



2019

PLANNING PERFORMANCE FRAMEWORK EAST RENFREWSHIRE COUNCIL



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Artists impression, Blackbyres Court, Barrhead

1. Introduction

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

The purpose of the Framework is to demonstrate the achievements and performance of the Council's Planning Service and associated teams within the Environment Department.

It looks principally at performance during the financial year April 2018 to March 2019; and then looks ahead at service improvements planned through to March 2020.

East Renfrewshire covers an area of approximately 67 square miles (174km²) and exhibits a diverse range of environments. It is considered a desirable place to live and work with high quality residential areas and infrastructure, a network of important local urban greenspaces and excellent built and natural environment.

In the last year we have continued to build relationships and work collaboratively to make East Renfrewshire a better place to live and work. As Local Development Plan 1 (LDP1) continues to be implemented and our 3 Strategic Development Opportunities advance at pace, substantial work has been undertaken on Proposed LDP2. The vision for East Renfrewshire to 2029 and beyond has been developed in collaboration with a range of stake holders and in particular close alliance between the Environment and Education Departments has enabled a clear understanding of current and longer term infrastructural needs.

The LDP, Development Management process and projects including City Deal will ensure that high quality, robust infrastructure is in place to support future growth and the needs of our residents.

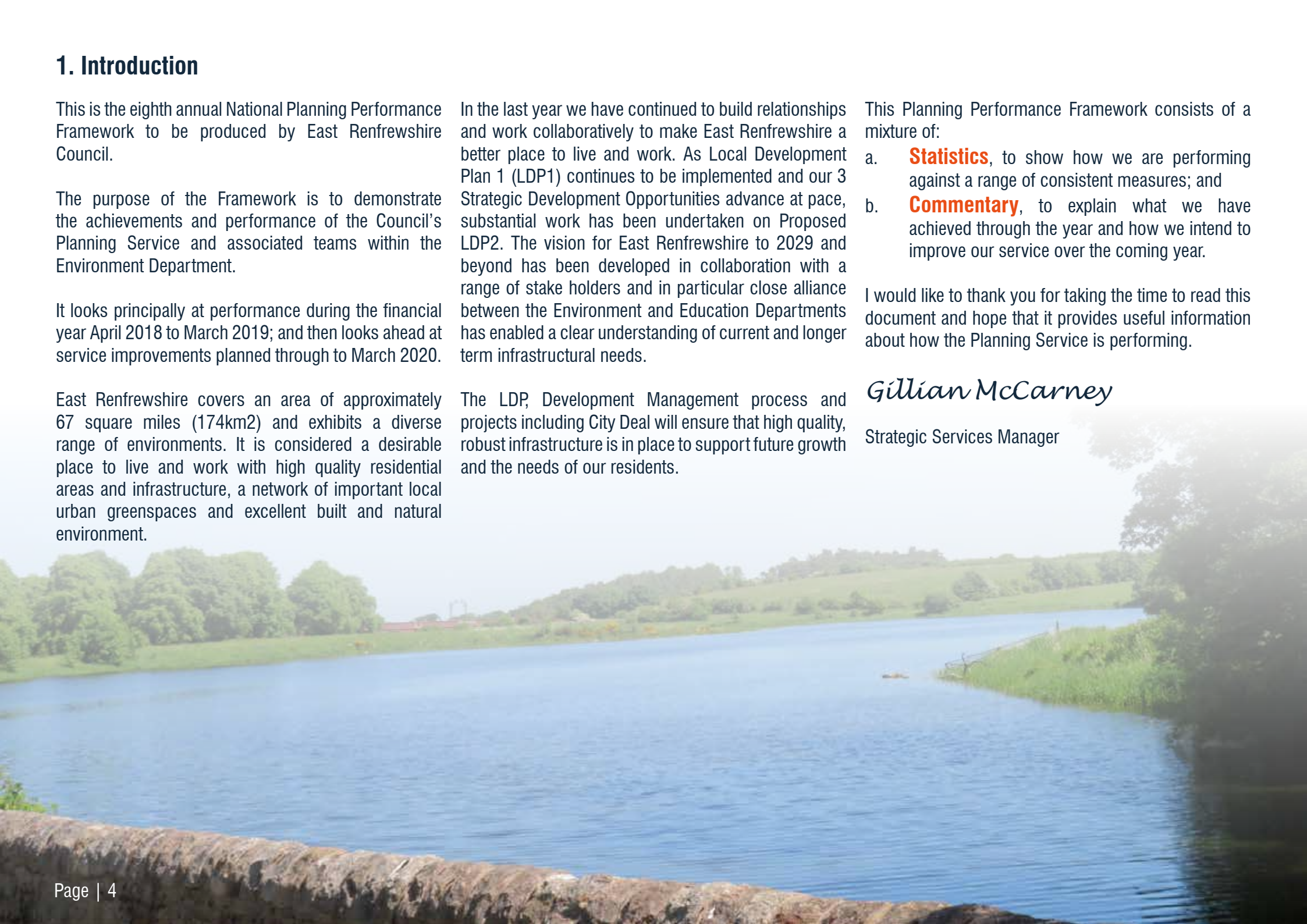
This Planning Performance Framework consists of a mixture of:

- a. **Statistics**, to show how we are performing against a range of consistent measures; and
- b. **Commentary**, to explain what we have achieved through the year and how we intend to improve our service over the coming year.

I would like to thank you for taking the time to read this document and hope that it provides useful information about how the Planning Service is performing.

Gillian McCarney

Strategic Services Manager



Key Facts

Population



Since 2011, population has grown by 4.3% to 94,760 in 2017. Population is increasing and is expected to rise to 110,044 by 2041.

Both our youngest and oldest populations are increasing.

High life expectancy - males (80.5) and females (83.7).



Increasing pattern of more people settling in East Renfrewshire than are leaving

Increasing ageing population. By 2041, almost one quarter projected to be aged 65 or over.



27.3% of residents in East Renfrewshire have a long-term health condition or disability.

Increasing demand on care services - People over 80 are the greatest users of hospital and community health services and social care.



Education



Schools are consistently amongst the highest performing in Scotland. Schools within the Eastwood area have increasingly high occupancy levels.

From 2011-17 the number of children under 5 increased by 8.2%; 5-9 year olds increased by 16.3%; and 10-14 year olds increased by 2.4%.

Economic



Only 18% of residents live and work in East Renfrewshire. The majority work in Glasgow (52%).

Approx. 51% of residents are in managerial, professional and technical professions.



4 Town centres - Expenditure leakage to larger centres a longstanding challenge.
23 Neighbourhood centres.

Rouken Glen Park: During the extensive 4 year restoration project (2012-2016) visitor numbers have increased from approx. 406,000 (2011) to 942,000 (2016). From April to March (2018-19) visitor numbers were 950,163.



Dams to Darnley: est. 90,000 visitors per annum.



Whitelee Windfarm: est. 100,000 visitors per annum.

Transport

Between 40-60% of all journeys in East Renfrewshire are under 5km (2014- 2017 Scottish Household Survey).



3 rail lines serving 9 stations.
89% of residents live within 400m of a bus stop and 46% within 800m of a train station.

High car ownership – 89% of households own at least 1 car.

Higher proportion of residents travel to work by car when compared to regional and Scottish averages: 64% ER compared to 56% Scottish/SPT area average.



Lower proportion of residents travel to work using active travel modes when compared to regional and Scottish averages: 4% ER compare to 9% SPT area and 11% Scotland.

42.5% of East Renfrewshire pupils usually walk or cycle to school and around a half are driven to school.



Environment



Rich and varied environment: 6 sites of Special Scientific Interest (SSSI), 1 Local Nature Reserve, 5 conservation areas, 137 listed buildings and 2 gardens and designed landscapes.

424HAs of greenspace accounting for 15% of the urban area.

77% of residential properties are within 200m of greenspace.



Volume of waste recycled has increased since 2013 and approaching target of 60% by 2020.



The level of air pollution is low.

Housing

From 2011 to 2017, the number of households has risen by 4.3 per cent to 38,899.

Owner occupation is the dominant form of tenure - 82% of all housing stock.



Increasing single person households - 32 % in 2017 and by 2041 this is expected to grow to 39%.

House prices in the Eastwood area remain amongst the most expensive in Scotland.

Buoyant housing market with strong developer interest.



Increasing demand for private sector rental market in Eastwood area. Social Rented homes comprise 6% of all homes in Eastwood and 27% in Levern Valley. Rising number of private sector rental properties.

Qualitative Narrative & Case Studies

1



Greenlaw Business Centre

1.1 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.

Establishing high standards of design in new development is key to successful placemaking. 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.

Sixteen **Supplementary Planning Guidance** (SPGs) have been adopted alongside LDP1. 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 a core component of the development strategy promoted through LDP1. 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.

We have one non-statutory Planning Guidance on ‘Waste Strategy for New Developments’.

We will be reviewing all Supplementary Guidance as part of the Proposed Local Development Plan 2 (LDP2) process and will publish this for consultation during 2019/20.

Through East Renfrewshire Council’s Sustainable Procurement Strategy and Local Development Plan the council sets out a commitment to seek **community benefits** from private sector partners. The overall aim is to maximise socio-economic and employability benefits from ERC contracts and private sector development in the local 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 LDP.

During 2018/19 ERC strategies covering Economic Development and Sustainable Procurement were reviewed with updated strategies expected to be submitted to Cabinet during 2019/20. ERC’s community benefits policy is incorporated into both strategies and supporting community benefits guidance has been prepared. Further information in relation to this can be found at Section 1.2k and the Community Benefits Case Study.

- (b) We have contributed to the Council’s **Local Outcome Improvement Plan** (the Fairer East Ren Plan) and the preparation of 4 Locality Plans in collaboration with our Community Planning Partners and the wider community and have undertaken various separate consultation events to inform future proposals within several areas.

This work has helped to improve more accessible open spaces, opportunities for recreation, biodiversity and green corridors.

We actively encourage communities to take part in **placemaking projects** within their areas 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 of response. Increasing involvement in the planning system will provide communities and other groups with a central role in the creation of our future places.

Projects are developed and funded in partnership with a range of stakeholders and project costs are met via various sources including Council capital funding and development contributions and grant funding including Sustrans, SEPA, Scottish Government and Leader.

The Making Places Dunterlie project is a good example of collaborative working and has been publicised through the Council’s website.

LDP1 has also provided the basis for the provision of new play facilities at Waterfoot. The scheme has been implemented using contributions which were generated through the housing development and Leader grant funding. Local consultation informed the final scheme and this is outlined in the Waterfoot Community Park Case Study.

We have promoted **environmental and educational projects** and events which support sustainability, environmental education, health, well-being and community empowerment, including Dams to Darnley Country Park and the Whitelee Access Project.

Project staff and the Countryside Ranger Service provide a front line service and work in partnership with a number of local authorities, landowners and organisations.

We are developing other 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.

The provision of green networks in new developments remains a core component of the Development strategy for Proposed LDP2.

(c) **Town centres** remain an important element of economic activity within East Renfrewshire but changing shopping habits are leading to declining activity with the closure of banks and retailers in some areas. Established town centres such as Giffnock and Barrhead remain resilient and closures have quickly been replaced by new investment such as Lidl which has opened this year in Giffnock.

Our Economy and Infrastructure and Strategy teams continue to develop initiatives to promote town centre improvement and regeneration. At present, the focus of activity is on Clarkston town centre with the implementation of “parklets” underway following successful community engagement events. This has been publicised through the Council’s website

An allocation of £981k in Town Centre Funding from Scottish Government has presented the opportunity for significant investment and this will be undertaken alongside a refresh of town centre audits. New action plans will be prepared to prioritise future delivery.

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.

(d) ERC is a participant in ‘**Glasgow City Region City Deal**’ which is delivering £44 million of major business and leisure infrastructure

and improved transportation links over a 5-10 year period within East Renfrewshire. The City Deal programme aims to drive innovation and sustainable and inclusive economic growth, bringing new employment opportunities to East Renfrewshire.

During 2018 a new Business Centre at Greenlaw was completed and provides 21,000 sq.ft gross small office space. This aims to promote the startup and development of small businesses and is outlined in the Greenlaw Business Centre Case Study.

Work has commenced on the redesign of Balgraystone Road which will provide vehicular and active travel links to the Barrhead South Strategic Development Opportunity, including the new housing and train station and Dams to Darnley Country Park.

(e) Significant **housing development** is underway across the Council area. All 3 strategic development opportunities are under construction and a number of other programmed sites have come forward.

East Renfrewshire Council has ambitions to build 200 new homes for social rent over the 5 year period of the current Strategic Housing Investment Plan (SHIP) (2019-24). 23 Council Houses have been constructed so far at various locations across Barrhead. More information can be found in the Council House Building Case Study.

(f) 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 37% 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 1 for more information.

(g) We have an up-to-date **enforcement charter** and are active in pursuing solutions to uses and development which detract from the local environment.



New Housing in Newton Mearns

Case Study Title:			
East Renfrewshire Council Community Benefits			
Location and Dates:			
Local Authority Wide			
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:			
• Economic Development • Community Benefits • Interdisciplinary Working	• Collaborative Working • Community Engagement • Performance Monitoring	• Process Improvement • Skills Sharing	• Staff Training • Online Systems
Stakeholders involved:			
• General Public • Hard to reach groups	• Local developers • Key agencies	• FE and HE partners • Authority Planning Staff	• Authority Other Staff • Other (Please note)
Overview:			
• Stakeholder engagement on an ongoing basis to inform the process and outcomes. • Participation in regional partnership working to develop a standardised approach to community benefits across the Glasgow City Deal.		• Development of strategy documents, guidance and an online system to manage and formalise the community benefits process. • Advice and support to provide clear guidance to private sector partners. • Monitoring and reporting activity to provide evidence of benefits achieved.	
Goals:			
Through East Renfrewshire Council’s Sustainable Procurement Strategy and Local Development Plan the council sets out a commitment to seek community benefits from private sector partners. The overall aim is to maximise socio-economic and employability benefits from ERC contracts and private sector development in the local 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 LDP. The Council offers a proactive and supportive approach with the private sector to provide early, strong and clear guidance on local social, economic and environmental priorities.			
Outcomes:			
The Environment Department is involved in a Glasgow City Deal Community Benefits working group that works to standardise community benefits policy and processes across the city region. During 2018/19 a new online system, Cenefits, was developed and procured by this group for implementation in 2019/20. The system will raise the visibility of community benefits opportunities allowing benefits to be more easily allocated, monitored and evidenced. The working group is also working with community, employment and skills partners across the city region to link community benefit outcomes with the Regional Skills Investment Plan and Local Outcomes Improvement Plans. During 2018/19 ERC strategies covering Economic Development and Sustainable Procurement were reviewed with updated strategies expected to be submitted to Cabinet during 2019/20. ERC’s community benefits policy is incorporated into both strategies and supporting community benefits guidance has been prepared. This will underpin the work of a new ERC community benefits forum.			
Key Officer:			
Lorna Wallace, Senior Development Officer – Place and Benefits Realisation			

Case Study Title:**Waterfoot Community Park****Location and Dates:**

Waterfoot Village 2017-2019

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:**

- Greenspace

- Placemaking

Stakeholders involved:

- General Public

- Authority Planning Staff

- Authority Other Staff

Overview:

The project created a new village green space through a process of community driven design funded by a Development Contribution of £149K.

The development contribution was paid to ERC for a housing development of 28 new homes on the edge of Waterfoot. The location was on $\frac{3}{4}$ hectare plot of land on the flood plain transferred by the developer to the Council under terms of a Section 69 Agreement.

The project sought to raise new greenspace quality above the level of generic open space typically installed as part of new development. By seeking a development contribution the Planning Service was able take control of the process and undertake in depth consultation with village residents. This allowed the creation of a bespoke greenspace that fitted the particular needs and demographics of local people.

This was achieved through a series of focused design charrettes.

Goals:

The project achieved its goal of creating a high quality well used public asset. The design process has generated a sense of public ownership. This is evidenced by the community organising a series of summer events using the newly created space.

The study contributed to wider goals of increasing the Planning Services understanding and experience of providing good public engagement and community led design.

Outcomes:

The quality of the greenspace is higher than if installed as part of the housing development. The design process means that local residents have a sense of ownership and use for the space for community events.

The space could be designed to fit with the maintenance capabilities of the Council's Parks service.

The space is being used as a reference point for the development of new policy in relation to greenspace in new development.

The construction phase of the project met with some complaint from residents in the new homes, suggesting that the retrofitting greenspace is not without its own issues. This would have to be considered in future scenarios.

Key Officer:

Mark Brand, Strategy Officer

Case Study Title:**Council House Building****Location and Dates:**

Various Locations Barrhead

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:**

- | | | | |
|--|---|--|---|
| • Design
• Regeneration
• Town Centres | • Local Develop Plan & Supplementary Guidance
• Housing Supply
• Affordable Housing | • Economic Development
• Interdisciplinary Working
• Collaborative Working | • Community Engagement
• Placemaking
• Project Management |
|--|---|--|---|

Stakeholders involved:

- | | | | |
|--|--------------------------------------|--|-------------------------|
| • General Public
• Hard to reach groups | • Local Developers
• Key Agencies | • Planning Committee
• Authority Planning Staff | • Authority Other Staff |
|--|--------------------------------------|--|-------------------------|

Overview:

The new build developments Robertson St/ Cross Arthurlie, Fenwick Drive and Blackbyres Court, Barrhead are the first Council homes to be built by East Renfrewshire Council in a generation.

Goals:

They form part of ambitious plans to deliver 700 homes for social rent over the next 5 years to fulfil the commitment set out in the Council's Strategic Housing Investment Plan. There will be a strong focus on affordable and particular needs, as well as delivery of mainstream.

Outcomes:

The 83 new build homes at various sites in Barrhead are complete or being delivered over the next 12 months 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 on the delivery of affordable housing. Upon the completion of Blackbyres Court in September, CCG will have created up to three new jobs, two trade apprenticeships, seven work placements and donated £3000 to local initiatives.

Key Officer:

Elaine McShane, Senior Development Officer

Case Study Title:**Glasgow City Region City Deal: East Renfrewshire M77 Strategic Corridor - Greenlaw Business Centre****Location and Dates:**

Greenlaw Business Centre, Newton Mearns. Construction start March 2018, with completion March 2019. Centre operator in the process of being appointed.

Elements of a High Quality Planning Service this study relates to:

- Quality of outcomes

Key Markers:**Key areas of work:**

- Economic Development
- Community benefits

Stakeholders involved:

- | | | | |
|--|---|--|---|
| • Glasgow City Region City Deal (principal funder) | • Local communities through educational engagement with schools and college students and apprenticeships/job creation | • Local residents as business owners/managers and existing/new employees | • Authority Staff ranging across planning/building control, roads, economic development, legal/procurement as well as economy & infrastructure. |
|--|---|--|---|

Overview:

The construction of this new build business centre at a prominent and accessible location in Newton Mearns will provide modern quality office accommodation suitable for start-ups, growing businesses and third sector organisations locating to East Renfrewshire as well as enterprises already based in the area.

Goals:

The availability of additional business accommodation in the area will contribute to the development and diversification of East Renfrewshire's business and employment base. This is a key priority of the Local Development Plan. Greater availability and choice of modern local business space also facilitates options to reduce commuting, with environmental benefits, as well as promoting work-life balance. Both objectives are integral to the LDP and wider Council corporate strategies and plans.

The construction contract for the business centre was framed in light of the Council's Sustainable Procurement Strategy and City Deal's goals to generate community benefits along with supply chain development, especially for small-medium sized enterprises (SMEs) based in the City Region.

Outcomes:

A new completed business centre in Newton Mearns providing 36 offices suites over 14,000sq.ft of lettable space. An operator is being sought for the facility. It is projected that in time, around 100 jobs could be based at the centre.

The main contractor for the build, Morrison Construction placed 100% of sub-contract work with companies located in Scotland, with 80% of these companies being categorised as SMEs.

The build contract resulted in the creation of 3 new jobs and 4 apprenticeships.

Morrison Construction's community benefits package included working with the Council and Clyde College to fully fund 2 pre-apprenticeship construction courses for students resident in the City Region, including East Renfrewshire.

Key Officer:

Alan Robertson, Project Manager, Economy & Infrastructure

1.2 Quality of Service and Engagement

- (a) We have an **open-office policy** 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 and all correspondence with the public to assist them in contacting the right person.

Professional planning advice from Development Management 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. Advice is given in an open and comprehensive manner.

- (b) **Pre-application advice** on development proposals is available free of charge. We received 314 written pre-application enquiries (14% 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 45% (down from 76%) as many pre-application enquiries as planning applications. Of the 702

planning applications, 238 had been the subject of a pre-application enquiry i.e. 34 % (down from 36 %). This indicates that we had 464 (up from 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.

We encourage applicants to discuss their proposals with the Council at an early stage before they make their planning application. This advice is given free of charge. This service allows potential developers the opportunity to find out which Council policies apply to their proposal. Officers may also advise on whether the proposal appears to meet or conflict with these policies. Pre-application advice (both for major and local developments) will normally, where appropriate, include comment on both the principle and detailed aspects of the proposal; will refer to any need for development contributions and/or legal agreements and we will offer a processing agreement where appropriate (see below).

Discussions on development contributions where appropriate will commence at an early stage in the process before an application is submitted (pre-application). The Supplementary Planning Guidance states that the policy should be factored into development appraisals prior to land deals and commercial decisions being

taken. Once a member of staff deals with a formal pre-application enquiry, they will follow the proposal through to the application and monitoring, giving consistency of contact and advice.

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

We 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
- 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

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. The percentage of planning applications submitted online continued to rise to 77% in 2018/19. Online electronic payments now stand at 58%, with electronic transfer (BACS & internal transfer) at 2% and card payment over the phone at 33%. These increased electronic processes bringing improved efficiencies.

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.

- (d) A comprehensive **online planning information service** is available giving customers access to a 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.

Social media (facebook) has been used where appropriate to help share information with the public e.g. consultation on the the proposed LDP.

- (e) We encourage **online application submissions** via the national eplanning portal.

- (f) At the **planning application validation stage**, a senior officer checks the application 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

- (h) The Council approved nearly 91% of applications in 2018/19, some subject to conditions, illustrating a positive approach to development. Through the monitoring of building warrants and completion certificates we see that the Development Management and Building Standards teams have facilitated the approval of more than £105 million of development value in the area this year. About £58 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 LDP priorities or which raise new or unusual issues for the Council. This procedure, in conjunction with our processing agreements policy (see section 1.2b), 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 set a high priority to our target of completion of 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 developments

allocated in LDP1.

The Council offers a proactive and supportive approach with the private sector to provide early, strong and clear guidance on local social, economic and environmental priorities.

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. A proactive and supportive approach is offered to the private sector to provide early, strong and clear guidance on local social, economic and environmental beneficiaries.

The Environment Department is involved in a Glasgow City Deal Community Benefits working group that works to standardise community benefits policy and processes across the city region. During 2018/19 a new online system, Cenefits, was developed and procured by this group for implementation in 2019/20. The system will raise the visibility of community benefits opportunities allowing benefits to be more easily allocated, monitored and evidenced. The working group is also working with community, employment and skills partners across the city region to link community benefit outcomes with the Regional Skills Investment Plan and Local Outcomes Improvement Plans.

During 2018/19 ERC strategies covering Economic Development and Sustainable

Procurement were reviewed with updated strategies expected to be submitted to Cabinet during 2019/20. ERC's community benefits policy is incorporated into both strategies and supporting community benefits guidance has been prepared. This will underpin the work of a new ERC community benefits forum. Further information is provided in the Community Benefits Case Study.

- (l) We have an adopted **Local Development Plan** (LDP1) and the associated Action Programme provides the basis for the successful delivery of LDP1 policies and proposals. A revised Action Programme has been prepared to support the Proposed Local Development Plan 2 (LDP2). Work on the Proposed LDP2 has been extended to allow detailed consideration of educational infrastructural issues. Whilst this has resulted in a delay from Main Issues Report to proposed Plan, the outcome from this work has been extremely valuable and provides a strong evidence base for future LDPs. It has also resulted in a strong and well established working relationship between the Environment and Education Departments. Further information can be found in the Collaborative Working-Forecasting Future Educational Needs Case Study.
- (m) A detailed **Monitoring Statement** was prepared to support and inform LDP1. The Monitoring Statement forms an essential part of the evidence base for the LDP1 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 (MIR) for Proposed LDP2 in November 2016 and has been used to inform it.

- (n) The Council commenced a review of LDP1 in October 2016 with the publication of the MIR for consultation. The MIR set out the Council's preferred options and possible alternatives. 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. The results of this public consultation was reported to Council in December 2017 and have informed the preparation of the Proposed LDP2.

Proposed LDP2 will build upon the strategy and momentum created by LDP1. The Proposed Plan was approved by Council for publication and consultation on 26th June 2019 and will be issued for an 8 week consultation commencing October 2019.

- (o) The **State of the Environment Report** forms the foundation of strategic environmental assessments (SEA) undertaken for the LDP1, Proposed LDP2 and supporting documents together with wider strategy work. However, given the wide range in subjects it is also useful for strategic environmental assessments being undertaken by other sections of the Council.

The State of the Environment Report provides 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 is updated annually.

The SEA highlights any adverse impacts that land use change and development, brought about by the Policies and Proposals contained within LDP1, may have on the environment. The SEA process has helped to inform the LDP1 including the development strategy and the preferred housing sites. It has now been used to assess the MIR and the Proposed LDP2.

- (p) 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 Development Management forum comprising officers from the eight Glasgow and Clyde Valley local authorities is in place 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.

- (q) We **monitor a range of development approvals** through the Strategic Development Plan, including greenbelt development and concentrates on 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 Proposed 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. From these estimates Housing Supply Targets (HSTs) have been prepared. These targets are also set out in the Council's LHS. The outcomes of this assessment replace the current housing targets set out in SDP1 and LDP1.

Monitoring of the housing land supply through the Housing Land Audit clearly demonstrates that there is a sufficient land supply to meet

the Housing Land Requirement of Clydeplan by 2029; and there is a generous 5 year effective land supply in accordance with the requirements of Scottish Planning Policy.

- (r) Transparency and involvement in the process are two key factors that have provided a foundation for the creation of a detailed and robust LDP1. We seek to ensure all stakeholders and interested groups are fully engaged in the LDP and Action Programme preparation, which helps in ensuring that policies, proposals and actions are deliverable within timescale. We also aim to continually increase the range and number of stakeholders to capture different views, opinions and ideas. We have built up an extensive consultation database over many years. This comprehensive list of groups and organisations is set out in the Development Plan Scheme.

We have agreed partnership processes with internal services and departments to ensure that they have a full opportunity to inform LDP preparation 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 LDP. Extensive public consultation was carried out as part of the preparation of LDP1 following a 'Publicity and Consultation Strategy'. This approach has been carried forward to Proposed LDP2. The result of the wide ranging and extensive consultation to the Main Issues Report was reported to Council in December

2017. Early consultation with key stakeholders has taken place for Proposed LDP2.

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

The new **ESRI mapping system** has been installed and provides the opportunity for interactive consultation through story mapping and sharing of data and analysis across the organisation, particularly in relation to Proposed LDP2 and future strategy and project development. It will allow all stakeholders to view planning information on sites and areas in a much more user friendly and efficient way.

- (s) 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 allows 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 2018/19 we received 2042 representations on the 702 applications (up from 1196 representations last year). 24% 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 LDP. The vast majority of planning application representations are received and are available to view online. 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.

- (t) We have strong working arrangements with the Council's **communications team** who help manage the promotion and social media aspects of the Proposed LDP2.
- (u) We have agreed working agreements with most **internal and external consultees** to ensure that consultations on planning applications

and development plans only take place when necessary; and that responses are provided by the consultee within a reasonable timescale.

- (v) Our Planning **Customer Service Standards Charter** is published online to visibly demonstrate that we will deal with our customers quickly and politely. Documents and web information is written in such a way as to be as 'plain-english' as possible. We offer Braille and foreign language translations on all of our development plan documents, Supplementary Planning Guidance, briefs and charters.

A **complaints procedure** is in place for people who are unhappy with the service that they have received. A leaflet is available on the website and at our planning office. The number and substance of complaints is monitored on a six-monthly basis and, where appropriate, improvement actions are implemented. The monitoring results are reported to the Department's management team.

- (w) The Planning Service is administering the implementation of the **High Hedges Act**. Forms, notes and guidance are in place to assist the public in understanding the legislation. 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.

- (x) 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:**Collaborative Working – Forecasting of Future Educational Needs****Location and Dates:**

November 2017 -Ongoing

Elements of a High Quality Planning Service this study relates to:

• Quality of outcomes	• Quality of service and engagement	• Culture of continuous improvement
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Key Markers:

• Production of regular and proportionate policy advice	• Corporate working across services to improve outputs and services for customer benefit	• Developer Contributions: clear expectations
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Key areas of work:

• Local Develop Plan & Supplementary Guidance	• Interdisciplinary Working	• Collaborative Working
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Stakeholders involved:

• Authority Strategic Planning Staff	• Authority Education Staff	
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Overview:

The provision of new homes and supporting infrastructure is one of the most important elements of the LDP. Currently schools in the Eastwood area of the Authority have increasingly high occupancy levels. The need to continue to monitor the demand for educational places and future school estate requirements was raised in the Council's MIR and remains a key issue for LDP2. To address this the Education and Environment Departments committed to undertake further detailed needs analysis and forecasting of future educational needs through the review of the LDP. The approach has been developed collaboratively and is monitored through the action programme. This has been a particularly valuable piece of work which has not only informed LDP2, but will influence land use planning within the Council area well into the future.

Goals:

The Council has a commitment to long term planning in relation to housing and education provision. The Strategic and Education services of the Council committed to working together to review increased pressure on the school estate and future needs for both secondary and primary provision.

Outcomes:

Considerable detailed research and analysis has been undertaken to inform long term planning of educational infrastructure and understanding of requirements. This has included a full review of Pupil Product Ratios (PPR) (number of school aged children emerging from new development) for Primary, Secondary, Early Years and Additional Support Needs; Population increase and LDP2 site impact forecasting; and school roll projection work. This work resulted in the agreement to revisit PPRs on a biennial basis which will ensure that our policies and development contribution requirements remain relevant, proportionate and up to date. This ongoing partnership and projection work allows the Council to take a long term strategic approach to planning for housing and educational provision. The Council continues to explore how to more accurately project numbers of pupils from existing stock through for example gathering data regarding the need for schooling from those buying or renting priorities in the Council areas.

The need to continue to monitor the demand for education places and to bring forward a strategy that will fully address future education infrastructure requirement in a long term coordinated and planned way remains a key issue. The Education and Environment Departments will continue to work in close collaboration to agree a strategy that will fully address future education and residential needs in a long term way through LDP3. This will include a full review of the primary and secondary school catchments to ensure the supply of pupil places matches demand in both the Eastwood and Lavern Valley sectors.

Key Officer:

Karen Barrie, Principal Strategy Officer

1.3 Governance

- (a) **A Departmental Change Programme** has been implemented and a new operating model has resulted in a reorganisation of the Departmental Management Team as well as the team structure within the Department. Responsibility for Development Management and the Local Development Plan now sits under separate Heads of Service.

- (b) **City Deal project governance** is through a Regeneration Board which includes the Council's Chief Executive, the Director of Environment and Heads of Service and is attended by key 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 Council has adopted an efficient **scheme of delegation** which has a relatively high level of delegation (98% of decisions were delegated to officers in 2018/19).

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 6- see note (h) on page 53. 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 a Protocol for dealing with Planning Obligations on its website. This is 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 of 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.

- (d) The **Planning Applications Committee** (the same Members who also form the Local Review Body) is relatively small and is trained on planning matters. The Committee is supported by the Strategic Services Manager, as well as other senior support staff e.g. Roads and Transportation, 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. The LRB is supported by a Principal Planning Officer and a Legal Officer. This all demonstrates East Renfrewshire Council's commitment to a collective sense of urgency to enabling development within East Renfrewshire. The Committee also annually considers reports on the performance of the planning service, customer surveys and receives reports on appeal cases and decisions on a monthly basis. This gives the Council and Councillors the opportunity to monitor performance and learn from customer feedback and appeal outcomes.

- (e) The **full Council** approves Local 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 **Member Officer Working Group** which meets at key points in the Local Development Plan preparation process to discuss and agree the 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 LDP1 and is being carried forward for Proposed LDP2. The Group met during summer 2016 to discuss the options for the Main Issues Report and during 2019 to discuss the strategy and approach for the Proposed LDP2.

- (g) **Local Development Plan** project management is implemented through regular team and wider service meetings and Gantt chart project management. 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 it.
- (h) **Electronic ways of working** have been fully embraced. Full and active participation in the national eplanning system gives the council efficiency savings. In 2018/19, 77% (up from 66% % 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 58% with electronic transfer (BACS & internal transfer) at 6% and card payment over the phone at 33%. 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.

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.

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. Through this, agile working has been promoted and staff have been issued with laptops and mobile phones and tablets if required. This allows staff the option of working from a desk in the planning office, from a variety of Council offices or from home. This provides increased flexibility

in working arrangements and gives efficiencies in travel arrangements.

Opportunities for **Flexible working** and alternative working patters are in place and provide opportunities for staff to have a better work life balance.

- (j) The **needs of staff** are kept under review. The previous Performance Review and Development Scheme (PRD) is being replaced with “Quality Conversations” which removes the need for detailed evidence from both employees and managers and focusses on what has gone well, what could have gone better and what we want to achieve in the year ahead.

Individual staff training needs are assessed annually and participation in internal and external courses is encouraged. There is a training budget and the Council runs a wide range of training courses in its ‘insider learning’ programme, including online courses covering such matters as time management, health & safety, equality & diversity, community engagement, digital skills, personal development and management training. Individual planning training events are held when new legislation and procedures are introduced. This ensures that staff are not just professionally competent, but are trained and work well as a team. It also ensures that best use is made of staff strengths and abilities.

A council-wide staff survey known as iMatters has been introduced and the outcome of this will be reported in next year’s PPF. It was launched

in April to give staff across the Council the opportunity to have their say and give their views on their experience of working for the Council.

- (k) A **range of good management internal procedures** are in place. Monthly departmental management meetings are attended by managers of all Services in the Environment Department. In addition, a Change Board is held in between and considers matters relating to ongoing Departmental change. Managers meetings are now held monthly and one to one meetings with staff are held fortnightly.

Each team in the Service holds 4 weekly meetings. Management information is 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 available for 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 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 sought 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 Transportation, Property & Technical Services and with other Council Services including Education who have contributed heavily to Proposed Local Development Plan 2. See Case Study on Collaborative Working- Forecasting of Future Educational Need.

We have regular meetings with outside organisations/partners, particularly through the Strategic Development Plan (Clydeplan). Key Agencies have been actively involved in the preparation of the LDP and were included in early engagement for Proposed LDP2.

- (m) 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 2018/19. 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 the Planning (Scotland) Bill 2019, PPF Feedback and specific Development Management matters.

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.

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.

The Glasgow and Clyde Valley Local Development Plan Forum consists of the eight Clyde Valley authorities and includes the Strategic Development Plan (Clydeplan) 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 without

Community Plan priorities, thus being aligned to Council priorities.

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. 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 for the implementation of a range of environmental and physical enhancement works. Examples include a total of £1.26m in Water Environment Funding from SEPA to undertake environmental improvements

to the Lavern Water, Barrhead over the next 18 months. This has been matched alongside £300,000 in development contributions resulting from a development by Asda in Barrhead and has led to wider improvement to Carlibar Park during 2018/19.

- (p) A **Data Information forum** brings together colleagues from across the Council. This forum has a remit to share and exchange information and data, in the interests of efficiencies and best practice. It is likely that this forum will be rebranded and re-launched as the newly formed Business Intelligence team grows.

The new ESRI GIS software allows us to share data via web mapping services and 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), 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:**ESRI Mapping Software****Location and Dates:**

Ongoing

Elements of a High Quality Planning Service this study relates to:

- | | | | |
|-------------------------------------|--------------|-------------------------------------|--|
| • Quality of service and engagement | • Governance | • Culture of continuous improvement | |
|-------------------------------------|--------------|-------------------------------------|--|

Key Markers:

--	--	--	--

Key areas of work:

- | | | | |
|------------------------|------------------|-----------------------|--|
| • Community Engagement | • Online Systems | • Process Improvement | |
|------------------------|------------------|-----------------------|--|

Stakeholders involved:

- | | | | |
|------------------|----------------------------|-------------------------|--|
| • General Public | • Authority Planning Staff | • Authority Other Staff | |
|------------------|----------------------------|-------------------------|--|

Overview:

We have deployed a new Geographical Information System and transferred all data from the legacy system to ESRI. We have set up an internal mapping portal to give all internal staff access to the spatial datasets we hold. The Portal gives intuitive, quick and comprehensive access to the important information that officers need to undertake their jobs without it being locked down into departmental or service 'silos'. However where data is 'sensitive' then it is restricted only to those with the rights to access it. Key staff have been trained in system maintenance.

Goals:

To modernise our Geographical Information System (GIS) enabling access to spatial data to all internal staff as well as external members of the public. Working towards the Council's core capabilities (Digital, Modernising how we work, Data, Evidence and benchmarking and Community engagement).
To take advantage of ESRI's Apps, such as storymapping and their mobile apps such as Explorer, Survey 123, Collector and Workforce.

Outcomes:

All members of staff now have access to the mapping system without requiring a desktop licence.
Data integrity is improved with the introduction of data management standards and promotion of there being one 'master' of each dataset, shared with all who need it, rather than multiple people keeping multiple copies of datasets
Access to spatial information has been simplified for non-GIS staff.
Spatial data will be integrated into the Council's website.

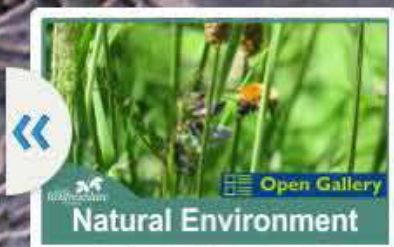
Key Officer:


Paul Landman, Senior Business Intelligence Officer





ER Mapping Portal


Information is an Asset




 Search

 Favourites

 Make a Map

 Email us

 Help

[Contact Us](#)

1.4 Culture of Continuous Improvement

- (a) The Strategy, Development Management and Economy and Infrastructure teams **jointly deliver planning and inclusive economic growth** 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) The Environment Department is involved in a **Glasgow City Deal Community Benefits working group** that works to standardise community benefits policy and processes across the city region. During 2018/19 a new online system, Cenefits, was developed and procured by this group for implementation in 2019/20. The system will raise the visibility of community benefits opportunities allowing benefits to be more easily allocated, monitored and evidenced. The working group is also working with community, employment and skills partners across the city region to link community benefit outcomes with the Regional Skills Investment Plan and Local Outcomes Improvement Plans.
- (c) The implementation of **Esri** allows departments to share spatial data internally allowing sharing of data across the Council. This helps to inform decision making. The next step is to make the data available externally allowing our customers to self serve 24/7.
- (d) The Service continues to undertake a wide range of non-statutory work including regeneration, managing, protecting and enhancing the natural and built environment including the **Dams to Darnley Country Park** and the **Whitelee Access Project** and Countryside Ranger Service and participation in £44 million of investment in City Deal through the planning and implementation of various projects across East Renfrewshire. These areas of work deliver multiple benefits which contribute to health, well being, placemaking and climate change adaptation.

Whitelee Windfarm



Supporting Evidence

2













Flowers @ Dams to Darnley Country Park

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

Case Study Topics	Issues covered by case study	Case Study Topics	Issues covered by case study
Design	Yes	Interdisciplinary Working	Yes
Conservation		Collaborative Working	Yes
Regeneration	Yes	Community Engagement	Yes
Environment		Placemaking	Yes
Greenspace	Yes	Charrettes	
Town Centres	Yes	Place Standard	
Masterplanning		Performance 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
Enforcement		Online Systems	Yes
Development Management Processes		Transport	
Planning Applications		Active Travel	
Other: Community Benefits			

2.1 Quality of Outcomes

Local Development Plan	www.eastrenfrewshire.gov.uk/localplan	
Supplementary Planning Guidance (including masterplans)	www.eastrenfrewshire.gov.uk/spg	
Development Plan Scheme	www.eastrenfrewshire.gov.uk/ldp2	
Conservation area information and appraisals	www.eastrenfrewshire.gov.uk/conservation-areas	
Environmental project information and annual events guides for the Dams to Darnley Country Park and the Whitelee Countryside Ranger Service	www.eastrenfrewshire.gov.uk/D2D www.eastrenfrewshire.gov.uk/whitelee	
Information on Business Improvement Districts	www.eastrenfrewshire.gov.uk/business-improvement-districts	
City Deal information	www.eastrenfrewshire.gov.uk/glasgowcitydeal	
Enforcement information including the Enforcement Charter	www.eastrenfrewshire.gov.uk/planning-enforcement	
Making Places Dunterlie	www.eastrenfrewshire.gov.uk/article/10050/Designing-the-Future-of-Dunterlie	
Clarkston Town Centre	www.eastrenfrewshire.gov.uk/article/8742/Clarkston-Town-Centre	

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.	www.eastrenfrewshire.gov.uk/online-planning	
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/weekly-lists	
Certain Applications are advertised on the 'Tell Me Scotland' website	www.tellmesotland.gov.uk/notices/east-renfrewshire/	
Planning applications can be submitted online at the eplanning.scot website.	www.eplanning.scot/ePlanningClient/	
Additional Council application forms are available on the Council's website.	www.eastrenfrewshire.gov.uk/planning-documents	
Payment of fees can be made on the Council's website	www.eastrenfrewshire.gov.uk/doitonline	
Proposed LDP2 Council Report	https://www.eastrenfrewshire.gov.uk/CHttpHandler.ashx?id=24745&p=0	






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	
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	
Our Forums with agents & community groups are minuted		

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	
Staff team meetings are held 4-weekly and minuted		
Formal 'Performance 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	

2.3 Governance (cont.)

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	
Community Plan, Local Outcome Improvement Plan and Locality Plans	www.eastrenfrewshire.gov.uk/communityplanning	
Service Improvement Plans are updated annually and action plans updated six-monthly		
Government consultation responses are published online by the Scottish Government		

Service Improvements

3



Memorial @ Carlibar Park

3.1 Service improvements in the coming year

Actions programmed for 2019/20	Comments at 2019/20 Year End
1. The Proposed Local Development Plan 2 will be progressed to consultation and will be made more accessible online using Esri story mapping.	
2. There will be enhanced engagement with elected members to improve understanding and collaboration.	
3. Planning Guidance will be prepared to support new policy areas emerging through Proposed Local Development Plan 2.	
4. A developers forum will be established to enable the opportunity for better communication and understanding between them and the Planning Service	

3.2 Delivery of service improvement actions committed in previous year

Actions programmed for 2018/19	Comments at 2018/19 Year End
1. The Departmental Change Programme will be progressed to deliver a modernised planning service structure, enhanced digital processes and efficiency savings	The Departmental redesign has bedded in and various new teams have been established across the planning function. Development Management has almost a full complement of officers and the backlog of routine applications has been cleared. The move towards digital and more agile working has progressed with the issue of laptops/ tablets.
2. Implement the corporate Geographical Information System to enable sharing of spatial data to all officers and customers	We have successfully implemented a corporate mapping portal which is on our internal Council intranet. This contains over 60 web apps with over 800 feature layers. This gives officers across the Council access to considerable spatial information which improved efficiency and effectiveness of service provision. Staff training and awareness raising has also taken place. In addition, maps are being placed on the Council's website, giving customers direct access to improved mapping information.
3. Improvement of systems to support the management of planning obligations	<u>Limited resources have delayed progress. This will be taken forward during 2019/20.</u>
4. Introduction of guidance to support the promotion, understanding and delivery of community benefits	During 2018/19 ERC strategies covering Economic Development and Sustainable Procurement were reviewed with updated strategies expected to be submitted to Cabinet during 2019/20. ERC's community benefits policy is incorporated into both strategies and supporting community benefits guidance has been prepared. This will underpin the work of a new ERC community benefits forum.

National Headline Indicators

4



Viaduct @ Dams to Darnley Country Park

A. Development Planning

Key Outcomes	2018/19	2017/18	2016/17	2015/16	2014/15	2013/14	2012/13
Age of local/strategic development plan(s) (years and months) at end of the reporting period <i>Requirement: less than 5 years</i>	LDP 3 years 9 months (see note a) SDP 1 year 8 months (see note b)	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 & 10 months (see note b)	LDP 9 months SPD 3 years & 10 months	LDP 4 years and 1 month SDP 2 years a& 10 months	LDP 3 years SDP 2 years	LDP 2 years SDP 1 year
Will the local/strategic development plan(s) be replaced by their 5th anniversary according to the current development plan scheme?	LDP - NO SDP - Yes	LDP - Yes SDP - Yes	LDP - Yes SDP - No (see note c)	LDP - Yes SDP - Yes	LDP - Yes SDP - Yes	Yes	Yes Yes
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 – Yes SDP - No	LDP - No SDP - No	LDP - N/A SDP - No	LDP - Yes SDP - No		
Were development plan scheme engagement/ consultation commitments met during the year?	Yes	Yes	Yes	Yes	Yes		
Effective Land Supply and Delivery of Outputs							
Established housing land supply	4104	4223 units	4422 units	4827 units	4786 units		
5-year effective housing land supply	1983	1798 units	1819 units	1957 units	1973 units	2119 units	
5-year housing supply target	1170	1170 units	117 units	1170 units	1250 units	8.1 years	
5-year effective housing land supply	8.5	7.7 years (see note c)	7.8 years (see note d)	8.4 years	7.9 years		
Total technically unconstrained supply	3084	3447 (see note d)					
Housing approvals during the year	12 (see note e)	276 (see note e)	154 units (+503 units PPP)	216 units	495 units		
Housing completions over the last 5 years	1242	1359 units	11228 units	1089 units	1084 units		
Marketable employment land supply	15.8ha	15.8 ha	13.64ha	17.03ha	30.02ha	26.68ha	27.31ha
Employment land take-up during reported year	0ha	0.63 ha	0ha	0.36ha	0ha	0ha	0.06ha

B. Development Management - Project Planning

Key Outcomes	2018/19	2017/18	2016/17	2015/16	2014/15	2013/14	2012/13
Number of applications subject to pre- application advice	238	225	245				
percentage of applications subject to pre- application advice	33%	36%	37.3%	30.2%	27.4%	23%	24.8
number of major applications subject to processing agreement	1	0	1	1	3	0	0
percentage of major applications subject to processing agreement	100	-	50%				
Development Management - Decision-making							
application approval rate	90.8%	91.7%	89.8%	92.6%	94.6%	96.5%	96.2
delegation rate	97.9%	97.3%	98.7%	97%	97.8%	94.3 %	94.4%
percentage of applications valid upon first receipt	53%	53%	48%				
Decision-making timescales (average number of weeks to decision):							
major developments	21.5	32.6 weeks	45 weeks	17.5 weeks	19.6 weeks	16.7 weeks	39.9 weeks
local developments (non-householder)	12.4 weeks	10.5 weeks	10.1 weeks	10.9 weeks	9 weeks	9.2 weeks	14.2 weeks
householder developments	9.3 weeks	7.5 weeks (see note g)	6.5 weeks	6.2 weeks	6.4 weeks	6.6 weeks	6.7 weeks
Legacy Cases							
Number cleared during reporting period	2	4	6	6	2		
Number remaining	6	1 (see note h)	2	6	8		
Enforcement							
time since enforcement charter reviewed (months)	8 months	1 month	1 year & 9 months	9 months	13 months	1 month	1 month
Requirement: review every 2 years							

B. Development Management - Project Planning

Key Outcomes	2018/19	2017/18	2016/17	2015/16	2014/15	2013/14	2012/13
Complaints lodged to the planning service							
68 Cases taken up (*)	3	27	35	41	28	24	34
Breaches identified (**)	86	96	131	86	62	81	68
Enforcement cases resolved	34	91	143	123	92	105	58
Notices served (***)	0	0	3	6	1	0	3
Reports to Procurator Fiscal	0	0	0	0	0	0	0
Prosecutions	0	0	0	0	0	0	0

(*) 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.

(**) All cases recorded where a breach occurred, irrespective of whether formal notification took place.

(***) 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.

Notes for Tables

(a) Local Development Plan adopted 25th June 2015. Delays in progressing LDP2 are explained in Part 1.2 of the PPF and relate to detailed consideration of educational infrastructure issues.

(b) The Strategic Development Plan was approved in July 2017.

(c) 2019 5-year housing land supply calculations (table to right)

(d) Includes the remaining supply for the 3 masterplan sites at Maidenhill, Barrhead South and Barhead North.

(e) New sites with planning permission added to the housing land supply

(g) In 2018/19 we decided 702 planning applications and 100 other applications (total 802). We also registered 314 written pre-application enquiries. This means that there were 45% as many pre-application enquiries as formal applications. Of the 702 planning applications, 238 had been the subject of a pre-application enquiry i.e. 34%. This indicates that we had about 464 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 are 6 legacy cases outstanding without a decision for more than a year on 31st March 2019. Four of the cases relate to residential developments, 3 of which had recommendations to approve made in the period, subject to the conclusion of legal agreements relating to affordable housing and development contributions. The respective legal agreements had not been concluded in the period. In the fourth case the developer has not confirmed agreement to the contributions in order to move the application forward to the recommendation stage. The other two cases require responses from external consultees in order to move the applications forward to the recommendation stage.

Period	A All Tenure Supply	B Requirement p/a	C Housing Supply Target (SDP2 Schedule 7)	D Difference (A-C)	Years Supply (A/B)	5 years land supply met
2019-24	1983	234	1170	+813	8.5	Yes
2020-25	1939	226	1130	+809	8.6	Yes
2021-26	1875	219	1095	+780	8.6	Yes
2022-27	1814	219	1095	+719	8.3	Yes
2023-28	1677	204	1020	+657	8.2	Yes
2024-29	1486	196	980	+506	7.6	Yes

Scottish Government Official Statistics

5



New housing development @ Newton Mearns

A. Decision-making timescales

Category	Total decisions 2012-13	Average timescale (weeks) 2012-13	Total decisions 2013-14	Average timescale (weeks) 2013-14	Total decisions 2014-15	Average timescale (weeks) 2014-15	Total decisions 2015-16	Average timescale (weeks) 2015-16	Total decisions 2016-17	Average timescale (weeks) 2016-17	Total decisions 2017-18	Average timescale (weeks) 2017-18	Total decisions 2018-19	Average timescale (weeks) 2018-19
Major developments	5	39.9	5	16.7	3	19.6	4	17.52	2	45	7	32.6	1	21.5
Local developments (non- householder)														
Less than 2 months	60 (52.2%)	6.8	98 (64.9%)	6.1	100 (72.5%)	6.3	71 (73.2%)	6.3	67 (61.5%)	6	51 (60%)	6.5	42 (40.4%)	6.6
More than 2 months	55 (47.8%)	22.3	53 (35.7%)	14.9	38 (27.5%)	16.3	26 (26.8%)	23.5	42 (38.5%)	16.6	34 (40%)	16.6	62 (59.6%)	16.3
Householder developments														
Less than 2 months	400 (92.8%)	6.3	396 (92.1%)	6.2	430 (91.9%)	6	480 (95.4%)	6	439 (86.8%)	5.9	337 (77.7%)	6.2	370 (67.9%)	6.3
More than 2 months	31 (7.2%)	11.5	34 (7.9%)	10.7	39 (8.1%)	11.4	23 (4.6%)	10.1	68 (13.4%)	10.6	108 (22.3%)	11.9	175 (32.1%)	15.6
Housing developments														
Major	3	26.7	3	15.3	2	21.9	1	38.1	2	45	5	32.9	1	21.5
Local: less than 2 months	12 (35.3%)	7.3	28 (62.2%)	6.2	27 (56.3%)	6.2	17 (65.4%)	6.2	16 (51.6%)	6.9	9 (42.9%)	6.6	8 (26.7%)	7.4
Local: more than 2 months	22 (64.7%)	35.9	17 (37.8%)	17	21 (43.8%)	17.3	9 (34.6%)	14.6	15 (48.4%)	14.2	12 (57.1%)	19.3	22 (73.3%)	15.7
Business and Industry														
Major	0	0	1	14.9	0	-	0	-	0	-	0	-	0	-
Local: less than 2 months	5 (83.3%)	7.7	8 (72.7%)	5.6	7 (77.8%)	6.7	8 (88.9%)	6.8	11 (84.6%)	5.8	5 (71.4%)	6	4 (67.7%)	6.5
Local: more than 2 months	1 (16.7%)	12	3 (27.3%)	12.2	2 (22.2%)	11	1 (11.1%)	13.7	2 (10.4%)	10.4	2 (28.6%)	20.7	2 (33.3%)	11.1
EIA Developments	0	-	0	-	0	-	0	-	0	-	0	-	0	-
Other Consents*	52	7.1	61	7.0	74	5.9	71	5.9	67	5.6	44	9.7	52	7.6

Category	Total decisions 2012-13	Average timescale (weeks) 2012-13	Total decisions 2013-14	Average timescale (weeks) 2013-14	Total decisions 2014-15	Average timescale (weeks) 2014-15	Total decisions 2015-16	Average timescale (weeks) 2015-16	Total decisions 2016-17	Average timescale (weeks) 2016-17	Total decisions 2017-18	Average timescale (weeks) 2017-18	Total decisions 2018-19	Average timescale (weeks) 2018-19
Planning/ legal agreements **	4	70.9	7	21.6	3	41.7	4	20.2	7	24.4				
Major											5	32.9	0	0
Local											2	38.8	5	26.9

Notes

- * Consents and certificates: Listed buildings and Conservation area consents, Control of Advertisement consents, Hazardous Substances consents, Established Use Certificates, certificates of lawfulness of existing use or development, notification on overhead electricity lines, notifications and directions under GPDO Parts 6 & 8 relating to agricultural and forestry development and applications for prior approval by Coal Authority or licensed operator under classes 60 & 62 of the GPDO.
- ** Legal obligations associated with a planning permission; concluded under section 75 of the Town and Country Planning (Scotland) Act 1997 or section 69 of the Local Government (Scotland) Act 1973

Commentary

The majority of planning application we deal with are for 'local' developments. Our performance on local developments has been affected by reduced staff numbers in particular during the initial part of this period when the team was not at full numbers meaning all officers had increased numbers of applications to process. Performance was at a low level during April and May 2018 until 2 new graduate planners were appointed. Their appointment helped clear older applications and thereafter performance increased gradually. The 2 new graduate planners have helped in clearing the backlog in applications and there has been an upward trend in performance figures for the whole team in the latter part of this period. In addition applications per officer have reached manageable numbers.

B. Decision-making: local reviews and appeals

Category	Original decision upheld														
	2012-13		2013-14		2014-15		2015-16		2016-17		2017-18		2018-19		2018-19 Total number of decisions
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	
Local Reviews	8	66.7%	3	50%	6	75%	12	60%	12	55%	15	62.5%	15	41.7%	24
Appeals to Scottish Ministers	4	36.4%	2	66.7%	2	66%	5	71.4%	4	80%	2	40%	2	75%	4

Workforce Information

6



New play facilities @ Carlibar Park, Barrhead

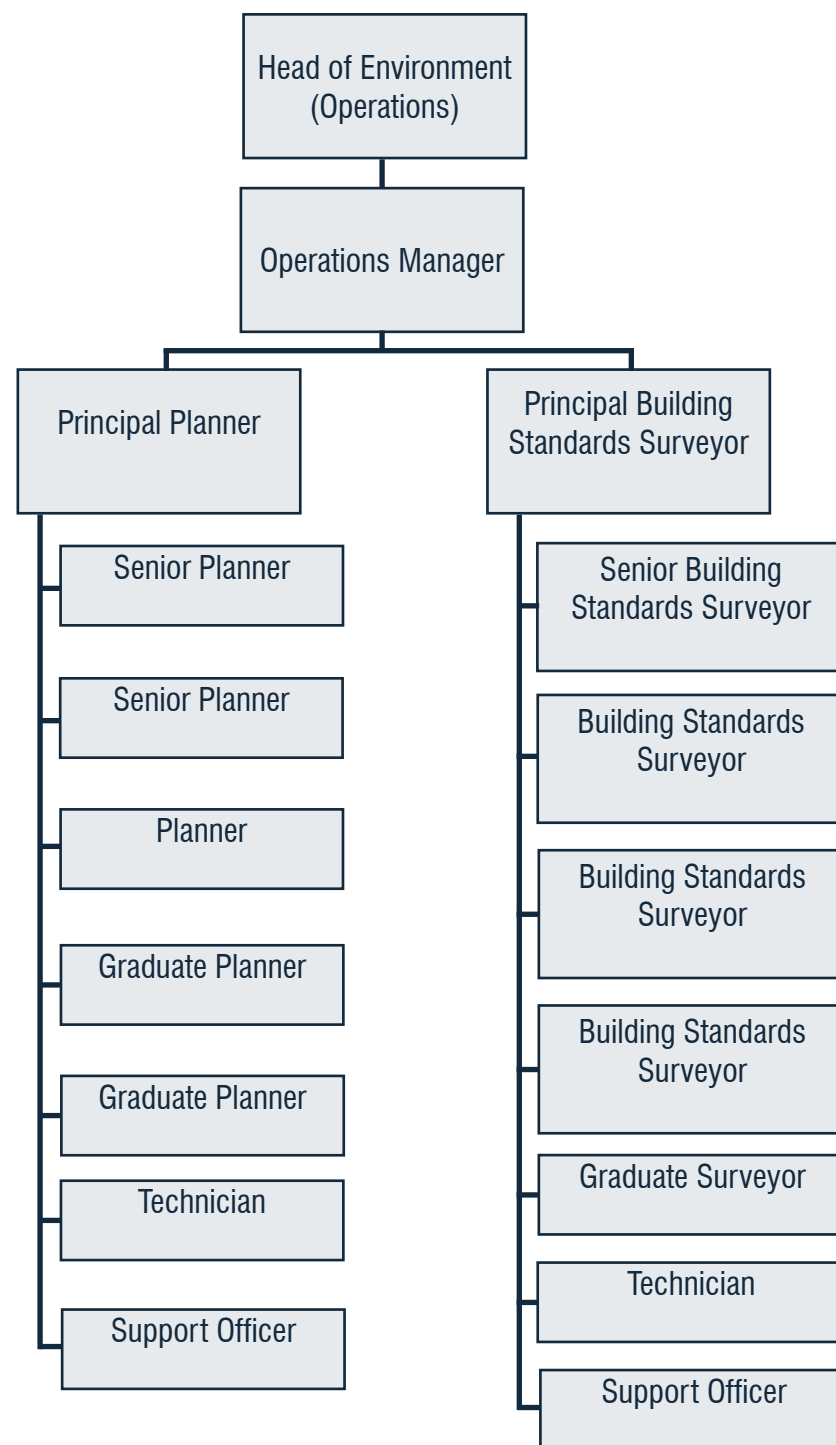
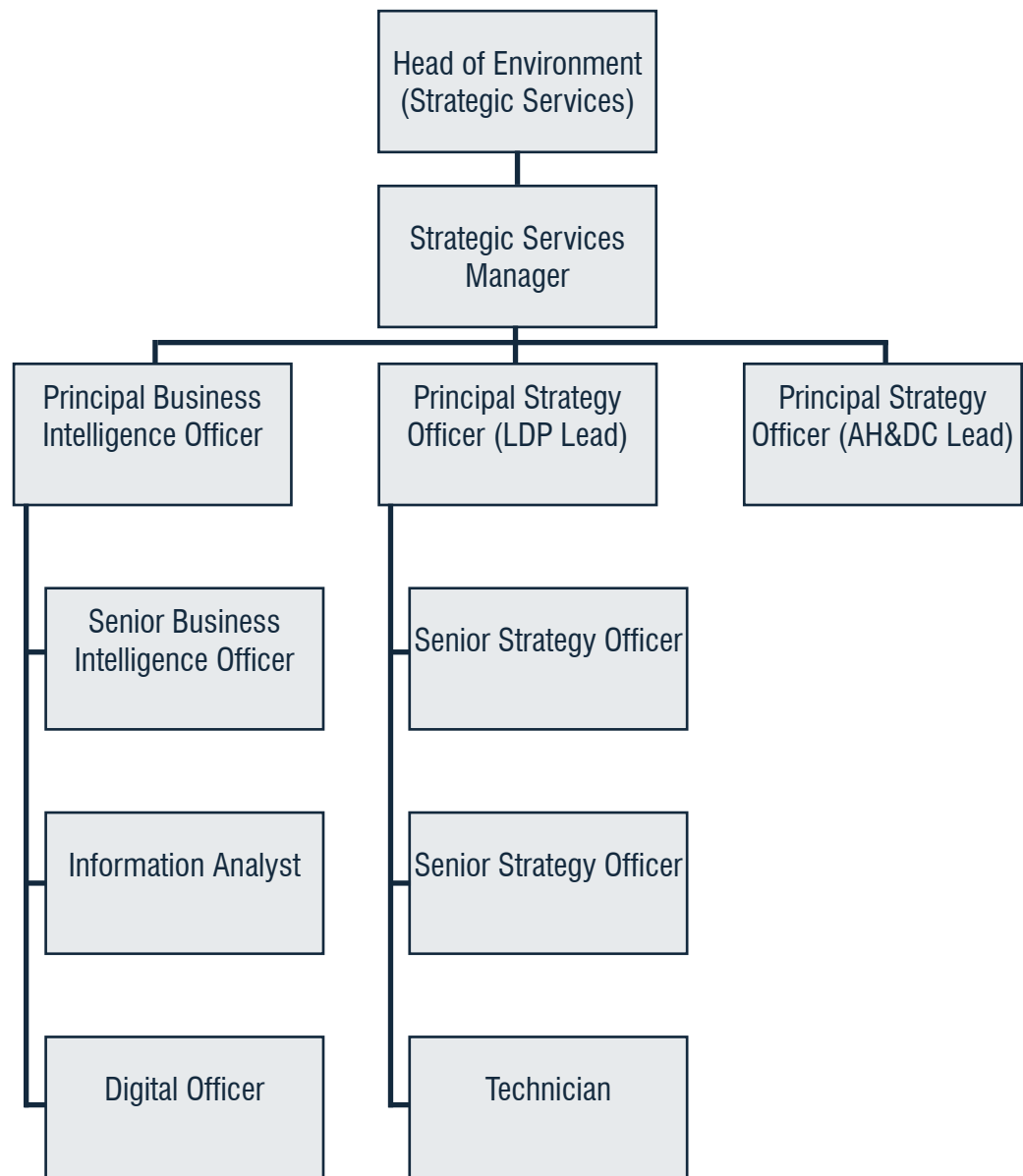
	Tier 1 <i>Chief Executive</i>	Tier 2 <i>Director</i>	Tier 3 <i>Head of Service</i>	Tier 4 <i>Manager</i>
Head of Environment		1	2	2 (1 MRTPI)

RTPI Qualified Staff	Headcount	FTE
Development Management	7	7
Development Planning	3	3
Enforcement	0	0
Specialists	0	0
Other (including staff not RTPI eligible)	12	11

Staff Age Profile	Headcount
Under 30	2
30-39	9
40-49	6
50 and over	10

Notes

- (a) All figures as at 31st March 2019
- (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



The diagrams above show the staffing structure at the time of review. It shows a split of Development Plan/ Development Management teams. LDP sits under Strategic Services and DM under Operations. Whilst the DM team is made up of officers with Planning qualifications, Strategy is a multi-disciplinary team which comprises LDP, other strategy development, Placemaking, greenspace and business intelligence. Further changes have been made and a new structure will be included next year.



Barrhead High School

New Barrhead High School, Barrhead

Planning Committee Information

7



Picnic table @ Dams to Darnley Country Park

Committee & Site Visits	Number per year
Full council meetings	2
Planning committees	9
Area committees	0
Committee site visits	4
Local Review Body	11
LRB site visits	24

Performance Markers

8



Outdoor play/classroom @ Auchenback, Barrhead

Performance Marker	See PPF Section
Driving Improved Performance	
1. Decision making: authorities demonstrating continuous evidence of reducing average timescales for all development types	1.3 4 5A Appendix 2
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 - 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) applications within 6 months of 'resolving to grant'	1.2 (c) 1.2 (j)
5. Enforcement charter updated / re-published	1.1 (f)
6. Continuous improvement: - show progress/improvement in relation to PPF National Headline Indicators - progress ambitious and relevant service improvement commitments identified through PPF report	1.3 (m) 4 3.2
Promoting the Plan-led System	
7. LDP (or LP) less than 5 years since adoption	1.1 (a) 1.2 (l) 4
8. Development plan scheme demonstrates next LDP: - on course for adoption within 5-year cycle - project planned and expected to be delivered to planned timescale	1.3 (g) 1.2 (l) 1.2 (r)
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 (r) 1.2 (e) 1.2 (u) 1.1 (a)
11. Production of regular and proportionate policy advice, for example through supplementary guidance, on information required to support applications	1.2 (r) 1.2 (d) 1.1 (a)

Performance Marker	See PPF Section
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) Appendix 2
Delivering Development	
14. Stalled sites/legacy cases: conclusion/withdrawal of planning applications more than one year old	1.3 (c)
15. Developer contributions: clear expectations - set out in development plan (and/or emerging plan,) and - in pre-application discussions	1.2 (j)



Artist Impression, Balgraystone Road

Appendix 1

A1



New multiuse path @ Capelrig, Newton Mearns

Evidence of Improvement

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 those given in the table opposite.

Added Value	2018/19
Improvements to the proposal were achieved at the pre-application stage.	7
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.	76
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.	2
Provision of community or environmental improvements	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 Plan policies.	115
A legal agreement is required to secure essential aspects of the development and to ensure the proposal complies with the Council's Local Plan policies.	4
Total added value instances	205
Applications with some form of added value	258
Number of application decisions in the period	702
Percentage of application with some form of added value	37%

Examples of Improvements	
2019/0050/TP	Re-roofing of dwellinghouse and garage using natural slate; replacement of rain water goods
Decision	Approved subject to conditions 25/03/2019
Added Value	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.
Details	Condition relating to the exact type/specification of roofing material to be used and none other allowed to be used.
2018/0718/TP	Erection of units for use as office and storage space.
Decision	Approved subject to conditions 18/03/2019
Added Value	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.
Details	Conditions relating to the provision of SUDs (as site close to functional flood plain) and restricting noise levels as residential properties nearby.
2017/0585/TP	Erection of 48 dwellinghouses (amendment to planning permission 2016/0712/TP to alter house types, numbers and layout at part of site)
Decision	Approved subject to conditions 19/07/2018
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 Plan policies.
Details	Design changes were secured to parts of the layout following consultation with the Council's Roads Service. This ensures compliance with the Council's roads standards and local plan policy.

Appendix 2

A2



Artist impression, new nursery

Performance Charts

Chart 1

Weeks Taken To Decide Local Developments

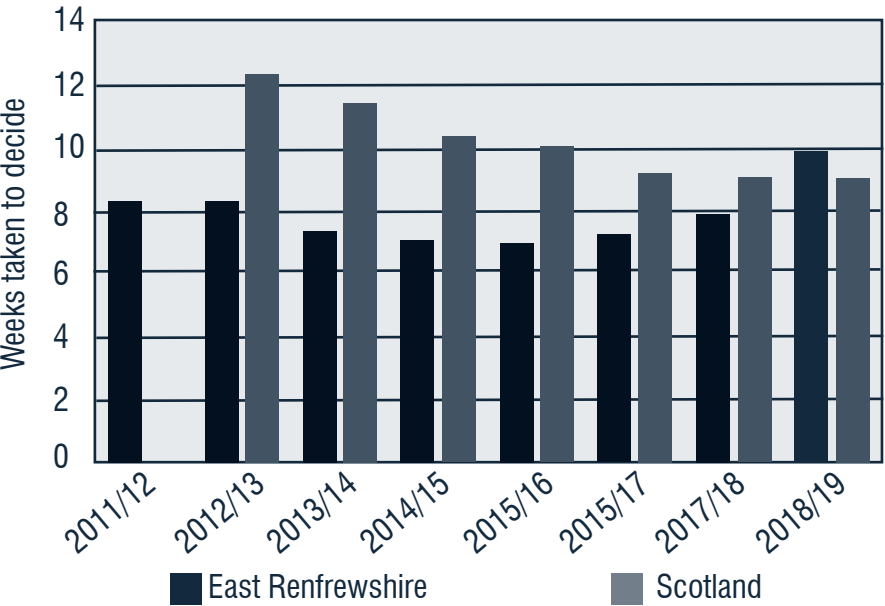


Chart 2

Submission of planning applications online

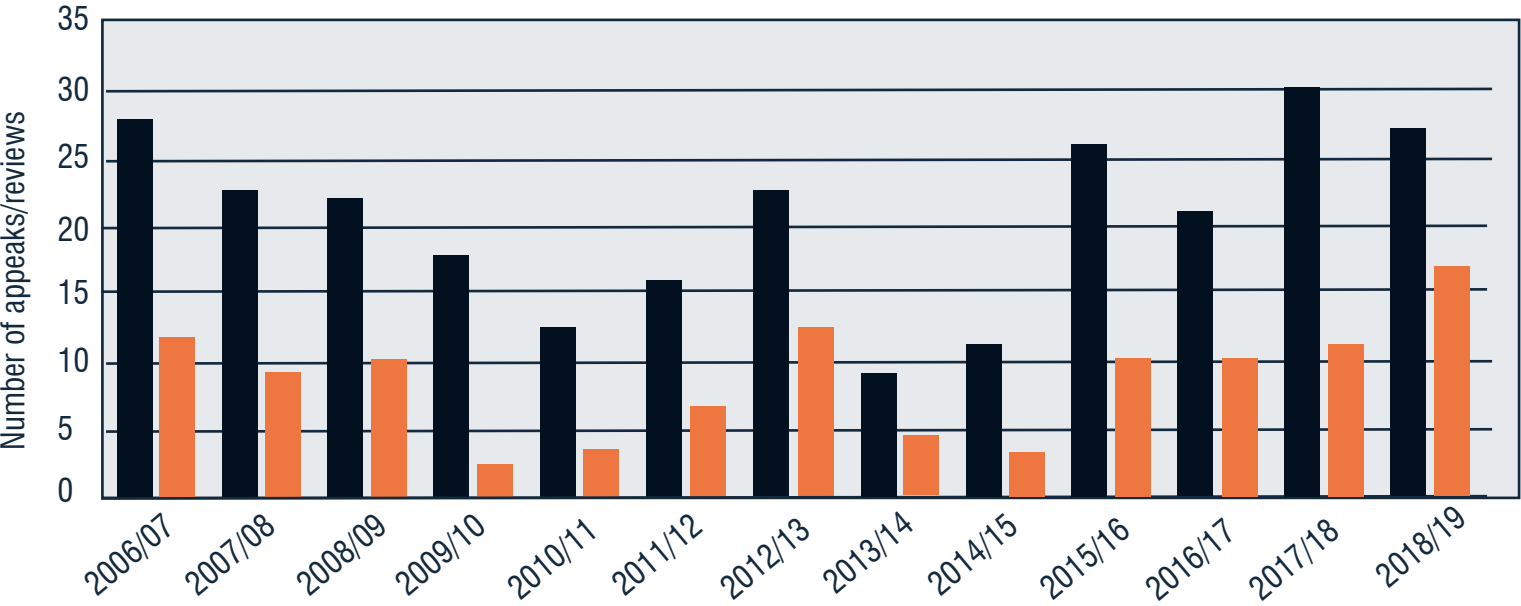
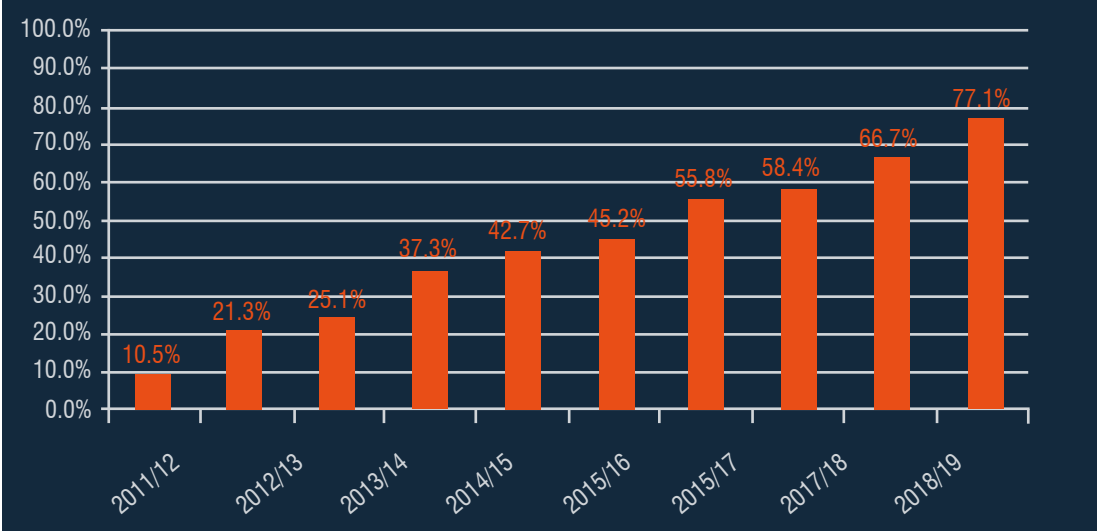


Chart 3

Planning determinations at appeal and review

