



East Renfrewshire

Planning Performance Framework

July 2018

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INTRODUCTION

This is the seventh annual National Planning Performance Framework to be produced by East Renfrewshire Council.

The purpose of the Framework is to demonstrate the achievements and performance of the Council in delivering its Planning function. It also refers to improvements to the service that have occurred during 2017/18 and those that are planned as we move forward through 2018/19.

This Framework principally looks at performance and delivery during the financial year April 2017 to March 2018 and then looks at key service improvements for 2018/19.

The Framework includes information which reflects a positive and pro-active approach to service delivery and performance which is underpinned by the implementation of a Departmental Change Programme intended to improve efficiency and delivery of services in line with customer needs. We will be “digital by design” enabling more effective information collection and sharing between officers and customers.

This re-design is substantially underway and will be reported on more fully in future PPF submissions with specific achievements showcased.

Within this Planning Performance Framework we have included a range of commentary and statistics

which explain what we have achieved through the year and how we are performing against a range of consistent measures and how we intend to improve our service over the coming year.

The adopted East Renfrewshire Local Development Plan is the spatial interpretation of the East Renfrewshire Community Plan and Local Outcome Improvement Plan and provides the framework for the economic, social and environmental future of the area.

It is a lynch pin for a range of strategy development and delivery including City Deal, economic development and placemaking and provides the basis for community benefits, development contributions and affordable housing delivery.

The impending Planning reform will reinforce the need for collaborative working and will place the community at the heart of planning process.

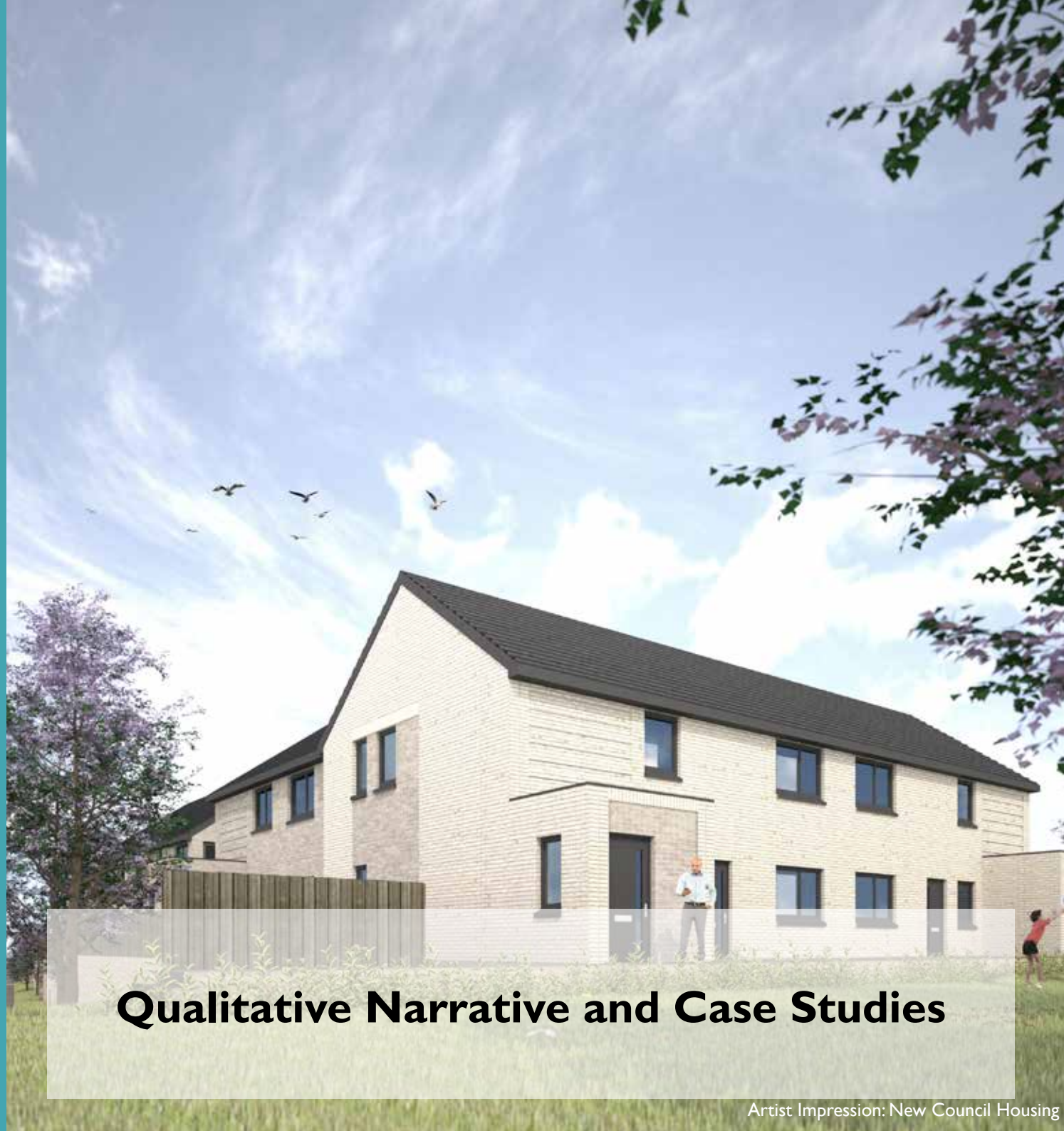
The adopted Local Development Plan sets a framework for the growth and development of East Renfrewshire up to 2025 and beyond and provides consistency and certainty for our residents and potential investors. Work is now underway to produce LDP2 which will look to 2029 and beyond and will address issues such as our ageing population, affordable housing, economy, infrastructure, town centres and health and well-being.

Significant project development work has been undertaken in the last year and the implementation of this will lead to significant future improvements to infrastructure and growth, investment and improved opportunities for the residents of East Renfrewshire.

I would like to thank you for taking the time to read this document and hope that it provides useful information about how the Planning function has been delivered and how it has performed during 2017/18.

Gillian McCarney

Strategic Services Manager



Qualitative Narrative and Case Studies

I.1 QUALITY OF OUTCOMES

- (a) The **Adopted Local Development Plan** (June 2015) sets out a sustainable approach to new development within our area and promotes well designed places which are accessible and where facilities and services meet the needs of our residents. We promote the principles set out in 'designing streets', deliver on the 6 qualities of a successful place as outlined in Scottish Planning Policy (SPP) and encourage the use of design statements to accompany new development. Our Local Development Plan policies promote the inclusion of green infrastructure and resource and energy efficiency within new development.

We actively encourage communities to take part in strategy development and placemaking delivery with their area and the use of more effective community engagement methods including the Place Standard Tool, online consultation and drop in sessions have improved participation and diversity.

The introduction of the new ESRI mapping system in 2018 will provide the opportunity for interactive consultation through story maps and online surveys and sharing of data and analysis across the organisation (see Change Programme case study for more detail).

Our Economy and Infrastructure and Strategy teams are active in leading and promoting key

elements of the Plan including the **strategic development opportunities** at 'Maidenhill, Newton Mearns'; 'Barrhead North' and 'Barrhead South' and town centre regeneration work in consultation with local communities and other key stakeholders at Clarkston town centre.

This work promotes a collaborative approach to achieving high quality and sustainable place-making development on the ground. See Section 3.2 for further actions undertaken during 2017/18.

- (b) Sixteen **Supplementary Planning Guidance (SPGs)** have been adopted alongside the Local Development Plan— see Section 1.2(o). These are published on our website and have been prepared and consulted upon with a wide range of stakeholders including key agencies, communities and the development industry.

These include three site-specific masterplans for Maidenhill, Barrhead South and Barrhead North which set out the Strategic Development Opportunities which are the back bone of the growth strategy promoted through LDPI. They also include 'Affordable Housing' and 'Development Contributions' which assist in providing detailed, clear, transparent and proportionate advice to developers and landowners early in the planning process (see

Appendix 6 for more details).

We have one non-statutory Planning Guidance on 'Waste Strategy for New Developments' which was approved by Cabinet for consultation in June 2018 and will be finalised following the outcome of this exercise in the autumn 2018.

Work has also commenced on the production of non-statutory Community Benefits guidance and further information in relation to this can be found at Section 1.2 and Appendix 7.

We are supporting business and local employment through the production of a new Economic Development Strategy aligned with the ongoing efforts of Work EastRen and our employability team and the wider City Region.

- (c) **Conservation Area Appraisals** have been prepared and the proposed designation of 2 new conservation areas have been endorsed at the Local Development Plan Examination. These designations and appraisals will guide high quality development in these protected areas and will be formalised during 2018/19.

- (d) We promote **environmental and educational projects and events** which support sustainability, environmental education, health, well-being and community empowerment, including the Dams to Darnley Country Park and Whitelee Access Project. See Section 3.2 for actions undertaken during 2017/18.

The projects are promoted online and the Countryside Ranger Service provides a front line service and works in partnership with a number of local authorities, landowners and organisations.

We are developing **green network improvements** across the Council area and are focused on a range of work which seeks to improve the quality, function and diversity of greenspace alongside opportunities for active travel and improved connectivity. This work seeks to enhance the local environment and encourage community participation in future proposals and environmental based activity. Information is published online. We have contributed to the Council's Local Outcome Improvement Plan (the Fairer East Ren Plan) and 3 Locality Plans in collaboration with our Community Planning Partners and the wider community and have undertaken various separate consultation events to inform future proposals including Waterfoot open space and Carlibar Park.



New Capelrig Way Multiuse Path

- (e) Our Economy and Infrastructure team continues to develop initiatives to promote **town centre improvement and regeneration** which is reported online. At present, the focus of activity is in Clarkston town centre with initial work completed as an outcome of a successful community engagement event.

Successful “spin off” community engagement work in the adjoining Netherlee area is highlighted as a case study in Section 1.2.

Work has also been undertaken in Thornliebank centre to improve the War memorial as a Gateway entrance to the centre.

Improvement of footway connections in Newton Mearns has been undertaken and the Council remains a member of the Newton Mearns Town centre partnership.

It is also worthwhile mentioning new project work undertaken during the early part of 2018/19 with the submission of a Stage 1 Regeneration Capital Grant Fund application to the Scottish Government to create a Social Enterprise Incubation Centre in Barrhead. This Council led project has been the subject of community consultation and a decision on the Stage 1 application is expected in September 2018.

Giffnock is a centre which the Council considered to be currently stable with little intervention required. However, Giffnock

town centre has recently been affected by local closures that have the potential to impact on the vitality and vibrancy of the town centre. The Council will continue to monitor the situation in conjunction with the community council and the Business Improvement District (BID).

Town centres remain an important element of economic activity within East Renfrewshire but in line with many town centres, with changing shopping habits, there is evidence of declining activity with the closure of banks and significant retailers such as Wholefoods in Giffnock.

The Council's activities in the town centres will continue to complement the work of the 3 independent Business Improvement Districts (BID) in Giffnock, Clarkston and Barrhead

- (f) ERC is a participant in '**Glasgow City Region City Deal**' which is delivering £44 million of major business and leisure infrastructure and improved transportation links over a 5-10 year period within East Renfrewshire. A number of projects have been completed including the Lavern Works project, which resulted in the provision of ten small workshop units and a serviced development site for commercial and leisure use.

A new Business Centre at Greenlaw also commenced on site in March 2018 and will be completed by the end of 2018. This will provide 21,000 sq.ft gross small office space

to promote the start up and development of small businesses. A second part of this project has been completed at the Foundry in Barrhead and this has created improved meeting space and facilities for employability and business support clients.

Substantial project development work has been undertaken over the year on the other 5 primary projects. See Appendix 3 for more details.

(g) **Housing development**

Polnoon - Located at the western edge of the conservation village of Eaglesham, involved a collaborative process between the Council, developers (Mactaggart & Mickel) and the Scottish Government to design the site for a new neighbourhood in accordance with the principles of Designing Streets and Designing Places. The development is a case study in the Scottish Government's 'Policy Statement for Scotland – designing streets' which stated that "the Polnoon project sets a new standard for residential development across Scotland". This development has been completed this year. This development was used to inform our Residential Design Guide SPG and as a case study/good example for other developments in the area.

Council House Building - As part of East Renfrewshire Council's ambitious plans to provide 240 new homes for social rent over the next five years, construction is under way at Robertson Street and Fenwick Drive in

Barrhead.

This construction demonstrates the Council's commitment to deliver much needed council homes, including 1, 2, 3 bedroom flats and houses.

Development is expected to be completed in 2018/2019 and will be followed by further development at Blackbyres Court in Barrhead.

Each of the projects are being delivered in partnership with leading building contractor CCG (Scotland) Ltd. Based in Glasgow, the firm is one of Scotland's most innovative contractor and manufacturers with a key focus in the delivery of affordable housing. Further information is given in the Council House Building case study presented on page 8.



Artist Impression: New Council Housing,
Robertson Street, Barrhead

Case Study Title:			
Council House Building			
Location and Dates:			
Barrhead 2017-18 / 2018-19			
Elements of a High Quality Planning Service this study relates to:			
• Quality of Outcomes	• Quality of Service and engagement		
Key Markers:			
Key areas of work:			
<ul style="list-style-type: none"> Design Regeneration Town Centrees Local Development Plan and Supplementary Guidance 	<ul style="list-style-type: none"> Housing Supply Affordable Housing Planning Applications Interdisciplinary Working 	<ul style="list-style-type: none"> Collaborative Working Community Engagement Placemaking Project management 	<ul style="list-style-type: none"> Online Systems Transport Active Travel Other (Please note)
Stakeholders involved:			
<ul style="list-style-type: none"> General Public Hard to reach groups 	<ul style="list-style-type: none"> Local developers Key agencies 	<ul style="list-style-type: none"> Planning Committee Authority Planning Staff 	<ul style="list-style-type: none"> Authority Other Staff Other (Please note)
Overview:			
Within LDP2 the focus on housing continues with a strong focus on affordable and particular needs housing, as well as the delivery of mainstream.			
Goals:			
The delivery of 700 affordable homes across the authority over the next five years and to fulfil the commitment set out in the Council's Strategic Housing Investment Plan (SHIP 2018/19-2022/23)			
Outcomes:			
Our ambitious project to build the first Council homes for a generation in East Renfrewshire began in 2018 and is delivering 240 new homes for social rent including 1,2 and 3 bedroom flats and houses. The project will also deliver community benefits (see Appendix 7) in the form of 8 new jobs, 13 work experience and training through the contractor.			
Name of key Officer:			
Elaine McShane, Senior Development Officer			

- (h) Our **planning community forum** (see also Section 1.2(t)) provides opportunities for community councils and community groups to obtain information and training on planning issues so that they can be more informed and involved in contributing their views on behalf of their communities.
- (i) We operate a monitoring system to assess the level of '**added-value**' that the planning process brings to the development. Every planning application is assessed by the case officer in terms of the improvements, added protections or added community value that have been introduced to the development by the application going through the planning process. These are reported in every report of handling. It is assessed that over 49% of all planning applications have value added to them, with the main ways being through design, layout and/or external materials being improved; or by the necessary control of some aspect of the development through the use of conditions. Significant added value is brought by improvements being made to proposals between the pre-application stage and the planning application – see Appendix 5 for more information.
- (j) We have an up-to-date **enforcement charter** and are active in pursuing solutions to uses and development which detract from the local environment.

- (k) A number of **further examples** and more details on some **high quality developments** being delivered are highlighted in Section 3.2. Appendix 4 also discusses a number of developments which have taken place during 2017-18 where the planning service played a key role in achieving high quality outcomes, and where planning policies had a direct and positive impact on the high design standards and sustainability of the developments:-

- Faith Schools Joint Campus, Newton Mearns
- Crookfur Primary School, Newton Mearns
- Barrhead High School
- Maidenhill Primary School



New play facilities, Carlibar Park, Barrhead

I.2 QUALITY OF SERVICE AND ENGAGEMENT

- (a) We have an **open-office policy** with our offices open to customers from 8.45am-4.45pm Monday to Thursday (to 3.55pm on Fridays). Customer advisors are on hand at the two main Council offices in Giffnock and Barrhead and can provide initial planning information during the above hours. Customer advisors are trained in introductory planning and building standards matters.

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

Professional planning advice from planning service staff is available without appointment and free of charge at the planning office (Spiersbridge) from 8.45am-1.00pm Monday to Fridays. This presents in effect a 'one-stop-shop' for developers and the public when they wish to speak to planning officers or see planning documents and advice is given in an open and comprehensive manner.

- (b) **Pre-application advice** on development proposals is available free of charge. We received 482 written pre-application enquiries (20% down on last year). This was in addition to informal enquiries taken via phone calls or informal discussions with people in our reception area; neither of which are formally

registered as pre-applications. This means that there were 76% (down from 77%) as many pre-application enquiries as planning applications. Of the 633 planning applications, 225 had been the subject of a pre-application enquiry i.e. 36% (down from 37%). This indicates that we had 408 (up from 345) formal pre-application enquiries that did not result in a planning application and illustrates that considerable time is spent on planning work and advice that does not result in an application or receipt of a fee, but nonetheless provides a public service and saves time and costs with formal applications.

We have a policy on pre-application advice and negotiation procedures on planning applications, and this is published online. We encourage applicants to discuss their proposals with the Council at an early stage before they make their planning application. This advice is given free of charge. This service allows potential developers the opportunity to find out which Council policies apply to their proposal. Officers may also advise on whether the proposal appears to meet or conflict with these policies. Pre-application advice (both for major and local developments) will normally, where appropriate, include comment on both the principle and detailed aspects of the proposal; will refer to any need for Planning Obligations (Development Contributions and Affordable Housing) and/or legal agreements

and we will offer a processing agreement where appropriate (see below). Discussions on Planning Obligations where appropriate will commence at an early stage in the process before an application is submitted (pre-application). The Supplementary Planning Guidance states that for both affordable housing and development contributions the policy should be factored into development appraisals prior to land deals and commercial decisions being taken. Once a member of staff deals with a formal pre-application enquiry, they will follow the proposal through to the application and monitoring, giving consistency of contact and advice.

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

We have a **Processing Agreement Policy** which is available online. We offer processing agreements for all major developments and will also consider them for some of the more significant local developments.

(c) A **range of modern procedures** are now in place. In addition to extensive planning advice and information as text on the planning webpages, the following are published as additional guidance:

- Permitted development rights
- Processing agreements policy and template
- Supporting information requirements
- Decision making and appeals process
- The planning hierarchy
- Pre-application consultation for local communities
- Pre-application consultation for local applicants
- Comment on a planning application
- Standard planning conditions
- Protocol for dealing with planning obligations
- Decision making and appeals
- Renewable Technologies
- Looking after your trees
- Your guide to Tree Preservation Orders
- Application for High Hedge Notice Form and Guidance
- Pre-application advice and negotiation procedures on planning applications
- Scale of Fees
- How to pay for your planning application

(d) A comprehensive **online planning information service** is available giving customer's access to a very wide range of planning information. Information on planning applications is available online for applications since year 2000.

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

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

All information on the web site is reviewed regularly. This includes Briefing Notes covering

'How we process a planning application' and 'What is a material consideration' in order to help the public better understand the planning system. 'Standard Conditions' have also been posted online in order to give comprehensive information to developers. Social media (facebook) has been used where appropriate to help share information with the public e.g. the proposed local development plan.

The Council's website has been assessed by the Society of Information Technology

Management (SOCITM) and has an overall 4 star rating. In the most recent survey, one specific planning task assessed included how easy it was to submit an objection to a planning application – and this task scored three stars (maximum 4 stars).

From the responses by the assessors it appears that they generally liked the Council's web pages, but had a couple of reservations about the public interface provided through the IDOX software. These specific points were not ones that the Council can directly control, but the comments have been passed on to the software providers.

The assessment including consideration of how easily the public can find out about permitted development and the Council received a perfect score for this task. All of the planning web pages were reviewed and updated (where appropriate) in advance of this assessment.

(e) In order to **encourage online application** submissions, we have stopped using our own East Renfrewshire Council forms where there are forms available on the national eplanning portal. The portal allows online submission as well as the download of forms for completion by hand for those who do not wish to submit online. There are a few forms still available on our own website where there are no national equivalents. The percentage of planning applications submitted online continued to rise to 66% in 2017/18.

Online electronic payments now stand at 45%, with electronic transfer (BACS & internal transfer) at 2% and card payment over the phone at 12%. These increased electronic processes bringing improved efficiencies.

(f) At the **planning application validation stage**, a senior officer checks the validation to ensure that developers receive high level support. We offer all developers a single point of access to a planning case officer who will see a proposal through from pre-application, application, approval of conditions and follow-up. We have an internal risk management approach to allocating and dealing with planning applications. This involves the Principal Officer/Senior Officers who allocate planning applications to case officers assessing the complexity of the application and then matching that to the skills and experience of the planning officer who will be allocated the case.

(g) **Proportionate supporting information** - We have guidance published to ensure that the information and documents that are required to accompany planning applications are necessary, proportionate and are clearly scoped to avoid unnecessary costs to the applicant and the Council. The guidance states “we shall only require these where they are absolutely necessary in order for us to assess the proposal”. It covers, for instance where a Transport Statement will be expected rather than a full Transport Assessment. It also advises on thresholds for various documents

such as Environmental Impact Assessments or Retail Impact Assessments. Applicants are encouraged to discuss these requirements with the Council in advance of their submission in order to ensure that submissions are focused and fit for purpose. This also helps to increase the percentage of planning applications that are valid upon receipt - which is regularly monitored in order to contribute to speeding up the planning process as a whole.

(h) We have a **welcoming approach to potential developers** and get good feedback on this from our customers when surveys are undertaken. The Council approved nearly 92% of applications in 2017/18, some subject to conditions, illustrating a positive approach to development. Through the monitoring of building warrants and completion certificates we see that the Planning and Building Standards teams have facilitated the approval of more than £72 million of development value in the area this year. About £34 million of work progressed to completion certificate, but we believe that investment in reality will have been higher as not every developer applies for or obtains a completion certificate; while other developments may actually be complete but owners delay obtaining their completion certificate.

(i) We have a **‘major development team’** which brings together professionals from across the Council. This gives developers easy and early access to planning and other Services,

thus giving developers the opportunity at one meeting to get the views of a range of professionals. This assists in providing a co-ordinated response to proposals, together with advice on what documents are required to validate and support the application.

Responses to the developers are co-ordinated by a named planning case officer (for major developments it will always be a senior or principal officer) who oversees the project from the pre-application stage to decision and monitoring. This team may be convened for major or any other significant development e.g. sites that are local development plan priorities or which raise new or unusual issues for the Council. This procedure, in conjunction with our processing agreements policy (see section 1.2(b)), allows planning applications to be project managed and provides a comprehensive and faster development management service.

(j) We have a **protocol for dealing with planning obligations** which promotes the speeding up of legal agreement preparation and issuing of planning decisions - which facilitates development on the ground being commenced more quickly. We aim to complete all legal agreements within 3 months of being minded to grant permission (subject to the appropriate legal agreement).

(k) The Council has a **sustainable procurement policy** which covers both community benefits and sustainability. The priority of the Environment Department is to deliver community benefits from major projects such as City Deal, capital investments and the significant residential developments allocated in the adopted East Renfrewshire Local Development Plan.

Community benefits are sought for suitable contracts where both the value (over £50,000) and duration of the contract merit a benefit being pursued. In addition the Environment Department seeks community benefits from private developers operating in the area. The team offer a proactive and supportive approach with the private sector to provide early, strong and clear guidance on local social, economic and environmental beneficiaries.

The Senior Development Officer within Strategic Services manages community benefit delivery for larger scale contracts to ensure the best economic and employability outcomes.

Case study and further information can be found below and in Appendix 7.

(l) We have adopted **Local Development Plan** (LDP) and the associated Action Programme provides the basis for the successful delivery of LDP policies and proposals. A revised Action Programme will be prepared to support the Proposed Plan for LDP2.

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

(m) Work has commenced on the preparation of **Local Development Plan 2** (LDP2). The Main Issues Report (MIR) is the starting point in the preparation of LDP2 and consultation on this has already taken place. Work is now underway to assess future infrastructural requirements emerging from new land use proposals, including the potential allocation of new residential land, together with other strategic proposals.

It is anticipated that the Proposed Plan will be issued for consultation in January 2019 and adopted in July 2020.

A wide range of publicity and consultation methods were used to promote the MIR and gather views, with the internet, social media, displays, posters, leaflets and drop in sessions especially useful in raising awareness and generating a wide range of views and opinions. Full details of this consultation stage are set out in the Development Plan Scheme. The result of the wide ranging and extensive consultation was reported to Members in December 2017.

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

Case Study Title:			
Community Benefits (See Appendix 7)			
Location and Dates:			
Ongoing			
Elements of a High Quality Planning Service this study relates to:			
• Quality of Outcomes	• Quality of Service and engagement	• Culture of continuous improvement	
Key Markers:			
Key areas of work:			
<ul style="list-style-type: none"> Town Centres Masterplanning Local Development Plan & Supplementary Guidance Economic Development 	<ul style="list-style-type: none"> Planning Applications Interdisciplinary Working Collaborative Working Community Engagement 	<ul style="list-style-type: none"> Placemaking Charrettes Process Improvement 	<ul style="list-style-type: none"> Project management Skill sharing Other (Please note)
Stakeholders involved:			
<ul style="list-style-type: none"> General Public Hard to reach groups 	<ul style="list-style-type: none"> Local developers Key agencies 	<ul style="list-style-type: none"> Planning Committee Authority Planning Staff 	<ul style="list-style-type: none"> Authority Other Staff Other (Please note)
Overview:			
East Renfrewshire Council seeks community benefits, where appropriate from contracts and private developers which will benefit our residents and local economy.			
Goals:			
To maximise socio economic and employability benefits from ERC procurement and private sector development in the local area. The priority for the Environment Department is to deliver benefits from major projects such as City Deal, capital investments and significant residential allocations in the adopted Local Development Plan.			
Outcomes:			
Community benefits written into 20 ERC contracts for works and service and voluntary contributions were offered by 12 additional developers and house builders. Non statutory guidance is in production and will provide support at an early stage of the planning process alongside the planning obligation guidance.			
Name of key Officer:			
Lorna Wallace, Senior Development Officer (Placemaking)			

- (n) Joint working on the **Glasgow and Clyde Valley Strategic Development Plan (Clydeplan)** at officer and Member levels ensures coordinated and collective action and delivery on a wide range of topics across the region. Clydeplan was approved in July 2017. We will continue to work closely with our neighbouring authorities to ensure that opportunities for economic growth and the creation of sustainable patterns of development and infrastructure needs are planned for collaboratively across boundaries and to deliver inclusive growth that will be shared throughout all our communities.

A joint Local Development Plan (LDP)/ Development Management (DM) forum comprising officers from the eight City Region local authorities has been established to provide a consistent approach to the assessment of strategic development proposals, to provide a collective understanding of the range of strategic applications for monitoring purposes and to provide an opportunity to discuss best practice examples.

- (o) A number of **Supplementary Planning Guidance** (SPG) documents have been prepared to support and complement the Adopted Local Development Plan on topic areas including Affordable Housing; Development Contributions; Management and Protection of the Built Heritage; Rural Development Guidance; Energy Efficient Design; Green Network and Environmental Management; Householder Design Guide;

Daylight and Sunlight Design Guide, Residential Street Design Guide, Dams to Darnley Country Park, Renewable Energy and Neilston Infill Development Strategy.

Masterplan SPGs have also been prepared for Maidenhill, Barrhead North and Barrhead South. These provide valuable proportionate guidance and a degree of certainty to the development industry to complement the development plan (Progress is highlighted through Section 3.2 and Appendix 4)

The SPGs on Affordable Housing and Development Contributions provide a clear and transparent framework by which the planning system can support the delivery of development while alleviating any potentially negative impacts on land use, the environment and infrastructure that would make it unacceptable in planning terms. This guidance is applied consistently by a single point of contact Principal Strategy Project Officer (see Appendix 6).

We have 4 development briefs to guide acceptable development.

Each of the current SPG will be refreshed and updated as required to support LDP2.

- (p) We **monitor a range of development approvals** through the Strategic Development Plan, including greenbelt development which consists of departures from the development plan. This

information is used to ensure that the policies are being successfully implemented; and helps to identify any shortcomings in the policies or in implementation/land supply commitments. We also monitor planning applications that are significantly contrary to the development plan, looking at the circumstances that may justify an approval or refusal. This assists us in monitoring the robustness of the development plan.

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

The Monitoring Statement that informs the Main Issues Report (MIR) provides an assessment of the 2015 housing land supply against our Housing Supply Targets and Housing Land Requirements. This information has been updated to reflect the 2018 draft Housing Land Audit. This clearly shows that there is a sufficient land supply to meet the requirements of Scottish Planning Policy and that there is a sufficient land supply to meet the SDP2 Housing Land Requirement by 2029 with a generous 5 year effective land supply for each period (see note c on page 44).

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

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

Engagement and consultation is a key component of preparing the LDP. Stakeholders can get involved during various stages in the production of the Local Development Plan. Extensive public consultation was carried out as part of the preparation of LDPI following a 'Publicity and Consultation Strategy'. This approach has been carried forward to LDP2. The result of the wide ranging and extensive consultation to the Main Issues Report was reported to Members in December 2017.

The Development Plan Scheme (DPS) sets out a participation statement which outlines what is involved at each stage of preparing the LDP, and explains when and how stakeholders can engage in the process and influence the content of the LDP. Each consultation stage helps inform and influence how the Plan evolves and which proposals are taken forward. A variety of methods are used to gather views, with the internet, social media, displays, posters, leaflets, Citizen Space online portal and drop in sessions especially useful in raising awareness and generating a wide range of views and opinions. We always invite customer feedback by way of an events questionnaire so that we can learn from our experiences. The new ESRI Geographical Information System (GIS) software will also allow an alternative digital solution for promoting and consulting on future LDP stages. It will allow all stakeholders to view planning information on sites and areas in a much more user friendly and efficient way.

- (r) We enable **public participation in the planning application process**. In accordance with legislation, neighbours are notified when planning applications are made and certain applications are advertised in the local newspapers and on the 'Tell Me Scotland' website. Weekly lists of planning applications submitted are on our website and the online planning system allow searches of all current and recent application. We publish guidance on our website advising the public of what are generally considered to be 'material

planning considerations'. We take into account comments made by the public before a decision is reached on a proposal (or for applications going to the Planning Applications Committee – those received before the report is finalised); and comments are assessed in the 'Report of Handling'. In 2017/18 we received 1196 representations on the 703 applications (up from 836 representations last year). 23% of applications had representations.

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

- (s) **Charrettes** – The Council has successfully undertaken a number of charrettes and finds them to be an excellent way to engage with local communities on matters specific to that locality. As we move forward with place-making strategies, further evidence of their success is highlighted in a case studies of work undertaken in the local area of Netherlee.

- Although concentrating on Clarkston town centre, opportunity was identified to highlight connections to the wider area as a priority project. It was seen as important that Clarkston be better connected to safe and accessible walking routes, especially the Core Paths. The Netherlee masterplan aims to reconnect all the parts of the off road circulation network to create a coherent hierarchy of paths and cycle routes. The project is underpinned by co-design principles and placemaking activities which have involved the Netherlee community. See case study on page 18.
- (t) We hold **forums** with community groups and community councils from time to time to allow discussion and training on relevant and current planning issues. At each of these meetings contributors have the opportunity to raise issues and questions. Levels of community engagement are reported corporately to the Council through the Outcome Delivery Plan.
 - (u) **Communication** - we have strong working arrangements with the Council's communications team who helped manage the promotion and social media aspects of the MIR consultation. The previous quarterly LDP newsletter is being replaced by a wider Strategic Services newsletter which will provide information and updates on the LDP and other strategies and projects.
 - (v) **Consultations** - we have agreed working agreements with most internal and external consultees to ensure that consultations on planning applications and development plans only take place when necessary; and that responses are provided by the consultee within a reasonable timescale.
 - (w) Our Planning Customer **Service Standards Charter** is published online to visibly demonstrate that we will deal with our customers quickly and politely. Documents and web information is written in such a way as to be as 'plain-english' as possible. We offer Braille and foreign language translations on all of our development plan documents, SPGs, briefs and charters.

A **complaints procedure** is in place for people who are unhappy with the service that they have received. A leaflet is available on the website and at our planning office. The number and substance of complaints is monitored on a six-monthly basis and, where appropriate, improvement actions are implemented. The monitoring results are reported to the Department's management team.
 - (x) The Planning Service is administering the implementation of the **High Hedges Act**. We have produced forms, notes and guidance to assist the public in understanding the legislation, and these were reviewed in March 2016 in the light of working with the Act since 2014. In the lead-up to the implementation of the Act and since its enactment, we have dealt with a significant number of enquiries and spent considerable time speaking to the public on the phone and in person at the planning office. This is done without any additional finance or income to cover these costs. This provides a customer service and assists people in resolving amenity issues associated with high hedges. A knock-on implication is that it takes planning officers away from dealing with planning applications.
 - (y) **Community Plan** - We will continue to work closely with our Community Planning Partners to integrate spatial planning with community planning to deliver high quality urban and rural environments for all and make the connections between people, places and spaces. We want communities to be at the heart of our decision-making process and will seek to work to a shared set of priorities.

Case Study Title:			
Netherlee Masterplan			
Location and Dates:			
Netherlee 2018			
Elements of a High Quality Planning Service this study relates to:			
• Quality of Outcomes	• Quality of Service and engagement	• Governance	• Culture of continuous improvement
Key Markers:			
Key areas of work:			
<ul style="list-style-type: none"> • Design • Regeneration • Environment • Greenspace • Town Centres • Interdisciplinary Working 	<ul style="list-style-type: none"> • Masterplanning • Local Development Plan & Supplementary Guidance • Collaborative Working • Community Engagement 	<ul style="list-style-type: none"> • Placemaking • Charrettes • Place Standard • Project management 	<ul style="list-style-type: none"> • Skill sharing • Transport • Active Travel
Stakeholders involved:			
<ul style="list-style-type: none"> • General Public • Hard to reach groups 	• Key agencies	• Authority Planning Staff	• Authority Other Staff
Overview:			
Emerging from Clarkston Town Centre Charrette, the need for improved connections to the wider area. The project is underpinned by co-design principles and placemaking activities which have involved the community. www.eastrenfrewshire.gov.uk/ergreennetworks			
Goals:			
To reconnect all of the parts of the access network to create a coherent hierarchy of paths and cycle routes. These will connect to an improved and more user friendly set of spaces and places for play, social activity and leisure.			
Outcomes:			
Netherlee should function better as a neighbourhood centre with improved connections to it and improved greenspace within it. Work is determined by a community led maasterplan.			
Name of key Officer:			
John Shelton: Green Network Project Officer			



Tree lined walkway, Carlibar Park, Barrhead

I.3 GOVERNANCE

- (a) A **Departmental Change Programme** is currently being implemented within the Environment Department and the Planning teams are the subject of a service redesign as part of this. A strategic review has been undertaken in order to achieve a new departmental operating model and has resulted in a reorganisation of the Heads of Service and the various teams located within the Department.

The aim of the change programme is to have a prevention based operating model where we commission or deliver services around current and future customer need in conjunction with others internally and externally. Additionally, information will be a real asset in our department and we will have services which are 'digital by design'. Further information regarding this can be found in the change program case study on page 25.

- (b) With regards to the **City Deal project governance**, the Council has to be able to respond quickly and effectively to changing circumstances. In some cases this has required the appointment of external consultants to support us in the development, design or implementation of our projects. In all circumstances, the Council has to ensure compliance with procurement rules. To effectively manage this, and in discussion with our in-house procurement specialists, the

project managers utilise a range of mechanisms to obtain required services including the use of internal and external frameworks as well as open bidding through public procurement platforms. This approach allows us prompt responses to project delivery requirements.

City deal is governed through a Regeneration Board which includes the Council's Chief Executive, the Director of Environment and the Head of Service and is attended by all project managers. The Board meets quarterly and considers progress reports on the city deal projects and other related activities and allows prompt escalation of issues and reporting of risk.

Regular reporting takes place with the Director of Environment and Head of Service with the City Deal programme manager on a two-weekly basis to ensure visibility of progress and expenditure.

- (c) The **planning application performance** is good in comparison to national performance indicators, comparing positively with the other 33 planning authorities in Scotland. We were better than the national average for the length of time taken to determine both Major and Local planning applications in 2017/18 (see statistics in Section 5.1).

The Council has adopted an efficient **scheme of delegation** which has a relatively high level of delegation (over 97% of decisions were delegated to officers in 2017/18 - compared to the Scottish average (in 2016/17) of just over 95%).

We keep our **'legacy' planning applications** (applications over a year old) under review. The number of 'legacy' applications remaining as at 31st March 2018 was only 1 (down from 2 on 31st March 2017)- see note (h) on page 44. Cases are kept under control through individual officers managing case-files and regular meetings with Principal Officers, which helps identify areas where delays occur and where means to progress applications can be discussed. Sometimes however it is better to take time to negotiate and find mutually acceptable solutions in the interests of sustainable development and customer service (rather than simply giving quick refusals of permission). The Council has (published on the internet) a Protocol for dealing with Planning Obligations, designed to help speed up the conclusion of legal agreements. Our Processing Agreements policy also includes encouragement to discuss and agree planning obligations and the terms of legal agreements at an early stage during the discussion on on-going applications, and an expectation that legal agreements will be concluded within three months of the

recommendation being made. We have still not concluded legal agreements as quickly as we would like, due largely to delays on the developers side but improvements are being made in this regard.

- (d) The **Planning Applications Committee** (the same Members who also form the Local Review Body) is relatively small and is trained on planning matters. Two training sessions for the Members took place in May and June 2017 following the local government elections in May 2017. These sessions covered understanding the general planning system, development plans, dealing with planning applications and handling local reviews. The Committee is supported by the Strategic Services Manager, as well as other senior support staff e.g. Roads Engineers, Environmental Health Officers as appropriate.

The Committee meets once every four weeks to ensure that applications are dealt with expediently. When applications are dealt with by way of a pre-determination hearing, procedures are in place to ensure that the full-council is convened immediately afterwards, thus ensuring a quick and consistent decision. The Local Review Body also meets every four weeks which ensures decisions are reached as quickly as possible, and is supported by a Principal Officer and a Legal Officer. This all demonstrates East Renfrewshire Council's commitment to a collective sense of urgency to enabling development within East Renfrewshire.

The Committee also annually considers reports on the performance of the planning service, customer surveys and receives reports on appeal cases and decisions on a monthly basis. This gives the Council and Councillors the opportunity to monitor performance and learn from customer feedback and appeal outcomes.

- (e) The **full-Council approves** development plan documents which ensure that all members are committed and kept informed of these important planning matters. The full-Council also conducts hearings into planning applications for major developments that are significantly contrary to the development plan.
- (f) We have a **Local Development Plan Member – Officer Working Group** which meets at key points in the plan preparation process to discuss and agree the local development plan strategy, proposals and policy approach. This Group oversees all stages of LDP production allowing open discussion between Members (cross-party) and Officers, and guiding the strategic direction and the policy approach of the Plan. This approach helped to ensure full cross party support for the Adopted Local Development Plan and is being carried forward for LDP2. The Group recommenced during summer 2016 to inform the options for the Main Issues Report for LDP2 and is due to meet in August 2018 to discuss key proposals likely to be contained within the Proposed Plan.

- (g) **Local Development Plan project management** is implemented through regular team and wider service meetings and Gantt chart project management. This has ensured that projects are monitored and implemented within realistic timescales and in accordance with the Action Programme. The Development Plan Scheme (DPS) is kept up to date. It sets out a timetable for producing the LDP and explains when and how stakeholders can engage in the process and influence the content of the Local Development Plan.

- (h) **Electronic ways of working** continue to be fully embraced. Full and active participation in the national eplanning system gives the Council efficiency savings. In 2017/18, 66% (up from 58% last year) of all planning applications were submitted electronically which shows a continuous year-upon-year rise. The majority of incoming and outgoing correspondence (including all of our consultations) is conducted by email (giving time and cost savings over traditional mail). The online public access system gives the public more efficient access to information. Online electronic payments now stand at 45%, with electronic transfer (BACS & internal transfer) at 2% and card payment over the phone at 12%. These increased electronic processes bringing improved efficiencies and reduces overhead costs for the Council.

We have implemented the **ebuildingstandards system**, which allows the submission of building warrants and completion certificates online. This gives developers a complete online submission system for the whole development process, bringing significant efficiencies to the system and should lead to improved take-up across the board of electronic submission of applications and documents. The Council participated in the eplanning.scot programme during 2015 and 2016 which saw a new national portal launched and included some functionality improvements to the service for customers and the Council.

Our computerised **document management system** (IDOX) coupled with the UNIFORM casework system ensures comprehensive and easy access to information for staff. Corporate Address Gazetteer is linked to the national gazetteer and ensures consistent addressing across the Council and Scotland. Our geographic information system (GGP) allows comprehensive geographic and spatial analysis of information and mapping. Our Data Information Group shares this information and resource across the Council.

Key stakeholders receive a weekly **e-list of the new planning applications** that we have received. These lists provide a direct hyper-link into the e-planning system, allowing readers to directly access papers relating to applications of interest.

- (i) A “**new ways of working**” (agile) programme has been implemented across the Department. This has seen the introduction of new technology (including laptops, tablets and mobile phones) to allow staff to work, not just from a desk in the planning office, but from a variety of Council offices or from home. This gives staff increased flexibility in working arrangements and gives efficiencies in travel arrangements.
- (j) The **needs of staff** are kept under review. Up to date **staff appraisals** (Personal Review and Development Scheme - PRDs) are in place for 100% of staff within the Planning Service. Every member of staff has been trained in the scheme and has two formal meetings with their line-manager annually. Staff and their manager agree their (SMART) objectives for the year (linked to corporate and managerial priorities); consider their core competencies; and agree their development/ training needs for the year.

Individual staff training needs are assessed annually (see PRD above) and participation in internal and external courses is encouraged. The service has a training budget. The Council runs a wide range of training courses in its ‘insider learning’ programme, including online courses covering such matters as time management, health & safety, equality & diversity, community engagement, digital skills, personal development and management training. Individual planning training events are held when new legislation and procedures

are introduced (e.g. GDPR). This ensures that staff are not just professionally competent, but are trained and work well as a team. It also ensures that best use is made of staff abilities. Skills and staff numbers are also assessed at the end of each PRD round to ensure that the Service has the right people to meet future needs.

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

Flexible working and staff deployment arrangements in place allow staff to be shared and move between teams (including compressed hours of work) in order to utilise staff most effectively; allow staff personal development and good life/work balance. This demonstrates a flexible workforce able to respond to needs.

- (k) A range of **good management internal procedures** are in place. Fortnightly departmental management meetings are held involving the managers of all services in the Environment Department. Each team in the service holds team meetings 4-weekly attended by the manager. This allows management information to be cascaded to staff and discussion of relevant information,

including performance figures, health & safety, current planning applications, ongoing work load and Local Development Plan progress. This also facilitates the dissemination and effective implementation of corporate priorities.

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

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

Effective corporate absence management arrangements are in place and the absence levels of the planning teams were well below the Departmental and Corporate figures.

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

- (l) **Specialist advice** is adequately received as appropriate through external organisations e.g. the West of Scotland Archaeological Service, Glasgow and Clyde Valley Green Network Partnership. There are strong co-ordinated working links within the Environment Department with close partnerships particularly with Housing, Economy and Infrastructure, Roads and

Property & Technical Services and across the Council with Education and Community Planning.

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

- (m) **Benchmarking** is undertaken with our neighbouring Councils. We participate in the West of Scotland Benchmarking Group (which concentrates on development management issues) which holds regular, minuted meetings. This work allows the sharing of good practice and evidences our continued efficiency in decision making. It has also allowed us to improve our work practices by learning from best practice elsewhere and sharing our good practices with others. See Appendix 2 for the participants, a summary of the issues covered during 2017/18, and a note of benchmarking that takes place across other parts of the Planning Service, including Development Planning. The Council also participates in the national SOLACE (Society of Local Authority Chief Executives) benchmarking families.

The Glasgow and Clyde Valley Local Development Plan (LDP) Forum consists of the eight Clyde Valley authorities and includes the Strategic Development Plan (SDP) Team. It meets every 6 months, its principle purpose being to share and exchange best practice in

respect of LDP and SDP development and implementation. Each local authority takes it in turn to chair the meeting.

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

- (n) **Departmental and service budgets** are considered within a three-yearly budget cycle to ensure effective long-term financial planning. Budgets are planned to coordinate with our Community Plan priorities, thus being aligned to Council priorities. The Strategic Services Manager has responsibility for revenue budgets which are monitored regularly and updated on a monthly basis by the manager. The manager and the finance business partner review the budgets monthly to ensure spend and income are on track. Additionally the Director of Environment along with his Heads of Service, review their budgets on an on-going basis.

Corporate arrangements are in place regarding **ordering and procurement** using appropriate online financial procurement systems. Managers have permissions to authorise all ordering and procurement requests. The Environment Department now has an embedded Procurement Officer. Quick-quote is used to obtain online competitive quotes for services below £50,000. This provides a quick method of procuring relatively low value services whilst still demonstrating

fairness and transparency, and provides management information and auditability.

- (o) **External match funding** has been successfully secured by the teams for the implementation of a range of environmental and physical enhancement works. Examples include a total of £1.26m in Water Environment Funding from Scottish Environmental Protection Agency (SEPA) to undertake environmental improvements to the Levern Water, Barrhead over the next 2 years. This is being matched alongside £300,000 in development contributions resulting from the Barrhead Asda development and will lead to wider improvement to Carlibar Park during 2018/19.

In addition, £267,902 in Sustrans funding was secured this year to undertake a range of feasibility work associated with the promotion of active travel across the Council area and as part of our wider green network programme of enhancement.

- (p) The **Data Information Group** (DIG) brings together colleagues from all across the Council. The DIG remit is to share and exchange information and data, in the interests of efficiencies and best practice. Previously a biannual newsletter has kept members informed about the latest Council statistical information, along with updates on current projects to encourage and enhance datasharing across the Council Departments for example on Population and Census data. It is likely that DIG will be rebranded and re-launched as the newly formed Business Intelligence team grows.

There is a whole host of spatial data held within our Geographic Information System (GIS). These datasets are either produced in-house or gathered from other organisations. The new ESRI GIS software allows us to share data via web mapping services. This is still being rolled out but will eventually mean that all Council staff will have access to mapping and spatial data. It also means we can open our data up and share it with our customers and beyond.

The **Corporate Address Gazetteer** (CAG) has been integrated with a number of internal and external systems and provides the address basis for Planning and Building Standards (UNiform), Environmental Health and Trading Standards (UNiform), Customer First (Lagan system), Community Health and Care Partnership (CHCP) (carefirst system). It also maintains links to the Renfrewshire Valuation Joint Board. The CAG forms the basis of the Ordnance surveys Address Base product which in turn is used by the emergency services. The CAG is a core asset with the UPRN providing the ability to interrogate data across departments. As the CAG is spatially enabled, datasets containing the CAGs Unique Property Reference Number (UPRN) can be plotted on a map to identify spatial trends.

Case Study Title:			
Change Programme			
Location and Dates:			
Elements of a High Quality Planning Service this study relates to:			
• Quality of Outcomes	• Quality of Service and engagement	• Governance	• Culture of continuous improvement
Key Markers:			
Key areas of work:			
<ul style="list-style-type: none"> • Interdisciplinary Working • Staff training • Process Improvement 	<ul style="list-style-type: none"> • Community Engagement • Performance Monitoring 	<ul style="list-style-type: none"> • Collaborative Working • Project Management 	<ul style="list-style-type: none"> • Online Systems • Skill Sharing
Stakeholders involved:			
• General Public	• Authority Planning Staff	• Authority Other Staff	• Hard to reach groups
Overview:			
<p>Introduction of a new Business Intelligence team whose purpose is to ensure that systems for data collection and sharing are developed and configured to be fit for purpose. In addition the team is responsible for data analytics and data sharing to ensure that information is available to all Officers throughout the Council to aid in the decision making processes and to prevent a duplication of effort. Key to this is the implementation of a new Geographical Information System (GIS). The Council has procured an ESRI enterprise licence to open up access to spatial data to all staff within the Council. It will also allow us to share data to our customers via our browser based mapping portal.</p>			
Goals:			
<p>To have spatial data freely available to all staff within the Council.</p> <p>To better serve our customers with interactive mapping and better presented consultations.</p> <p>To allow staff to capture information in the field digitally negating the need for double entry and providing a digital end to end process.</p> <p>ESRI is available and widely used in our schools a teaching aid.</p>			
Outcomes:			
<p>All staff have access to spatial data to better inform the decision making process.</p> <p>Our customers are better served with interactive mapping allowing them to interrogate data through self-service.</p> <p>Our consultations are interactive, modern and more appealing.</p> <p>Young adults of school age are encouraged to participate in consultations concerning their area and agenda's relevant to them.</p>			
Name of key Officer:			
Graham Shankland: Principal Business Intelligence Officer			

I.4 CULTURE OF CONTINUOUS IMPROVEMENT

- (a) The Strategy, Development Management and Economy and Infrastructure teams jointly deliver the planning function within the framework of a **Community Plan** and **Local Outcome Improvement Plan** (Fairer East Ren Plan), the Council's own Outcome Delivery Plan, Environment Department Service Improvement Plan and Service Improvement Plans. These have been produced annually over a number of years and improvement actions implemented and monitored on a six-monthly basis.
- (b) A **How Good Is Our Service** review of the Planning and Building Standards Services has been undertaken during 2017/18. This looked at what key outcomes the Service has achieved; how well we meet the needs of our stakeholders (customers and staff); and how good the delivery of our services is. In each of these categories we looked at our strengths and identified improvement actions for implementation during the year.
- (c) We participate in a **benchmarking' group** with five other authorities to compare work practices and learn from the others' experiences. The Strategic Development Plan (SDP) topic groups and regional planning group meet regularly to prepare the SDP and to share best practice and knowledge. We actively participate in the Heads of Planning Scotland Group and their sub-group on Development Management (including the 'Knowledge Hub'), where work practices and training are shared across authorities - see section 1.3(m) and Appendix 2
- (d) We have a proactive participation record in responding to **government consultations**. We have a 'consultations' page on our website which lists (Council, agency and government) documents that are out to consultation in order to encourage public participation.
- (e) We have a wide range of **guidance** for the public as text and guidance documents published online - see section 1.2. We keep all of these guidance notes and all forms up to date with new legislation and best practice.
- (f) We actively seek to continually improve our development management planning performance results with discussions on means of improvement at **monthly team meetings**.
- (g) Planning decisions and appeal decisions are **monitored** in order to ensure continued effective decision-making. Appeals decisions are reported to the Planning Applications Committee. The Committee/Local Review Body members are kept informed of significant changes to the planning system and procedural changes, and training is provided when appropriate.
- (h) **Staff personal development and training** is a high priority. All staff members at 'senior' level and above have been participating in the 'Leaders for the Future' programme aimed at assisting senior staff to become high performing managers who understand the needs of the Council and their staff. The Manager and Head of Service participated in a leadership training programme looking at 'Visioning for the future'; personality profiles; self development and 360 degree feedback from colleagues.
- (i) We have implemented enhanced **digital working** within the Development Management service using the 'Enterprise' module of the IDOX UNIFORM back-office computer system. This means that virtually the entire development management process can be carried out by digital means. This brings time and efficiency savings to staff and customers.



2

SUPPORTING EVIDENCE

A number of areas of evidence relate to more than one heading, but for brevity each has only been listed below once. All underlined text are hyperlinks that will take you to the appropriate webpage.

2.1 Quality of Outcomes	
Local Development Plan	www.eastrenfrewshire.gov.uk/localplan
Supplementary Planning Guidance (including masterplans)	www.eastrenfrewshire.gov.uk/spg
Planning Briefs	www.eastrenfrewshire.gov.uk/planning-briefs
Development Plan Scheme	www.eastrenfrewshire.gov.uk/ldp2
Newsletters	www.eastrenfrewshire.gov.uk/ldp-newsletter
Conservation area information and appraisals	www.eastrenfrewshire.gov.uk/conservation-areas
Environmental project information and annual events guides for the Dames to Darnley Country Park and the Whitelee Countryside Ranger Service	www.eastrenfrewshire.gov.uk/D2D www.eastrenfrewshire.gov.uk/whitelee
Information on Business Improvement Districts	www.eastrenfrewshire.gov.uk/business-improvement-districts
City Deal information	www.eastrenfrewshire.gov.uk/glasgowcitydeal
Information on the Polnoon development	www.gov.scot/Topics/Built-Environment/AandP/Projects/Polnoon
Levern Works Project information	www.eastrenfrewshire.gov.uk/article/4793/Work-begins-on-Barrheads-Water-works-Project
Enforcement information including the Enforcement Charter	www.eastrenfrewshire.gov.uk/planning-enforcement
Clarkston Town Centre Report	www.eastrenfrewshire.gov.uk/article/8742/Clarkston-Town-Centre
East Renfrewshire Green Networks	www.eastrenfrewshire.gov.uk/greennetworks
Town Centre Information	www.eastrenfrewshire.gov.uk/towncentres

2.2 Quality of Service and Engagement

A wide range of planning and building standards information (including advice on what needs planning permission; pre-application advice; how applications are processed and decided; and the appeals process)	www.eastrenfrewshire.gov.uk/planning-and-building-standards
Service standards and Customer Service Standards Charter	www.eastrenfrewshire.gov.uk/service-standards
Contact details (postal address, email address and phone numbers) are published on virtually every web page so that people know how and where to contact us should they have any questions	
The planning information service is online giving access to a wide range of planning application information and documents. It provides information on planning applications since year 2000, and documents for planning applications over the past 4 years. Weekly lists of registered and extant applications are also published online along with a list of all wind turbine planning applications. This system also allows searches for Building Warrant information	www.eastrenfrewshire.gov.uk/online-planning www.eastrenfrewshire.gov.uk/weekly-lists
Certain Applications are advertised on the 'Tell Me Scotland' website	www.tellmesotland.gov.uk/notices/east-renfrewshire/
Supporting information requirements guidance	www.eastrenfrewshire.gov.uk/CHttpHandler.ashx?id=12250&p=0
Pre-application advice and negotiation procedures on planning applications	www.eastrenfrewshire.gov.uk/CHttpHandler.ashx?id=18404&p=0
Processing agreements policy and template	www.eastrenfrewshire.gov.uk/CHttpHandler.ashx?id=19467&p=0
Planning applications can be submitted online at the eplanning.scot website. Additional Council application forms are available on the Council's website. Payment of fees can be made on the Council's website	www.eplanning.scot/ePlanningClient/ www.eastrenfrewshire.gov.uk/planning-documents www.eastrenfrewshire.gov.uk/doitonline
Building Standards information	www.eastrenfrewshire.gov.uk/building-standards

2.2 Quality of Service and Engagement (cont.)

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

2.3 Governance

Planning application and pre-application statistics are gathered from the Council's UNiform casework system

Comparative Scotland-wide planning application statistics are published on the Scottish Government Statistics Page

www.gov.scot/Topics/Statistics/Browse/Planning

Monitoring of housing, business and other data is undertaken annually, much of which is submitted to the Clydeplan team for collation with information from other authorities

www.clydeplan-sdpa.gov.uk/

Our Scheme of Delegated Functions is available on the Council's website and the Planning Scheme of Delegation is available on the Planning Applications Committee page

www.eastrenfrewshire.gov.uk/agendas-reports-and-minutes

www.eastrenfrewshire.gov.uk/planning-applications-committee

Planning Application Committee and Council agendas and minutes are available on the Council's website

www.eastrenfrewshire.gov.uk/agendas-reports-and-minutes

Staff team meetings are held 4-weekly and minuted

Formal 'Personal Review and Development Scheme' is in place, training records are kept and annual personal plans produced

Absence management records kept and a maximising attendance scheme is in place

Health and safety management and training records kept and monitored

Succession policy and arrangements are in place

Outcome Delivery Plan is on the Council's website

www.eastrenfrewshire.gov.uk/odp

Council-wide Performance and Statistics information is on the Council's website

www.eastrenfrewshire.gov.uk/council-information

Monthly reviews and updates to budgets are undertaken

Training records for risk management are kept

Corporate procurement policies are in place

Benchmarking meetings are noted. A summary of what has been discussed each year is included into the Planning Performance Framework

Heads of Planning Scotland meetings are minuted and information on the group can

<https://hopscotland.org.uk/>

2.4 Culture of continuous improvement

Community Planning Partnership information is available on the Council's website	www.eastrenfrewshire.gov.uk/article/2353/Community-Planning-Partnership
Service Improvement Plans are updated annually and action plans updated six-monthly	
How Good Is Our Service outcomes are reported to the Departmental Management Team	
Government consultation responses are published online by the Scottish Government	
Community Plan	www.eastrenfrewshire.gov.uk/communityplanning (will be available here when published)
Fairer East Ren Plan	www.eastrenfrewshire.gov.uk/communityplanning

Case Study Topics	Issue covered in PPF7	Case Study Topics	Issue covered in PPF7
Design	Yes	Interdisciplinary Working	Yes
Conservation	No	Collaborative Working	Yes
Regeneration	Yes	Community Engagement	Yes
Environment	Yes	Placemaking	Yes
Greenspace	Yes	Charrettes	Yes
Town Centres	Yes	Place Standards	Yes
Masterplanning	Yes	Performanace Monitoring	Yes
LDP & Supplementary Guidance	Yes	Process Improvement	Yes
Housing Supply	Yes	Project Management	Yes
Affordable Housing	Yes	Skills sharing	Yes
Economic Development	Yes	Staff Training	Yes

3

SERVICE IMPROVEMENTS

3.1 SERVICE IMPROVEMENTS IN THE COMING YEAR

- The Departmental Change Programme will be progressed to deliver a modernised planning service structure, enhanced digital processes and efficiency savings.
- Implement the corporate Geographical Information System to enable sharing of spatial data to all officers and customers.
- Improvement of systems to support the management of planning obligations.
- Introduction of guidance to support the promotion, understanding and delivery of community benefits.



Bee, Dams to Darnley

3.2 DELIVERY OF SERVICE IMPROVEMENT ACTIONS COMMITTED IN PREVIOUS YEAR

Customers	Complete?
<p>We will assess out planning application validation standards in the light of anticipated national guidance</p> <ul style="list-style-type: none"> <i>The national guidance was published during 2017/18 but due to staff shortages, there has not been sufficient time and resources to fully assess the implications. It is intended that this will be done 2018/19</i> 	No
<p>We will publish our new proposed Local Development Plan 2 and associated documents.</p> <ul style="list-style-type: none"> <i>There has been a delay in publishing the Proposed Plan whilst work is undertaken to assess future infrastructural requirements emerging from new land use proposals, including the potential allocation of new residential land, together with other strategic proposals.</i> <i>It is anticipated that the Proposed Plan will be issued for consultation in January 2019 and adopted in July 2020.</i> <i>The result of the wide ranging and extensive consultation on the MIR was reported to Council in December 2017.</i> 	No
<p>The designation of two new Conservation areas at Crookfur Cottage Homes and at Netherlee and the preparation of Conservation Area Appraisals will be complete by winter 2017. These will be promoted as Supplementary Planning Guidance.</p> <ul style="list-style-type: none"> <i>Due to resource issues it was not possible to undertake this work and instead it will be completed during 18/19 in tandem with the preparation of LDP2.</i> 	No
<p>Maidenhill Strategic Development Opportunity - Site starts are expected on a number of the development sites in 2017 and each developer can complete up to 38 units until the new non-denominational school in Maidenhill is available for occupation in 2019. All applications have and will be carefully scrutinised to ensure adherence to the masterplan and Supplementary Planning Guidance.</p> <ul style="list-style-type: none"> Cala/Taylor Wimpey - detailed residential consent Mactaggart & Mickel - detailed residential application pending Barratt -residential proposal commenced Primary School - proposal commenced and on target to be open for August 19 No residential completions to date. 	Yes

Customers (Cont.)	Complete?
<p>Barrhead North Strategic Development Opportunity – Planning applications for 2 of the 4 sites will be decided and legal agreement for the disposal of Council land within the Shanks site is anticipated for completion in 2017.</p> <ul style="list-style-type: none"> <i>Bellway - residential proposal commenced</i> <i>Crudens - PPP residential application pending</i> 	Partially
<p>Barrhead South Strategic Development Opportunity – A Water supply solution has been finalised with Scottish Water to enable delivery of the master plan sites and site start is anticipated in 2017.</p> <ul style="list-style-type: none"> <i>Miller Homes - on site – completions programmed 2018/19</i> <i>Bett Homes – outline residential consent</i> <i>Water solution still outstanding subject to a collaboration agreement which is complicated by a separate legal issue.</i> 	No
<p>Dams to Darnley Country Park - Negotiations to secure agreement between the Council and Scottish Water will continue for the lease of land and water at Balgray Reservoir associated with the construction of a Wake Park, road realignment, construction of a boardwalk and use of the water for a range of organized activities. Detailed design work associated with the Wake Park will continue to be undertaken and an application for planning permission submitted in due course. A Wake Park operator will be appointed.</p> <ul style="list-style-type: none"> <i>Significant discussions have continued to take place and proposals for various infrastructure improvements are developing, including key aspects which are directly funded by City Deal.</i> <i>A number of delays in obtaining consent from Scottish Water and the need for an urgent drop in water levels to undertake structural repairs have led to a reconfiguration of the project programme and the location of the proposed wake park.</i> <i>Consequently the implementation timeline has been amended to reflect this and the spend profile amended to reflect this.</i> 	Partially
<p>Whitelee - Toilet facilities will be constructed close to the mountain bike trails. Cycle hire will be provided subject to the agreement of Scottish Power Renewables. Work will commence on a range of path works and entrance improvements following signing of a legal agreement between the Council and Forestry Commission Scotland. Plans to construct an adventure play park close to the visitor centre will continue to be actioned and funding sourced. Work will commence on sections of the Weavers Trail subject to agreement with Forestry Commission Scotland.</p> <ul style="list-style-type: none"> <i>Due to delays in obtaining agreement from Scottish Water and Scottish Power Renewables to the construction of the toilet block, its implementation has not yet happened.</i> <i>Further path, signage and carpark works will shortly commence following the signing of a legal agreement between the project partners and forestry commission. This is imminent.</i> <i>A new cycle hire opportunity has been launched at Whitelee and has proven to be very popular and has become a well-established attraction at the site.</i> 	Partially

Customers (Cont.)	Complete?
City Deal projects –We will develop a number of City Deal infrastructure projects across East Renfrewshire.	
<p>Visitor Centre Dams to Darnley Country Park - Detailed design will be undertaken during Autumn 2017.</p> <ul style="list-style-type: none"> <i>As above this aspect of the project work has been delayed as a result of a reconfiguration of the programme timeline for Aurs Road. In light of the potential issues associated with the reservoir water level drop, work was undertaken to consider the possibility of the wake park being moved to a co-location with the visitor centre site. This has now been agreed.</i> 	Partially
<p>East Renfrewshire Business Boost – this initiative results from the merger of two aligned projects - the Greenlaw Business Centre, Newton Mearns and Foundry Links, Barrhead - and comprises the provision of new and enhanced accommodation to support employability services and business start-up/development. Detailed design for the new build business centre and the indicative specification for improved facilities at the Foundry were largely finalised in Spring 2017 and it is programmed that works at both locations will be complete in 2018.</p> <ul style="list-style-type: none"> <i>Both these projects have commenced on site and are progressing successfully. Foundry works will be completed in July 2018 and the new business centre at Greenlaw will be completed in December 2018.</i> 	Yes
<p>Barrhead South Access – following ground investigations, design work for the Balgraystone Road improvements was started in 2017, with construction works due for completion in 2018. The timescale for the Scottish Transport Appraisal guidance (STAG) report of the new Barrhead South rail station was extended, with the Governance for Railway Investment Projects (GRIP) development programme expected to start in the second half of 2017. An opening date for the station of 2020 is now programmed.</p> <ul style="list-style-type: none"> <i>Balgraystone Road was tendered in November 2017 but unfortunately was returned over budget and could not be progressed. Due to the need to complete work in St Luke's high School, the work is now programmed to commence in June 2019 with completion by December 2019.</i> <i>Approval of the STAG has not yet been obtained in relation to the development of the new railway station serving Barrhead South. The STAG is now being reviewed and meetings are scheduled with Transport Scotland to take this forward.</i> 	No
<p>Levern Valley Access – Preparatory work on the Aurs Road realignment and boardwalk continues with consideration of the Balgray Surface Access route. The Aurs Road works are expected to be complete in early 2019, with the Balgray route programmed for completion in late 2023.</p>	No Ongoing

People	Complete?
<p>The Departmental Change Programme will be progressed to deliver a modernised planning service structure, enhanced digital processes and efficiency savings.</p> <ul style="list-style-type: none"> <i>The Departmental redesign is substantially underway and various new teams have been established across the planning function. The move towards digital and more agile working is progressing with the issue of laptops/ tablets.</i> 	Yes

Efficiency	Complete?
<p>We will implement our new Corporate GIS. The hardware and software will be installed, licenses purchased and the system will be operational by the end of 2017.</p> <ul style="list-style-type: none"> <i>This first phase of the project has been completed, and the system is now operational. The hardware build and the software installation of ESRI ArcGIS were completed on time, and introductory training sessions were undertaken. The system is operational, and its use is progressing.</i> 	Yes



Artist Impression, new Greenlaw Business Centre

4



NATIONAL HEADLINE INDICATORS (NHI)

4.1 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 Requirement: less than 5 years	LDP 2 years 9 months (see note a) SDP 8 months (see note b)	LDP 1 year and 9 months (see note a) SPD 4 years and 10 months (see note b)
Will the local/strategic development plan(s) be replaced by their 5th anniversary according to the current development plan scheme?	LDP - Yes SDP - Yes	LDP - Yes SDP - No (see note c)
Has the expected date of submission of the plan to Scottish Ministers in the development plan scheme changed over the past year	LDP - Yes SDP - No	LDP - No SDP - No
Were development plan scheme engagement/consultation commitments met during the year?	Yes	Yes

Effective Land Supply and Delivery of Outputs		
Established housing land supply	4223 units	4422 units
5 year effective housing land supply programming	1798 units	1819 units
5-year effective land supply total capacity	3447 units (see note d)	-
5-year housing supply target	1170 units	1170 units
5-year effective housing land supply (to one decimal place)	7.7 years (see note c)	7.8 years (see note d)
Housing approvals	276 units (see note e)	154 units (+503 units PPP)
Housing completions over the last 5 years	1359 units	1228 units
Marketable employment land supply	15.8 ha	13.64ha
Employment land take-up during reporting year	0.63 ha	0ha

4.2 NHI KEY OUTCOMES - DEVELOPMENT MANAGEMENT

Development Management	2017-18	2016-17
Project Planning:		
Percentage and number of applications subject to pre-application advice	36% / 226	37% / 256
Percentage and number of major applications subject to processing agreement	0 %	1% / 1

Decision Making		
Application approval rate (% of applications that are approved)	91.7 %	89.8 %
Delegation rate (% of decisions delegated to planning officers)	97.3 %	98.7 %
Validation (% of applications valid upon first receipt)	53 %	48 %

Decision-making Timescales	Average Timescale in weeks	
Major Developments	32.6 weeks	45 weeks
Local developments (non-householder)	10.5 weeks	10.1 weeks
Householder developments	7.5 weeks (see note g)	6.5 weeks

Legacy Cases (i.e. applications over 1 year old)		
Number cleared during reporting period	4	6
Number remaining	1 (see note h)	2

4.3 NHI KEY OUTCOMES - ENFORCEMENT ACTIVITY

Enforcement Activity	2017-18	2016-17
Time since enforcement charter published / reviewed Requirement: review every 2 years	1 months	21 months
Complaints lodged and investigated	34 (see note i)	24 (see note i)
Breaches identified – no further action taken	68 (see note j)	81 (see note j)
Cases closed	58	105
Notices served	0 (see note k)	3 (see note k)
Direct Action	0	0
Reports to Procurator Fiscal	0	0
Prosecutions	0	0

4.4 NHI KEY OUTCOMES - COMMENTARY

Commentary
Short contextual statement:
We continue to meet housing land requirements of Clyde Plan and to perform well across our key development management outcomes.

Notes for Tables 4.1 - 4.3

- (a) Local Development Plan adopted 25th June 2015.
- (b) The Strategic Development Plan was approved in July 2017.
- (c) 2018 5-year Housing land supply calculations (columns A-D are the number of housing units)

Period (years)	A All Tenure Supply	B Requirement per annum	C Total Targets (SDP2, Schedule 7)	D Difference (A-C)	E Years Supply (A/B)	F 5 Years land supply met?
2018-23	1798	234	1170	628	7.7	Yes
2019-24	1924	230	1170	754	8.2	Yes
2020-25	1991	226	1130	861	8.8	Yes
2021-26	1906	219	1095	811	8.7	Yes
2022-27	1740	219	1095	645	7.9	Yes

(source: 2018 Draft housing Land Audit)

- (d) Includes the remaining supply for the 3 masterplan sites at Maidenhill, Barrhead South and Barhead North.
- (e) New sites added to the housing land supply
- (f) Council has a processing agreements policy in operation however in year 2017/18 no applications were issued that had a processing agreement.
- (g) In 2017/18 we decided 633 planning applications and 70 other applications (total 703). We also registered 482 written pre-application enquiries. This means that there were 69% as many pre- application enquiries as formal applications. Of the 633 planning applications, 225 had been the subject of a pre-application enquiry i.e. 36%. This indicates that we had about 408 formal pre-application enquiries that did not result in a planning application and illustrates that considerable time is spent on planning work and advice that does not result in an application or receipt of a fee, but nonetheless provides a public service and saves time and costs with formal applications.
- (h) There was one legacy case outstanding without a decision for more than a year on 31st March 2018. This concerned the application for 11 houses at Little Broom, Newton Mearns. The timeframe associated with this is as a result of the applicants delayed responses to planning obligation requirements.

- (i) Formal cases taken up, as per Scottish Government returns, defined as all cases where parties are formally notified in writing that enforcement action may be taken by the authority under Sections 127 - 137 of the Town and Country Planning (Scotland) Act 1997.
- (j) All cases recorded where a breach occurred, irrespective of whether formal notification took place.
- (k) Includes enforcement notices; breach of condition notices; planning contravention notices; stop notices; temporary stop notices; fixed penalty notices, and notices requiring application for planning permission for development already carried out.



New Barrhead High School

5

SCOTTISH GOVERNMENT OFFICIAL STATISTICS

5.1 DECISION-MAKING TIMESCALES

Timescales	2017-18	2017-18	2016-17
Overall	Number	Average timescale in weeks	
Major developments	7	32.6 weeks	45 weeks
Local developments (non-householder)	85	10.5 weeks	10.1 weeks
• Local: less than 2 months	60 %		
• Local: more than 2 months	40 %		
Householder developments	445	7.5 weeks	6.5 weeks
• Local: less than 2 months	77.7 %		
• Local: more than 2 months	22.3 %		

Housing Developments	Number	Average timescale in weeks	
Major	5	32.9 weeks	45 weeks
Local housing developments	21	13.8 weeks	10.4 weeks
• Local: less than 2 months	42.9 %		
• Local: more than 2 months	57.1 %		

Business and Industry	Number	Average timescale in weeks	
Major	0		
Local business and industry developments	7	10.2 weeks	6.5 weeks
• Local: less than 2 months	71.4 %		
• Local: more than 2 months	28.6 %		

Other	Number	Average timescale in weeks	
Environmental Impact Assessments (EIA) Developments	1	56.9 weeks	
Other Consents*	44	6.6 weeks	5.6 weeks
Planning/legal agreements**			
• Major: average time	5	32.9 weeks	45 weeks
• Local: average time	2	38.8 weeks	16.1 weeks

Notes for Table

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

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

5.2 DECISION-MAKING: LOCAL REVIEWS AND APPEALS

Type	2017-18 Total number of decisions	Original decision upheld			
		2017-18 No.	%	2016-17 No.	%
Local reviews	24	15	62.5	12	55
Appeals to Scottish Ministers	5	2	40	4	80

5.3 Context

The redesign of the Development Management team, undertaken as part of the change programme, resulted in reduced numbers of staff, including a vacant post which led to some delays in the processing of applications and associated work. However, despite this, we managed to remain better than the national average for the length of time taken to determine both Major and Local planning applications in 2017/18. Staffing levels have now increased and performance is improving accordingly.



Artist Impression, Maidenhill Nursery

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WORKFORCE INFORMATION

Flower, Dams to Darnley

The creation of a number of multi-disciplinary teams as part of the Change Programme means that the delivery of the Planning function and associated activities as described within this report, are undertaken by the development management, strategy, business intelligence and economy and infrastructure teams.

The qualifications, skills and abilities of the staff members contribute to the successful delivery of a wide range of work including service delivery, improvements and physical implementation.

	TIER 1 Chief Executive	TIER 2 Director	TIER 3 Head of Service	TIER 4 Manager
Head of Planning Service			2	2

RTPI Qualified Staff	Headcount	FTE
Development Management	7	7
Development Planning	5	5
Enforcement	0	0
Specialists	0	0
Other (including staff not RTPI eligible)	24	24

Staff Age Profile	Headcount
Under 30	0
30-39	10
40-49	15
50 and over	11

Notes

- (a) All figures as at 31st March 2018
- (b) The above figures equate to full time equivalent positions including temporary contracts and interns.
- (c) All of the development management planners have a role in enforcement work

7



PLANNING COMMITTEE INFORMATION

Arthurlie Family Centre, Barrhead

Committee & Site Visits	Number per year
Full Council meetings	0
Planning committees	7
Area committees	0
Committee site visits	0
Local Review Body	7
LRB site visits	24



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PERFORMANCE MARKERS

Performance Marker

Part of PPF report best suited to evidence this marker

DRIVING IMPROVED PERFORMANCE

1	Decision making: authorities demonstrating continuous evidence of reducing average timescales for all development types	1.3(c) Section 4 Section 5.1 Appendix I
2	Project management: offer of processing agreements (or other agreed project plan) made to prospective applicants in advance of all major applications and availability publicised on planning authority website	1.2(b) 1.2(c)
3	Early collaboration with applicants and consultees on planning applications: <ul style="list-style-type: none"> • availability and promotion of pre-application discussions for all prospective applications • clear and proportionate requests for supporting information 	1.2(b) 1.2(c) 1.2(f) 1.2(g)
4	Legal agreements: conclude or reconsider if no progress is being made, applications within 6 months of 'resolving to grant'	1.2(c) 1.2(j)
5	Enforcement charter kept up to date	1.1(j)
6	Continuous improvements: <ul style="list-style-type: none"> • show progress/improvement in relation to PPF National Headline Indicators • progress ambitious and relevant service improvement commitments identified through PPF report 	1.4(c) Section 4 Section 3.2

PROMOTING THE PLAN-LED SYSTEM		
7	LDP (or LP) less than 5 years since adoption	1.1(a) 1.2(m) Section 4
8	Development plan scheme demonstrates next LDP: <ul style="list-style-type: none"> on course for adoption within 5-year cycle project planned and expected to be delivered to planned timescale 	1.3(g) 1.2(m) 1.2(q)
9	Elected members engaged early (pre-MIR) in development plan preparation	1.3(f)
10	Cross-sector stakeholders, including industry, agencies and Scottish Government, engaged early (pre-MIR) in development plan preparation	1.2(q) 1.2(u) 1.2(v) 1.1(a)
11	Production of regular and proportionate policy advice, for example through supplementary guidance, on information required to support applications	1.2(g) 1.2(d) 1.2(o) 1.1(a) 1.1(b) 1.1(c)

SIMPLIFYING AND STREAMLINING		
12	Corporate working across services to improve outputs and services for customer benefit (e.g. protocols; joined-up services; single contact; joint pre-application advice)	1.2(b) 1.2(c) 1.2(i) 1.2(j) 1.2(k)
13	Sharing good practice, skills and knowledge between authorities	1.3(m) 1.4(c) Appendix 2

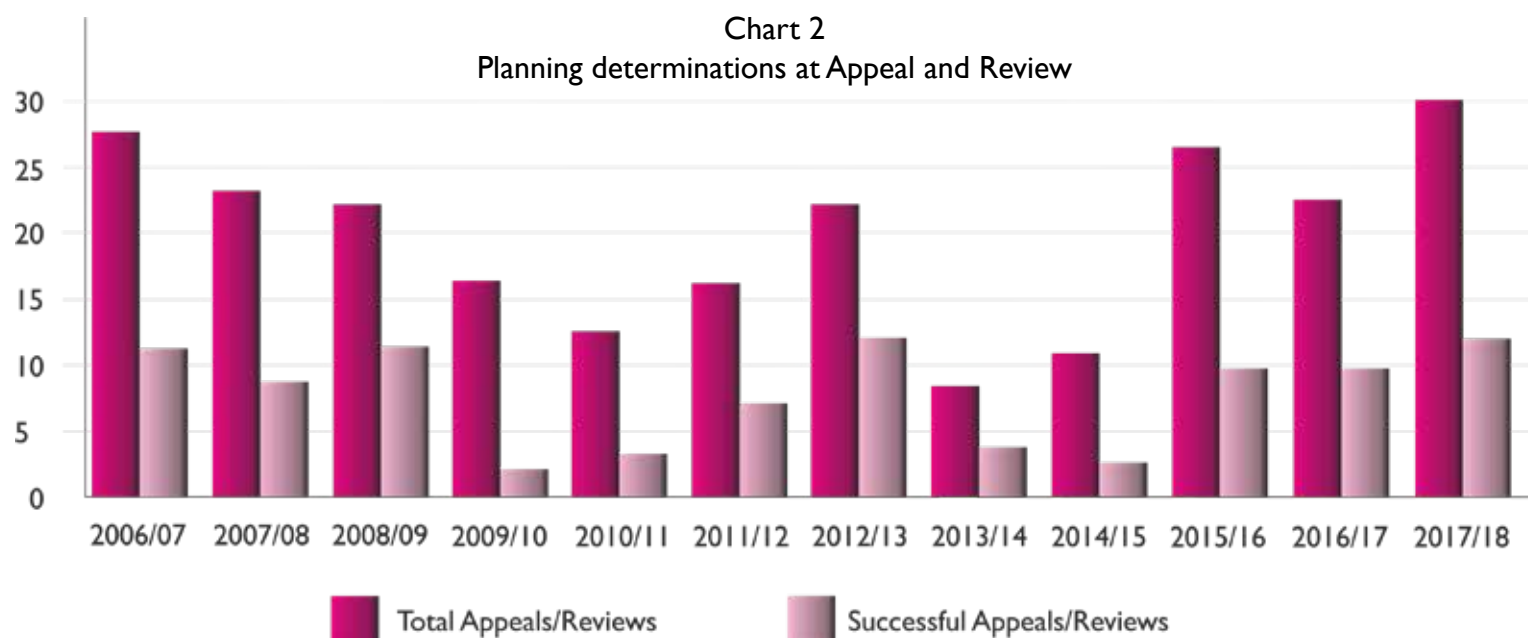
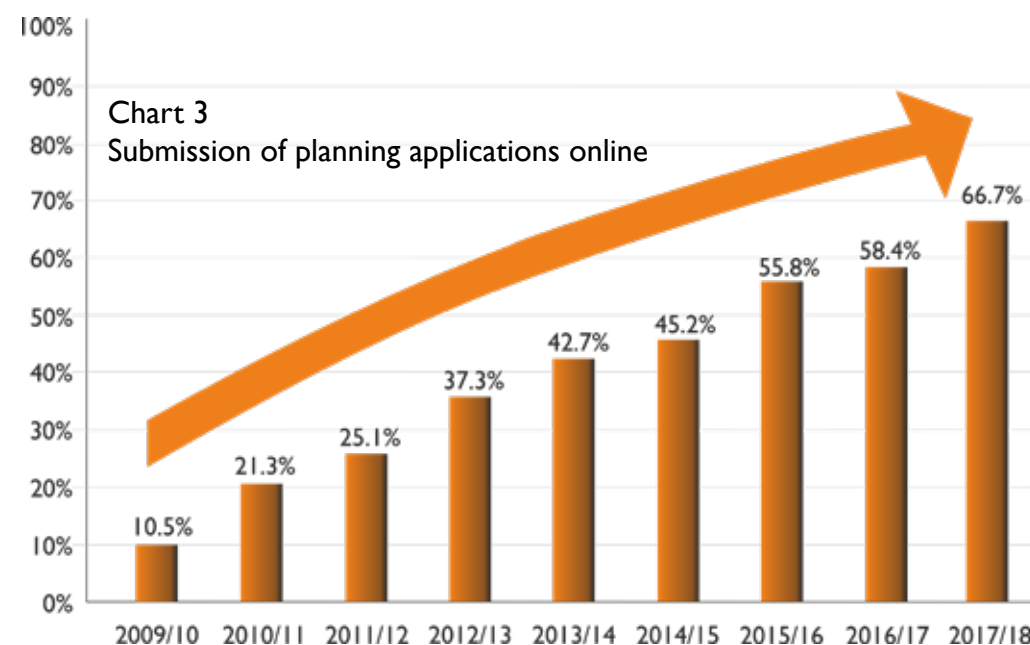
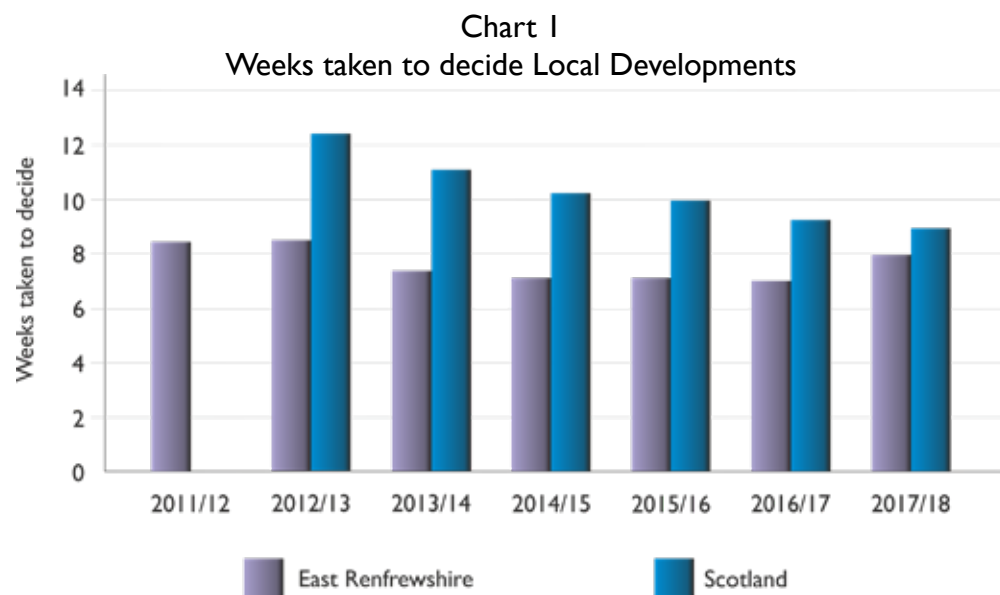
DELIVERING DEVELOPMENT		
14	Stalled sites/legacy cases: conclusion/withdrawal of planning applications more than one-year-old	1.3(c) Section 4 (note h)
15	Planning Obligations: clear expectations <ul style="list-style-type: none"> • set out in development plan (and/or emerging plan,) and • in pre-application discussions 	1.1(b) 1.2(j) Appendix 6



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APPENDICES

APPENDIX I - PERFORMANCE CHARTS



APPENDIX 2 - BENCHMARKING

The Benchmarking Group consists of participants from the following Councils: East Dunbartonshire, East Renfrewshire, Inverclyde, North Ayrshire, Renfrewshire & West Dunbartonshire. The Group normally meets every 3 – 4 months and met three times in 2017-18 as follows: 10th May 2017 (at East Dunbartonshire); 10th August 2017 (at East Renfrewshire); and 17th November 2017 (at 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 Sustainable Urban Drainage Systems (SuDS)
6. The Forestry Commission and felling licences
7. The new Environmental Impact Assessments (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 Local Financial Returns (LFR)
14. The Section 75 of the Town and Country Planning (Scotland) Act 1997 (S75) obligations
15. The handling of Approval of Matters Specified in Conditions (AMSC) applications
16. The controls on biomass boilers
17. The district heating objections from Scottish Environmental Protection Agency (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



Dams to Darnley

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

Of particular note this year have been our discussions on:

- **Staffing levels within each authorities' planning service.** 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 Gazetteer Forum; the One-Scotland Mapping Agreement Group; and the Ordnance Survey User Group.

Some of the Councils also participate in the national Society of Local Authority Chief Executives (SOLACE) benchmarking families.



Sculpture, Newton Mearns

APPENDIX 3 - CITY DEAL

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



1. **Levern Works, Barrhead**

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

- Modern, flexible commercial units of 72 sq.m. (995 sq.ft.) available at Crossmills Business Park
- 17-acre former factory site now suitable for business, retail and leisure opportunities
- As well as investment from Glasgow City Region City Deal, the small units element was part funded and supported by Scottish Ministers, COSLA and the Scottish Government Regeneration Capital Grant Fund

2. **Dams to Darnley Country Park Visitor Facilities**

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

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

3. **Levern Valley Access**

Improving connections between communities

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

4. **Barrhead South Access**

Improving access to jobs, services and communities

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

5. **East Renfrewshire Business Boost**

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

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



APPENDIX 4 - EAST RENFREWSHIRE SCHOOLS

The Council's commitment to the provision of modern and dynamic schools and early years provision was boosted during 2017/18 with the completion of the :

- Faith Schools Joint Campus, Newton Mearns
- Crookfur Primary School refurbishment
- Barrhead High School

£56m of investment by the Council and the Scottish Futures Trust has delivered well designed and innovative facilities for the young people of East Renfrewshire.

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

A significant addition to the school estate has been a Faith Schools Joint Campus within Newton Mearns which provides a new, additional, Catholic primary school with non-denominational nursery serving the area and a replacement building for East Renfrewshire's existing Jewish primary and nursery, Calderwood Lodge. The new campus has been designed based on feedback from parents and representatives of both faith communities.

In addition, the new campus at Barrhead High incorporates the Sir Harry Burns Centre which supports the Council's preventative work to improve health and well-being, prepare young people for work and raise attainment levels for young people living in Barrhead.

Maidenhill Primary School

We have reported in this and previous PPF submissions on the Maidenhill Strategic Development Opportunity and the clear development strategy contained within the Supplementary Planning Guidance and masterplan.

Work has now commenced on the new £12.5m Maidenhill Primary, in Newton Mearns which will open in August 2019. It will have an intake of two primary one classes and will also include a nursery class providing 120 places.

Learning spaces will be inspired by the Scottish Futures Trust's Space for Learning and Inspiring Learning Spaces. One of the most exciting plans is for the development of a science and exploration room, to support young people's learning in STEM subjects.

The school will sit alongside more than 800 homes being built by CALA Homes and Taylor Wimpey in the area in the coming years. This facility will help to ensure East Renfrewshire Council can meet the increased demand for primary and nursery places.



New Multi-Faith School



Artist Impression, Maidenhill School

APPENDIX 5 - VALUE ADDED BY THE PLANNING SERVICE

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

Examples across a range of such improvements include the following:

Added Value	2017/18
Improvements to the proposal were achieved at the pre-application stage	59
Design, layout and/or external material improvements have been achieved during the processing of the application to ensure the proposal complies with the Council's Local Development Plan policies.	81
Road, footway or parking improvements have been achieved during the processing of the application to ensure that the proposal does not have a detrimental impact on road users.	4
The provision for affordable housing has been achieved during the processing of the application in accordance with the Council's Local Development Plan policies.	2
Conditions have been added that are necessary to control or enhance the development and to ensure the proposal complies with the Council's Local Development Plan policies.	179
A legal agreement is required to secure essential aspects of the development and to ensure the proposal complies with the Council's Local Development Plan policies.	6
The application has been submitted following an investigation/complaint.	6
Total added value instances	366
Applications with some form of added value	311
Number of application decisions in the period	633
Percentage of application with some form of added value	49%

2017/0500/TP	Erection of 6 apartments in two blocks following the demolition of existing care home building with formation of access and parking at Kirkview Crescent, Newton Mearns
Decision	Disposed to Grant 25 April 2018
Added Value	A legal agreement secured essential aspects of the development and to ensure the proposal complies with the Council's Local Plan policies. Design, layout and/or external material improvements have been achieved during the processing of the application to ensure the proposal complies with the Council's Local Plan policies.
Details	An agreement under Section 69 of the Local Government (Scotland) Act will secure relevant planning obligations for both affordable housing and development contributions relating to community and leisure infrastructure. Design changes were secured to the access and car-parking arrangements following consultation with the Council's Roads Service. This ensures compliance with the Council's roads standards and Local Development Plan policy.

2018/0142/TP	Erection of two storey rear extension with single storey rear extension at 11 St. Ann's Drive, Giffnock
Decision	Approved subject to conditions 4 July 2018
Added Value	Design, layout and/or external material improvements have been achieved during the processing of the application to ensure the proposal complies with the Council's Local Development Plan policies.
Details	The design of the extension was amended at the request of the planning service to reduce its massing and to ensure it better complemented the character of the dwelling and the wider conservation area.

2017/0725/TP	Erection of single storey side extension at 38 Ayr Road, Giffnock
Decision	Granted 29 January 2018
Added Value	Design, layout and/or external material improvements have been achieved during the processing of the application to ensure the proposal complies with the Council's Local Development Plan policies.
Details	At the request of the planning service, the ridge line of the extension was dropped below that of the original dwelling and the extension was reduced in width by 1 metre. This ensured the extension reads as a subordinate addition to the existing dwelling and is in keeping with the character of the wider conservation area.

APPENDIX 6 - NECESSARY AND PROPORTIONATE PLANNING OBLIGATION POLICIES

As advised in previous years, the Council's policies on planning obligation are covered in fully adopted statutory supplementary planning guidance (SPG) documents (covering both affordable housing and development contributions), which provide clear and transparent advice on planning obligations for developers and landowners early in the planning process. These policies are now well known locally by both developers and landowners.

Our planning obligation policies continue to be applied in a fair and consistent manner by the Principal Strategy Officer responsible for ensuring that only those contributions which are considered absolutely necessary are sought and that they serve a planning purpose, relate to the proposed development, are fair and reasonable in scale and kind to the proposed development, and are reasonable in all other respects. We also make sure that where a number of new developments would cumulatively require new infrastructure/service provision, that the developments involved pay only their required proportionate share of the contributions e.g. in the case of a new school, paying only for the pupils that the particular proposed development is forecast to produce. This has been evidenced in case studies set out in previous years PPFs.

Planning obligations secured and collected to date have allowed the planning system to facilitate development whilst ensuring that new development does not adversely impact upon existing levels of services provision, infrastructure, or the quality of the environment. The application of our policies has also supported the delivery of much needed affordable housing for the area. Over the last 12 months we have ensured that the negotiation of planning obligations does not unduly or unnecessarily delay the development or the planning process. Fully justified heads of terms, containing detailed financial information, are provided in each case, often at pre-application stage. This ensures that, should an appeal be lodged, the heads of terms are in place as a matter of record. For larger developments draft agreements have often been in place prior to applications being submitted.

Proportionate and necessary development contributions secured / collected to date have allowed new development to proceed whilst ensuring the planned delivery of necessary services and infrastructure required as a result of the new development, such as new primary schools and an early learning centre at Waterfoot Road, education extensions at Crookfur and St Cadoc's primary schools, enhancement works to local green networks and access routes at Capelrig Road, and necessary planned capacity enhancements to local community facilities.

We are currently in the process of reviewing and improving our digital systems to allow more efficient monitoring of planning obligations due from large master plan developments moving forward, including their delivery and use. We are trialling the use of the development condition monitoring module of the UNIFORM system which will link in to both our development management and building standards systems. We are also investigating the potential of our new ESRI system to link into this and provide a spatial record of obligations.

Moving forward into next year, both policies will be fully reviewed and updated to support the Council's Local Development Plan 2.



Waterworks, Barrhead

APPENDIX 7 - COMMUNITY BENEFITS

Community benefits assist in achieving outcomes that will benefit our residents and local economy.

- ERC seeks community benefits, where appropriate, from contracts over £50,000.
- The Environment Department also seeks community benefits from private developers.
- The Senior Development Officer within Strategic Services manages community benefit delivery for larger scale contracts to ensure the best economic and employability outcomes.

The overall aim is to maximise socio-economic and employability benefits from ERC procurement and private sector development in the local area and the key to success is regular communication with companies and beneficiaries throughout the implementation and monitoring phases.

The Council has an approved sustainable procurement policy which covers both community benefits and sustainability and reflects a requirement of the procurement legislation to consider how the procurement process could improve the economic, social, and environmental wellbeing of the authority's area. The priority of the Environment Department is to deliver community benefits from major projects such as City Deal, capital investments and the significant residential developments allocated in the adopted East Renfrewshire Local Development Plan.

The responsible Officer provides a proactive and supportive approach with the private sector to provide early, strong and clear guidance on local social, economic and environmental beneficiaries. Through the work of the East Renfrewshire Construction Partnership we have been highlighting our community benefits priorities with developers and larger companies operating in the area since 2015.

Community Benefits Achieved

Our proactive approach led to significant achievements during 2017/18 and these are highlighted in Part A.

Community Benefit (CB) clauses were written into 20 ERC contracts for works & services and voluntary CBs were offered by 12 additional developers and house builders.

City Deal reporting requires us to record contracts awarded to local Small and Medium sized Enterprises (SMEs) and supported businesses for tracking purposes. 6 construction partnership events were organised to inform and build the capacity of local SME supply chain, third sector and supported businesses. This allows them to prepare for packages of work in the area. To encourage contracts for supported businesses a directory of Scottish supported businesses was prepared and promoted to Council staff and main contractors. A supported business is an establishment where more than 30% of the workers are people who are disadvantaged for examples those with a disability. Supported businesses deliver employment, development and training opportunities for people with disabilities and to help them, whenever possible, into mainstream employment.



Community Benefits Agreed and Delivery Underway

A higher number of significant scale contracts with community benefits clauses was awarded in 2017/18 than in previous years and there are 3 tier 1 contractors onsite currently.

City Deal and Region Community Benefits Working Group

Part B outlines the community benefits clauses agreed in East Renfrewshire City Deal contracts and the outputs achieved to date and details the CB targets and achievements already underway.

The community benefits lead is also taking part in a City Region community benefits working group. As ERC's approach to CB is at a more advanced stage than some other member authorities and CB achievements have consistently been secured from ERC City Deal contracts, the ERC model is seen as best practice. Discussions are underway to help to define a common approach.

Future Work

It is important to build upon the success to date and work is underway to develop non statutory guidance which can be made available on line and will allow wider understanding of the community benefits scheme.

This will be reported on through next year's PPF and is shown as an action within Section 3.

Part A Community Benefit Delivery Completed Projects – final CBs

Two headline projects that were completed in 2017/18 achieved the following contractual community benefits:-

BAM Construction at Barrhead High School

- 15 new jobs
- 267 pupils/students in activities throughout the project.
- 7 site visits
- 14 Work Experience Placements
- 3 SME supply chain events

Heron Bros at Auchenback Family Centre

- 2 new jobs
- 1 paid summer placement for a quantity surveying student
- £3000 for community causes
- 1 SME supply chain event
- Partnered with Young Enterprise Scotland

Construction Partnership - Taylor Wimpey Homes

Taylor Wimpey homes were particularly engaged and delivered the following in 2017/18:-

- 4 School DYW/career events
- 3 SME supply chain events
- 4 jobs advertised via Work East Ren
- Main sponsor of East Renfrewshire Business Awards
- £9000 fund for community causes from Maidenhill development (joint with Cala)

Community Benefits Agreed and Delivery Underway

CCG building new Council houses

A range of community benefits have been secured as part of the contract for ERC's first house build project in a generation.

Eight new jobs and thirteen work experience placements will be created as part of the agreement with contractor CCG (Scotland) Ltd, during the building of 43 new council homes at Robertson Street, Fenwick Drive and Blackbyres Court, Barrhead.

The headline minimum community benefits agreed in their contract are as follows.

- 5 new entrant jobs (CCG or sub-contractors)
- 3 new apprenticeships (CCG or sub-contractors)
- 13 work experience placements (CCG or sub-contractors)
- A range of skills and education activities with local schools and employment services.
- £9500 funds for community and employability causes.

Benefits underway include:-

- 1 new job was recruited via Work East Ren.
- The first group to benefit from the fund was Barrhead's Business Improvement District (BID). A new graduate intern was appointed to work on town centre initiatives in Barrhead, with part of the salary being sponsored by the firm. The allocation of the rest of the fund is still to be agreed.

- A “Developing the Young Workforce” visit was arranged by ERC and CCG to the Robertson Street site. 10 female pupils from Barrhead HS, St Ninians and Woodfarm had a chance to see the site in action. They heard from site manager Darren White and Community Benefits coordinator Claire Mistretta from CCG. Topics covered were the range of careers involved in the construction industry, the fact that more women are now joining the industry, Darren’s journey from joiner apprentice to site manager, the various routes into the industry and that CCG offer traineeships and apprenticeships.

BAM Construction at Maidenhill Primary School

BAM Construction has been appointed by East Renfrewshire Council to build a new primary and nursery school in Newton Mearns. The headline minimum community benefits agreed in their contract are as follows.

- 1 new entrant job (BAM)
- 1 new entrant job from a priority background (BAM)
- 2 new entrant job (sub-contractors)
- 3 new apprentices (BAM or sub-contractors)
- 13 work experience placements
- A range of skills and education activities with local schools and employment services
- A programme of mentoring for local SMEs and third sector organisations to build their tender readiness
- £1000 for community or employability causes

Part B City Deal Community Benefit Realisation

Morrison Construction at Greenlaw Business Centre

Greenlaw Business Centre will help to meet a growing demand for flexible business space in the area, supporting start-ups and existing small businesses to grow and create new jobs. Contractor Morrison Construction is embracing the ethos of delivering additional benefits through City Deal contracts by creating new construction jobs, skills development activities and support for community projects. The headline minimum CB agreed in their contract is as follows. It is expected that they will exceed these targets.

- 1 new entrant job (Morrison)
- 1 new entrant job from a priority background (Morrison)
- 1 new entrant job (sub-contractors)
- 1 new apprentice (Morrison or sub-contractors)
- 2 work experience placements 16 yr+ (Morrison or sub-contractors)
- £4000 funds for community and employability causes.

Benefits underway include:-

- Support, work placements and job brokerage for two fully funded construction pre-apprenticeship courses aimed at East Renfrewshire residents.
- A trainee with Deans Civil Engineering is currently being recruited via the East Renfrewshire employability partnership and schools.
- A family firm client has completed a work experience placement with Deans Civil Engineering.
- A group of Syrian clients from a Young Enterprise Scotland employability programme took part in a visit to the Greenlaw site.
- Our Lady of the Mission Primary School are receiving support to improve their playground.
- Morrison is hosting a “Meet the Buyer” event for local construction SMEs on 5th June at their site.
- So far all of Morrison’s sub-contractors are Scottish or have a Scottish base, 9 out of 17 are from the Glasgow City Region.



Greenlaw Business Centre under construction

City Deal Community Benefit Output East Renfrewshire	Overall Community Benefits Agreed	Unit of Measurement	Cumulative Outputs to Date
New Entrants – City Deal priority Groups	2	Number	1
New Entrants – no relevant experience	2	Number	0
New Start - Apprentice	1	Number	0
Completed - Apprentice	2	Number	0
Work Experience Placement (16 + years of age)	6	Number	4
Work Experience Placement (14 - 16 +years of age)	8	Number	5
Careers Event	18	Number	17
Site Visit	16	Number	7
S/NVQ (Or equivalent) for Existing Employees	3	Number	3
Contractor/Sub Contractor/Specialist Training Qualifications	2	Number	0
Supply Chain Briefing with SME's	7	Number	4
Financial Support for a Community Project	4999	£Ks	1499
Non-Financial Support for a Community Project	8	As agreed with the PMO	4
Voluntary Community Benefit	12	As agreed with the PMO	10



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