised and intermediate forms of affordable housing. This resulted in the Housing Land Supply Target being increased by the equivalent of 24 units per year however there were no modifications made to the affordable housing policy to enable the higher affordable target to be achieved. Additionally, the Council was already at an advanced stage in preparing guidance on Developer Contributions.

As a pro-active measure to enable additional unsubsidised affordable housing to be delivered, whilst also ensuring no adverse impact upon the delivery of new housing funded through the Affordable Housing Supply Programme, the Land Planning Policy team prepared planning guidance encouraging the delivery of an additional 15% affordable housing through unsubsidised means on sites of more than 25 units.

Following the approval of the draft unsubsidised affordable housing planning guidance at Development and Regeneration Committee in March 2017 and due to the pressure for housing and in particular to provide additional affordable housing the Council promoted the guidance as a material consideration for future applications. The guidance was subject to consultation which included specifically reaching out to the development industry, via Homes for Scotland, and more general publicity. The Development Applications officers actively used the draft guidance as an awareness raising tool, providing a transparent approach during pre-application discussion to ensure that once adopted the guidance would have a direct and immediate impact upon planning applications. This led to the applicants for a residential development at St Mungo Street, Bishopbriggs (TP/ED/17/0717) proposing to incorporate an element of unsubsidised affordable housing into their proposed development.. Following conclusion of the consultation period the guidance was amended and formally adopted by the Council on the 10th August 2017.



Goals:

1. To improve the provision of green infrastructure and linkages to the green network in new development.
2. To increase the delivery of the affordable housing through unsubsidised means to help address the shortage of affordable housing in East Dunbartonshire.

Outcomes:

1. The draft Green Infrastructure and Green Network Supplementary Guidance has been published and is already being used as a material consideration in the determination of relevant planning applications. Modified versions of these documents have been prepared and are due to be presented to the relevant Council Committee in Summer 2018.
2. The Unsubsidised Affordable Housing planning guidance has been formally adopted and is now a material consideration. The implementation of the guidance will be monitored by the Land Planning Policy team as part of the evidence gathering work for the next Local Development Plan.
3. Early awareness raising of draft guidance during pre-application discussions has led to inclusion as part of planning application submission resulting in the streamlining the planning process.

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Case Study 2: Town Centre Strategies

East Dunbartonshire Council
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Development and Regeneration Service
Governance and Regulation Service

PLANNING TOOLKIT



EliteBook



Case Study

Case Study 2: Town Centre Strategies

Location and Dates:	
Milngavie Bearsden Bishopbriggs April 17 – March 18	
Elements of a High Quality Planning Service this study relates to:	
<ul style="list-style-type: none"> • Quality of outcomes • Quality of service and engagement • Governance • Culture of continuous improvement 	
Key Markers:	
1. Decision making 2. Project Management 3. Early collaboration with applicants and consultees on planning applications 6. Continuous improvements 11. Production of Regular and Proportionate Policy Advice 12. Corporate working across services to improve outputs and services for customer benefit. 13. Sharing good practice, skills and knowledge between authorities	
Key Areas of Work:	
<ul style="list-style-type: none"> • Design • Regeneration • Environment • Greenspace • Town Centres • Local Develop Plan & Supplementary Guidance • Development Management Processes 	<ul style="list-style-type: none"> • Interdisciplinary Working • Collaborative Working • Community Engagement • Placemaking • Process Improvement • Project Management • Economic Development

Stakeholders Involved:

- | | |
|--|---|
| <ul style="list-style-type: none"> • General Public • Hard to reach groups • Local Business and Land owners • Key Agencies | <ul style="list-style-type: none"> • Authority Planning Staff • Authority Other Staff |
|--|---|

Overview:

Case Study 2 highlights the Town Centre Strategies which represent the Council's first strategies which look at the long term vision and aspiration for a sustainable economy within Town Centres. It highlights that the Council recognises all partners have a part to play in maintaining and enhancing town centres to ensure that they are vibrant, enlivened, accessible town centres.

Town Centre strategies aim to build on existing strengths and provide the overall framework for development by helping to inform future action and investment. Once adopted, the strategies will provide an agreed long-term vision for each town centre, and will be the main reference point for future development proposals. This will help to ensure that we have a strategic approach to the various issues faced by our town centres, and an approach that is endorsed by all relevant partners including the respective local communities.

The Land Planning Policy team, with support from other teams within the Council has been developing a series of town centre strategies for 3 of its 4 town centres. This is to support Policy 11 of the Local Development Plan (LDP), Network of Centres, by setting out a long-term vision for each town centre, including specific actions which will be taken forward. The focus at present is on Bearsden, Bishopbriggs and Milngavie, with Kirkintilloch to follow once all work related to the ongoing Kirkintilloch Masterplan (Case Study 1) has been completed, including monitoring and evaluation. Working with relevant partners, stakeholders and local communities, the strategies will provide a vision and approach to the various issues faced by our town centres. Initial work on these draft strategies began in November 2016 through a series of workshops and consultation events, including an online survey, where we sought to gather opinion on the key issues and priorities for each town centre. This included use of the Scottish Government's 'Place Standard' tool which is designed to evaluate

the quality of a place. The results of this exercise, which formed the basis of the draft town centre strategies, were published in July 2017 and are still available on the Council website:

<https://www.eastdunbarton.gov.uk/residents/planning-and-building-standards/planning-policy/town-centre-strategies>

Initial work also included a comprehensive evidence gathering exercise within each town centre, including a formal 'health check' using a methodology outlined in Scottish Planning Policy. The outcomes of this work formed a baseline for the draft strategies and are also available via the above webpage.

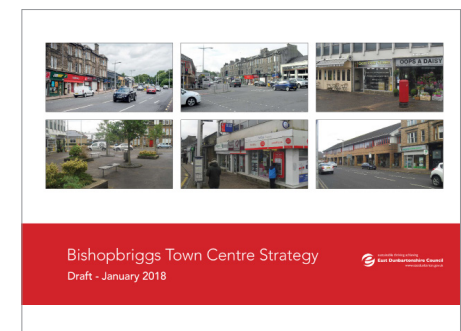
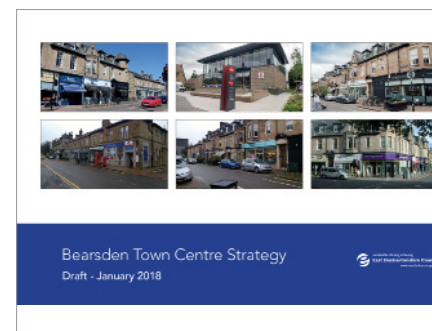
Draft strategies for Bearsden, Bishopbriggs and Milngavie were subsequently approved for consultation at a meeting of the Place Neighbourhood and Corporate Assets Committee on 2 November 2017.

Between 15 January and 26 February 2018 (6 weeks), public consultation and engagement exercises were carried out with local residents, community groups, local businesses and other interested parties. This included 11 drop-in sessions across East Dunbartonshire, meetings with community groups, town centre visits, press coverage and extensive social media promotion. In addition, the consultation was promoted within all the Secondary Schools to improve participation in younger generations. During each drop-in session, we encouraged members of the public to note down any comments or issues they felt were important within their town centre.

The Strategies provide a framework for collaborative work across a range of partners, groups and delivery models, and a policy basis for communities to take forward aspirations for their town centres. Each strategy sets a vision along with specific objectives and actions intended to improve the vitality of the town centre and provide a long-term approach and rationale for future interventions that reflect the shared aspirations of all partners and communities. It is intended that the strategies will be 'live' documents and be subject to regular monitoring and review, evolving as needs change. The actions set out in each strategy focus on those which are

considered to be realistic and deliverable, as well as conforming with the adopted Local Development Plan.

The strategies reflect the Council's core vision, as set out in the Local Outcomes Improvement Plan: "Working together to achieve the best with the people of East Dunbartonshire". The success of our town centres will form an important part of this vision and support many of the required changes that are identified in the LOIP. In particular, the aim of Local Outcome 1 is that East Dunbartonshire has "a sustainable and resilient economy with busy town and village centres, a growing business base, and is an attractive place in which to visit and invest". These strategies will play a key role in helping to achieve this aim.



It is also important to note that the strategies have been prepared to align with a range of other Council and Community Planning Partnership strategies, notably the Economic Development Strategy (EDS) which aims to expand the economy in the area and encourage investment by supporting businesses, town centres and the tourism industry. Given the wide range of issues relevant to town centres, there are also significant synergies with the aims and actions which have been recognised and included to maximise the success of the documents.

To ensure that the consultation was as fully inclusive and accessible as possible, we approached a wide range of groups individually, providing details of the consultation and information on how to respond. For example, officers visited shops and businesses within each town centre in person to talk through the strategies and

encourage their promotion with customers and other interested parties.

The Land Planning Policy team will ensure that the outcomes of the consultation are communicated to all those persons/organisations who submitted a response or have otherwise expressed an interest, and will take steps to publicise these to the wider public in early 18/19. Following this, it is proposed that each town centre strategy is modified to take into account the outcomes of the public consultation where appropriate. The Finalised strategies are anticipated to be presented at a PNCA Committee later in 2018. Following this, each Town Centre Strategy will be modified to take into account the outcomes of the public consultation where appropriate. The finalised Strategies will be presented to a Council Committee during 2018.

Goals:

The Town Centres Strategies will set the long-term vision for each town centre which supports the LDP objectives, the aims and Objectives of the Economic Development Strategy and Objective 1 of the Local Outcomes Improvement Plan. This Strategy will also:

- Provide the primary basis for planning future development and investment within each of our town centres.
- Set out a clear vision and detailed action plan of projects and interventions that are required to take forward regeneration. This will help to ensure that resources are focused to where they are needed most.
- Deliver Local Development Plan Policy 11 (Network of Centres) by establishing a long-term vision for town centres, and provide a framework for future development and regeneration and provide planning guidance for applications in town centres.
- Be underpinned by community consultation and a sound evidence base.

Outcomes:

- Town Centre Health Checks undertaken July 2017
- The Council undertook comprehensive consultation including 11 drop-in sessions, meetings with community groups, town centre visits, press coverage and extensive social media promotion. This has ensured that the Town Centre Strategies are underpinned by community consultation and a sound evidence base.
- The Finalised Town Centre Strategies set out a clear vision and detailed action plan of projects and interventions that are required to take forward regeneration.

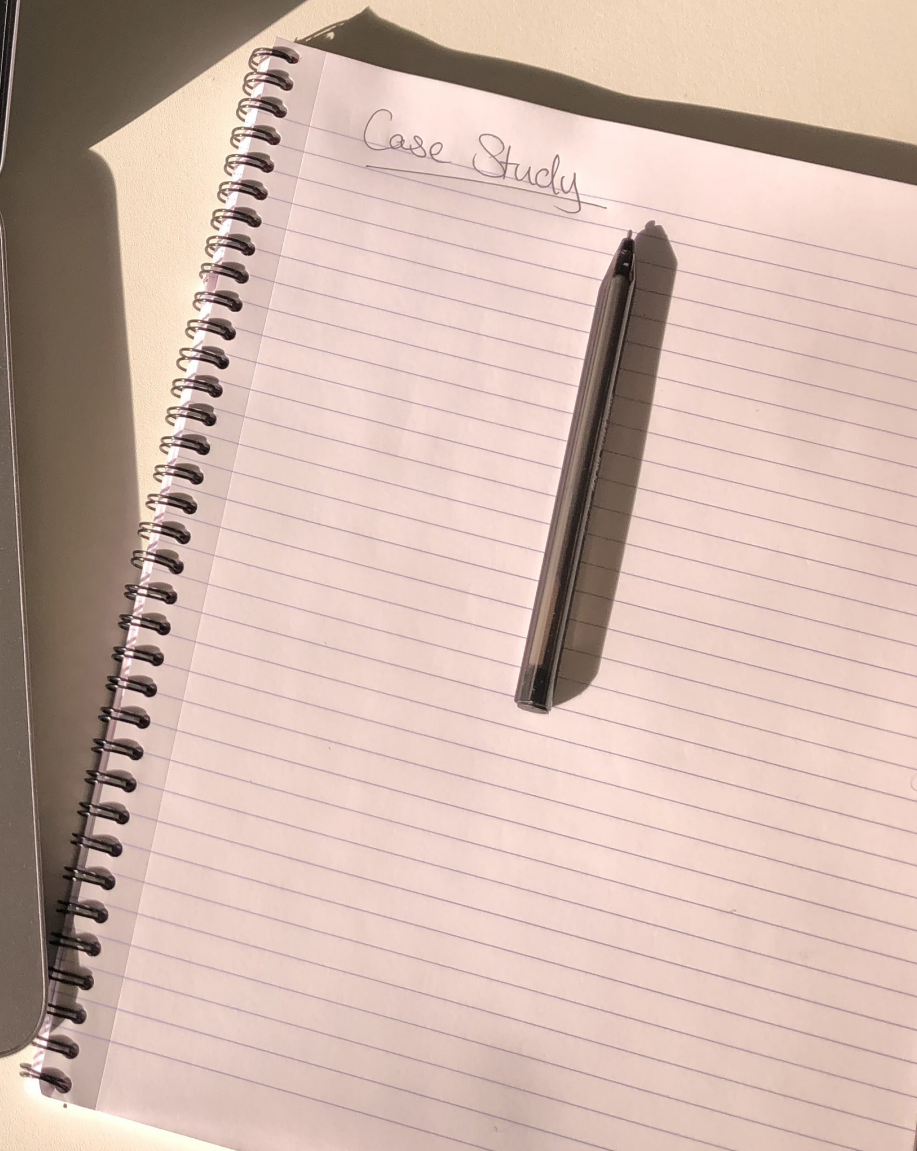
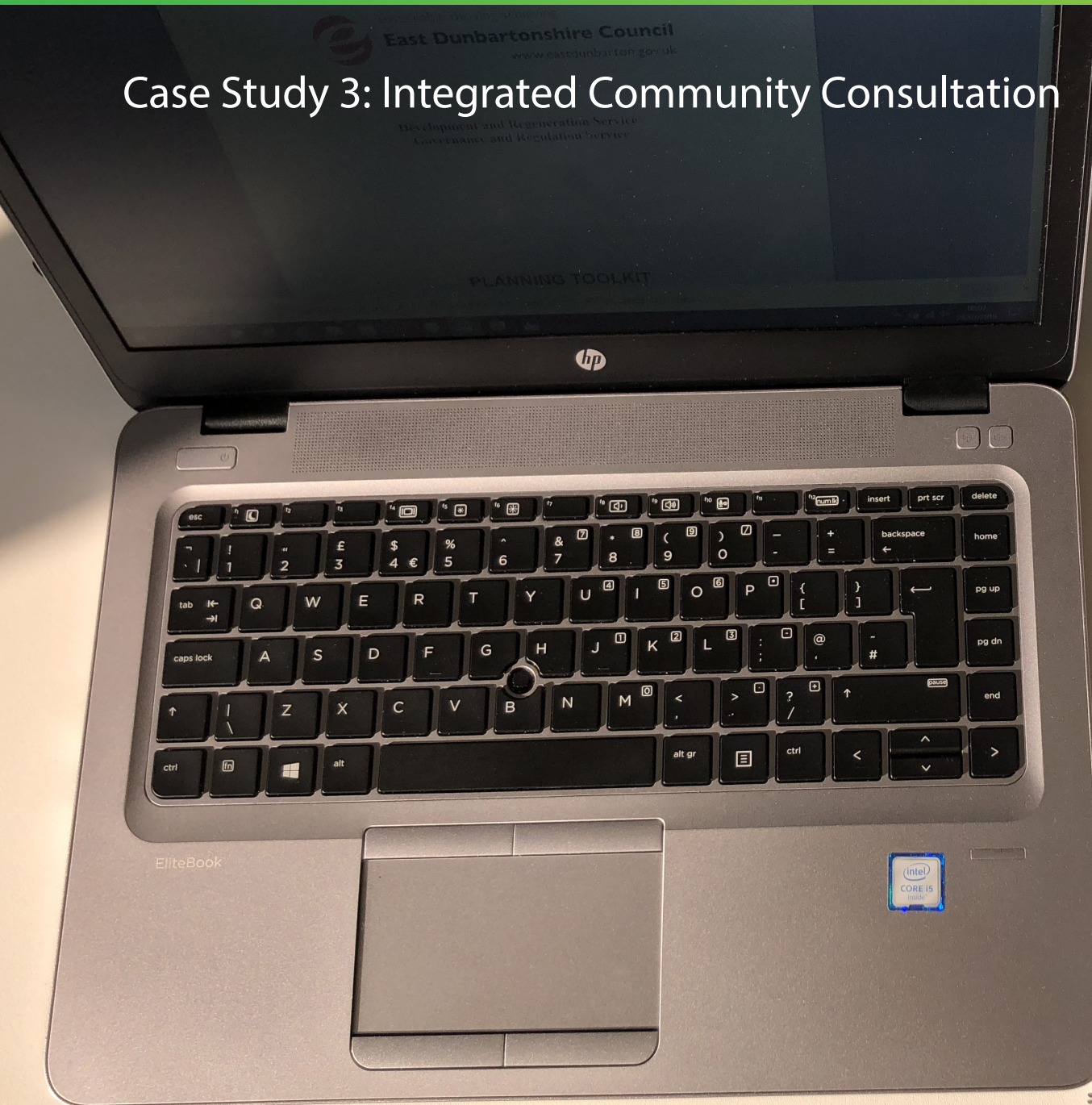
Once Adopted

- The Strategies will be used to maintain and enhance town centres to ensure that they are vibrant, enlivened, accessible town centres with a long term sustainable economy.
- The Town Centre Strategies will provide the primary basis for planning future development and investment within each of our town centres.
- The Town Centre Strategies will be supplementary guidance which will positively inform the determination of planning applications
- SPP requires that health checks are carried out every 2 years to ensure monitoring of progress.

Name of key officer:

Richard Todd, Policy Officer
Richard.todd@Eastdunbarton.gov.uk

Case Study 3: Integrated Community Consultation



Case Study 3 Integrated Community Consultation

Location and Dates:	
Council wide. April 2017-April 2018,	
Elements of a High Quality Planning Service this study relates to:	
<ul style="list-style-type: none"> Quality of outcomes Quality of service and engagement Culture of continuous improvement 	
Key Markers:	
3. Early collaboration with applicants and consultees on planning applications	
6. Continuous Improvement	
11. Production of Regular and Proportionate Policy Advice	
12. Corporate Working Across Services to Improve Outputs	
Key Areas of Work:	
<ul style="list-style-type: none"> Environment Greenspace Town Centres Local Development Plan & Supplementary Guidance 	<ul style="list-style-type: none"> Interdisciplinary Working Collaborative Working Community Engagement
Stakeholders Involved :	
<ul style="list-style-type: none"> General Public Hard to reach groups Local Developers 	<ul style="list-style-type: none"> Authority Planning Staff Key Agencies
Overview:	

The Land Planning Policy team has undertaken a range of consultation events during 2017/18 recognising the Community Empowerment Act, Planning Review and customer expectations in terms of the form and content of consultation and their role in directing and informing outcomes.

During 2017/18 the Council prepared the Consultation and Engagement Strategy 2017-2020 and the Land Planning Policy team updated their team Consultation strategy in line with the Council strategy founding principles - Planning, Methodology, Working Together, Support, Communication and Engagement with specific adaptations to suit planning purposes.

The overriding theme of this approach was to ensure that all consultation enabled strong community driven planning, but shared skills and experiences across Community Planning, Town Planning, Economic Development, Transport disciplines to maximise the outcome for communities.

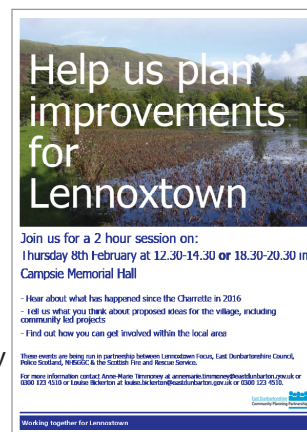
Collaborative consultation has the added benefit of reducing 'over-consultation' and 'consultation fatigue' within local communities therefore the Council aimed to combine consultations where possible, as part of a joint exercise. Consultations also used existing community networks, Councillors and community Councils to raise awareness and maximise the community involvement.

During the process of preparing the Green Infrastructure and Green Network Supplementary Planning Guidance (GIGN) and the Town Centre Strategies for Bearsden, Bishopbriggs and Milngavie, the Land Planning Policy team decided that all 4 consultations should run concurrently. This would allow the most efficient use



of resources and officer time but also assist in promoting the documents more widely. Joint Drop-in engagement sessions were held in Bearsden, Bishopbriggs and Milngavie in high footfall public spaces, hosted by officers from the Land Planning Policy team. Officers from the Council's Sustainability Policy and Environmental Health teams also attended a number of these sessions, to promote their own consultation on Food Growing strategy, promotion of the 5 green network project commitments made in the Green Network Strategy and Air Quality Management consultation within the area.

The Land Planning and Development team has continued working to support the delivery of place plans. Working collaboratively with the Community Planning Partnership team the team has applied a community development approach to continuous work within a community around plan development and implementation. In areas such as Lennoxtown (Charrette Case Study 10 of PPF 2016/17), this has been through the development of a local community forum supported by a Community Planning Development worker, with input and direct support from Planning.



Consultation events have always been carried out in highly accessible public locations including Community Hubs, leisure centres, supermarkets and libraries. Venues and times were chosen to maximise attendance and specifically attract individuals who would not otherwise engage in consultation. Consultation has been designed to target marginalised and underrepresented groups such as those with impairments within the Council area. Events were designed to be informal in nature (where appropriate) and designed to be inclusive. Targeted meetings were always offered to key stakeholders together with formal presentations including being offered to Community Councils.

In line with the Council's inclusive approach, we also ensured that details of these consultations were provided to the Community Planning Partnership for further awareness among key partners. These organisations include:

- > East Dunbartonshire Council
- > NHS Greater Glasgow and Clyde
- > Police Scotland
- > Scottish Fire and Rescue Service
- > Scottish Enterprise



Goals:

To improve opportunities for public participation and doing it more efficiently by linking various consultations together to form a stronger focus on how communities want their areas to change and involving officers from different backgrounds in joint consultations.

Outcomes:

This joint consultation approach had the advantage of reducing the need for venue hire, easing pressure on staff resources and providing a more convenient arrangement for members of the public. Added benefits include increased shared knowledge, locally based best practice and maximising the benefits of local knowledge and relationships. Officers from each separate consultation were able to promote and share information at the same event, meaning that interested parties did not have to make repeat visits for different consultations or subject areas.

An added benefit of this approach to consultation is that local people were able to obtain information on other activities being carried out by the Council, which in some cases they were not previously aware of. Similarly, the issues covered by each consultation overlapped in some instances. This meant that officers were able to cross-refer to other relevant consultations and direct interested parties to relevant information in real time. For example, discussion on traffic in town centres often led to concerns about air quality, and we were then able to direct people to the officer leading on the air quality consultation for further information.

Finally, the joint working between different services generated positive feedback from key stakeholders and strengthened relationships with local communities.

Through this work the following outcomes and benefits to various services in EDC, Community partners and the local community have been achieved:

1. Experience of interpreting engagement outputs and development.
2. Increased understanding of place, community and developing range of holistic outcomes
3. Collaborative working between Council services, community partners and community groups.
4. Contribution to the modernising planning agenda and merging Community Planning and Town Planning
5. Increased understanding of different approaches, and interrelated nature of different types of social, economic and physical activity

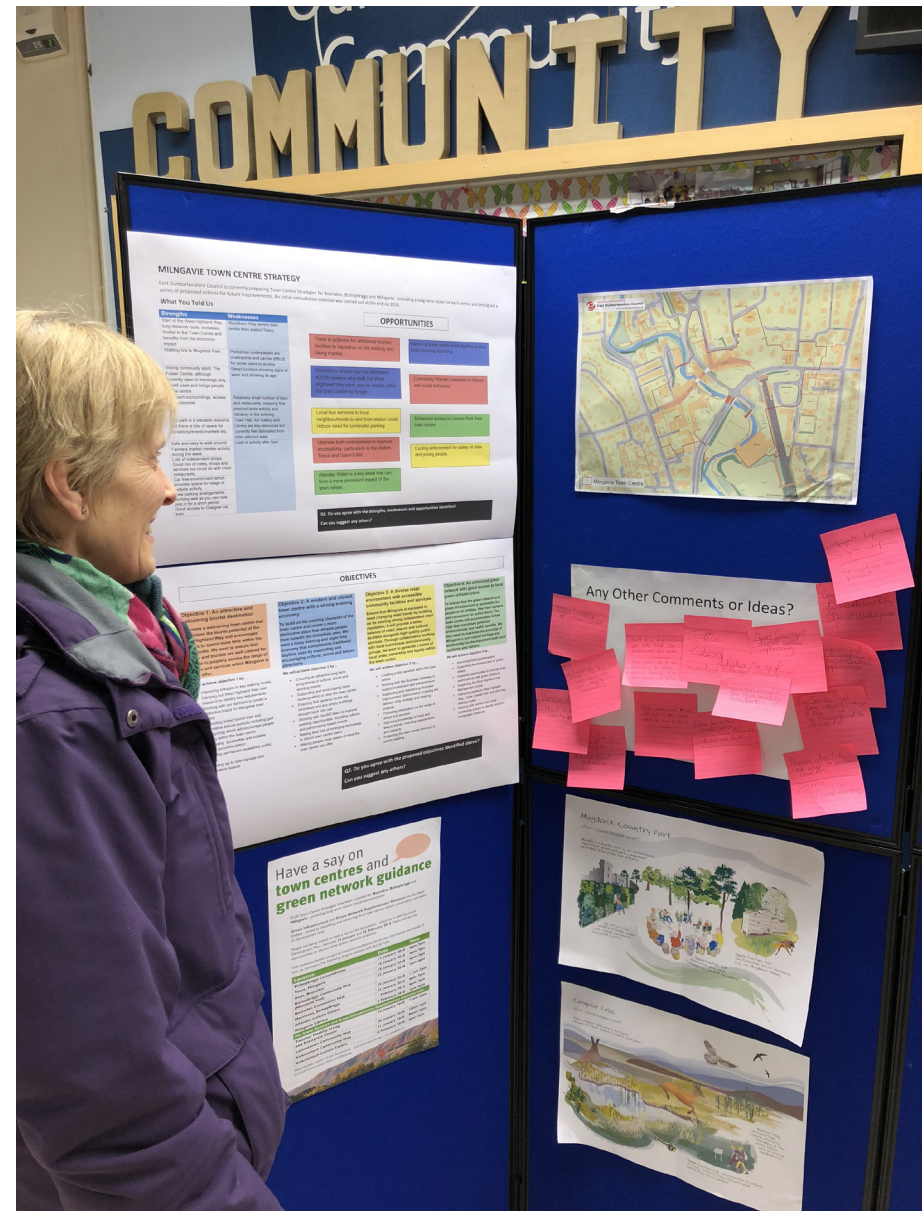
Name of key officer:

David Gear, Place and Business Development Manager

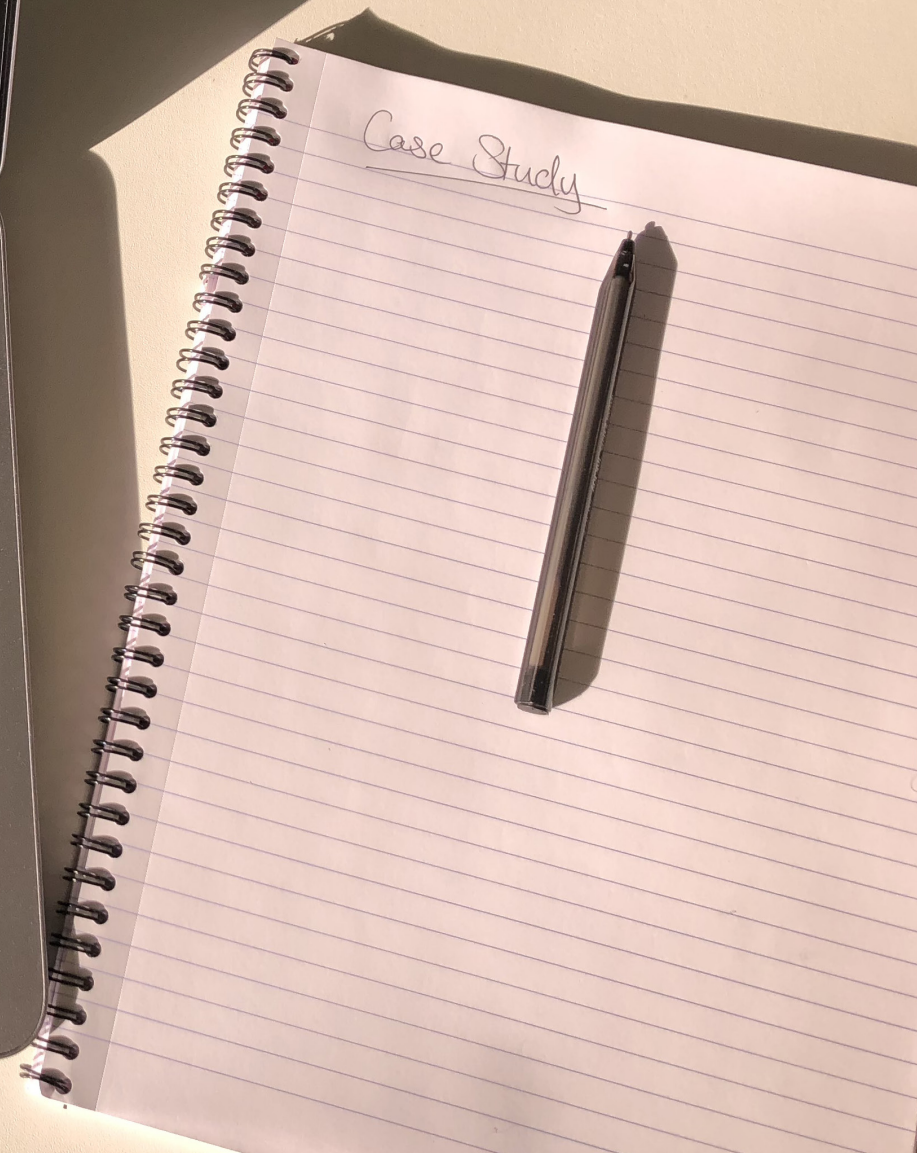
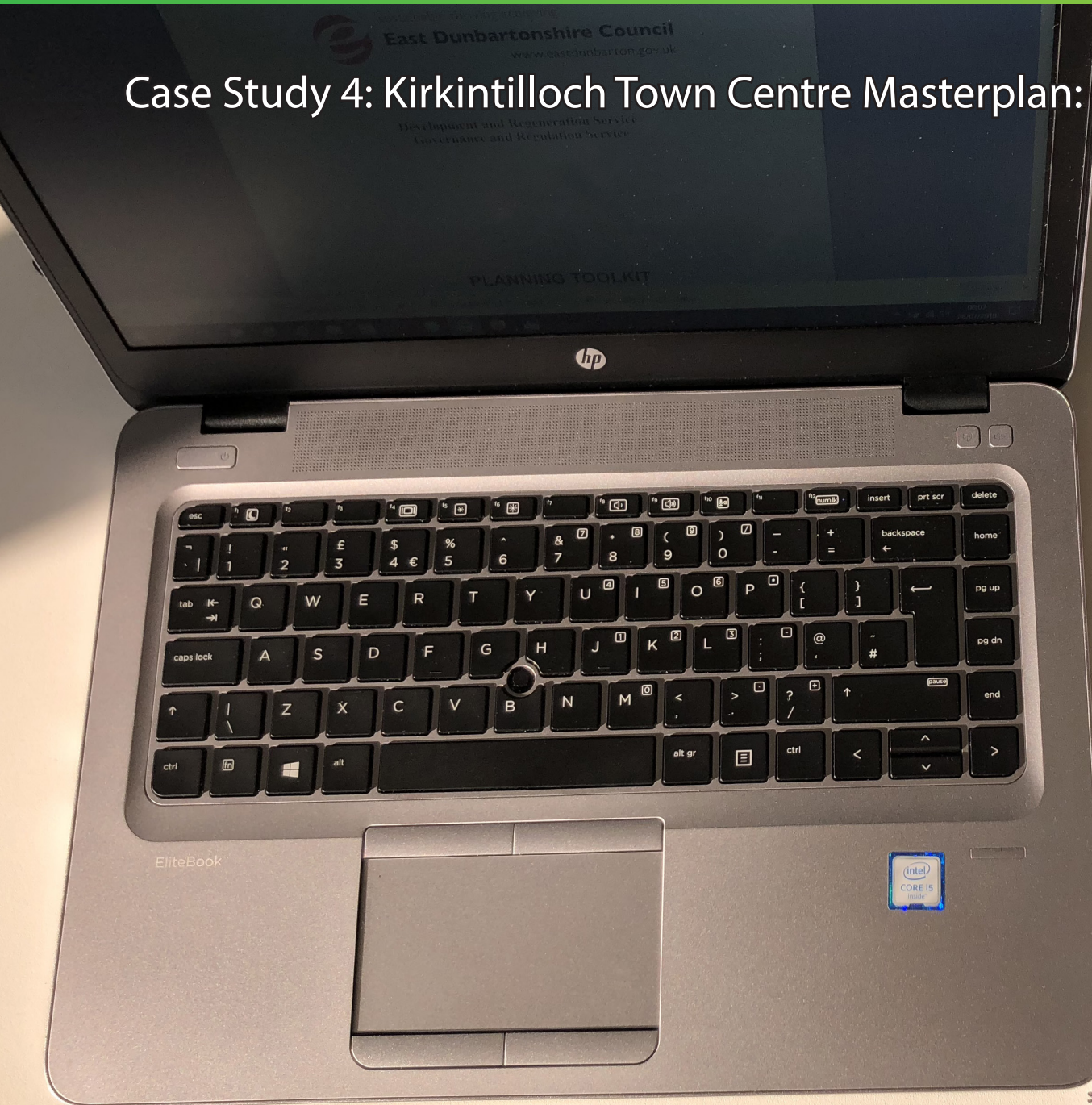
David.Gear@eastdunbarton.gov.uk

Alison Laurence, Land Planning Policy Team Leader

alison.laurence@eastdunbarton.gov.uk



Case Study 4: Kirkintilloch Town Centre Masterplan: Community - the Next Stage



Case Study 4: Kirkintilloch Town Centre Masterplan: Community - the Next Stage

Location and Dates:	
Kirkintilloch, April 17 – March 18	
Elements of a High Quality Planning Service this study relates to:	
<ul style="list-style-type: none"> • Quality of outcomes • Quality of service and engagement • Governance • Culture of continuous improvement 	
Key Markers:	
2. Project Management	
6. Continuous Improvements	
13. Sharing good practice, skills and knowledge	
Key Areas of Work:	
<ul style="list-style-type: none"> • Design • Regeneration • Town Centres • Masterplanning 	<ul style="list-style-type: none"> • Community Engagement • Placemaking • Performance Monitoring • Project Management • Skills Sharing
Stakeholders Involved:	
<ul style="list-style-type: none"> • General Public • Planning Committee 	<ul style="list-style-type: none"> • Authority Planning Staff • Authority Other Staff
Overview:	

Following on from the work detailed in Case Study 1 of last year's PPF (Delivery of the Kirkintilloch Town Centre Masterplan) the Council continues to report on the evolution of the Masterplan.

The Kirkintilloch Town Centre Masterplan has had a community centric approach to the masterplan document and the projects. The consultation for the masterplan began in November 2011, the team presented concept ideas and indicative

projects through roadshows in popular town centre locations in 2012. At this time the Kirkintilloch Town Centre Masterplan Champions was set up and is attended by representatives of local community groups. The Council's Development & Regeneration Committee agreed to formally approve the Kirkintilloch Town Centre Masterplan on December 3, 2013. It was subsequently adopted as supplementary guidance and, during the formal consultation period for this guidance, further consultation roadshows were held in popular town centre locations. Community engagement has continued through the Champions group, social media and through a collaborative, community engagement approach as progress is made towards implementation of the Masterplan.

Following the completion of projects such as West High Street Pedestrian Link and the adoption of the Masterplan document in 2013/14 the Masterplan has successfully delivered the following Masterplan projects:

- Barleybank Public Square
- Test Town
- Temporary measures to enliven spaces through A&DS Stalled Spaces
- Old Co-op Townhead
- Town Hall Restoration
- Cowgate Street Design Project

The gateway features and art work which are the final physical works associated with the Cowgate Street Design were completed June 2017. The artist panels and gateway features were representative of their location paying homage to the history and heritage of Kirkintilloch including the 'Kirkie Puffer' and artwork along line





of the antonine wall. The final design was in consultation with the community and local heritage groups and designed by a local artist to ensure a local tie and benefits of a circular economy. The design and location of the artwork supports the delivery of the masterplan, provides an identity to define the town centre and reinforcing the historic identity and hidden archaeology of the Antonine Wall within Kirkintilloch.

Following the completion of this phase of physical works of the Cowgate Design Project, the Strategic Development and Regeneration team undertook a review of the Masterplan actions and success measures. The Council undertook to assess whether the anticipated movement (including vulnerable users), vehicle speeds, volumes and dominance in the road, yield rates to pedestrians and economic performance had been achieved. The monitoring is ongoing however monitoring up to 2017/18 demonstrates improved access and movement throughout the town centre.

As part of the review, the Strategic Development and Regeneration team looked to refocus the next stages of the masterplan to ensure the community had a greater role directing and delivering moving forward. Whilst a wide range of consultation was undertaken at successive stages of the Masterplan project, it was recognised that the role of the community was fundamental to the ongoing success of the town centre regeneration in line with the emergence of the Community Empowerment Act and Planning Bill. It was identified that an invested community is key to the success of the social and economic elements of the town centre. Moving forward it was imperative that the community take a principal role evolving the masterplan in order to deliver sustainable inclusive growth. During 2017/18, the Council took a bold and innovative step of allowing the community to drive the next phase of the consultation.



Town Hall public workshop event January (left) and public consultation January (right)



Town visit during event January (left), feedback session in February at St Mary (right)

To ensure Community buy-in and investment in future stages of the Masterplan the Council worked with the Kirkintilloch Community Council who undertook a process of community led engagement and consultation. This consultation was undertaken by the community Council led by a consultant and supported by the Council to consider the legacy of the Kirkintilloch Town Centre Masterplan and the next steps. This realised the Councils ambitions to build capacity across existing community network, create new capacity with under engaged members of Kirkintilloch and increase ownership of the Masterplan. This in turn enabled the community to take ownership of the town centre to create their own vision and plans for Kirkintilloch. The capacity building has also led to business within the town centre working collaboratively to apply for a Business Improvement District.

Goals:

- To collect robust data on how the town centre is performing post streetscape improvement in regards to movement (including vulnerable users), vehicle speeds volumes, yield rates and economic performance.
- To engage with the community to assess the legacy of the Kirkintilloch Masterplan projects delivered to date.
- To work with the local community to build capacity and increase ownership of potential future projects within Kirkintilloch and create their own Charter of activities to create a vibrant town centre.

Outcomes:

Monitoring and evaluation of the Cowgate Street Design Project outcomes:

- Reduction in pedestrian wait times at key junctions. Pre-works 61% of pedestrians experienced waits, post works this fell to 27%.
- Post works, 71% of vehicles yielded to pedestrians.
- Average vehicle speeds reduced from 21mph to 15mph.
- A reduction of traffic in the space by a third meaning reduction of vehicle dominance and increase in pedestrian priority.
- Expenditure in the town centre decreased, but frequency of trips within the centre increased.

- Road Safety Audit; outlined no significant concerns.
- Some vulnerable users outlined continued concerns. Consequently a new controlled crossing will be installed in the northern side of the Cowgate.



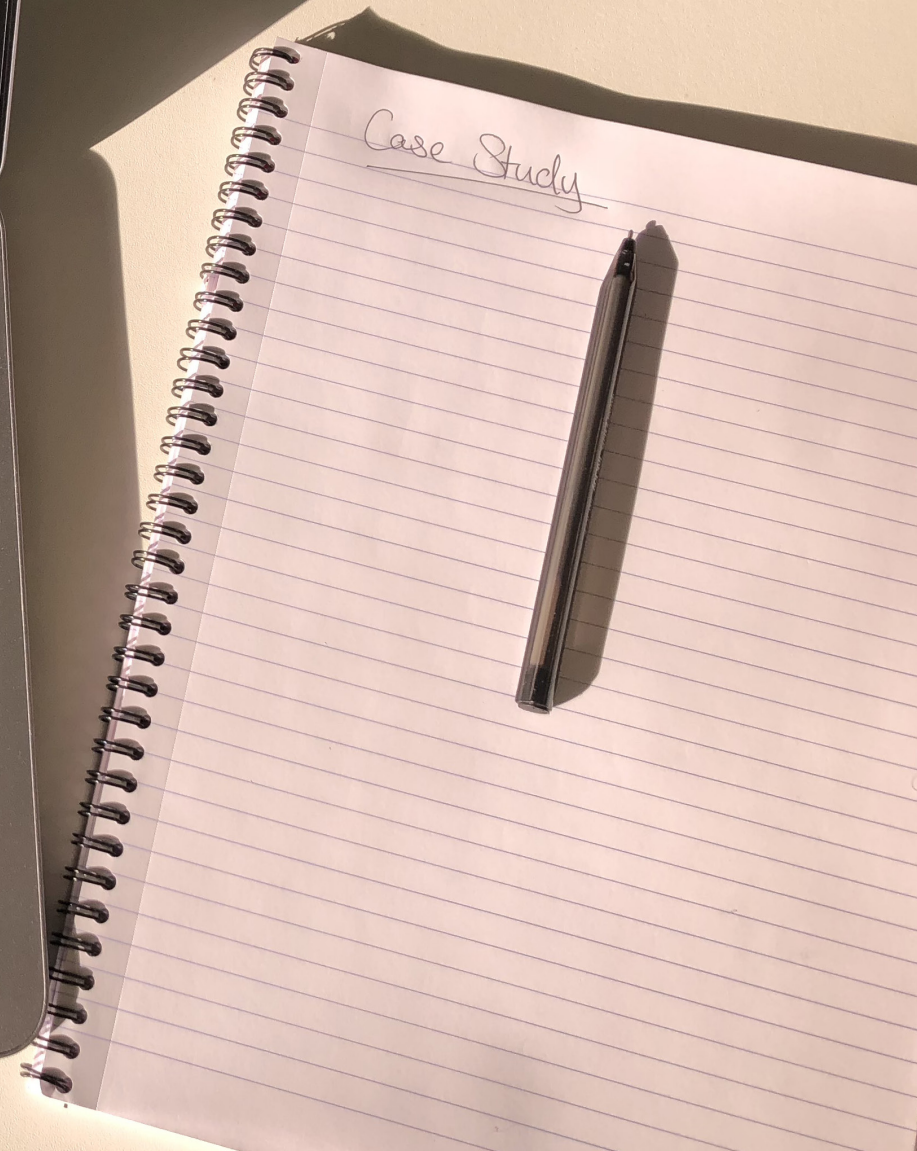
Community led engagement outcomes:

- Community currently undergoing application process to establish a Business Improvement District in Kirkintilloch Town Centre.
- Draft Community Plan published. Further community engagement planned to test proposed project concepts.
- Greater appetite within the community to take a lead and build capacity. This further augmented by community drive to establish a community charter.
- Community town centre litter collection organised.

Name of key officer:

Jennifer Horn, Town Centre and Regeneration Team Leader
jennifer.horn@eastdunbarton.gov.uk

Case Study 5: Update to Delivering Housing Land Supply - East Dunbartonshire Housing Land Audit 2017



Case Study 5: Update to Delivering Housing Land Supply - East Dunbartonshire Housing Land Audit 2017

Location and Dates:	
All EDC April 2017 – March 2018	
Elements of a High Quality Planning Service this study relates to:	
<ul style="list-style-type: none"> Quality of outcomes Quality of service and engagement Culture of continuous improvement 	
Key Markers:	
1. Decision making 2. Project Management 3. Early collaboration with applicants and consultees on planning applications 6. Continuous improvements 7. LDP (or LP) less than 5 years since adoption 10. Cross-sector stakeholders, including industry, agencies and Scottish Government, engaged early (pre-MIR) in development plan preparation 12. Corporate working across services to improve outputs and services for customer benefit (e.g. protocols; joined-up services; single contact; joint pre-application advice) 13. Sharing good practice, skills and knowledge between authorities	
Key Areas of Work:	
<ul style="list-style-type: none"> Regeneration Environment Local Development Plan & Supplementary Guidance Housing Supply Affordable Housing Development Management Processes 	<ul style="list-style-type: none"> Planning Applications Interdisciplinary Working Collaborative Working Community Engagement Performance Monitoring Process Improvement Online Systems

Stakeholders Involved:

- | | |
|--|---|
| <ul style="list-style-type: none"> Local Developers Key Agencies | <ul style="list-style-type: none"> Authority Planning Staff Authority Other Staff |
|--|---|

Overview:

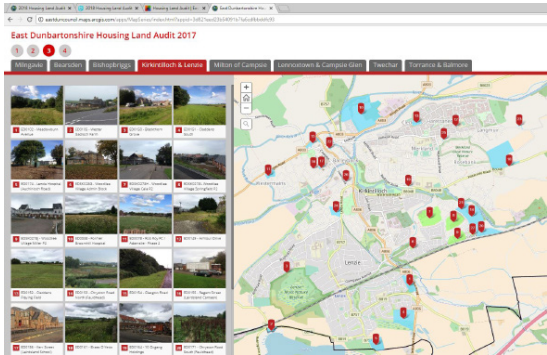
Following on from the work detailed in Case Study 2 of last year's PPF (Ensuring the delivery of high-quality housing and an effective land supply) the Council has in 2017/18 taken a fresh look at the Housing Land Audit, the main tool for monitoring the delivery of new housing in the area.

The Scottish Government continues to place an emphasis on increasing the delivery of new homes of all tenures and is one of the key features of the proposed reforms to the planning system. Keeping the Housing Land Audit up to date allows the authority to maintain a 5 year effective land supply, to support the goal of increasing housing delivery, whilst also continuing to direct new development to the best sites including prioritising the re-use of brownfield land. Additionally the audit is a key piece of information used in the determination of planning applications and appeals challenging the Council's Housing Land Supply during which it can be subject to significant scrutiny.

The process of compiling the audit requires significant officer time, particularly the Land Planning Policy and GIS teams but also colleagues in the Housing, Development Applications and Estates Teams. Through better use of GIS systems and using a Collector App developed in house the following efficiencies and improvements were achieved:

1. Site visit information uploaded remotely whilst on site and therefore no doubling handling of data on return to the office.
2. Planning Policy Officer able to generate and amend site polygons without requiring the assistance of the GIS Team, again avoiding the double handling of work.
3. Access to the on-line GIS database for internal consultees to access and review the information.
4. Draft audit completed and ready for consultation with Homes for Scotland much earlier than in previous years.

In addition to the benefits improving the process for collecting the audit data, it was considered that the large amount of information collated by the audit was underutilised in previous years and was largely inaccessible for non-planning professionals. The introduction of a storymap version of the audit was a recognition that Land Planning and Development needed to react to the digital advances available to planning and use innovative technology to make the audit more interactive, informative and accessible to the general public. Notably, the interactive version of the audit allows people to see all of the development sites in their local area and information for each site such as who the builder is, what different tenures will be delivered and a year by year breakdown of how many units are expected to be delivered. The interactive Housing Land Audit is available to view here (<https://www.eastdunbarton.gov.uk/residents/planning/planning-policy/housing-land-audit>).



The Collector App has been a significant and important tool in accelerating the preparation of the 17/18 Housing Land Audit and also in improving how the information is presented. It has allowed the quick and easy collection of site information and removed the need for paper plans (both on site and within the office). The use of the Collector App has shifted the GIS team's involvement in the audit from doing the mapping requirements of the HLA for the planning officer to supporting the officer to be able to do this themselves. Although setting up the new system has required significant input from the GIS Team it has been no more onerous than the mapping work that been done in previous years and moving forward to future audits the time spent by GIS officers should decrease significantly as the new way of working beds in. Work on the 2018 HLA is currently underway and has already been an easier and less resource-heavy process. To ensure that the improvements to the HLA process were undertaken as efficiently as possible a Project Initiation Document was prepared to oversee the changes and set realistic

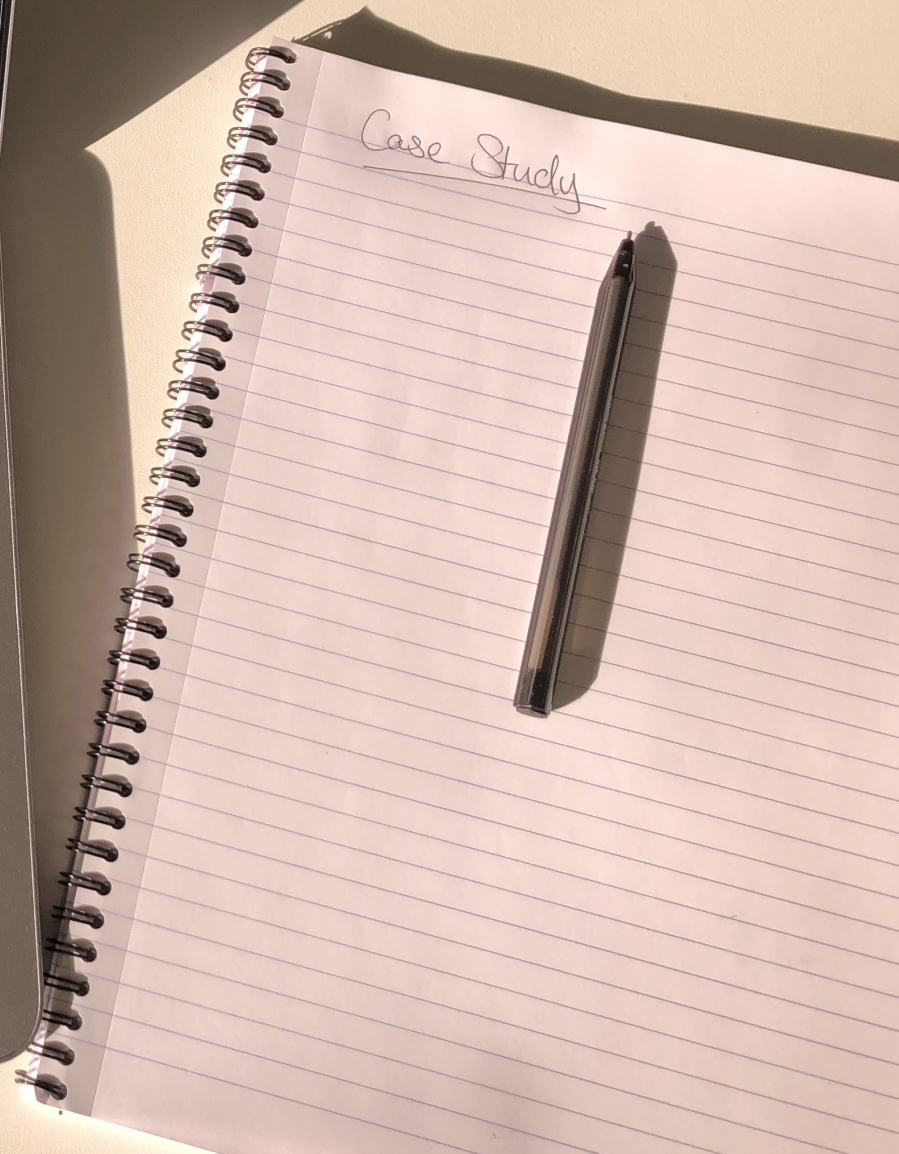
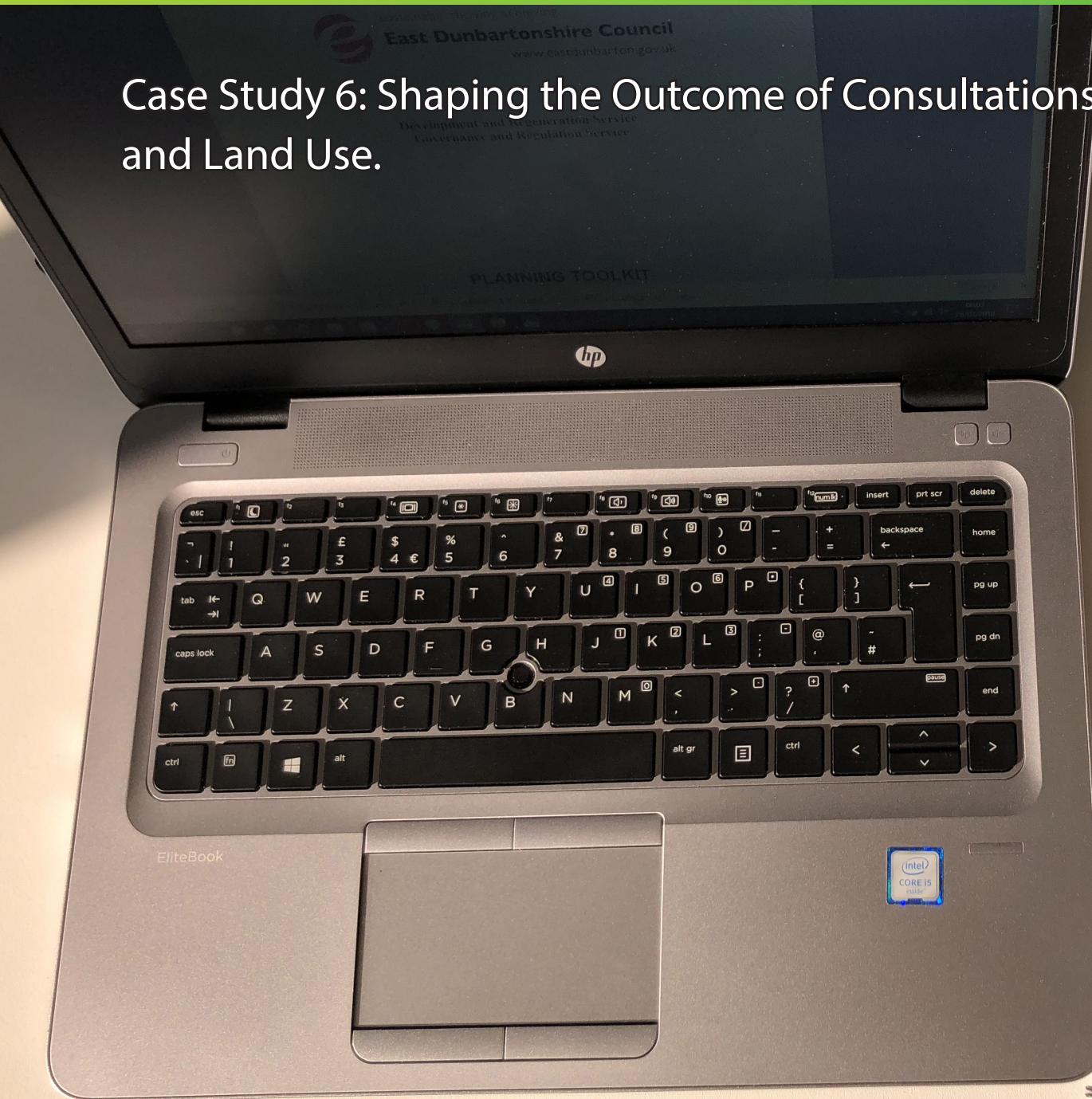
goals that could be achieved given that it would be the first time that the new technology and process was used. Subsequently, there are further improvements that can be made as our experience and confidence using the software grows.

Also for the first time, in response to comments from Homes for Scotland, the draft audit was provided to them in excel format to aid their considerations and they have found this to be particularly useful. As the East Dunbartonshire audit feeds into the work of the Clydeplan SDP we have shared our experience in using the collector app for data collection and producing the storymap version of the audit with the other Clydeplan authorities.

Following on from the overwhelmingly positive experience of officers in using the Collector App and feedback from users of the Housing Land Audit story map, the Council intends to widen their use to other areas of policy formulation and monitoring to continue to improve both process and presentation.

Goals:
To improve the process of preparing the Housing Land Audit through the use of GIS systems and improved consultation, and to publish a more user-friendly version of the audit.
Outcomes:
Through this work the following outcomes and benefits to the service have been achieved: <ol style="list-style-type: none">1. Use of technology and GIS systems – set up process which will make preparing future audits easier and less doubling of work.2. Agreement with Homes for Scotland achieved within 5 months of audit base date (compared to 9 months for the audit in 2016 and 11 months in 2015).3. No sites disputed by Homes for Scotland (compared to 3% of the effective land supply being disputed in 2016 and 7% in 2015).4. Production of an interactive story map version of the audit and improved accessibility of public information.
Name of key officer:
Stewart McNally, Land Planning Policy Officer, stewart.mcnally@eastdunbarton.gov.uk ,

Case Study 6: Shaping the Outcome of Consultations on Issues Affecting Planning and Land Use.



Case Study 6: Shaping the Outcome of Consultation on issues affecting planning and land use

Location and Dates:	
All EDC April 2017 – March 2018	
Elements of a High Quality Planning Service this study relates to:	
<ul style="list-style-type: none"> Quality of outcomes Quality of service and engagement Governance Culture of continuous improvement 	
Key Markers:	
3. Early collaboration with applicants and consultees on planning applications 6. Continuous improvements 10. Cross-sector stakeholders, including industry, agencies and Scottish Government, engaged early (pre-MIR) in development plan preparation 13. Sharing good practice, skills and knowledge between authorities	
Key Areas of Work:	
<ul style="list-style-type: none"> Environment Local Development Plan & Supplementary Guidance Housing Supply Enforcement Planning Applications 	<ul style="list-style-type: none"> Interdisciplinary Working Collaborative Working Placemaking Process Improvement Skills Sharing Staff Training
Stakeholders Involved:	
<ul style="list-style-type: none"> Local Developers Key Agencies 	<ul style="list-style-type: none"> Authority Planning Staff Authority Other Staff
Overview:	

The Land Planning Policy team aims to respond to relevant consultations where possible and has been particularly active in responding to planning consultations in 2017/2018. The planning system is dynamic and it is always important that planning authorities keep abreast of changes and examples of best-practice and also respond

to opportunities to influence the planning system and planning practice on the behalf of the local community. However, this is particularly important given the context of increasing emphasis on community engagement, as reflected in the ambitions of the Planning (Scotland) Bill to increase community involvement in planning, and the priority given to community empowerment through the Community Empowerment Act. The challenges relating to the establishment of new Regional Partnerships and the opportunity to link planning and regeneration priorities with regional economic and transport planning aspirations have also been a focus for the authority as work began on LDP 2 during the year. The Land Planning Policy team has responded to 25 consultations in 2017/18, these are as follows:

National Level Consultations

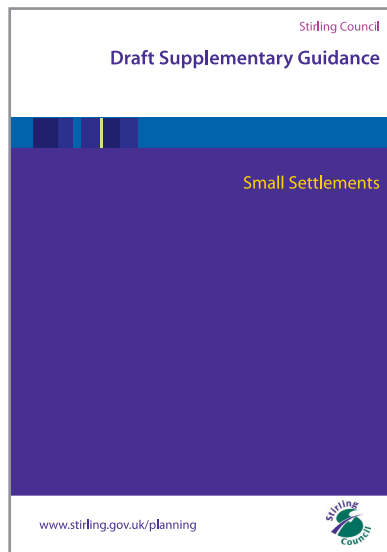
1. Draft Planning Delivery Advice: Build to Rent (Scottish Government) July 2017
2. Landscape Character Area Review (Scottish Natural Heritage) May 2017
3. Onshore Wind Policy Statement (Scottish Government) May 2017
4. Places, People and Planning: Position Statement (Scottish Government) August 2017
5. Planning (Scotland) Bill: Call For Evidence (Scottish Government) February 2018
6. Unconventional Oil & Gas Extraction (Scottish Government) May 2017



Planning (Scotland) Bill (AS INTRODUCED)	
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	Development planning
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2	Removal of requirement to prepare strategic development plans
3	Local development plans
4	Supplementary guidance
5	Key agencies
6	Delivery programmes
7	Amendment of National Planning Framework and local development plans
8	Development plans
	Local place plans
9	Local place plans
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	SIMPLIFIED DEVELOPMENT ZONES
10	Simplified development zone schemes
11	Bar to creation of new simplified planning zones
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14	Removal of requirement to recover costs before determining certain applications
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15	Delegation of development decisions
16	Schemes of delegation
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17	Duration of planning permission
18	Completion notices
SP Bill 23	Session 5 (2017)

Local/ Regional Consultations

1. Responses to neighbouring authorities (Glasgow, North Lanarkshire, Stirling and West Dunbartonshire) on planning applications (multiple), Supplementary Planning Guidance (multiple), 1 Main Issues Report and 1 Proposed Local Development Plan.
2. Glasgow Airport modernising flightpaths consultation.
3. Forestry and woodland creation consultations (multiple).



Additionally, please note that the planning service has consulted neighbouring authorities on all planning applications within East Dunbartonshire which are either near the boundary or where the development could have an impact in that area; this includes consulting on the scoping of an Environment Impact Assessment.

Goals:

To ensure that the Planning Service is as outward-looking as possible by influencing decisions out with the authority and being aware of and responsive to the dynamism of the planning system and best practice.

Outcomes:

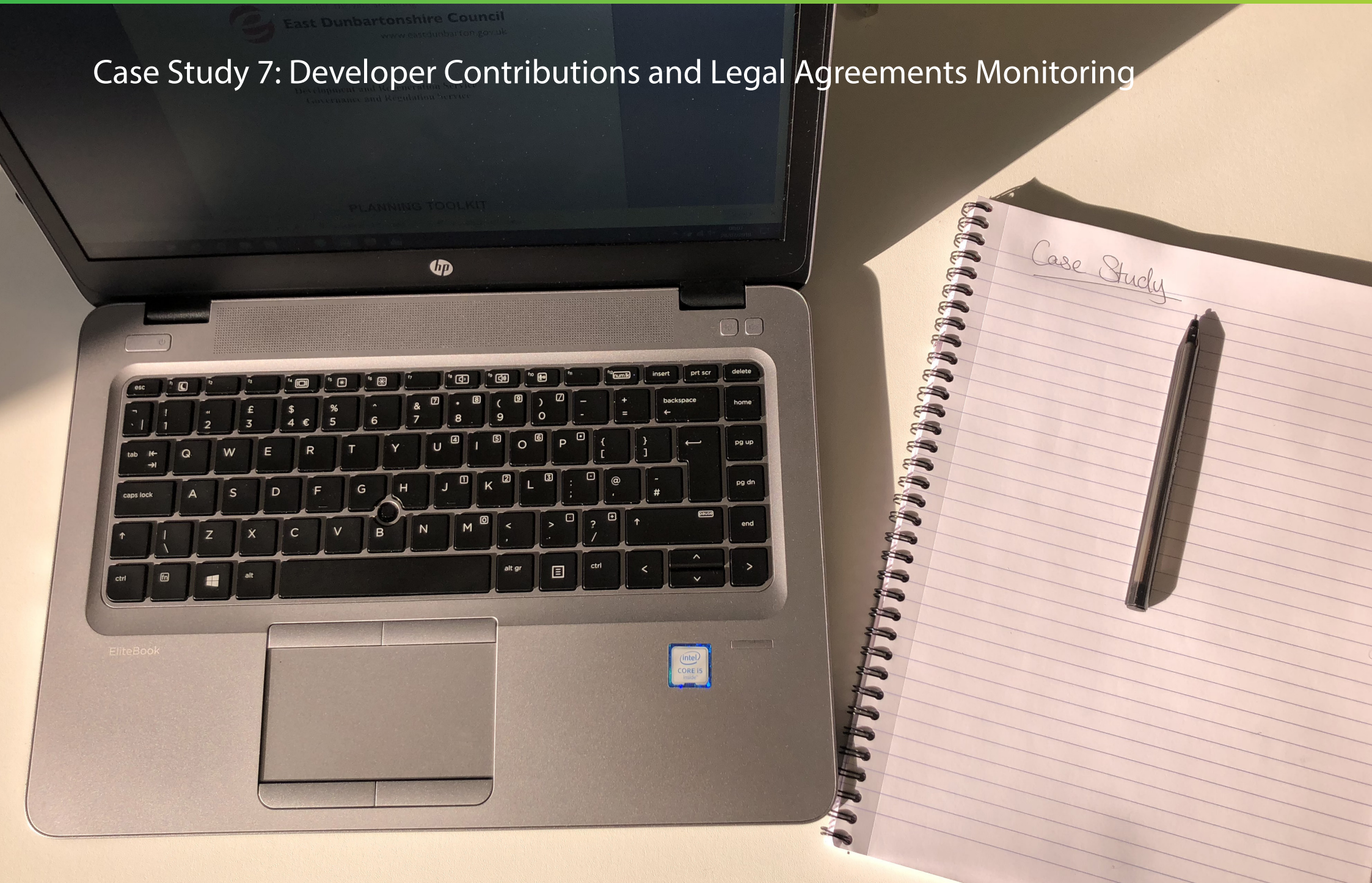
Through this work the following outcomes and benefits to the service have been achieved:

1. Experience of interpreting consultation documents and therefore being put in the shoes of communities and other stakeholders.
2. Understanding of best practice and other authority/agency approaches.
3. Collaborative working with other planning authorities.
4. Contribution to the modernising planning agenda.
5. Increased understanding of planning procedures and planning reform.

Name of key officer:

Alison Laurence, Land Planning Policy Team Leader
Alison.laurence@eastdunbarton.gov.uk

Case Study 7: Developer Contributions and Legal Agreements Monitoring



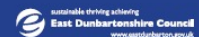
Case Study 7: Developer Contributions and Legal Agreements Monitoring

Location and Dates:	
All EDC	
December 2017 to April 2018	
Elements of a High Quality Planning Service this study relates to:	
<ul style="list-style-type: none"> Quality of outcomes Quality of service and engagement Governance Culture of continuous improvement 	
Key Markers:	
4 Legal Agreements	
6 Continuous improvement	
12 Corporate working	
13 Sharing good practice	
Key Areas of Work:	
<ul style="list-style-type: none"> Local Develop Plan & Supplementary Guidance Development Management Processes 	<ul style="list-style-type: none"> Interdisciplinary Working Collaborative Working Performance Monitoring Process Improvement Project Management
Stakeholders Involved:	
<ul style="list-style-type: none"> Local Developers Key Agencies 	<ul style="list-style-type: none"> Authority Planning Staff Authority Other Staff
Overview:	
<p>In December 2017 the Scottish Government invited expressions of interest from authorities wishing to participate in a project to develop, test, measure and implement changes that streamline the Section 75 planning obligations process, using the Scottish Government's Improvement Framework. This project was included as part of the work supporting the Planning Review due to recognition of the issues of delays in the planning process which can arise when a Section 75 Agreement is</p>	

used. The Review recognised that there was a need to streamline the process and the Scottish Government should work with authorities to pursue further improvements.



Developer Contributions 2017 Supplementary Guidance



This opportunity was made to HOPS members and East Dunbartonshire expressed an interest in taking part in this improvement project and were subsequently given the opportunity to get involved.

The project focused on a 'Plan, Do, Study, Act' approach and was to broadly follow the steps of:

1. Workshop facilitated by Scottish Government Improvement Advisor.
2. Live testing by Authorities of change ideas
3. Follow up advice as required to and develop further change ideas
4. Report of findings to enable lessons to be drawn from the project.

This project commenced with a workshop in September 2017, which comprised of Development Management planners, a member of the Council's Legal Team, Scottish

Government representatives and an improvement advisor. In advance of the project workshop the DM team were asked to consider current processes, including i) issues with Section 75 processes, ii) where we would like to focus improvement efforts and iii) ideas of further changes and improvements the team could make. In the workshop the DM team were introduced to basic improvement methodologies. The format of the workshop was broadly;

1. Setting the context for the project.
2. An introduction to basic improvement methodology
3. Clarifying Improvement aims
4. Identifying basic / high level process
5. Identifying some barriers to improvement
6. Developing change ideas, next steps, actions.

The workshop was run over the course of an afternoon and introduced the team to a number of new concepts to explore change. The team were familiarised with methods for identifying change and were introduced to a cycle of continuous improvement which made us think about i) understanding systems, ii) measuring performance, iii) developing better ways of problem solving, iv) testing cycles and v) clarifying aims. The workshop covered concepts such as driver diagrams which considers how to modify systems to change outcomes and to consider different end users and stakeholder perspectives. We were also asked to consider types of waste in our systems, such as duplication, unnecessary meetings, badly designed IT etc. Of particular use was the 'fishbone' concept which was a simple way of identifying issues and causes, the reverse of this helped us work out the solutions. The session closed with a 'priority decision matrix' being created for the team. The matrix helped us identify what would be most appropriate for our team to concentrate on. At the time of the workshop taking place there were staffing issues in the legal team which would hinder and limit the success of any significant change we would wish to pursue in terms of Section 75 agreements. The workshops did help us to identify an area of work that would bring a 'quick win' to the team, in that there were high benefits and success was easy to achieve and this was to look at our methods of condition and Section 75 contribution monitoring.

Priority Decision Matrix



The team have over the course of the 4 months (Dec 17-Mar 18) therefore looked at the information we have with respect to developer contributions. The spreadsheets were updated to include all information held across the service and these are easily accessible and provide a quick reference point for FOI type enquiries and monitoring. The team have also invested time in the use of the Development Condition Monitoring module within UNIFORM. This module was purchased some time ago but has not been fully utilised, primarily due to staffing issues within the team. As the planning team has reduced vacancies over this period and as condition monitoring was identified as a 'quick win' in the workshops training was provided to the team on the use of this module. A 'how to' has been completed and sits within a suite of 'how to' documents that the team use for everyday workflows.

A Developer Contributions working group has also been created. The working group has brought together employees from within the Council, from groups that receive and spend contributions obtained such as colleagues in education and housing to

colleagues that are involved in drafting of agreements and financial transactions such as finance. The initial meeting provided all attending an opportunity to identify areas of improvement and also aided the Development Management Team in understanding what information others within the Council held, such as colleagues in finance, relating to developer contributions.

A Section 75 summary sheet was created on the back of the Developer Contributions working group. This was also something that had been discussed in the workshop with Scottish Government. The use of the summary sheet is twofold. Firstly, at the time a Section 75 agreement is signed planners are to complete the summary sheet, this, along with a copy of the legal agreement should be sent to those teams which would be in receipt of monies/contributions. This being a tool to advise recipients of the status of applications and to advise of potential payments or contributions. The summary sheet was also to be sent to developers upon receipt of a Notice of Initiation. The purpose being to provide a helpful summary to developers and to ensure that trigger points for payments are understood by all stakeholders from the outset. This exchange of information has provided a reliable and robust baseline for ongoing site monitoring. A further case study has been provided with respect to ongoing site monitoring. This case study shows a realisation of what the team can achieve and the workshop with the Scottish Government was a catalyst for this workflow to address a priority across the team. We have reported back to the Scottish Government on the streamlining workflow and have contributed to their newsletter.

Goals:

To ensure a finalised procedure for data recording of developer contributions that is robust, centralised and makes use of the technology available to the team.

Outcomes:

The case study demonstrates a commitment to the team to ensuring data is accurately recorded and can be shared with confidence with consultees. It also provides a future opportunity for the Development Management team to showcase the value that they have brought to East Dunbartonshire both in terms of financial contributions but alongside on-site contributions, such as affordable housing, community facilities and greenspace improvement delivery.



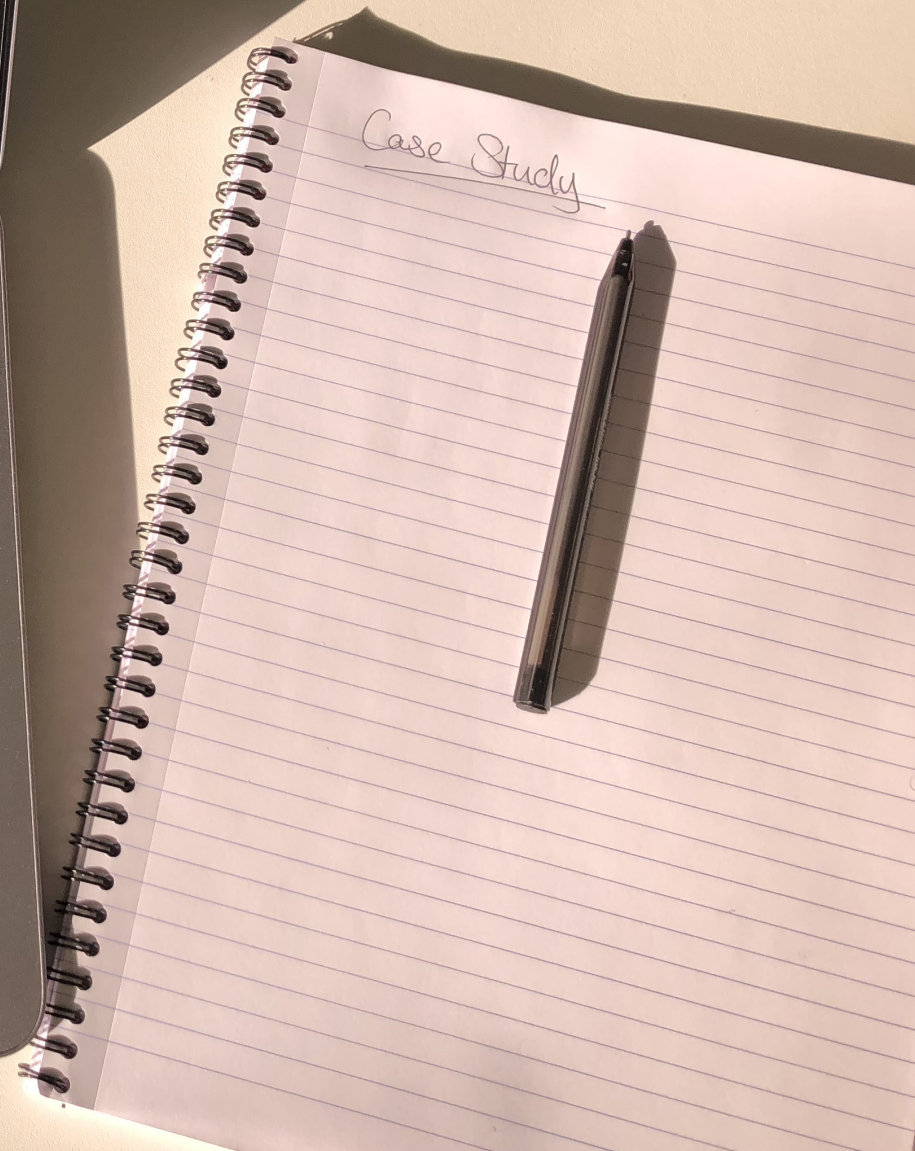
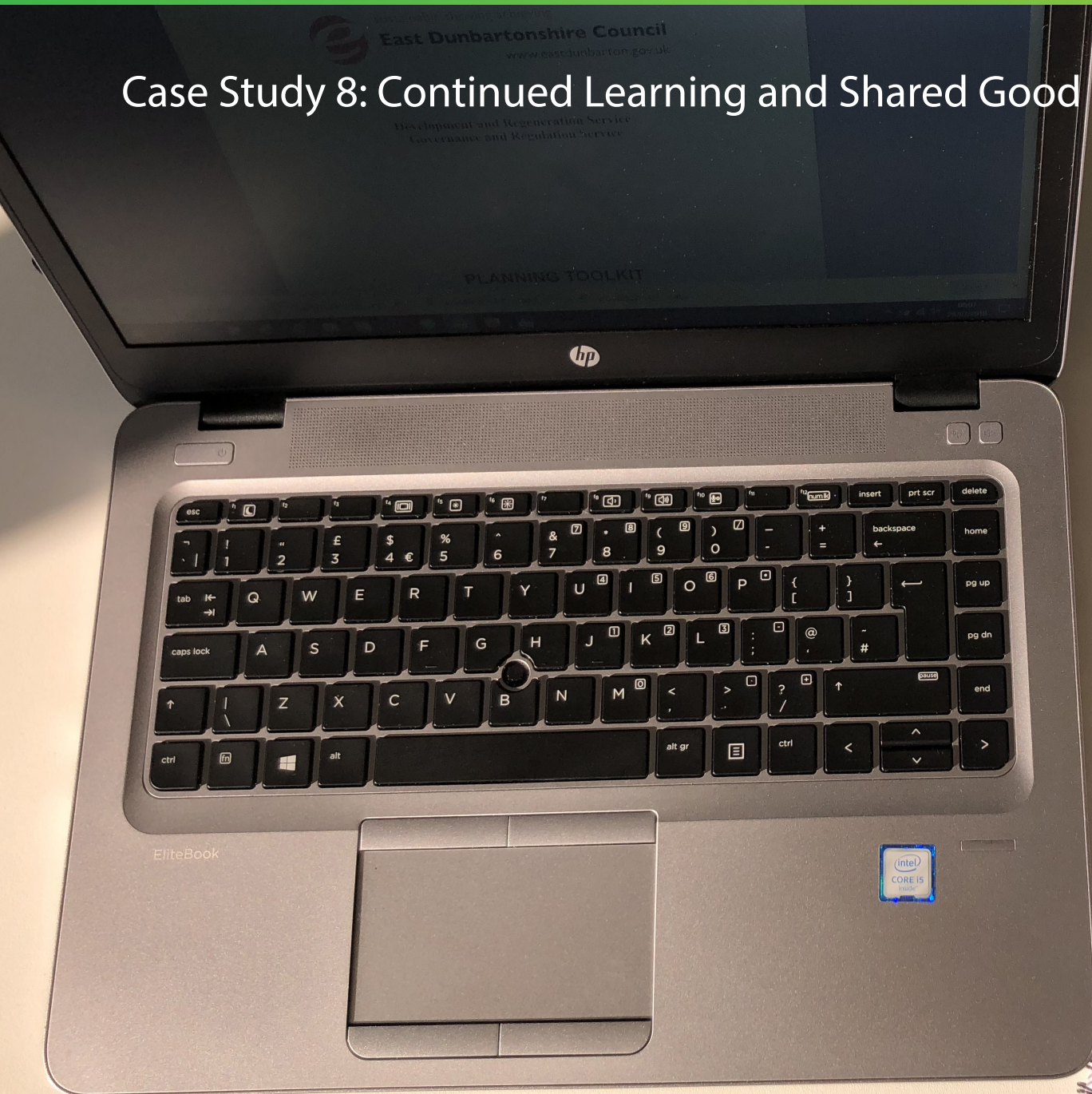
Play space at Milton of Campsie secured through developer contributions

Name of key officer:

Helen Atkinson –Development Applications Team Leader (Planning)

Helen.atkinson@eastdunbarton.gov.uk

Case Study 8: Continued Learning and Shared Good Practice



Case Study 8: Continued Learning and Shared Good Practice

Location and Dates:	
All EDC	
April 17 – March 18	
Elements of a High Quality Planning Service this study relates to:	
<ul style="list-style-type: none"> Quality of outcomes Quality of service and engagement Governance Culture of continuous improvement 	
Key Markers:	
2. Project Management	
6. Continuous improvements	
12. Corporate working across the services to improve outputs and services for customer	
13. Sharing good practice, skills and knowledge between authorities	
12. Corporate working across services to improve outputs and services for customer benefit (e.g. protocols; joined-up services; single contact; joint pre-application advice)	
13. Sharing good practice, skills and knowledge between authorities	
Key Areas of Work:	
<ul style="list-style-type: none"> DevelopmentManagementProcesses Planning Applications 	<ul style="list-style-type: none"> Interdisciplinary Working Collaborative Working Skills Sharing Staff Training
Stakeholders Involved:	
<ul style="list-style-type: none"> DevelopmentManagementProcesses Planning Applications Key Agencies 	<ul style="list-style-type: none"> Interdisciplinary Working Collaborative Working Skills Sharing Staff Training Planning Committee Authority Planning Staff Authority Other Staff

Overview:

Elected Member Training

As a result of the local elections in 2017 there were a number of new Councillors elected. At East Dunbartonshire Council all Councillors can sit on the Planning Board so it was necessary to provide training to Councillors. It was essential that all members were provided with the same training regardless of whether they were newly elected or otherwise. In conjunction with the Legal Team, a programme of Councillor training was provided to all Councillors, this training included Data Protection, FOI's and code of conduct.

With respect to the role of the Planning Service members of the Development Management Team were involved in preparing a training session about development management and the Local Review Body. The 'high level' training was provided by Brodies LLP in conjunction with ourselves and introduced Councillors to the concept of the plan led system, role of the officer and logistics, making good decisions.



The more 'local' training was provided by the Development Applications Manager and Planning Team Leader and introduced Councillors to the scheme of delegation within East Dunbartonshire, what to expect at Planning Board site visits, the role of drop in sessions, the structure of our reports of handling and the content of other reports go to the Planning Board. Example reports of handling were included in a powerpoint presentation to familiarise Councillors with the structure of our reports and where to find pertinent information.

As part of this training the Councillors were presented with a case study which was had been subject to an earlier decision. The case study was a plot subdivision at a site in Bearsden. The case was considered a good example as it raised a number of issues such as i) plot subdivision, ii) building line, iii) tree retention, iv) residential privacy v) relationship with the adjacent Conservation Area and vi) Local Plan

policies. The Councillors were given an opportunity to review the block plans and elevations and in small groups a discussion was facilitated by planners. In the small groups the newer Councillors felt confident to discuss concerns and explore ideas of what a material planning matter is. Following the discussion each group was offered the opportunity to state what their recommendation would have been and further conversations evolved from this. The 'local' level training also provided the new Councillors with an opportunity to meet members of the Development Management team and the structures within the team.



The Development Management team were also responsible for providing training to the Councillors who attend the Local Review Board. This training was provided in an informal setting and gave an overview of the regulations, nature of reviews to be considered, reference to the Development Plan, material planning considerations and decision requirements. The training was also attended by colleagues in Legal Team.

On the back of this exercise data has been captured to show the level of decisions taken by the Planning Board and the number of recommendations that were overturned. This is shown on the table below. This clearly shows that the number of

applications before the committee has been reduced in number but the percentage of officer recommendations has increased. This increase could be for a number of reasons but could be associated with a reduction in items before the Planning Board, the complexity and level of public interest in such applications and a change in administration.

Year	No. of applications at Planning Board	No. of decisions overturned
2014-15	27	14%
2015-16	33	15%
2016-17	20	20%
2017-18	15	26%

The Development Management team recognise this issue and have been working closely with the Convener and Vice Convener to ensure that they have a sound understanding of the key issues in the determination of cases before the Planning Board. As part of this work the Development Management Team provides 'drop in' sessions in advance of the Planning Board once the agenda has been agreed. The drop in sessions are run by the case officers and informal discussion is encouraged around the plans and information. These have been well attended by Councillors and provide them with an informal setting to ask questions and gain a better understanding of the application and works that case officers have undertaken. The drop in sessions have also benefited the Development Management Team insofar as officers now feel that they understand the Councillors position and concerns in advance of the formal meeting and have time to do further research should the need arise. It is acknowledged that this is an area of further improvement.

The training provided by the Development Management Team to Councillors showed a commitment to a quality of outcome in that this training and drop in sessions would help to inform Councillors and assist with better considered assessments. This work also demonstrate the team's commitment to the corporate governance and how we were a part of an extensive Councillor training programme delivered across the organisation.

Benchmarking with other Local Authorities

Development Applications continue to form part of the West of Scotland Development Management Benchmarking Group. This consists of participants from the following Councils: East Dunbartonshire, East Renfrewshire, Inverclyde, North Ayrshire, Renfrewshire & West Dunbartonshire. The Group normally meets every 3 – 4 months and met three times in 2017-18 as follows: 10th May 2017 (at East Dunbartonshire); 10th August 2017 (East Renfrewshire); and 17th November 2017 (Inverclyde). The meeting due to be held in Spring 2018 at North Ayrshire was postponed due to adverse weather. The meetings are minuted, with the host Council, chairperson and minute-secretary rotating around the Councils.

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

1. The authorities' Planning Performance Frameworks
2. The Planning Bill
3. The use of an increase in planning fees
4. The High Hedges legislation and a solicitor interpretation
5. The adoption of SuDS
6. The Forestry Commission and felling licences
7. The new EIA regulations and cumulative impact,
8. The part approval/part refusal of an application
9. The validation process
10. The Health Impact Assessments
11. The Schemes of Delegation
12. The Officer training programme
13. The LFR returns
14. The S75 obligations
15. The handling of AMSC applications
16. The controls on biomass boilers
17. The district heating objections from SEPA
18. The fees for stopping up orders
19. The issues arising from cross boundary applications
20. Staffing levels within each authorities' planning service

21. Enforcement resources that are available
22. The use of shared service, including how the Councils obtain archaeological advice
23. How the Councils undertake elected member training
24. High hedges procedures including direct action
25. How the Councils review their Tree Preservation Orders
26. The form and content of reports of handling and decision notices

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

Of particular note this year have been our discussions on:

- Staffing levels within each authority's planning service. We compare staffing levels within the Service, which allows the Councils to compare staffing levels and workloads with some nearby and comparable authorities.
- Training policies and procedures were discussed on a number of occasions. This included elected member training, community Council training and planning staff training. Staff training is a subject that we have developed during the year with two well attended training days held by the Benchmarking Partners at Clydebank on design, and at Saltcoats on the natural and built environment.
- The discussions on the form and content of reports of handling and decision notices were useful as the authorities were able to learn from the practices of the other Councils, ensuring compliance with the relevant legislation whilst minimising administrative procedures and obtaining efficiencies.

In addition to the formal meetings, the participants also use the email list as a 'forum' for quickly asking questions and obtaining advice on areas of uncertainty. This group concentrates on development management issues. Development Plans teams benchmark extensively with the eight Councils who prepare the Glasgow & Clyde Valley Strategic Development Plan (including sub-groups); Clyde Marine Planning Partnership, as well as through Heads of Planning and the National Development Plans Forum. Benchmarking also takes place supporting environmental

and technical functions, including through the Glasgow and Clyde Valley Green Network Partnership; the Scottish Outdoor Access Forum; the Scottish Strategic Environmental Assessment Forum; the Local Authorities Historic Environment Forum; the Corporate Address Gazeteer Forum; the One-Scotland Mapping Agreement Group; and the Ordnance Survey User Group.

The team also were invited to attend the inaugural West of Scotland Development Management Benchmarking Group training day. As discussed above, EDC is part of a local benchmarking group and in order to provide free training opportunities across the members a training day was kindly offered by North Ayrshire Council in September 2017. The event was held at Saltcoats Town Hall and was well attended by members of the team, including the team leader and 4 planners. The event discussed a number of topics and given the location at the recently renovated town hall this seemed the most appropriate starting point for a discussion and tour of the building. Further presentations were given by the Tourism and Coastal Economy Manager, Scottish Natural Heritage and Clyde Marine Planning Partnership. The variety in speakers resulted in an excellent learning opportunity for planners in the team. This opportunity illustrates the benefit again of the local benchmarking group and a commitment by all members to continue to work together to ensure continuous improvement in knowledge base across the member authorities.

With increasing pressures on training budgets the team have also been creative in seeking training opportunities from other sources. We have been collaborating with a number of consultees to seek out seminars and refresher sessions. Within the reporting period we have secured such training seminars with a number of consultees. The Forestry Commission visited the team and spoke about their work and we explored a more joined up approach to sites which may need a licence from the Forestry Commission. A training seminar was also provided by Police Scotland (National Designing out Crime Manager) in which the team and enforcement were made aware of the services that Police Scotland could provide to the planning team. Future seminars are also planned for Historic Environment Scotland and we will continue to seek free training where opportunities arise with consultees.

In December 2017 members of the Development Applications team attended Local Authority Planning Workshops that were being held across Scotland. These workshops were run by the Digital Transformation Service of the Scottish Government. The workshops split the participants into groups and explored both positives and frustrations with the processing of applications and these were mapped out for the Scottish Government representatives to utilise. The exercise did highlight a number of good practices that other Planning Authorities had implemented and these were noted for future consideration at East Dunbartonshire Council. This exercise showed a willingness to engage with the Digital Transformation Team and to learn from others in our own business models.

Goals:

The ability to attend training courses and welcome speakers to the team shows a commitment to promoting ongoing learning within the team and people development. We are also committed to training others and adding to the Corporate training of Councillors.

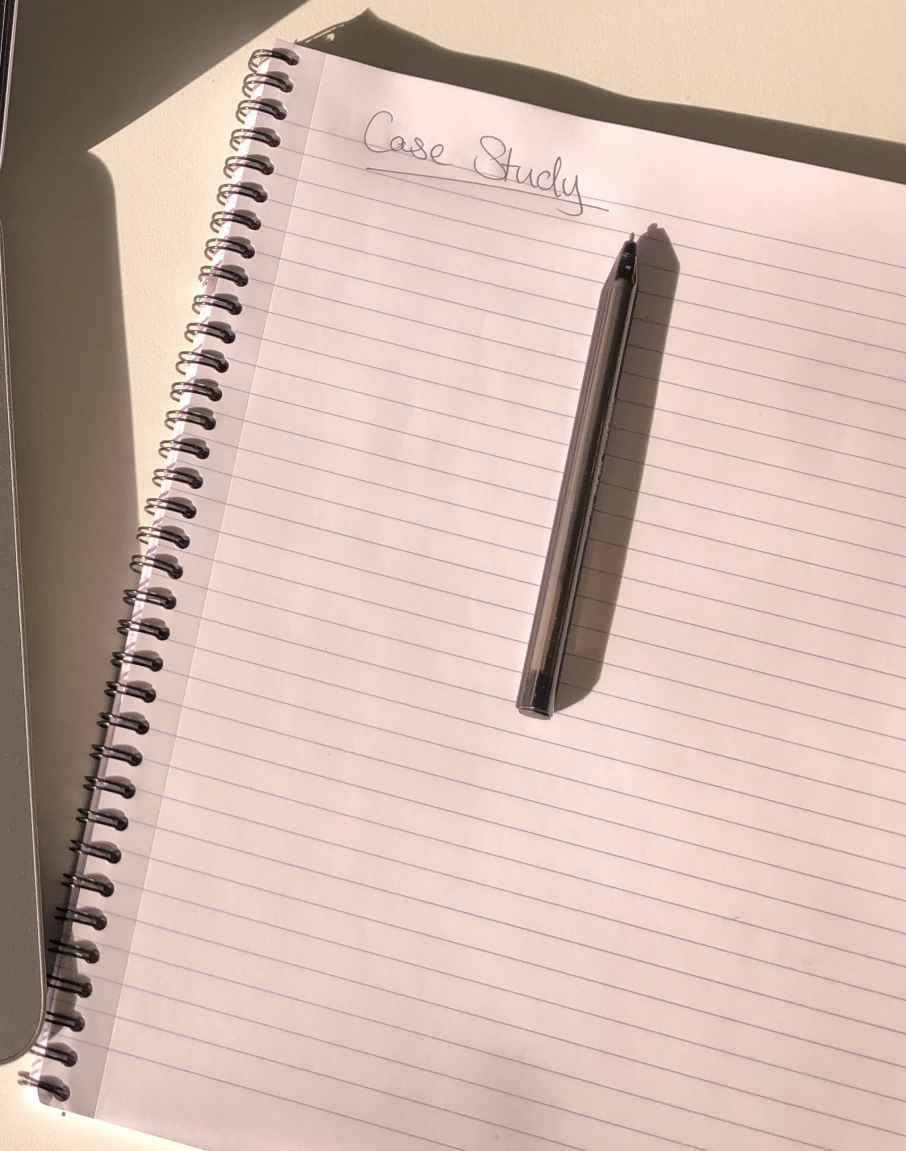
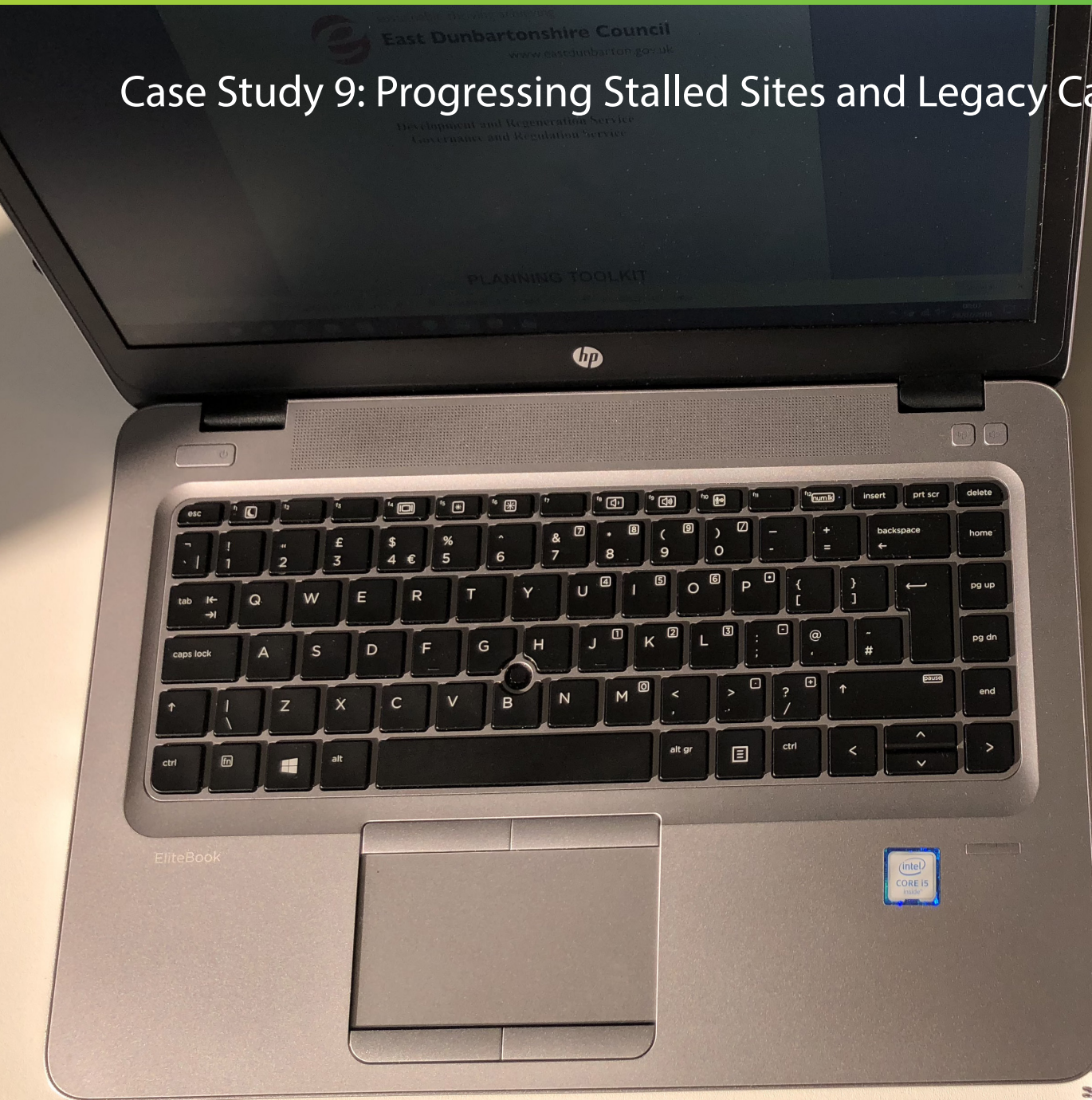
Outcomes:

The case study has demonstrated the range of more creative training opportunities available to the team. The case study has identified the need for further follow up training for the Planning Board members.

Name of key officer:

Helen Atkinson – Development Applications Team Leader (Planning)
Helen.atkinson@eastdunbarton.gov.uk

Case Study 9: Progressing Stalled Sites and Legacy Cases



Case Study 9: Progressing Stalled Sites and Legacy Cases

Case Study Title:	
Progressing Stalled Sites and Legacy Cases	
Location and Dates:	
April 2017 - March 2018	
Various Locations	
Elements of a High Quality Planning Service this study relates to:	
<ul style="list-style-type: none"> • Quality of outcomes • Quality of service and engagement • Governance • Culture of continuous improvement 	
Key Markers:	
3. Early collaboration with applicants and consultees on planning applications	
6. Continuous Improvements	
12. Corporate working across services to improve outputs and services for customer benefit.	
Key Areas of Work:	
<ul style="list-style-type: none"> • Design • Conservation • Regeneration • Environment • Greenspace • Housing Supply • Affordable Housing • DevelopmentManagementProcesses • Interdisciplinary Working • Collaborative Working 	<ul style="list-style-type: none"> • Process Improvement • Project Management • Transport • Active Travel
Stakeholders Involved:	
<ul style="list-style-type: none"> • Local Developers • Key Agencies 	<ul style="list-style-type: none"> • Authority Planning Staff • Authority Other Staff

Overview:

Following on from the work detailed in Case Study 4 of last year's PPF (Bringing forward Stalled Sites and Legacy Cases) the Council in 2017/18 continues to work to reduce the number of legacy cases. The Council continued to ensure that development sites can move through the development management process efficiently in line with legislative requirements. The Planning Authority is committed to providing high quality customer service and will engage with developers to support proposals to bring stalled sites and legacy cases forward by offering free pre-application advice to developers and their agents and processing agreements provided clarity and transparency. The Planning team continues to work with developers and will always offer meetings with key stakeholders to facilitate early engagement and to identify key issues.

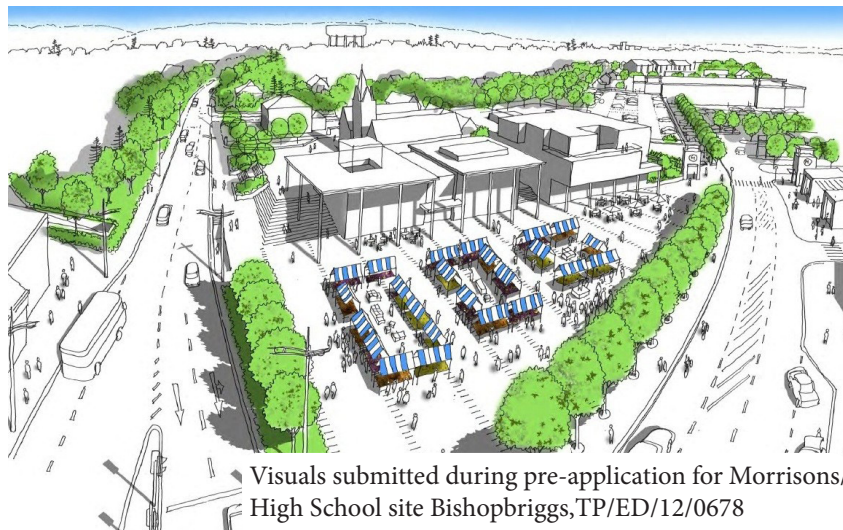
During this reporting period, the Planning Authority has successfully closed an additional 12 legacy cases demonstrating our consistent and committed approach to reducing legacy cases. As of 31 March 18 there were 6 legacy cases remaining.

It is important to note that by their very nature, legacy cases and stalled sites have significant problems inhibiting their delivery. These sites require significant time, resource and a number of Council services to support developers to ensure that they have confidence to bring forward applications which will be commercially viable but also supported by officers. The Development Application team have and continue to make a strong commitment to invest time and resource into such discussions to bring about stalled sites which would benefit from planning permissions being in place. These early discussions can deliver added value at the development stage. Time spent on resolving issues associated with challenging sites is not always reflected in performance statistics. However our approach to these types of sites has been welcomed by the development industry and should help to deliver economic growth over the long term.

Two examples of our approach to historical and stalled sites currently at different stages are given below:

Case Study – Bishopbriggs Town Centre

Following the closure of the former Bishopbriggs High School in 2009, the site was acquired by Morrisons. An application for planning permission in principle was submitted (ref TP/ED/09/0395) for the mixed use development, incorporating new and re-organised retail floorspace, residential, care home, office and community uses with associated landscaping and access which was approved 21 December 2010.



Morrisons submitted planning application TP/ED/12/0678 for the Matters Specified in conditions of TP/ED/09/0395 for new foodstore (Class 1), new decked and surface car parks, landscaping and associated access. The application TP/ED/12/0678 was refused for a number of reasons, which included:

- Scale, mass and location of new store
- Design and finish
- Lack of linkages to Town Centre

The majority of the site which is located within Bishopbriggs Town Centre remains undeveloped.

The Council were approached by Morrison to discuss the potential redevelopment of the Morrison Site and the former Bishopbriggs High School in 2017. The engagement and advice has been provided in three areas of planning

1. The policy team have worked with Morrison to ensure that the emerging Bishopbriggs Town Centre Strategy is reflective of the Local Development Plan designation, policies and guidance whilst being reflective of Morrison's aspiration for the site.
2. Development Management have engaged with the planning consultants for the site to ensure that any forthcoming application reflects policy and guidance whilst allowing for innovation as part of a masterplan.
3. The regeneration and town centre team have supported Morrisons offering advice and support regarding the access, public realm and wider projects which will be taken forward by the town centre strategy.

This support and open for business approach has led to productive discussions which have led to the submission of a Proposal of Application Notice and positive indication that an application will be submitted later this year. We will report progress through future PPFs.

Case Study - Lennox Castle

Lennox Castle is a phased housing site which had featured in the previous two Local Plan iterations and the initial developer only developed phase 1. This first phase had been built prior to the downturn of 2008 and had incurred high infrastructure costs associated with flood mitigation and road infrastructure. Following a change in developer the Council engaged in pre application discussion to progress the stalled site.



Planning application TP/ED/17/0407 was received in June 2017 following extensive discussions between the Council and with the developer and the landowner. This proposal represents the second phase of a development originally granted outline consent in 2003 and which has been stalled mainly due to market conditions.

Council officers from both the Housing and Planning services worked closely with a potential developer in advance of the application to ensure a proposal could be reached which satisfied the requirements of the Development Plan with regards to affordable housing but also ensured the development remained viable. Issues relating to flood risk have delayed a decision on the application but the Council continues to work with the developer to ensure these are overcome and this significant stalled site is progressed.

Goals:

To reduce the determination period of planning applications and legacy cases.
Provide a high quality and supportive planning service which actively works with developers to deliver viable sites that take account of commercial realities and market demand.

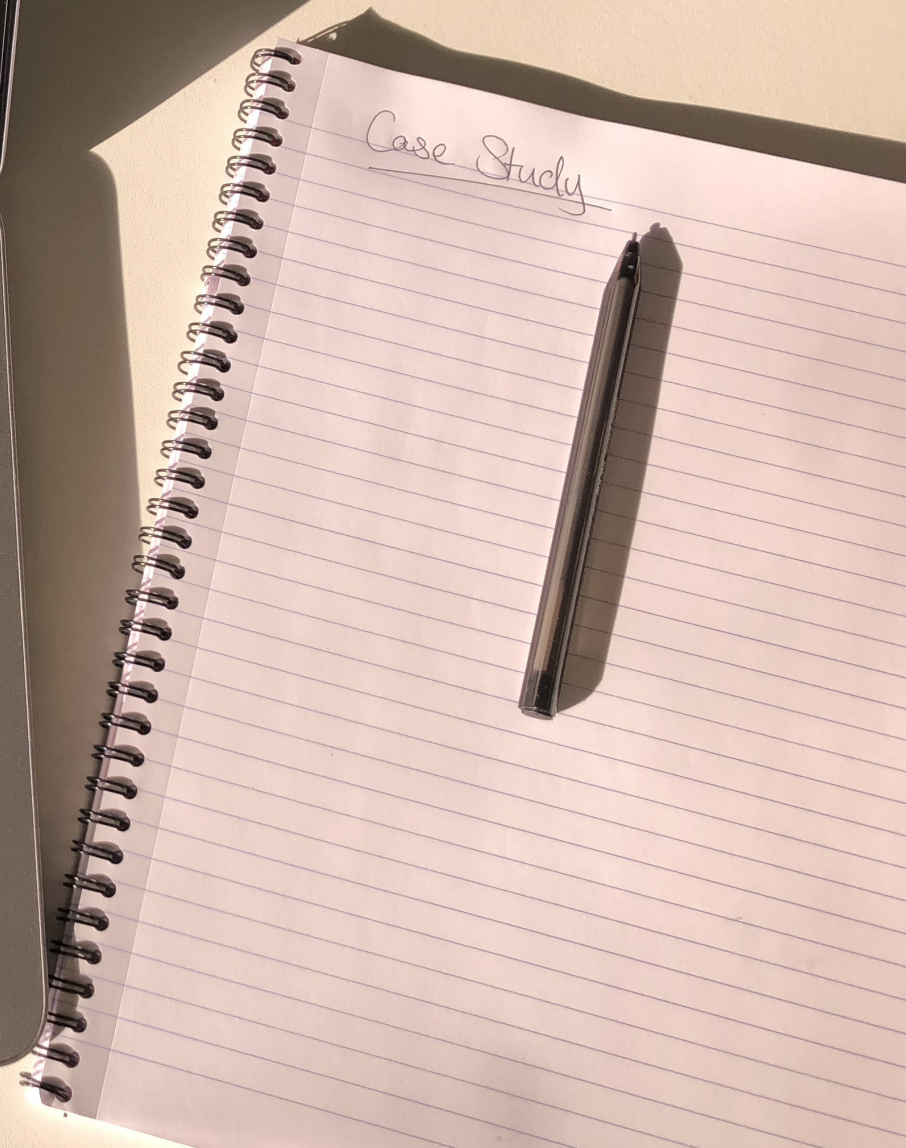
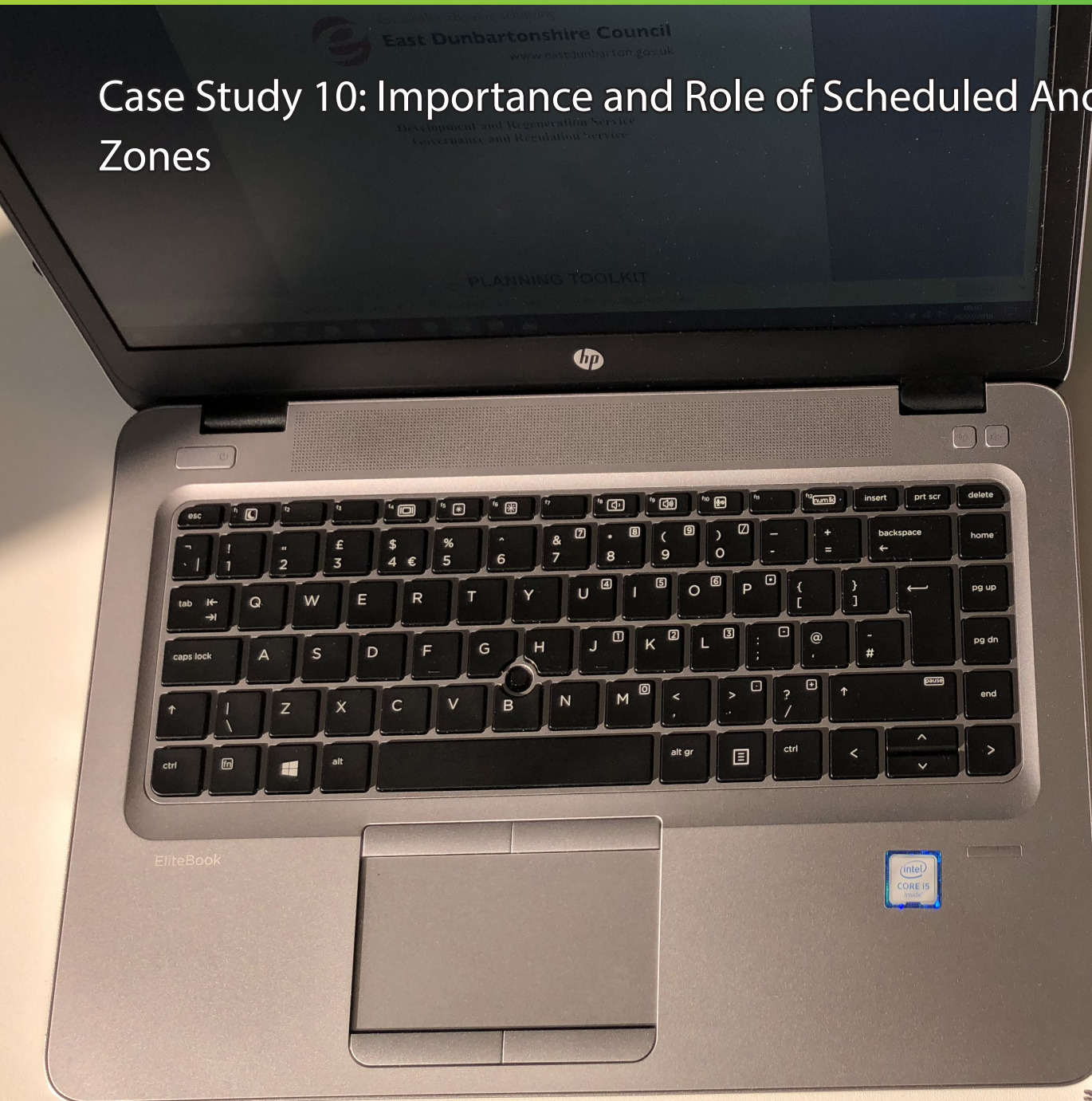
Outcomes:

The successive reduction of Legacy cases.
Delivery of Housing Land Supply
Development of Vacant Sites
Continued support for developers to realise delivery of development

Name of key officer:

Helen Atkinson – Development Applications Team Leader (Planning)
Helen.atkinson@eastdunbarton.gov.uk

Case Study 10: Importance and Role of Scheduled Ancient Monument and Buffer Zones



Case Study 10: Importance and role of Scheduled Ancient Monument and Buffer zones

Case Study Title:	
Importance and role of Scheduled Ancient Monument and Buffer zones (Boclair Road, Bearsden and archaeological findings)	
Location and Dates:	
April 2017 – August 2017 Bearsden	
Elements of a High Quality Planning Service this study relates to:	
<ul style="list-style-type: none"> • Quality of outcomes • Quality of service and engagement • Governance • Culture of continuous improvement 	
Key Markers:	
1. Decision making 3. Early collaboration with applicants and consultees on planning applications 6. Continuous Improvements	
Key Areas of Work:	
<ul style="list-style-type: none"> • Conservation • Environment • DevelopmentManagementProcesses • Planning Applications 	<ul style="list-style-type: none"> • Interdisciplinary Working • Collaborative Working • Staff Training
Stakeholders Involved:	
<ul style="list-style-type: none"> • Local Developers • Key Agencies 	<ul style="list-style-type: none"> • Authority Planning Staff • Local archaeological advisor
Overview:	

A planning application for a house extension in Bearsden was received and identified as being close to the course of the Antonine Wall. Although the area of the Antonine Wall within the application site is not identified as a Scheduled Monument it is within the World Heritage Site. The need for an archaeological investigation was therefore identified at an early stage but, following advice from the Council's archaeological

advisor, it was agreed that an appropriately worded condition could be attached to the planning permission. As a previously developed site in a built up area the prospect of significant archaeological remains was not considered high enough to justify the submission of this information in advance of a decision. The condition required the submission and approval of a Written Scheme of Investigation followed by an on-site evaluation.

This investigation uncovered a stone feature within the footprint of the proposed extension which was further investigated under supervision by the appointed archaeological advisor and the Council's archaeological advisor. It was concluded that this was likely to be Roman in origin and appeared to be the base of a previously unknown fort. The next course of action was discussed with the Council's archaeological advisor and it was agreed that the most pragmatic approach would be to allow the development to continue with some 'managed loss' of the feature. This was limited to a 600mm wide foundation trench with the remainder of the feature carefully preserved on either side. All materials excavated as part of these works were carefully recorded by the on-site archaeologist. This was considered to be the most reasonable course of action given that the site was not on public land and planning permission had already been granted.





Following the discovery described above a search of nearby planning permissions was carried out and identified a historic, but not yet implemented, planning permission for a house extension in an adjacent plot. The shape of the feature indicated that there was a high possibility of it extending into the neighbouring garden and could potentially be disturbed by the previously approved extension. As no archaeological investigation had been carried out for this development the owner had to be contacted to discuss the neighbouring findings. Initially they were reluctant to proceed with the delay and cost associated with an archaeological investigation and there was a period of negotiation which involved serious consideration being given to revoking the planning permission. The result of the discussions was an agreement to share the cost of the investigation between the homeowner and Historic Environment Scotland plus access to the full garden area for HES to carry out a geophysical survey of the wider site to ascertain the shape and extent of the feature.

In conclusion the outcome was that both homeowners were able to proceed with their developments following proportionate requests for supporting information which furthered our understanding of a World Heritage Site. In addition to this training was organised for all planning staff with the Council's archaeological advisor which explored lessons that could be taken from the experience, specifically in terms of how best to deal with the discovery of unscheduled archaeological remains post

Goals:

The case study demonstrates a commitment to ensuring that our built heritage is protected appropriately by working in collaboration with HES, local archaeological advisor and homeowners.

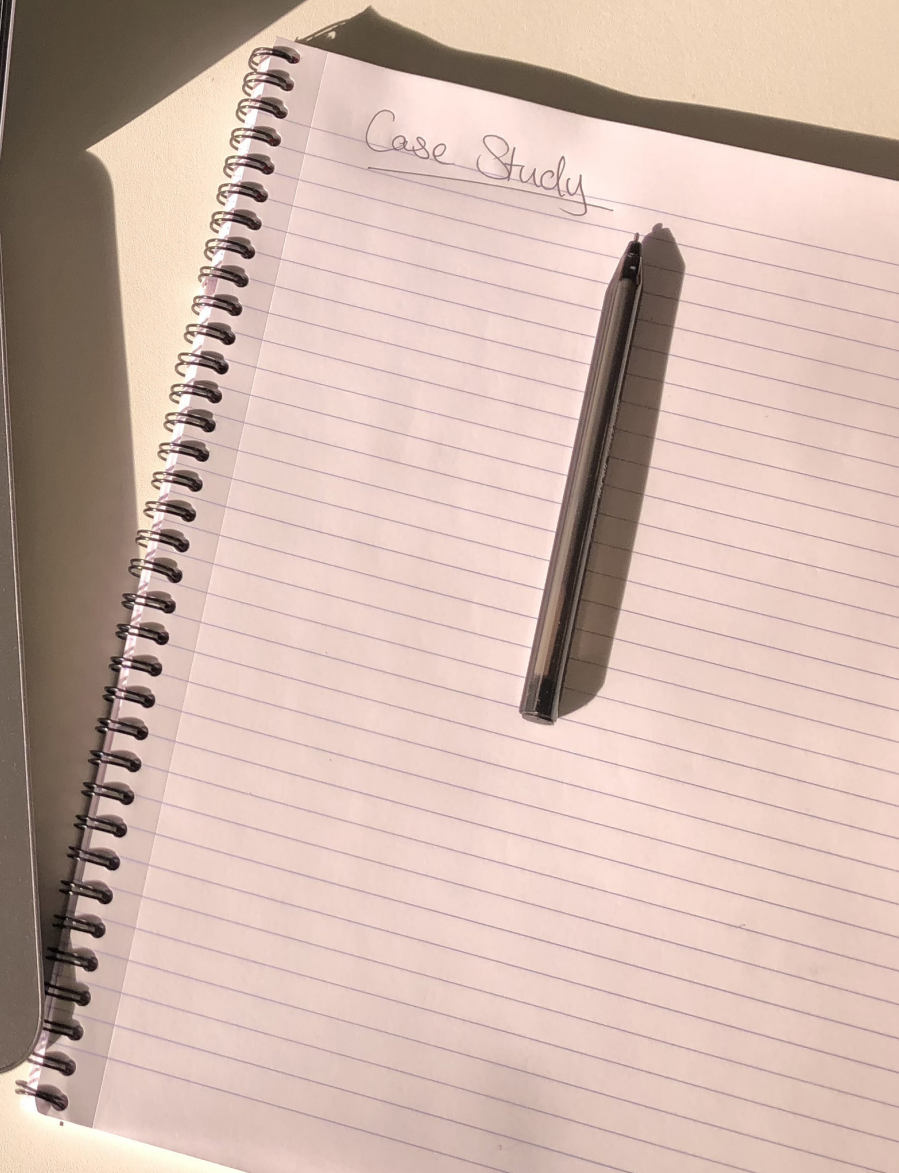
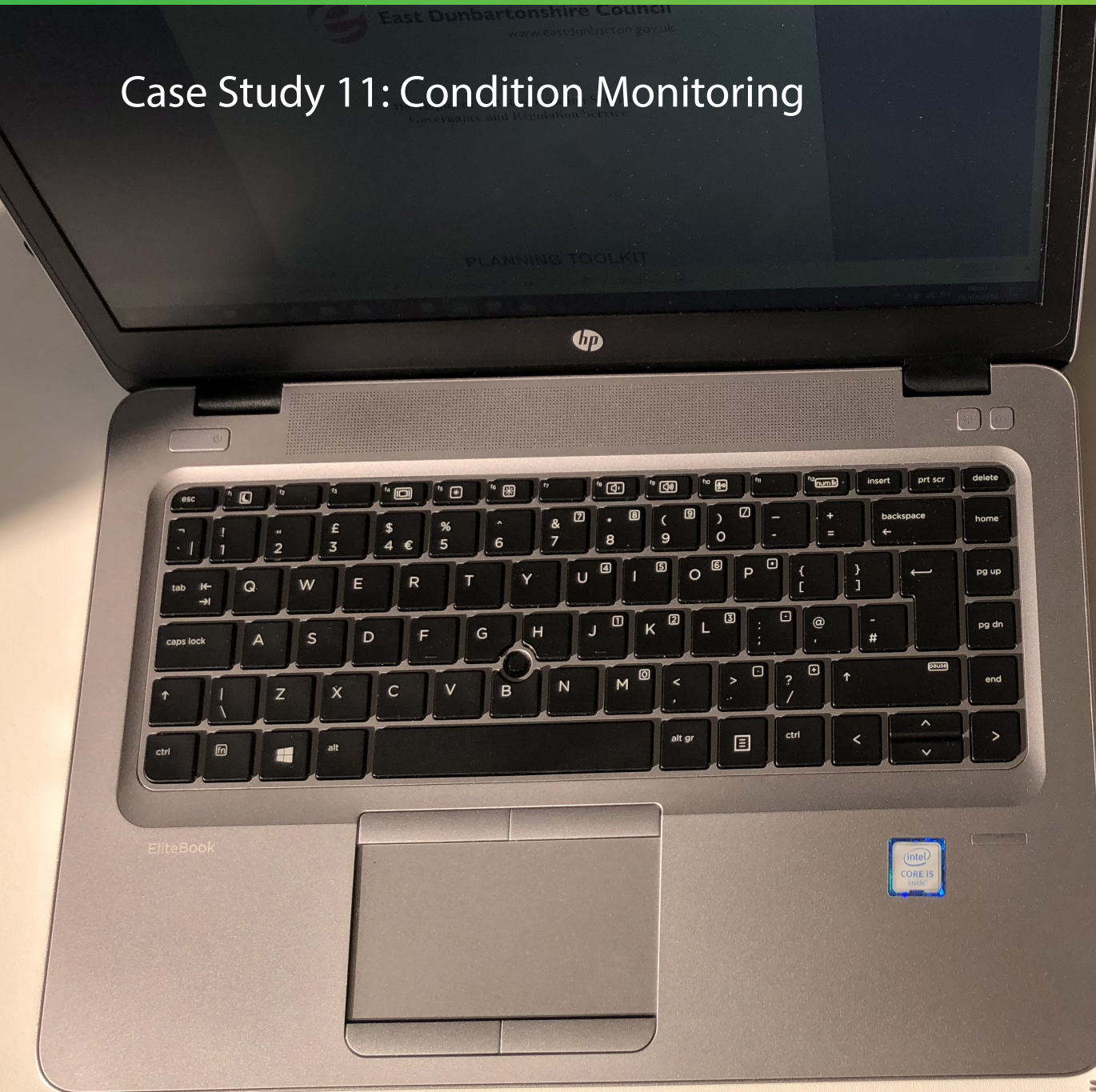
Outcomes:

The case study provided interest within the team of these Roman findings which was unprecedented given the scale of the applications, it provided a learning opportunity with further training being provided by our local archaeological advisor.

Name of key officer:

Max Wilson, Planning Officer
Max.wilson@eastdunbarton.gov.uk

Case Study 11: Condition Monitoring



Case Study 11: Condition Monitoring

Location and Dates:	
Woodilee Village, Kirkintilloch	
January 2018 – March 2018 (Ongoing)	
Elements of a High Quality Planning Service this study relates to:	
<ul style="list-style-type: none"> • Quality of outcomes • Quality of service and engagement • Governance • Culture of continuous improvement 	
Key Markers:	
6 Continuous improvement	
12 Corporate working across services to improve outputs	
Key Areas of Work:	
<ul style="list-style-type: none"> • Environment • Greenspace • Masterplanning • Enforcement • DevelopmentManagementProcesses • Planning Applications 	<ul style="list-style-type: none"> • Interdisciplinary Working • Collaborative Working • Community Engagement • Placemaking • Performance Monitoring • Process Improvement • Project Management
Stakeholders Involved:	
<ul style="list-style-type: none"> • General Public • Local Developers 	<ul style="list-style-type: none"> • Authority Planning Staff • Authority Other Staff
Overview:	

One of the larger development sites within the East Dunbartonshire area in recent years is the former Woodilee Hospital site in Kirkintilloch. Planning permission was previously granted for a development of more than 600 houses along with a masterplan approach for the restoration of the remaining listed buildings on the site and the provision of an enhanced green network throughout the site. This was supported by a very detailed and bespoke landscaping, access and habitat enhancement plan which demonstrated that a very high quality green network could

be provided. The site contained a large number of existing assets including mature woodland, well established informal footpaths and good connections to existing path networks and the wider countryside. The development was carried out in phases by a consortium of developers and all phases are now either complete or nearing completion. The individual developers involved in the consortium also own a number of other housing sites within the East Dunbartonshire area, with one in particular especially active, so this was considered to be an important test-case to establish a benchmark for the high standard of development expected in the future. It was also considered to be a good opportunity to demonstrate that the planning system can deliver benefits to local communities, both new and existing.



It was decided to carry out a very detailed review of the on-site landscaping to ensure it complied with the approved landscape plan and this was commenced in early 2018. This consisted of site visits in conjunction with the Council's Greenspace and Tree Officers to compile a comprehensive list of outstanding issues with the landscaping on the site. This has identified many discrepancies between the approved plans and

on site works including:

- The species variety and density of planting does not reflect that shown on the approved landscape plan.
- Extra heavy standard trees are shown extensively throughout the site however the actual trees used are less mature than this.
- Invasive species including rhododendron and Japanese knotweed are common throughout the site despite a commitment in the management plan to remove and control them.
- A number of the planted trees have died without being replaced.
- In many cases footpaths have not been laid out or do not fully connect with other routes as shown.

As the site is approximately 71 hectares in size this is a relatively time consuming exercise for a small Local Authority like East Dunbartonshire Council. However it is considered to be a worthwhile exercise and valuable investment of staff time to achieve the following:

- Set down a clear benchmark for future developments for a number of regular applicants.
- Ensure a large number of new and existing residents benefit from a well laid out and maintained green network.
- Provide considerable biodiversity enhancement to the existing assets on the site.
- Enhance relationships with colleagues in the Council's Greenspace Service and the community by demonstrating that planning can deliver significant green network assets for the local area.

For a number of years the planning team within East Dunbartonshire has been very short staffed and an exercise such as this would not have been feasible with the result being the issues identified above may have been missed. However the team is currently close to full capacity and able to focus more on high quality outcomes. It is therefore an ideal opportunity to improve the quality of site monitoring such as this to ensure the community benefits required through the planning process are actually fully delivered.

The case study had additional benefits for the team as it resulted in standardised condition and legal agreement monitoring, streamlining the process through use of Uniform, additional training and ultimately supported the teams succession planning.

Goals:

- Set down a clear benchmark for future developments for a number of regular applicants.
- Ensure a large number of new and existing residents benefit from a well laid out and maintained green network.
- Provide considerable biodiversity enhancement to the existing assets on the site.
- Enhance relationships with colleagues in the Council's Greenspace Service and the community by demonstrating that planning can deliver significant green network assets for the local area.

Outcomes:

The case study has demonstrated a commitment within the team to deal with a large residential development with a number of house builders that made up a consortium. This work stream is clearly ongoing and developers have been contacted initially to advise them that we are carrying out this exercise. The team will make contact with the consortium members with a comprehensive list of landscape failings and a timescale for remedial works will be agreed.

Name of key officer:

Max Wilson, Planning Officer
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Case Study 12: Enforcement

East Dunbartonshire Council
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Development and Regeneration Service
Governance and Regulation Service

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Case Study

Case Study 12: Enforcement

Case Study Title:	
Traveller site and enforcement role	
Location and Dates:	
September 2017 – March 2018	
Elements of a High Quality Planning Service this study relates to:	
<ul style="list-style-type: none"> • Quality of outcomes • Quality of service and engagement • Governance 	
Key Markers:	
5. Enforcement Charter	
Key Areas of Work:	
<ul style="list-style-type: none"> • Environment • Enforcement 	<ul style="list-style-type: none"> • Interdisciplinary Working • Collaborative Working • Community Engagement
Stakeholders Involved:	
<ul style="list-style-type: none"> • General Public • Hard to reach groups 	<ul style="list-style-type: none"> • Authority Planning Staff • Authority Other Staff • Police Scotland
Overview:	

During the reporting period the enforcement team has now doubled in staff with two dedicated Planning Enforcement Officers. As detailed in the statistics section, the team have opened up a total of 101 complaints which is an increase of 18% on last year's reporting. Perhaps of more significance is the number of cases the team have closed off over the last reporting period, this being 141, an increase of 44%. The increase in resourcing has allowed a full review of historic cases and allowed a number of cases to be closed down, in some cases the breaches may have resolved themselves or ended. A review of cases was carried out as a team to ensure a consistent approach to legacy cases. Some cases related to more sensitive locations such as the unauthorised installation of uPVC windows at a listed building and

Conservation Area. In these cases, the officers were sympathetic to the time passed since the cases were opened and have secured the submission of retrospective planning applications for remedial works that are more befitting to a Listed Building.

With this increase in resource the planners have not been as involved in investigations as last year, meaning that they are able to concentrate more on their caseloads. The use of the electronic investigation form has also been promoted within the team. The validation team have also taken on the role of data input for these cases, again, ensuring resources are used more efficiently, and as the form is used more frequently, the data becomes easier to input. Of the new investigations opened during the reporting period there have been a wide range of issues including;

- Use of land for a builders yard
- Unauthorised work to trees in a Conservation Area
- Advertisement banners
- Poorly maintained properties
- Siting of storage containers
- Boundary fence
- Vaping lounge
- Graffiti to front elevation and deleterious material in garden area
- House in use as guest house
- Travelling site use

During this reporting period an investigation was undertaken in relation to the unauthorised formation of a caravan site on an area of land near Milngavie. The formation of this caravan site involved the application of hardcore to a previously grass surfaced site to provide a hard surface for parking as well as the siting of both static and touring caravans on the land.

Having been notified of this through a customer enquiry, an investigation was opened. Work then began to first identify the owner of the land in question. Once the landowner was identified, a letter was issued informing them that a



breach of planning control had occurred on land under their ownership and their responsibilities in relation to this.

Subsequently, the planning authority then actively engaged with the landowner in order to resolve a number of issues in relation to this site. These issues included several legal enquiries raised by the landowner which were beyond the scope of planning but may have impacted on any potential formal action which could be taken in future. As such, the planning enforcement team liaised with the Council's legal services team to ensure that any future actions were undertaken on a sound legislative footing. Additionally, the landowner also sought advice for potential new uses for the site in future. Advice was given on appropriate uses for the site due to its size and setting, this discussion was informed using East Dunbartonshire Council's Local Development Plan 2017.

The planning service also contributed to multi-service work to help to organise a cohesive and coordinated Council-wide response to the formation of the caravan site. This involved working closely with a range of Council services (including the housing service, social work and the Police Liaison Officer) to ensure that not only was the breach of planning control enforced but also that this was done in a way that ensured

the welfare of occupants of the caravan site and minimised the impact upon the amenity of the local area. In addition to this, a coordinated communications strategy was developed to lead in informing local elected members of the Council's work in relation to the caravan site. These negotiations led to formal legal action being undertaken which ultimately resulted in the landowner being able to reclaim their land from the inhabitants of the caravan site and to a removal of the caravan from site and its associated hardstanding from the land.

Following the completion of this legal action, an act of vandalism occurred on the site which resulted in the land being left in an unsightly state with it being fire-damaged and burned out vehicles being discarded on the site. The resulting condition of the land was significantly detrimental to the amenity of the surrounding area and as such,



the planning service actively worked with the landowner to clear the site to resolve this. A boundary treatment has also now been put in place in order to prevent the further siting of caravans at this site in the future.

Throughout the process of investigating the unauthorised caravan site, the planning service was also in constant contact with local residents. This involved advising residents of the role of planning enforcement and how this would relate to the unauthorised caravan site, managing the expectations of residents who may have had little previous with the planning system as well as updating residents on matters where expedient.

At the completion of the enforcement process, a local resident wrote to the Planning Service to express the appreciation of the community for the work of the service's Planning Enforcement team in resolving the breach of planning control stating; "I know that we wouldn't be free of this problem without your hard work and I am



Goals:

This case study shows a commitment to ensuring our environment remains attractive for all to enjoy and to engage with hard to reach communities. It reflects good practice in terms of our aims through the Enforcement Charter.

Outcomes:

The case study demonstrates a commitment to working with landowners to deal with a clear breach of planning control whilst understanding the Council's statutory function with respect to the travelling community.

Name of key officer:

Kenny Mitchell – Planning Enforcement Officer
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Part 2: Supporting evidence



Part 2: Supporting evidence

The Planning Performance Framework has been created collaboratively across each team within the Planning Service. Each team has prepared content and case studies which draw on work undertaken by the teams throughout the year. The PPF is recognised as an opportunity to showcase the investment that has been made in terms of staff, resources and best working practice in order to deliver our high quality Planning Service.

The PPF represents collaborative working across the Council, other Local Authorities, Community Planning Partners, Statutory Authorities, public and private interest groups and the Community which the Council represent. Customer input and community empowerment features throughout the case studies as the council recognises that they are key to the preparation and development of strategy and guidance (Case Study 1, 2), plans (Case Study 3) and development on the ground (Case Study 4). The teams have worked to ensure that input, aspirations and the needs of all contributors are reflected in the work undertaken by Planning Service. Links to the consultation events below:

<https://www.eastdunbarton.gov.uk/council/consultations/consultation-archive/unsubsidised-affordable-housing-planning-guidance>

<https://www.eastdunbarton.gov.uk/council/consultations/consultation-archive/town-centre-strategies-and-green-infrastructure-network>

<https://www.kirkintilloch-herald.co.uk/news/shared-space-have-your-say-1-4663897>

The teams ensure that they offer best practice and high quality outcomes through the use of both formal and informal benchmarking. Examples include:

- West of Scotland Development Management Benchmarking Group, Development Plans teams benchmark extensively with the eight Councils who prepare the Glasgow & Clyde Valley Strategic Development Plan (including sub-groups); Clyde Marine Planning Partnership.
- EDC Benchmarking – Establishing best practice across the Development Applications Team for Condition Monitoring.
- The Council informally benchmark against other local authorities for the

Supplementary and Planning Guidance, and the preparatory stages of LDP2 ensuring that documents reflect best practice.

Collaborative working is at the heart of joined up thinking and effective service delivery which is reflected in this has been reflected through all strategies and guidance. To maximise the benefits of this work the Council continues to maximise shared learning (case study 8) and partnership working examples include:

- Partner Scottish Government: Worked on the pilot project to develop, test, measure and implement changes that streamline the Section 75 planning obligations process, using the Scottish Government's Improvement Framework
- Partner Local Authorities: Skill and Knowledge sharing.
- Partners Cross Department Working: The preparation of strategies and guidance (Case Studies 1 & 2), collaborative working and engagement on Place areas including Lennoxton, Hillhead and Hairstanes, Auchinairn detailed in Case Study 3.
- Partner Cross Department Working: Shared responsibility for delivery of consultation events and support during implementation.

Notwithstanding the above, this PPF provides a snap shot of the work undertaken by Enforcement Officers dealing with enforcement cases (Case Study 12) and Planners who support the work of Stalled Sites and Legacy Cases (Case Study 9). The Council has two case studies which demonstrate that such cases require protracted negotiations, tact, diplomacy and take dedicated resource to deal with complex and competing issues in order to deliver high quality outcomes.

The Planning Service recognises the importance of functions such as legal, finance, housing, communications and support services in supporting the delivery of a coherent and effective land-use planning service. We therefore continue to prioritise close working relationships and a partnership approach to service delivery with other internal teams, as well as a range of external partners. This is particularly important in relation to the preparation of the Local Development Plan and work commenced in 2017/18 to further develop a collaborative approach to the development of Local

Development Plan 2. The Planning Service also work in partnership with other teams to ensure that planning considerations and priorities are incorporated into a range of key Council policy documents. During 2017/18 these have included: Local Outcome Improvement Plan - <https://www.eastdunbarton.gov.uk/our-local-outcomes>

Economic Development Strategy - <https://www.eastdunbarton.gov.uk/residents/planning-and-building-standards/planning-policy/economic-development/economic-development>

Community Planning Partnership - <https://www.eastdunbarton.gov.uk/our-local-outcomes>

Business Improvement Plans

Team Action Plans

Pentana

The teams use various sources of data to compile the statistics, form the basis of case studies and improvement action results for the PPF. The data sets include the Housing Land Audit, Business Land Audit, Vacant and Derelict Land Audit, Road Safety Audit (Case Study 4), Creation of and use of the policy monitoring spreadsheet by development management and the Review of Developer Contributions and Section 75 (Case Study 7). The team has introduced new working practices following officer led review to deliver process improvements including condition monitoring (Case Study 11).

Finally, during the preparation of the 17/18 PPF, Land Planning and Development has used the benchmarking and feedback from previous iterations of the document to improve the document presented.

Checklist for Part 2: Qualitative Narrative and Case Studies

Case Study Topics	Issue covered in PPF7
Design	X
Conservation	X
Regeneration	X
Environment	
Greenspace	X
Town Centres	X
Masterplanning	X
LDP & Supplementary Guidance	X
Housing Supply	X
Affordable Housing	X
Economic Development	X
Enforcement	X
Development Management Processes	X
Planning Applications	X
Interdisciplinary Working	X
Collaborative Working	X
Community Engagement	X
Placemaking	X
Charrettes	
Place Standard	X
Performance Monitoring	X
Process Improvement	X
Project Management	
Skills Sharing	X
Staff Training	X
Online Systems	
Transport	
Active Travel	
Other: please note	

Part 3: Service Improvements 2017-18



Part 3: Service Improvements 2017-18

Delivery of our service improvement actions in 2017-18:

Committed improvements and actions	Complete?
Begin evidence gathering to inform the next LDP <ul style="list-style-type: none"> Initial evidence gathering has commenced Monitoring policies in Uniform through the introduction of additional functionality. Housing Land Audit Business Land Audit Vacant and Derelict Land Audit Creation of and use of the policy monitoring spreadsheet by development management 	Yes
Produce Supplementary and Planning Guidance to accompany the LDP including place based strategies <ul style="list-style-type: none"> Green Infrastructure and Green Network Guidance completed Natural Environment Planning Guidance Update complete Unsubsidised Affordable Housing completed Draft Town Centre Strategies for Bearsden, Bishopbriggs and Milngavie Draft Air Quality Planning Guidance 	Yes
Review development planning procedures and methods in light of Planning Review <ul style="list-style-type: none"> Set up a review group set up to assess how land planning policy will adapt to ensure that we are flexible and adaptive to alterations to processes and procedures arising from the Planning review Quarterly meeting arranged to discuss the forthcoming Planning Bill 	Yes
Complete electronic customer feedback questionnaire <ul style="list-style-type: none"> The questionnaire has been drafted however due to the workflows and business processes of Development Applications Team the need for this is under review. This position takes regard of other Local Authorities experiences of the return rate of such questionnaires and usefulness of the data. 	Partially

Committed improvements and actions	Complete?
Complete creation of online Enforcement Register <ul style="list-style-type: none"> Enforcement Issues can now be logged online and work with IT is ongoing to deliver all functionality online. 	Partially
Promote the use of Processing Agreements for all developments subject to pre application advice <ul style="list-style-type: none"> Processing agreements are promoted through the Councils developers guide Processing agreements are promoted during pre application discussions. 	Yes (Ongoing)

In the coming year we will:

- Undertake initial public consultation for the LDP2 and Call for Sites
- Produce Supplementary and Planning Guidance to accompany the LDP
- Continue to Improve the monitoring and management of developer contributions through development of actions to be agreed by the Developer Contributions Working Group.
- Continue to promote the use of Processing Agreements for all developments subject to pre application advice.
- Assess the implications of the Planning Bill for the Planning Service and initiate work to adapt the role of the Service and the focus of planning policy to support the changes proposed in the new legislation
- Work with developers to better understand reluctance to sign Processing Agreements

Part 4: National Headline Indicators (NHI)



Part 4: National Headline Indicators (NHI)

The National Headline Indicators (NHI) are a detailed list of work programme information that each planning service needs to collate in-house. They are designed by HOPS to allow for ongoing measurement of performance. The template below allows for 2016/17 and 2017/18 to be recorded in a consistent format. Additional guidance on completion is included within the template itself.

A: NHI Key outcomes - Development Planning:

Development Planning	2017-18	2016-17
Local and Strategic Development Planning		
Age of local/strategic development plan(s) at end of reporting period	LDP – 1 year, 1 months	LDP – 1 month
Requirement: less than 5 years	SDP – 1 year	SDP – 4 years, 10 months
Will the local/strategic development plan(s) be replaced by their 5th anniversary according to the current development plan scheme?	Yes	Yes
Has the expected date of submission of the plan to Scottish Ministers in the development plan scheme changed over the past year?	No	No
Were development plan scheme engagement/consultation commitments met during the year?	Yes	Yes

Effective Land Supply and Delivery of Outputs ¹		
Established housing land supply	2,738 units	2,903 units
5-year effective housing land supply programming	2,298 units	2,497 units
5-year effective land supply total capacity	2,298 units	N/A ²
5-year housing supply target	933 units ³	1,766 units
5-year effective housing land supply (to one decimal place)	12.3 years ³	7.1 years
Housing approvals	275 units ⁴	140 units ⁴
Housing completions over the last 5 years	1,751 units ⁴	1,921 units ⁴
Marketable employment land supply	36.56 ha (Base date 31 March)	38.16 ha (Base date 31 March)
Employment land take-up during reporting year	0.95 Ha	0.42 Ha

¹These figures are based on the Draft 2018 Housing Land Audit.

² New measure for 2017/18.

³The 2017/18 calculation is based on the Housing Supply Target within the 2017 Strategic Development Plan and utilises a methodology that is consistent with the other Clydeplan authorities.

⁴This figure includes all applications which were fully granted during the reporting year (for example only after a legal agreement is concluded) and does not include any applications to extend existing consents.

The Council continues to maintain a sufficient housing land supply. The total number of effective and established units remain broadly similar to the previous year. However, due to a methodology change to align with the other authorities in the Clydeplan area, and because there is a new Housing Supply Target following the publication of the latest SDP in 2017, the number of years of effective supply has risen to 12.3 years. Housing approvals appear to have risen somewhat significantly, however, the amount of new housing granted each year can be erratic given the relatively small number of major applications received by a small authority such as East Dunbartonshire. Employment land uptake has increased again for the second year although this is still fairly modest. The overall supply of employment land has decreased slightly but remains broadly similar to last year.

B: NHI Key outcomes – Development Management:

Development Management:	2017-18	2016-17
Project Planning		
Percentage and number of applications subject to pre-application advice	14 % (119)	25% (338)
Percentage and number of major applications subject to processing agreement	*0 %	100% (3)
Decision Making		
Application approval rate	96.7%	96.1%
Delegation rate	98%	96.9%
Validation	39 %	59%
Decision-making Timescales		
Major Developments	39.3 weeks	37.6 weeks
Local developments (non-householder)	15 weeks	14.7 weeks
Householder developments	8 weeks	8.4 weeks
Legacy Cases		
Number cleared during reporting period	12	12
Number remaining	6	10

* During this reporting period the team have drafted a number of Processing Agreements as part of initial pre-application discussions where developers have indicated verbally a willingness to enter into a Processing Agreements with the Council. Officers have spent time and resources drafting these and have issued to developers for their agreement. Of the four Processing Agreements drafted for major housing schemes and a mixed use development none have been signed or returned by the developer. Despite requests being made from the appointed case officer. Moving forward we are looking into better understanding the developer's reasons for not signing these Processing Agreements. The team are continuing to promote the use of Processing Agreements and highlight the need for these at an early stage of the process.

Development Management and Enforcement

Within the Development Applications team there continues to be a strong focus on promoting Processing Agreements as part of all pre applications discussions with applicants/developers. The majority of significant application subject to pre application advice have Processing Agreements drafted and issued to the developer for review and input. However there appears to be a reluctance to formalise and sign such agreements prior to application submissions. Throughout the processing of the application reference is often made to the draft Processing Agreement to help project manage the application to a determination date. Whilst disappointed by the lack of commitment we are keen to better understand the development industry reasons for not wishing to enter into a formal agreement with the Council and will be taking this work forward over the course of next year.

A significant reduction in time scales relating to our determination of major housing applications has seen our determination period reduce by 11.3 weeks from 50.6 weeks in 2016/17 to 39.3 weeks in this reporting period. Local housing applications have also seen a decrease in timescales from 24.3 weeks in 2016/17 to 19.4 weeks in 2017/18 which is reduction of 4.9 weeks. Likewise, applications that have been subject to Section 75s have also seen a significant reduction in timescales from 56.7 weeks (9 applications) to 37.4 weeks (15 applications). The team will continue to build on this success over the next reporting period.

Work is continuing to improve performance in relation to determination periods despite staff turnover and a relatively high number of vacancies in the Development Management Team in 2017/18. During 2017/18, performance on local and householder developments has been maintained with an improvement in the determination period for local housing and householder applications. There will be a particular focus during 2018/19 on improving the determination periods for major developments.

C: Enforcement activity

	2017-18	2016-17
Time since enforcement charter published / reviewed Requirement: review every 2 years	Months 15 months	Months 15 months
Percentage and number of major applications subject to processing agreement	*0 %	100% (3)
Complaints lodged and investigated	101	82
Breaches identified – no further action taken	45	47
Cases closed	141	78
Notices served	3	3
Direct Action	0	0
Reports to Procurator Fiscal	0	1
Prosecutions	0	1

D: NHI Key outcomes – Commentary

Commentary
Short contextual statement

Validation rate

There has been an increase in the number of applications being invalid upon first receipt. This is disappointing but may well reflect a temporary shift within the validation team during 17/18 whereby a single validation officer was predominantly carrying out the validation of planning applications and a more consistent approach may have resulted. This will be monitored on an ongoing basis to ensure that the applications received by case officers meet the validation criteria.

In order to address this low validation rate the team have promoted the HOPS National Validation Standard document in correspondence they issue to agents when applications are invalid and when pre-application advice is provided. The document has also been added to our website and stakeholders are encouraged to review this document. We will give consideration to actively targeting known agents with a view to increasing this validation rate.

Major housing

Whilst it is recognised that overall the time taken to deal with major applications has increased by two weeks, the amount of time taken to decide major applications for housing development has also seen a decrease from 50.6 weeks in 2016-17 to 39.3 weeks in this reporting period, removing 11.3 weeks from our housing applications. The four major applications processed over the reporting period will deliver a total of 321 dwellings across East Dunbartonshire with 84 affordable dwellings of mixed housing type. These four major housing applications will also deliver over £1 million in developer contributions to education (£835, 203), green networks (£29, 890), replacement football pitch investment (£130, 000) and route corridor improvements (£41, 500). Significant design amendments and negotiation have influenced the determination period but long term design qualities will be delivered.

The reduction in timescales has resulted from a number of measures in place to seek multi-disciplinary pre-application meetings to highlight key considerations. The quality and detail of planning application submissions continues to be a challenge and always impacts on the timescale for planning application determinations however we have increased our engagement with prevalent house builders in EDC with a view to addressing these issues and will link this to the work described above in relation to better understanding the development industry reasons for not wishing to enter into a formal agreement with the Council for processing applications.

Legacy cases

The planning team have successfully determined a total of 12 legacy cases, 75% of these were subject to Section 75 agreements and this has resulted in the prolonged determination period. Of particular note are two applications submitted in 2015 for a wider Masterplan site, which were subject to lengthy Section 75 agreement drafting and a number of signatories. Of significance is that the team are only left with 6 legacy cases at present, all of which are subject to Section 75s and instructions have been issued to legal services on these. This is a significant improvement and reduction in older cases.

Enforcement

The team were successful in recruiting a second enforcement officer in August 2017. This has resulted in a 20% increase in the cases investigated over the reporting period. The team has almost doubled the number of cases that have been closed during 2017-18 which has undoubtedly resulted from this longstanding vacancy being filled and a review of legacy cases being carried out. This combination has raised the profile of the enforcement team too which is welcome and we hope to build on this success in 2018-19.

Part 5: Scottish Government Official Statistics



Part 5: Scottish Government Official Statistics

Scottish Government Official Statistics are drawn from quarterly returns by planning authorities. They are collated into an annual set of figures that is published on the Scottish Government website. The template below allows the information from these returns to be recorded in a consistent format. Additional guidance on how to access the statistics is included within the template itself.

A: Decision-making timescales (based on 'all applications' timescales)

Category	Average timescale (weeks)		
	2017-2018	2017-2018	2016-2017
Major developments	#	39.3	37.6
Local developments (non-householder)	#		
• Local: less than 2 months	(72.6%)	7.6	7.7
• Local: more than 2 months	(27.4%)	34.5	13.2
Householder developments	#		
• Local: less than 2 months	(92.2%)	7.8	7.8
• Local: more than 2 months	(7.8%)	11.1	13.2
Housing developments			
Major	39.3	39.3	50.6
Local housing developments	#	19.4	24.3
• Local: less than 2 months	(48.6%)	8.1	8.1
• Local: more than 2 months	(51.4%)	30.0	36.1
Business and industry			
Major	#	NA	
Local business and industry	#	8.1	8.5
• Local: less than 2 months	(80%)	7.3	7.6
• Local: more than 2 months	(20%)	11.4	14.9
EIA developments	0	0	0
Other consents	#	8.7	9.4
Planning/legal agreements	9		
• Major: average time	0	39.6	NA
• Local: average time	9	36.9	56.7

B: Decision-making: local reviews and appeals

Type	Total number of decisions	Original decision upheld			
		2017-18		2016-2017	
		No.	%	No.	%
Local reviews	11	5	45.5%	6	16.7%
Appeals to Scottish Ministers	9	6	67%	3	25%

C: Context

Development Management have been successful over the past year (17/18) to fill a number of vacant posts throughout the year. The additional staff resource has been reflected in performance improvements such as decreasing the numbers of legacy cases, reducing the determination period for major housing development by 11.3 weeks and the overall time scale for local business and industry developments. This success is in spite of the Development Management team still having a vacant post and a relatively high number of new team members. Managers and Team Leaders have worked with new members of staff within Development Applications to promote a positive working culture of continuous improvement and high professional standards. Over the coming year, the Planning Service are confident that the successes detailed within the 2017/18 Planning Performance Framework will be replicated and improved upon over the forthcoming year (2018/19) subject to the ability to retain, develop and complete the team compliment.

Appeals

During the reporting period there have been 9 appeals submitted to the DPEA following decisions made by the Planning Authority. This reporting period has seen a significant increase in the upholding of planning decisions with a 42% increase in cases being upheld. Given our scheme of delegation (with the exception of 2 applications for listed building consent), these appeals have arisen from decisions made by the Planning Board. The ability of the Planning Authority to uphold such decisions is telling on the level of training that Councillors have taken part in and feel confident in putting into practice. Robust decisions are being produced by the Planning Board that are open to challenge at appeal but the Planning Authority are able to successfully defend. This is a significant improvement on past performance. This is also reflected in the LRB performance whereby 45.5% of original delegated decisions were upheld over 2017-18 which represents a significant increase of 28.8%.

Part 6: Workforce Information



Part 6: Workforce Information

Workforce information should be a snapshot of the authorities planning staff in position on the 31st of March. The information requested in this section is an integral part of providing the context for the information in parts 1-5. The template below allows the information to be recorded in a consistent format, additional guidance on what to include is within the template itself.

	Tier 1	Tier 2	Tier 3	Tier 4
Head of Planning Service		1 ****	1 *****	1 (Development Management only)

RTPI Qualified Staff	Headcount	FTE
Development Management	8 (4 MRTPI) **	7 (4 MRTPI)
Development Planning	4 (4 MRTPI)**	3.7 *
Enforcement	2 (0 MRTPI)	2
Specialists		
Other (including staff not RTPI eligible)	3.5***	3.5

* Team Leader also covers Economic Development and Transport Policy

** includes Team Leaders

*** Reflects 2.5 Validation Officer and 1 GIS Officer

****Depute CEO 5% of role deals with strategic planning matters

*****Strategic Lead 50% of role is planning related.

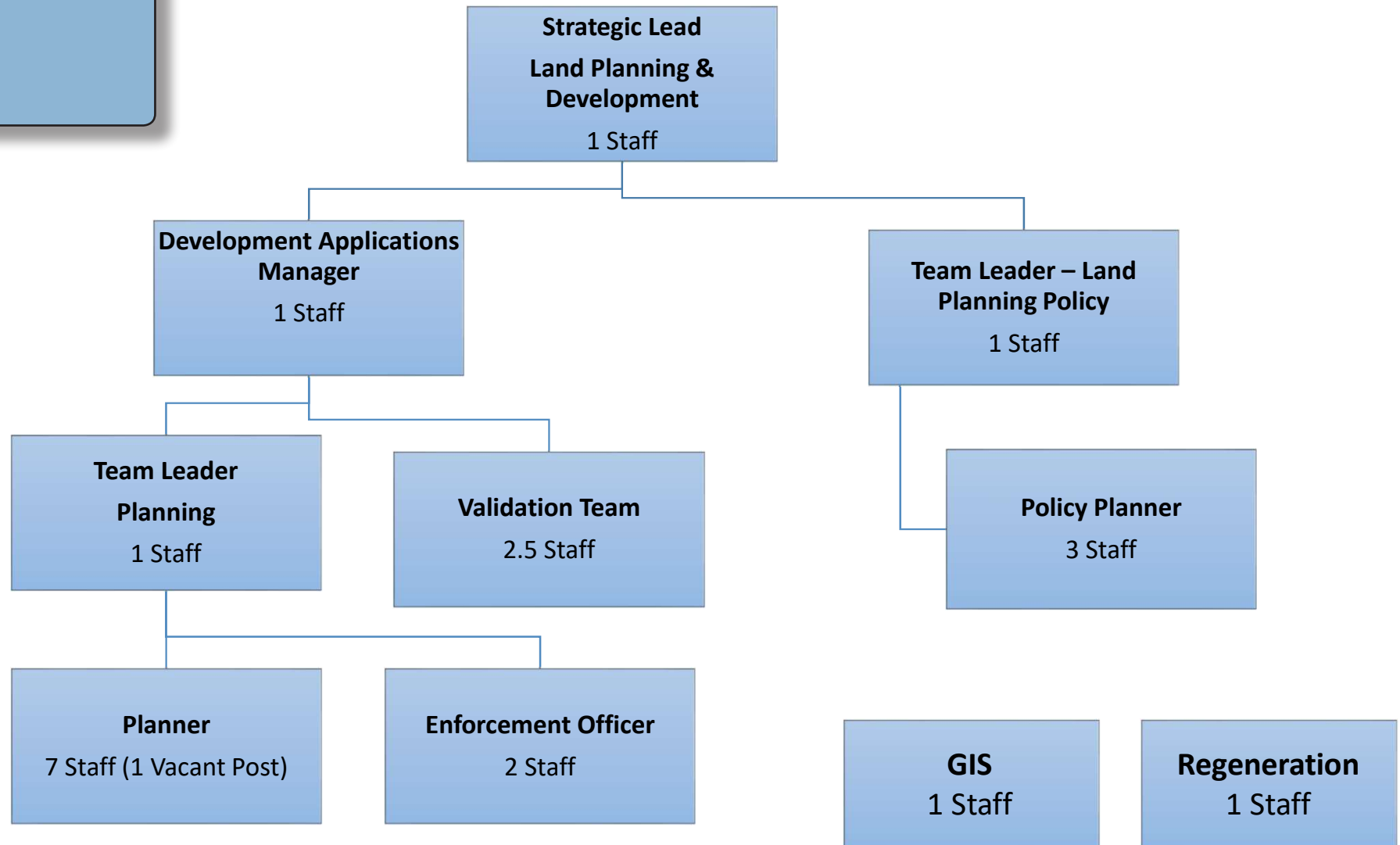
RTPI Qualified Staff	Headcount	FTE
Development Management	8 (4 MRTPI) **	7 (4 MRTPI)
Development Planning	4 (4 MRTPI)**	3.7 *
Enforcement	2 (0 MRTPI)	2
Specialists		
Other (including staff not RTPI eligible)	3.5***	3.5

Staff Age Profile	Number
Under 30	2
30-39	10
40-49	3
50 and over	2

Part 7: Planning Committee Information

Committee & Site Visits*	Number per year
Full Council meetings	11
Planning committees	7
Area committees	NA
Committee site visits	9
Local Review Body	6
LRB site visits	5

Planning Service Structure



Planning Performance Framework



sustainable thriving achieving

East Dunbartonshire Council

www.eastdunbarton.gov.uk

Other formats

This document can be provided in large print, Braille or on CD and can be translated into other community languages. Please contact the Council's Corporate Communications team at:

East Dunbartonshire Council, 12 Strathkelvin Place, Southbank, Kirkintilloch, G66 1TJ Tel: 0300 123 4510

本文件可按要求翻譯成中文，如有此需要，請電 0300 123 4510。

اس دستاویز کا درخواست کرنے پر (اردو) زبان میں ترجمہ کیا جاسکتا ہے۔ براہ مہربانی فون نمبر 0300 123 4510 پر رابطہ کریں۔

ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਮੋਗਾ ਕਰਨ ਤੇ ਪੰਜਾਬੀ ਵਿਚ ਅਨੁਵਾਦ ਕੀਤਾ ਜਾ ਸਕਦਾ ਹੈ। ਕਿਰਪਾ ਕਰਕੇ 0300 123 4510 ਫੋਨ ਕਰੋ।

Gabhaidh an sgriobhainn seo cur gu Gàidhlig ma tha sin a dhìth oirbh. Cuiribh fòn gu 0300 123 4510

अनुवाद करने पर यह दस्तावेज हिन्दी में भाषांतरित किया जा सकता है। कृपया 0300 123 4510 पर फोन कीजिए।

Annual Report 2017-2018