



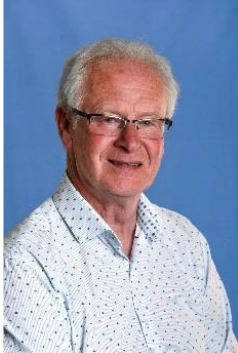
East Ayrshire Council
Comhairle Siorrachd Àir an Ear

Planning Performance Framework Annual Report 2018-2019



Planning and Economic Development Service
The Opera House, 8 John Finnie Street,
Kilmarnock, KA1 1DD

Foreword



by **Councillor Jim Roberts**
Chair of the Planning Committee

As with my introduction last year to our PPF, I remain pleased to report clear continuing performance improvement across a range of markers for Development Management, in particular in relation to decision-making timescales and the reduction in legacy cases. Officers in Development Management are also making increased use of Processing Agreements particularly with Local Developments to work in collaboration with Developers. Our team retain their continued ambition to continually improve performance across all markers.

The last year has been an exciting and busy one for our Development Planning and Regeneration Section. Good progress has been made with the Minerals Local Development Plan; the Examination has now been completed and we are anticipating adopting the Plan in October 2019. Following on from successful Kilmarnock, Cumnock and Galston Conservation Area Regeneration Schemes, earlier this year we received the great news that a Mauchline CARS will be going ahead. This will help to really enhance and make the most of the town's historic environment and encourage new economic activity. Placemaking continues to be a focus of our work and, working in partnership with our communities, 2 further placemaking plans for Ochiltree and Catrine have been adopted as supplementary guidance. The team is also busy working on the development phase of an HLF funded Landscape Partnership for the Coalfield Communities and is leading on the preparation of the business case for the National Energy Research Demonstrator in Cumnock, an innovative and exciting project within the Ayrshire Growth Deal.

Elected Members' training was also a particular focus during the year with a full day session provided in collaboration with the Planning Aid for Scotland in addition to our normal training and induction processes. We have found this training of particular benefit in recent years and continue to ensure our Elected Members are kept well informed with refresher training. We will continue to engage with partners and work collaboratively to ensure continuous improvement, best practice and sound decision-making for the benefit of our communities.

Our Development Management Team whilst continuing to focus on performance and the clearance of legacy cases, has also prioritised its smarter working focus and in line with the council's Transformation Strategy, has embraced electronic ways of working. Paper records are no longer created and all applications are processed by electronic means. As a result of the roll out of smarter working practices Planning and Economic Development moved to new offices on 1st June 2019 to facilitate these new working practices. Officers will hot desk and with the introduction of, and investment in new technology are able to respond better to workload priorities, working remotely when required. In order to focus on our performance and prioritise our officers' workload we have also recently introduced a chargeable pre application process (with exceptions to this including householders proposals, and proposals by registered charities and "not for profit" community organisations). This seeks to afford the team to focus officer time to deliver best value to our customers who use our Service.

We continue to work with partners and neighbouring authorities to develop the Ayrshire Growth Deal projects and update the Economic Strategy for Ayrshire. With the Planning Act 2019 receiving royal assent this partnership working will become an even more prominent feature as we look to contribute to the development of the National Planning Framework and begin the work of producing a regional Spatial Strategy.

Councillor Jim Roberts
Chair of the Planning Committee

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Introduction

East Ayrshire Council's Planning and Economic Development Service is pleased to submit its eight Planning Performance Framework which covers the 2018/19 period.

The core objectives of the Planning Authority are set out within the second Community Plan for East Ayrshire. The Community Plan is recognised by all Partners as the sovereign strategic planning document for the delivery of public services in East Ayrshire over the 15 years from 2015 to 2030 and sets out the overall vision for the local area.

The Vision set out in East Ayrshire Community Planning Partnership's new Community Plan 2015-2030 is that -

“East Ayrshire is a place with strong, safe and vibrant communities, where everyone has a good quality of life and access to opportunities, choices and high quality services which are sustainable, accessible and meet people's needs.”

Community Planning is about a range of partners in the public and voluntary sectors working together to better plan, resource and deliver quality services that meet the needs of people who live and work in East Ayrshire.

East Ayrshire Council Planning Authority's core objectives include achieving sustainable development, supporting business investment, revitalising our economy, and providing a supply of attractive housing and employment land to meet East Ayrshire's future needs through greater emphasis on “place”.

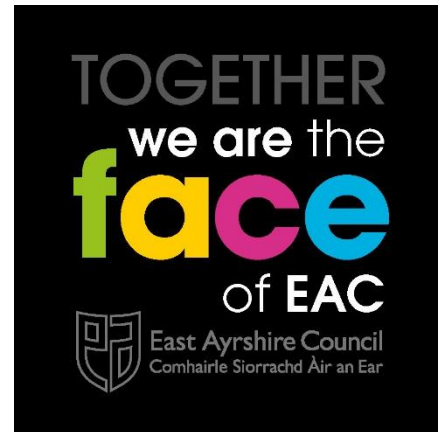
To deliver these objectives, significant investment has been provided to improve the capabilities of the planning service over recent years. This Planning Performance Framework provides an overview of the evolution the Service has undertaken over the last year, including the engagement and collaborative working to achieve our development planning and development management goals which have contributed to achieving East Ayrshire's economic, community, infrastructure and environmental aspirations.

Like all Authorities in Scotland, East Ayrshire Council is facing a period of unprecedented change. We are required to reduce our budget by around £32million and change the way we deliver services with and for our communities. Our Transformation Strategy 2017-22 and Workstreams set out how we will bridge the projected funding gap through redesigned Council services that are both financially viable and best meet the needs of our communities. We are committed to securing a fairer, kinder and more connected East Ayrshire by working closely with our partners to tackle poverty and inequality and build stronger communities.

As part of the Council's Transformation Strategy the Planning Authority will be relocating to new offices, incorporating hot desking and mobile working arrangements across the service. It is considered that these will positively enhance performance overall with positive effects on the levels of customer service while meeting the need for change within the Authority. Through consultation with staff an overall strategy for East Ayrshire Council employees has emerged which recognises four attitudes and values;

- Flexible,
- Approachable
- Caring and
- Empowered

The Case Studies highlighted within this report demonstrate the range of projects and applications where the Planning Authority makes a positive impact and adds value for and with communities through the improvement of the built and natural environment.



Defining and measuring a high-quality Planning Service

The overarching role of the Planning and Economic Development Service in East Ayrshire is to enable sustainable and inclusive economic growth. This is achieved through collaboration with services across the Council and with neighbouring Councils and partner organisations. The shaping of places, enhancing the environment and the quality of life in the local communities are the key outcomes of a high quality service.

The Planning Service interacts strategically with the Council through the Cabinet and Council Committee meeting structure for policy implementation and the development of the East Ayrshire Local Development Plan 2017 and proposed Minerals Local Development Plan; through the Planning Committee and the Local Review Body reviewing and determining Planning Applications; with overall scrutiny undertaken by the Governance and Scrutiny Committee. It is this Committee who annually review the Planning Performance Framework Feedback from the Scottish Government, along with the proposed 2019/20 Action Plan during its March 2019 meeting.

The Governance and Scrutiny Committee which met on 21 March 2019 considered the Scottish Government feedback detailing the Councils year-on-year performance and commented on the marker ratings to ascertain whether the performance delivered, and proposed action plan, will deliver continuous improvement over the forthcoming accounting period. The Committee agreed with the action plan to implement the following objectives during the 2019/20 period:-

- Continue to exceed the requirements of the PPF and reduce the risk of poor performance as well as reputational damage to the Council;
- Strengthen the reputation of the Council as an enabler of development and sustainable economic growth;
- Maintain the resources to ensure continued best practice in compliance monitoring and financial guarantees
- Manage restoration projects to deliver value for money outcomes
- Reduce legacy applications below 10% of all applications on an annual basis
- Improve the efficiency of the electronic planning process; and
- Develop LDP2 and the Minerals LDP for adoption



Ness Glen, Loch Doon

Quality of Outcomes

The following case studies demonstrate the diversity of activity and performance delivery by all parts of the Planning Service and illustrate a number of examples where the Planning Service has delivered high quality outcomes over the 2018/19 period.

Case Study 1: James Hamilton Academy

Proposed secondary school, primary school, early years centre and community facilities, road widening and formation of 'park and stride' areas.

Location and Dates:

James Hamilton Academy, Sutherland Drive, New Farm Loch, Kilmarnock undertaken between May 2015 and January 2018.

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

- Quality of outcomes
- Quality of service and engagement
- Governance
- Culture of continuous improvement

Key Markers :

Key markers 1, 2, 3, 12 and 13

Key Areas of Work :

- | | |
|---|--|
| <ul style="list-style-type: none"> • Design • Environment • Greenspace • Local Develop Plan & Supplementary Guidance • Economic Development • Development Management Processes • Planning Applications | <ul style="list-style-type: none"> • Collaborative Working • Community Engagement • Placemaking • Project Management • Transport • Active Travel |
|---|--|

Stakeholders Involved :

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

Overview:

The merged school campus development at James Hamilton Academy created a new East Ayrshire Learning Campus and combined James Hamilton Academy, Kilmarnock Academy, New Farm Loch Primary School and Early Childhood Centre and Silverwood Primary School together to create a new age 2 – 18 Campus School. In addition, a new, Integrated Centre of Excellence for Gaelic Language Development was located within the New Campus.

Collaborative working took place between the Planning Service and a wide variety of stakeholders, including members of all the schools who were coming together in this new project, together with representatives of East Ayrshire Council and members of the wider community. This facilitated a vision and overall outcome for the project being identified and progressed from the start of the project.

The new building sought to embrace the culture and ethos of each of the existing schools and blend them into a new and genuinely stimulating learning environment that responded to the particular needs and aspirations of all those who would use it. The school was designed to provide accommodation for 1,465 secondary, 454 primary and 80 morning / 80 afternoon early years pupils. It also included provision for 60 pupils (split between secondary, primary and early years provision) for an integrated Centre of Excellence for Gaelic Language Development. In addition to the basic provisions, additional space was created for extra-curricular accommodation on a like-for-like basis incorporating a recording studio, motorcycle and vehicle maintenance workshop, multi-purpose enterprise skills zone with services/infrastructure for Construction skills, hairdressing/ beautician training and childcare activities, and dance studio and performance/rehearsal space.

The design of the school was also aimed at delivering an efficient building that maximises the opportunities to share accommodation amongst the early years' nursery, primary and secondary

schools while still meeting the educational objectives and maintaining a separate identity for each of the establishments.

The collaborative working programme resulted in the main block of the development being three storeys in height. The sports hall wing of the development is marginally smaller in scale than the main building maintaining the design emphasis on the school accommodation. The use of modern materials sought to ensure the creation of a vibrant modern school that met with the current requirements of the education curriculum.



As part of the school development, strategic improvements to the surrounding transport network were carried out. A 149 space car park and a bus drop off bay were constructed in front of the school building. A further 56 parking bays were provided to the south side of the school. An accessible car park was provided immediately adjacent to the main entrance to the school building. To improve connectivity to the school campus, Sutherland Drive was widened between Donaldson Road and Graham Place to form off-road parking bays for local residents in order to ensure free movement of two-way traffic at all times of the day. A further three remote, pupil drop-off points ("Park and Stride") were created to promote sustainable travel and to minimise vehicular traffic movements within the immediate vicinity of the school. To encourage pupils to use active travel methods and routes to school and to improve pedestrian safety, a new pedestrian crossing was formed. Improved pedestrian crossings were also provided on strategic local routes and a new footpath/cycle path was also constructed along the west boundary of the site, parallel to MacNaughton Walk.



Due to the scale of the development it was determined as a Major Application. Under the Council's Scheme of Delegation, the application was referred to the Council's Planning Committee for determination. Given the large scale nature of the proposal it was necessary to introduce additional visual aids to the committee presentation to help Members of the Committee appreciate the full implication and design outcomes of the proposal. This was done through the introduction of 3D visualisations.

The development was constructed in a tandem build fashion on land which was currently part of the existing James Hamilton Academy and New Farm Loch and Early Childhood Centre site. It was



delivered by KIER Construction Scotland for East Ayrshire Council (EAC) as part of the Scottish Futures Trust (SFT) "Scotland's Schools for the Future" Phase 3 Programme, delivered through Hub South West Scotland (Hub SW).

Goals:

The case study has demonstrated collaborative working, proactive pre and post application submissions and discussions, team working involving a range of officers from various council departments, engagement with key agency and development partners, working to priority project deadlines to ensure timescales for development and funding are met. It has ensured that a modern, clean, accessible, safe school provision has been created for the community in Kilmarnock.

Outcomes:

The development is operational on site, integrating 4 schools and an early years' nursery into one central education campus for East Ayrshire. The school campus became operational whilst the former academy was demolished making way for the formation and layout of the playing fields. Landscaping works are being carried at present on site following which, the campus will be fully complete. The development has encouraged active methods of travel to and from school whilst providing a clean, accessible learning and community facility.

Name of key officer

Alan Edgar and Fiona Finlay

Case Study 2 : Barbieston Road Housing

Strategic Housing Investment Programme- Barbieston Road, Dalrymple- Development of 11 dwellinghouses with associated access, landscaping and parking.

Location and Dates:

Barbieston Road, Dalrymple completed March 2017- January 2019.

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

- Quality of outcomes
- Quality of service and engagement

Key Markers :

Key markers 1, 3 and 12

Key Areas of Work :

- | | |
|---|--|
| <ul style="list-style-type: none"> • Design • Regeneration • Housing Supply • Accessible Housing • Planning Applications | <ul style="list-style-type: none"> • Collaborative Working • Community Engagement • Placemaking |
|---|--|

Stakeholders Involved :

- | | |
|---|---|
| <ul style="list-style-type: none"> • General Public • Key Agencies (Housing, ARA) | <ul style="list-style-type: none"> • Authority Planning Staff • Authority Other Staff |
|---|---|

Overview:

The Barbieston Road housing development is a project within the Council's SHIP (Strategic Housing Investment Plan) programme to help meet the targets of the Scottish Government to provide 50,000 additional affordable homes nationally by 2021.

The development site formerly comprised community facilities including the village library and community centre which had closed and were lying vacant. The site is located on the main road through the Dalrymple, in close proximity to local services and greenspace.

The project has provided the Dalrymple community with 11 two bedroom sized properties, which includes 2 two bedroom homes specifically designed for older and ambulant residents and one wheelchair accessible bungalow.

The development at Barbieston Road was one of a number of developments which are part of the Council's strategic partnership with CCG to deliver over 390 homes over the next 4 years in town centres across the Local Authority area, as set out in the Strategic Housing Investment Plans 2017-22 and 2018-23.

The Council has an innovative Future Homes Project Board that draws its membership from a range of internal Council Services (Planning, Housing, Procurement, Surveyors etc.) as well as external partners, to include Ayrshire Roads Alliance, the Health and Social Care Partnership, and CCG who are our project partners who are employed to deliver and construct the development on site.

The Council works collaboratively at a strategic level and through day to day working practices in order to take a lead role in the process to deliver homes for East Ayrshire's residents that are future-proofed and are fit for purpose. A particular area of interest has centred on accessibility and specification. Through collaborative working practices, CCG and East Ayrshire Council, working with MAST Architects, have designed homes that respond to identified needs whilst delivering a housing solution that recycles a Council-owned asset in the town centre thereby minimising the impact of the build on the surrounding community; all in support of the Council's aim of town centre regeneration. The design concept comprises a four defined blocks of housing constructed around a central courtyard that is accessible by a bespoke road providing in-curtilage parking that minimises on-street parking

and creates a sense of place for residents. The design solution adopted also offers residents direct access to greenspace by way of an additional amenity area to the north of the development.



The jointly developed East Ayrshire house types are all housing for varying needs and include the development of a bespoke housing solution for a wheelchair accessible bungalow. This internal footprint responds directly to feedback received from council Occupational Therapists who attend the Design Workshops.

The Barbieston Road development has provided a vibrant development through the use of modern materials that integrates into the existing residential development pattern by creating an active

frontage with Barbieston Road while respecting the established building lines. The development has also integrated design features such as low brick walls and feature gable frontages in order to complement the neighbouring properties. A historical date stone marking the entrance to the former site prior to the development was retained and reinstated on site on



completion of the development. The siting of the previous development ensured pedestrian access though the site and the design and siting of the residential development has ensured that these connections and through routes have been maintained so as to not limit pedestrian movement in and around the Barbieston Road area of Dalrymple.



The housing provision has been designed with the prospective occupants in mind with a mix of single storey and two storey dwellings, all of which have level access, and marginally reduced garden grounds for privacy yet ease of maintenance.

The development was constructed by CCG and completed and delivered to the Council on budget and within the 36-week delivery deadline.

This development has been awarded the 'Best Housing Project 2018' at the Scottish Procurement Awards and was a winner at the iESE 10th anniversary public sector transformation awards. The development is also nominated as a finalist in the Best Social Housing Initiative category of the MJ Local Government Achievement Awards.



Goals:

The case study has demonstrated collaborative working, proactive pre and post application submissions and discussions, team working involving a range of officers from various council departments, engagement with key agency and development partners, prioritising priority projects to ensure timescales for development and funding are met, and community betterment to achieve modern, accessible, sustainable, clean and healthy homes for residents of Dalrymple in addition to working towards national housing targets for the provision of quality affordable rented homes.

Outcomes:

The residential development has been completed on site and provides 11 social houses for old and ambulant people including one of which is fully wheelchair accessible. Residents are now living in their new homes.

Name of key officer

Michael Main and Fiona Finlay

Case Study 3: Car Charging Units, AAA

Development of publically accessible electric car charging units, solar canopies and electricity substation.

Location and Dates:

Ayrshire Athletic Arena, Queen's Drive, Kilmarnock- November 2018- March 2019

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 markers 1, 2, 3 and 12

Key Areas of Work:

- | | |
|--|--|
| <ul style="list-style-type: none"> • Design • Planning Applications • Infrastructure improvements | <ul style="list-style-type: none"> • Collaborative Working • Transport |
|--|--|

Stakeholders Involved :

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

Overview:

In response to government targets to reduce vehicle emissions the Council in conjunction with Ayrshire Roads Alliance has committed to installing electric charging points that are accessible to members of the public.

This development involves the installation of 5 electric charging units that can serve 10 cars at any one time. The site is located within an existing public car park for the Ayrshire Athletic Arena, adjacent to the A77 and the Queen's Drive retail park on a strategic travel route ensuring it is in a convenient location for vehicle users. To support the aim of reducing emissions, the charging units are to be supplied with electricity by solar canopies covering the car parking spaces. These canopies will create electricity and store it within the adjacent substation ready for users wishing to charge their vehicle.



The site is within the designated flood plain, and so to ensure that the electrical units do not impact upon the health and safety of members of the public in a flood event, the electrical components within the units were raised to sit above the flood plain.

The units have also been designed to be accessible for all users with minimal level changes and charging connections at a height to support users with additional support needs and be accessible to all.



Following the statutory consultation process, additional information was required to ensure that the development would be compliant with the Local Development Plan and thereby allow the proposal to be supported. The case officer worked with and assisted colleagues in other council services to provide the necessary details and explain why alterations to the plans were necessary. To ensure that specific timescales for the project were met, a Processing Agreement was established to define the deadlines for the application, for the benefit of both the Case Officer and applicant.

Following the statutory consultation process, additional information was required to ensure that the development would be compliant with the Local Development Plan and thereby allow the proposal to be supported. The case officer worked with and assisted colleagues in other council services to provide the necessary details and explain why alterations to the plans were necessary. To ensure that specific timescales for the project were met, a Processing Agreement was established to define the deadlines for the application, for the benefit of both the Case Officer and applicant.

Goals:

The case study has demonstrated collaborative working and team working involving a range of officers from various council departments to produce an outcome that will improve the electrical vehicle charging unit supply within East Ayrshire and work towards national aims to reduce emissions for a cleaner environment.

Outcomes:

Planning consent has been granted for a total of 5 charging units covering 10 car parking spaces, solar canopies to cover all the associated spaces and an electrical substation to store and power the charging units. Works have commenced on site and are ongoing with completion scheduled during September 2019.

Name of key officer

Michael Main

Case Study 4: Afton Windfarm

Compliance monitoring of Afton Wind Farm

Location and Dates:

September 2017 – May 2019

Afton Wind Farm, Afton Road, Mossmark, New Cumnock.

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

- Governance
- Culture of continuous improvement

Key Markers :

- Environment
- Enforcement
- Interdisciplinary Working
- Collaborative Working

Key Areas of Work :

- | | |
|---------------|-----------------------------|
| • Enforcement | • Interdisciplinary Working |
|---------------|-----------------------------|

Stakeholders Involved :

- | | |
|----------------------------|--|
| • Authority Planning Staff | |
|----------------------------|--|

Overview:

A monitoring regime is in place for Afton wind farm, involving the use of a Council appointed external Planning Monitoring Officer (PMO), who assesses compliance with approved documents and planning conditions during the construction of the wind farm. The use of a PMO is specified in conditions attached to the Section 36 Electricity Act consent. Ironside Farrar are employed by the Council for this task and they bring extensive experience of monitoring large scale construction sites across the country and are therefore well placed to offer advice and guidance to the Council.

The main areas of concern involved drainage and restoration of verges, batters and areas of ground disturbed during construction. In order to resolve these issues the PMO and/or Council officers undertook regular communication with the developer, scheduled off site and on site meetings, submitted regular compliance audit reports and provided feedback from compliance visits.

There are a number of documents secured through planning condition that are particularly critical to the environmental management of the construction, such as the Construction and Environmental Management Plan and the Pollution Prevention Plan. As a result of the ongoing compliance monitoring regime and the feedback from the PMO the Planning Authority was concerned that these critical environmental management provisions were not being fully adhered to. The Applicants project managers disagreed on the extent of non-compliance but did concede to a number of failings and committed to improvements on site.

SEPA have been actively involved in the monitoring of the development and determined to issue a formal warning letter outlining issues of concern within their remit (dated 7 May 2018). Reflecting on the disputed position and acknowledgement of a degree of non-compliance, EAC determined that the appropriate course of action was to serve a Planning Contravention Notice (PCN) on the developer to enable an informed view to be taken on whether breaches had taken place and what appropriate steps should then be taken by EAC. The SEPA warning letter was closely followed by the service on the developer of a PCN dated 28 May 2018) by EAC as a PCN is a tool to gather information to ascertain if a breach has occurred.

Following service of SEPA's warning letter and the PCN some swift improvements were observed in terms of site drainage and post construction restoration, highlighting that progress towards compliance by the developer intensified after both notices were served.

Whilst there were numerous issues of non-compliance documented and communicated to the Developer, one of the most significant was spill of a significant volume of diesel on a hardstanding adjacent to one of the turbine bases and the failure of the ECoW, Developer and Contractor to notify the regulatory bodies in line with the agreed protocol for reporting significant environmental incidents. The consent requires all significant environmental incidents to be reported to both the Council and SEPA however in this instance that did not occur in a timeous manner. This event serves as a useful example of interdisciplinary working and enforcement related activity and it is considered below in more detail.



Pic 1. Preparation for drainage improvements at Turbine 9



Pic 2. Unmanaged silt water identified in Audit report (Ironside Farrar)



Pic 3. Polysorb pumping to remedy fuel spill at Turbine 15



Pic 4. Example of ECoW reporting (inspection photo log)

Goals:

- Environmental protection

To protect the natural environment from unacceptable and irreversible damage, and to protect the water environment and in particular the integrity of the water catchment area of the Afton Reservoir located adjacent to the site.

- Effective enforcement

Use appropriate methods in a timeous and proportionate manner. In the case of Afton Wind Farm, a PCN was served which resulted in improvements in the standard of construction methods used at the site and the focusing of resources to resolve outstanding issues. Formal enforcement was not required in this instance but it remains an instrument that the Planning Authority can use should it be required to ensure compliance.

- Compliance with approved documents and planning conditions

EAC have the role of striving to ensure that the conditions attached to the consent are adhered to and that the appropriate measures and precautionary approaches are in place to mitigate or avoid environmental damage. This includes compliance with the approved documents submitted for the purpose of discharging some conditions.

- Pollution prevention

A Pollution Prevention Plan was required a part of the Construction and Environmental Management Plan (CEMP) condition. The Afton Wind Farm site contains a number of watercourses acting as sources for the Afton Reservoir, within the Afton Reservoir catchment area which is the main strategic water supply source for the greater part of East Ayrshire and surrounding areas. This is a particularly sensitive feature of the site.

Outcomes:

- Protection of the environment

The input of all parties to the diesel spill pollution incident is an example of securing the goal of environmental protection. The diesel spill was brought to the attention of the Planning Authority during a PMO visit, which involved a then unknown quantity of fuel being released around the base of turbine 15 from an unknown source. The Contractor implemented their emergency response plan and contacted a specialist clean up contractor. As detailed in the Developers response, the clean-up contractor was only tasked with removing water. The developer did not undertake an immediate and thorough ground investigation to assess the extent of the spill, maintenance logs and traffic movements were not thoroughly examined to determine the source of the fuel and the developer's spill specialist was not included in the spill response until a much later date. There was a real concern expressed by EAC and SEPA regarding ground water contamination and following additional discussion with all parties additional ground water monitoring was put in place resulting in an acceptable monitoring regime at the spill location.

- Collaborative working

A joint site visit of 27 June 2018 (SEPA, IFL & EAC) brought forward significant issues with the spill response. An email from EAC (dated 29 June) stated to the developer that the response had been inadequate. The full investigation had not begun until one month after the spill was discovered, the source had not been properly identified and information about traffic movements and maintenance had not been assessed. The Council required the developer to submit an interim report by 4 July 2018, pending a full report at a later date. SEPA issued a communication to the developer focusing on steps required to be taken to protect the environment. Due to the collaboration between all parties there has been a positive change in practice by the developer.

- Enforcement

The view of the Planning Authority and the PMO differed in some respects to that of the developer, regarding whether the works on site complied with the submitted and approved documents. There was some debate and disagreement over the interpretation of wording contained in approved documents that had been submitted to allow discharge of various conditions. The PCN does not constitute formal enforcement but was used to gain information and to ask a series of questions of the developer to ascertain whether a breach of planning control had occurred. The use of the PCN clearly focused the minds of the site owners and developer on the issues and the potential for possible formal enforcement action, and the consequences to them of enforcement action being taken.

- Interdisciplinary working

Following the discovery and eventual notification of the diesel spill incident both regulatory bodies worked together to provide advice to the developer on additional mitigation that would be required. During the evaluation of the reporting submitted at various stages throughout the incident both Ironside Farrar and SEPA utilised the expertise of their in house hydrologists, to analyse the spill response and ground/water testing results to provide verification of the adequacies and effectiveness of the mitigation and reporting

Name of key officer

Colin Lamond

Case Study 5: Opencast Restoration Projects

Supporting Community Engagement in Opencast Coal Restoration Projects

Location and Dates:

Opencast Coal Sites – since February 2019 – ongoing

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

- Quality of outcomes
- Quality of service and engagement
- Governance
- Culture of continuous improvement

Key Markers :

Key markers 12

Key Areas of Work :

- | | |
|---------------|------------------------|
| • Enforcement | • Community Engagement |
|---------------|------------------------|

Stakeholders Involved :

- | | |
|------------------|----------------|
| • General Public | • Key Agencies |
|------------------|----------------|

Overview:

The participation of the Local Communities and Consultees in the restoration of former opencast coal sites is paramount to the openness and transparency required in provide confidence in the actions of the Planning Authority following the demise of the opencast coal industry. Through discussion it was identified that the Contractors carrying out restoration works going forward would have limited staff and off road vehicles available to support Community Liaison Committees and Technical Working Groups carrying out site visits, thus restricting the number of people who could attend the site visits.

To ensure the integrity of these meetings, and hence the overall process, it was identified that Planning Staff who attended these meetings should be formally trained in off road 4x4 driving. This initiative then allowed the Council to provide additional opportunities for the local community to attend the meetings and see for themselves what was occurring within their community. To facilitate this five members of the Planning Team undertook the British Off Road Driver Training (BORDA). This nationally recognised qualification allowed Council staff, following appropriate site induction, to drive off road vehicles within the former coal site undergoing restoration work, during Community Liaison Committees and Technical Working Groups.



Goals:

The initiative supports the wider goals and outcomes of the Council's "Always on Engagement" approach and reinforces our open and transparent attitude the delivery of planning services in East Ayrshire as it facilitates greater public participation in Community Liaison Committees and hence greater involvement in, and scrutiny of the planning process.

Outcomes:
The outcome of this initiative is to ensure that the local communities can continue to see for themselves the restoration of the abandoned opencast coal sites without undue restriction being placed on attendance.
Name of key officer
Craig Iles

Case Study 6: Management of Legal Agreements

Project Management of Planning Applications awaiting Legal Agreements

Location and Dates:

Commenced February 2019 – ongoing

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

- Quality of outcomes
- Quality of service and engagement
- Governance
- Culture of continuous improvement

Key Markers:

Key markers 12

Key Areas of Work:

- | | |
|---|---|
| <ul style="list-style-type: none"> • Economic Development • Development Management Processes • Planning Applications | <ul style="list-style-type: none"> • Interdisciplinary Working • Collaborative Working • Performance Monitoring • Process Improvement • Project Management • Skills Sharing • Staff Training • Online Systems |
|---|---|

Stakeholders Involved:

- | | |
|--|---|
| <ul style="list-style-type: none"> • Authority Planning Staff | <ul style="list-style-type: none"> • Authority Other Staff |
|--|---|

Overview:

It was recognised during the 2017-18 Planning Performance Framework review that there was a delay in concluding legal agreements required for the determination of planning applications. Following an internal review between Planning and Legal Colleagues it was acknowledged that on occasion unnecessary delays occurred in the processing of legal agreements related to Planning applications. It was noted that this related to a number of factors including, but not exclusively, differing internal workload priorities between Planning and Legal Departments, a “cooling off” by the Developer to conclude agreement and complications relating to land ownerships.

Goals:

The Goal of this initiative is to provide a project management approach between Council Departments to the legal agreement process. It is hoped that this collective inter-departmental approach to monitoring the progress of legal agreements will highlight where support and action is required to allow legal agreements to be managed through the system as efficiently as possible. It will ensure that the appropriate resources are applied at the appropriate time to ensure that delays in the process are managed out. Thus ensuring that the Planning system is effective and efficient.

Outcomes:

The outcome of this initiative will be the effective and efficient processing and conclusion of legal agreements within the 6 months from the date of recommendation of the planning application, and where this is timeline is not feasible, the reconsideration of the planning application without the benefit of the legal agreement. Thus helping to provide certainty and clarity to applicants and the public about the planning system and the deliverability of projects in line with Scottish Government policy.

Name of key officer

Craig Iles

Case Study 7: LDP2 Joint working

LDP2 preparation: Joint working with Development Management and Development Planning and Regeneration

Location and Dates:

South Kilmarnock, Crookedholm, Hurlford, Crosshouse, Gatehead, Hurlford, Fenwick, Priestland, Galston, Darvel, Newmilns, Stewarton, Dalmellington, Waterside (Doon Valley), Hayhill, Coalhall, Rankinston, Sinclairston, Bellsbank, Hollybush, Dalrymple, Polnessan, Drongan and Skares. The above settlements were visited by officers between October 2018 and January 2019. 3 feedback sessions were held to share findings and discuss how these should be taken forward in the preparation of LDP2

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

- Quality of service and engagement

Key Markers :

Key markers 7, 8 and 10.

Key Areas of Work :

- | | |
|---|--|
| <ul style="list-style-type: none"> • Local Develop Plan & Supplementary Guidance | <ul style="list-style-type: none"> • Skills Sharing |
|---|--|

Stakeholders Involved :

Authority Planning Staff	
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Overview:

As part of the first stage in the preparation of Local Development Plan 2 (LDP2), Development Planning and Regeneration held a Call for Sites consultation which received over 70 sites for consideration from developers and members of the community. To make an initial assessment of the sites and to lay the groundwork for LDP2, colleagues from Development Management and Development Planning and Regeneration worked together in groups to survey these sites, as well as to review settlement boundaries, consider the value of existing allocations and identify any other issues within the settlements which should be addressed through LDP2. Each group then collated their results and presented the findings to all East Ayrshire planning colleagues at various workshop sessions held between October 2018 and January 2019.

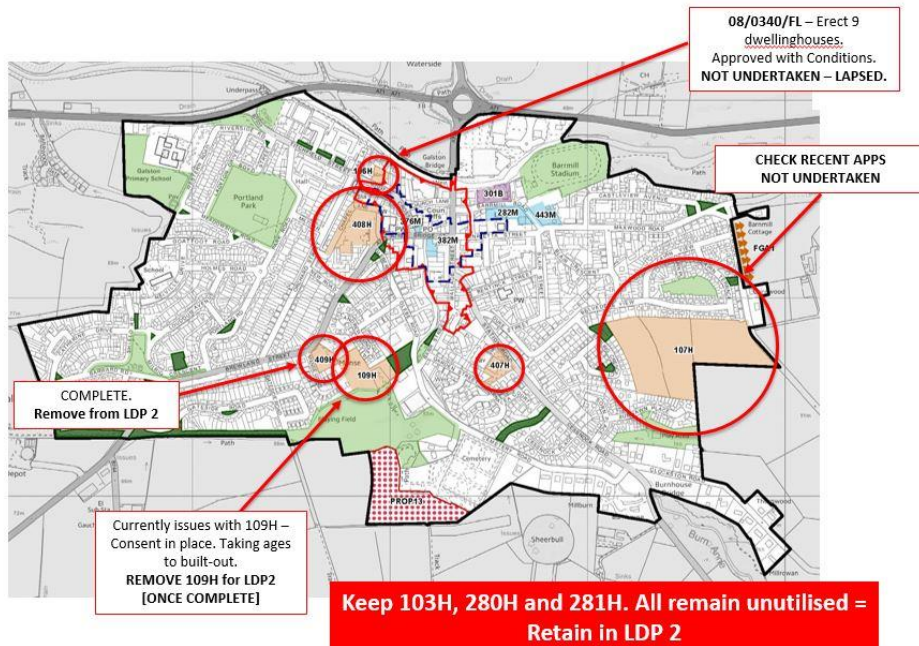
Goals:

The case study aimed to foster stronger working relationships between colleagues in Development Management and Development Planning and Regeneration. The work gathered from the surveys will feed into the preparation of policies and proposals for LDP2. The work has enabled greater input of Development Management into the preparation of LDP2; ensuring the lessons learnt from the implementation of the current LDP by Development Management are fully taken account of in the preparation of the new Plan. The presentations offered an opportunity for officers to share their knowledge with other members of the team and gave Development Management officers a greater understanding of the matter to be examined as part of the LDP process e.g. Development Management colleagues were able to give historical planning application details about the sites submitted as part of the consultation. This resulted in lively discussions between the groups.

Outcomes:

The case study has demonstrated the issues that need to be addressed through the new LDP and given the Development Planning and Regeneration Team a steer as to which sites could be included.

As part of the feedback sessions, analysis was compiled and presented (examples shown below)



PIP Site Photos & Context - Priestland



PIP site 15 (behind Crofthead):

1	Current uses on site: Agriculture, mining, vacant etc.
2	Adjoining uses if any
3	Physical and natural onsite features worth noting: Trees, hedging, structures, buildings, water courses, surface water, etc.
4	Topography: Slope, ridges, depressions etc.
5	Site Access: Likely access points, road quality (adopted?), culverts, bridging required, backland? Road standard, street lighting, cycle lanes, bus stops nearby?
6	Additional comments: views out of site - spires etc.

Remember to take site photos - mark positions on map ✓



The information gathered through the site surveys will be used to inform content of LDP2, including a greater understanding of the viability of the sites for inclusion in LDP2 and as part of the Strategic Environmental Assessment report.

Name of key officer

Karen Purves and Fiona Finlay

Case Study 8: Ochiltree Community Hub

Ochiltree Community Hub

Location and Dates:

Main Street, Ochiltree, East Ayrshire, April 2018 - March 2019

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

- Quality of outcomes
- Quality of service and engagement
- Governance
- Culture of continuous improvement

Key Markers :

Key markers 12, 14

Key Areas of Work :

- | | |
|---|---|
| <ul style="list-style-type: none"> • Design • Conservation • Regeneration • Environment • Town Centres | <ul style="list-style-type: none"> • Interdisciplinary Working • Community Engagement |
|---|---|

Stakeholders Involved :

- | | |
|--|---|
| <ul style="list-style-type: none"> • General Public • Key Agencies | <ul style="list-style-type: none"> • Authority Planning Staff • Authority Other Staff |
|--|---|

Overview:

Ochiltree Community Hub is a dynamic new facility built on the vacant and derelict site of the former Community Centre and Library, in Main Street, Ochiltree, East Ayrshire. It will create jobs, develop community support and promote social and private enterprise, training and cultural activities. Local people will be inspired to improve their health and well-being, employability, aspirations and community cohesion through local wealth creation. The Hub will act as a catalyst to bring together local people to create a better community and to provide economic regeneration for a vulnerable rural community. The project is being carried out in partnership between East Ayrshire Council (EAC) current owner of the land and the Ochiltree Community Hub (OCH). It will regenerate the local community, stimulate employment opportunities and create a focal point for visitors and residents.

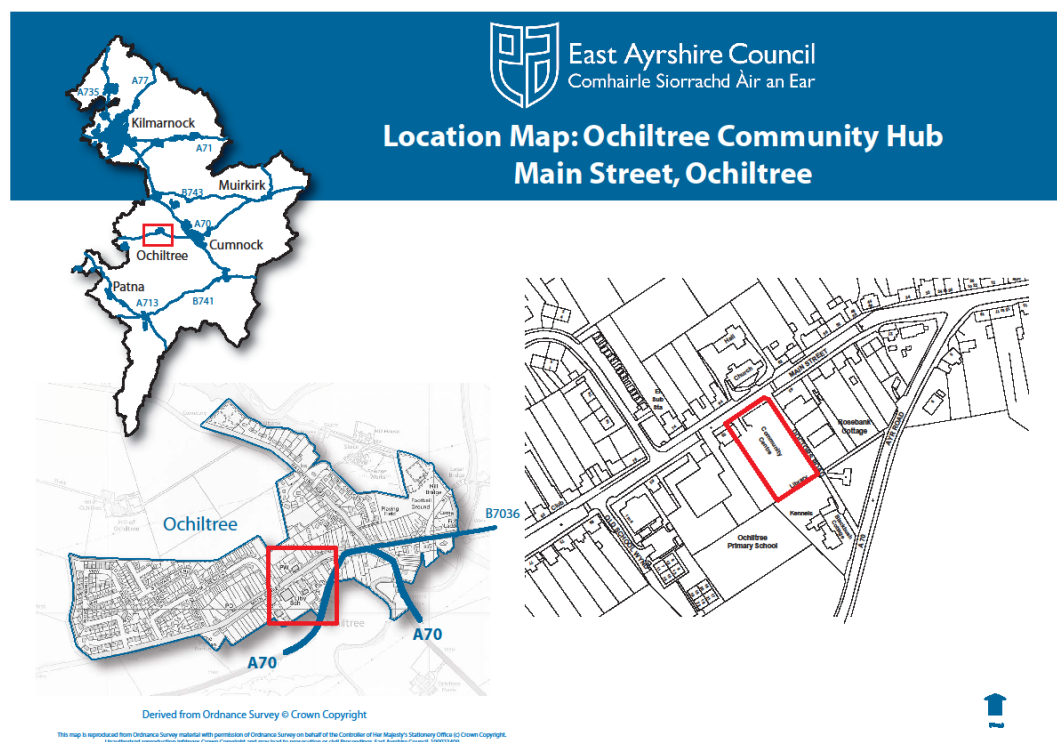
A new Community Hub was identified as the number 1 priority of the Ochiltree and Skares Community Led Action Plan, this survey was completed Oct/Nov 2016. The Action Plan has been developed via a long period of participative research involving local individual residents and user groups via survey, focus groups and public meetings.

The hub will be entirely managed by local people providing direct employment for at least a centre manager and a catering manager. The local community will be involved in the project as follows;

1. Via direct impact on the residents of Ochiltree and the surrounding rural area, improving their economic, environmental and social future through increased employment and business opportunities and the ownership and development of this local asset.
2. Through attending events, classes, volunteering or securing employment in the hub. Local food producers and suppliers will also benefit through access to a café outlet.
3. Through ongoing involvement in the management board, steering groups and advisory groups which will inform the day to day management of the service.

Planning permission was approved in June 2017. A robust business plan has been prepared and reviewed by East Ayrshire Council's Planning & Economic Development Service. Match funding has

all been secured by project partners, Ochiltree Community Hub, site started on 16th July 2018, with an estimated completion in May 2019.



Goals:

Physical, economic, and social regeneration goals;

- Promoting the Regeneration of Derelict Land, Community Led Regeneration, adopting an assets based approach to enhance local Placemaking: Acquisition of the site brings a significant area of currently unused land into community ownership contributing to the resilience and sustainability of the community through the development of new, sustainable economic opportunities and creating a tourism attraction which builds upon ambitions set out in the East Ayrshire Economic Development Strategy 2014-25.
- Improving local delivery of services and investing in the economic potential of our community; through establishing a partnership between EAC and OCH we will be better able to respond to the local needs of our rural community, increase the opportunities available across our community for employment, volunteering and skills development
- Improve the health and well-being of our local community; by providing a community hub for a range of services to be delivered that will tackle health and poverty, promote mental

wellbeing and helping disadvantaged and isolated members of the community become active.

Outcomes:

Ochiltree Community Hub will help achieve East Ayrshire Community Plan's 2015/2030 vision: "East Ayrshire is a place with strong, safe and vibrant communities where everyone has a good quality of life and access to opportunities, choices and high quality services which are sustainable, accessible and meet people's needs."

The OCH has been identified as a gateway within The North Kyle Forest masterplan. The facility will be providing changing and refreshment facilities for walkers and cyclists therefore increasing Tourism within East Ayrshire.

Ochiltree Community Hub will support and collaborate with the National Library of Scotland to achieve their five year strategy which includes a commitment to develop their reach across Scotland, and to encourage and support the learning potential of Scotland's citizens.

"The partnership that has emerged with the OCH is therefore also of great benefit to us as a way to achieve these strategic goals and explore ways that we can continue to do this across Scotland" (Robin Smith Head of Collections and Research National Library of Scotland 19th May 2016)

The Ochiltree Community Hub will achieve the following outcomes in it's first 3 years;

- Create 2 part-time posts in the first year developing into at least 2 full-time posts in future years
- A new 416m² (gross internal floor area) community owned building constructed on a derelict site
- Improving employability in partnership with Jobcentre Plus, deliver 8-12 week training programmes for school leavers in business administration, hospitality or building management and maintenance for 24 people per annum.
- Provide opportunities through Spark of Genius for up to six young people in residential care to develop self-esteem and confidence per annum.
- Provide opportunities for 12 – 16 year olds to develop their leadership and management skills through the creation of a Hub Management Group who will meet quarterly with the OCH Trustees.
- Provide IT targeted training opportunities to the elderly (65+) on internet banking and shopping, two people per month per annum.
- 10 people per week to attend a lunch club, providing over 500 meals per annum.
- Establish the Ochiltree and Skares rural Gala Day as an ongoing annual event where a minimum of 80 local people attend.
- Improve the rural communities Health & Wellbeing by developing walking routes and a weekly walking group with a minimum of ten members within year one to access the green space within the rural area.
- 400 people per annum attend a variety of social events organised by the OCH; 80 people access the community café and shop.
- Create opportunities for 300 local people to access recreational and fitness programmes to improve their overall health and wellbeing.

Photos of finished Project:-



Website:- <https://www.ochiltreehub.com/>

Name of key officer

Colin McKee

Case Study 9: Bridge Street, Galston

Town Centre Vacant & Derelict Building Grant Scheme 19-23 Bridge Street, Galston

Location and Dates:

19-23 Bridge Street, Galston (Start Date 12/02/18 – Practical Completion 24/09/18)

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

- Quality of outcomes
- Culture of continuous improvement

Key Markers :

Key markers 6 & 14

Key Areas of Work :

- | | |
|--|--|
| <ul style="list-style-type: none"> • Conservation • Regeneration • Town Centres | <ul style="list-style-type: none"> • Interdisciplinary Working • Collaborative Working • Project Management |
|--|--|

Stakeholders Involved:

- | | |
|--|--|
| <ul style="list-style-type: none"> • General Public • Planning Committee | <ul style="list-style-type: none"> • Authority Planning Staff • Economic Development • Empty Homes Team |
|--|--|

Overview:

To reduce the impact of a vacant building (fire damaged with structural problems and on the Buildings at Risk Register) located within the Town Centre as noted below.

Goals:

To reinstate and refurbish the vacant building within the Conservation Area and bring it back to full occupation, creating economic benefit as noted below

Outcomes:

To regenerate a vacant building within the town centre for occupation of the commercial ground floor unit, ground floor flat and two number first floor flats affected by the structural failures (caused by fire, exposed gable, rot works and owners' poor maintenance) of the existing structure.

The Council developed a Vacant & Derelict Building Grant Scheme to provide assistance to property owners or community groups as potential owners of eligible buildings within town centres, to bring back into economic use key vacant and/or derelict buildings to:

- remove, in the case of a building subject to a Dangerous Buildings Notice, the potential danger to the public; or
- enable (or assist with) the repair and continued use or re-use of listed and unlisted buildings in conservation areas.

The details of the grant scheme including eligibility have been designed to

- complement the East Ayrshire Community Plan (2015-2030)
- integrate with the provisions of the Community Empowerment (Scotland) Act
- support the implementation of Community Action Plans
- provide targeted assistance to local community organisations, property owners and residents.

Authorisation of the grant for 19-23 Bridge Street, Galston was approved through Cabinet on 8 February 2017, the grant was for up to £334,790.89, 90% of the total project cost. 19-23 Bridge Street, Galston is within the Galston Conservation Area and has a structural defect and was subject to being on the Buildings at Risk Register. The vulnerable gable of the building was currently supported by timber raking shores. The ground floor flat and first floor flats to the were vacant with smoke damage due to an internal fire within the ground floor; if repair works had not been carried out they would have been left uninhabitable and the commercial unit would have remained vacant. The scope of the works comprises of the full external fabric refurbishment – roof repairs (installation new timber

rafters, breathable membrane, re-slating); replacement of lead flashings & roof lights; masonry repairs to chimney & gable; repair / replacement of traditional timber doors & windows; removal of cementitious render and application of lime harl; reinstatement of cast iron rain water goods; timber treatment of roof structure / replacement of defective sarking; internal refurbishment of the properties in areas affected by rot / water ingress; reinstatement of traditional timber shop front and associated structural steel works.

The objective of this project was to bring back the empty commercial ground floor unit and three empty residential town centre living accommodation units into use; ensuring that the building was brought back into a safe usable state of repair and to put in place a future maintenance plan for the building as well as having the property removed from the Buildings at Risk Register. The works having been completed have allowed the occupants to reoccupy all three flats and a new shop start-up on the ground floor unit which is helping revitalise the town centre.

Photographs of Existing Structures before works



(West Elevation)

The party wall to the west is now exposed due to the removal of the adjoining terraced property. This is supported by masonry buttressing together with a raking timber shore.



(Front Elevation)

Ground Floor Flat boarded up and disused after fire damage.

Photographs of new works under construction



(Front Elevation)

New structural steel work installed in shop front shop. Main roof ready for re-slating after sarking repairs & rafter repairs / replacement.



(West Elevation)

New strip foundation with block wall to gable formed, ready to receive lime harl, to make building weather proof after demolition of adjoining building.



(Rear Elevation)
Rear façade masonry stabilised, new pier to the right of door and installation of new steel beam & timber rafters. Roof re-slatted.



(Front Elevation)
New lime mortar window bands formed. Slating to main roof pitch underway.

Photograph of property after Grant Aided Works



Website:- <https://www.east-ayrshire.gov.uk/PlanningAndTheEnvironment/RegenerationAndTownCentreManagement/Galston-Town-Centre-Redevelopment/Galston-Town-Centre-Redevelopment.aspx>

Name of key officer

Brian Walkington

Case Study 10: Mauchline CARS Bid

Mauchline Conservation Area Regeneration Scheme bid

Location and Dates:

Mauchline, East Ayrshire, Bid submitted in November 2018

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

- Quality of outcomes
- Quality of service and engagement
- Governance
- Culture of continuous improvement

Key Markers :

Key markers 12 & 13

Key Areas of Work :

- | | |
|---|--|
| <ul style="list-style-type: none"> • Conservation • Regeneration • Environment • Town Centres | <ul style="list-style-type: none"> • Interdisciplinary Working • Community Engagement • Placemaking |
|---|--|

Stakeholders Involved :

- | | |
|--|---|
| <ul style="list-style-type: none"> • General Public • Key Agencies | <ul style="list-style-type: none"> • Authority Planning Staff • Authority Other Staff |
|--|---|

Overview:

The submission of the Mauchline CARS bid was a collaborative exercise that involved the community, external consultants, the Council's regeneration team, the skills and employability team; cultural development team, Ayrshire College and Dumfries House Trust.

Mauchline Conservation Area Regeneration Scheme (CARS) is a 5 year programme, informed by Conservation Accredited Architects, run by East Ayrshire Council, steered and assisted by the community through the Mauchline Community Action Group. Its aim is to help regenerate Mauchline by increasing and sustaining economic activity and community development within the conservation area, and by maximising the economic potential of Mauchline's significant association with Robert Burns.

HES has now confirmed that the application for CARS funding of up to £1,119,800 towards a total eligible cost of £2,165,339 has been successful with the formal announcement being made on the 5 April 2019.

A Mauchline Conservation Area Appraisal was also produced in September 2017 by the Planning and Economic Development Service. This document was not formally approved by East Ayrshire Council at that time, it has recently been reviewed by Wendy Corrigan, Conservation Accredited Architect from Wylie Shanks Architects and has subsequently been amended and was formally adopted as non-statutory planning guidance on the 17th April 2019.



Goals:

The Mauchline CARS as submitted and approved by HES will be achieved by a combination of the following:-

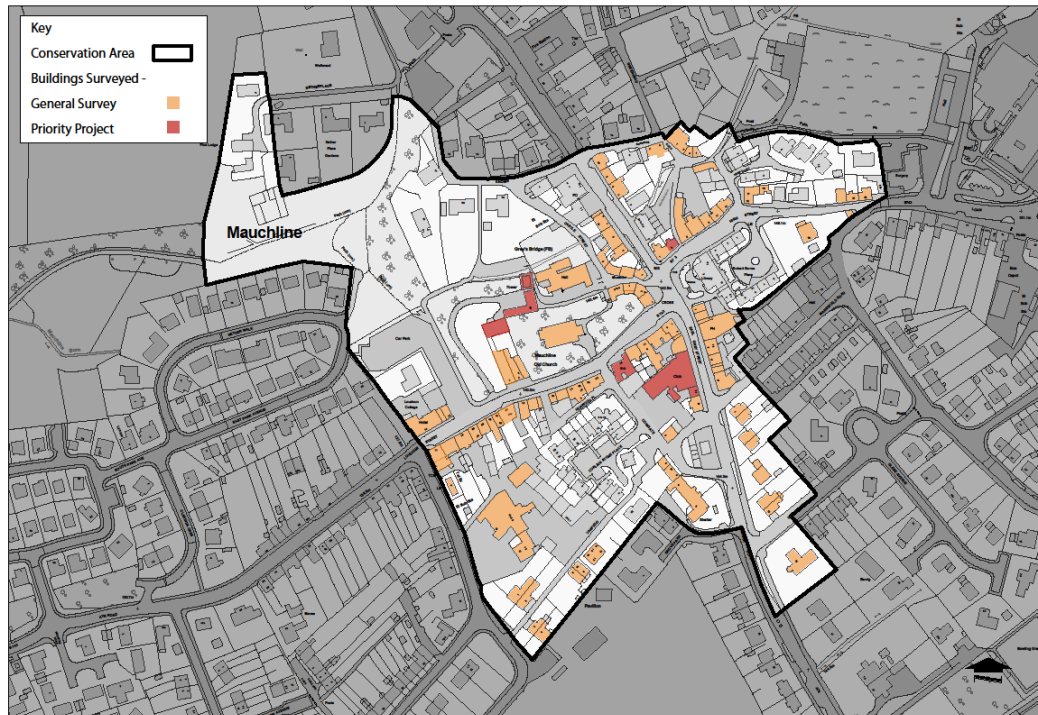
- Priority building repair projects that will provide grant assistance for the re-use of redundant buildings and the intensification of underused buildings resulting in a viable end use. The proposed priority buildings are:-

Abbot Hunter's Tower (Mauchline Castle) –A listed,
 8 Loudoun Street (Gavin Hamilton's House) –A listed,
 8 Loudoun Street (Old Bakery), (red sandstone building);
 21 Loudoun Street (Poosie Nansie's),
 3 High Street (Home of John Richmond), and
 8-12 Earl Grey Street (Mauchline & District Kilmarnock FC Supporters Club).

Grant assistance for the 2 'A' listed buildings will be up to 90% of eligible costs, with grant assistance for the remaining Priority Buildings up to 80% of eligible costs.

- Small Grant Scheme providing funding for building repairs to properties identified as Medium/High priority by the Conservation Accredited Architects, the scheme will provide grant assistance of up to 75% of grant eligible costs up to a maximum grant of £25,000.
- Small Grant Scheme providing funding for shopfront improvements, the scheme will provide grant assistance of up to 75% of grant eligible costs up to a maximum grant of £25,000. Eligible works can range from renewing shopfronts, renewing fascia's, renewing/refurbishing doors, removing external roller shutters, replacing them with internal grills, and renewing/refurbishing hanging signs.
- Small Grant Scheme providing funding for the replacement of UPVC windows and rain water goods with wooden sash and case windows, and cast iron rainwater goods in line with guidance on energy efficiency and climate change adaptation for traditional buildings. The scheme will provide grant assistance of up to 75% of grant eligible costs with a maximum grant of up to £15,000.

- Public Realm Improvements - that will repair and upgrade a pedestrian thoroughfare and provide a vantage point for interpretation and accessing the 'A' listed Abbot Hunter's Tower. The proposals are located immediately to the north of Abbot Hunter's Tower.



- Community Engagement & Education - a programme of activities which promote community engagement and education related to the local heritage of the area, including the appointment of an 'Artist in Residence' to assist with community engagement through various artistic media; creating a community mural working with a small group of local people to represent the wide variety of Mauchline's heritage. The Artist in Residence would also be expected to develop a series of education activities that can continue to be used after the CARS concludes; this might include a design a traditional shop sign competition for schools (similar to the successful scheme in Galston), or developing a Mauchline heritage game that can be used by all age groups. The final range of projects would depend on the artists' range of skills they possess.

Other potential Community Engagement activities include:

- (i) A Schools Heritage Awareness Course for Primary 7 & Secondary School Pupils
- (ii) An archaeological dig; potential sites include the bleaching green adjacent to Castle Street where Robert Burns and Jean Armour first met.
- (iii) Interactive Town Trails Development
- (iv) Re-issuing the 1986 local historical review "Mauchline in times past" originally compiled and narrated by the Mauchline Burns Club
- (v) Developing a 3D Digitised Model of Abbots Hunter Tower
- (vi) Storytelling & poetry – Mauchline Burns Club
- (vii) To develop a Curling Stone Factory visitor experience to encourage visitors to the Andrew Kay & Co Ltd factory

- Training Plan- a programme of training courses for professional craftspeople and construction workers in traditional building skills including:-

- (i) School Heritage Skills Awareness Course – Dumfries House Trust
- (ii) Get into Sustainable Building Course - Dumfries House Trust

- (iii) Masonry Repair and Pointing – Ayrshire College
- (iv) Climate Change & Energy Efficiency in Traditional Buildings for Development Professionals & Contractors and Sub Contractors.
- (v) Training Volunteers/Tourist Guides
- (vi) Prince's Trust Proposals

Outcomes:

The Mauchline CARS will provide the following benefits through the proposals and projects identified above. It will increase understanding of and the value placed on the historic environment by providing the opportunity for an already empowered community to extend their role in steering the Mauchline CARS, and expanding the number of the community involved in interpreting, enjoying and enhancing the historic environment. In particular this will be achieved through the involvement of the Mauchline Community Action Group in steering the project, and the programme of community activities including the 'Artist in Residence'.

The Mauchline CARS will help protect, conserve and regenerate a number of historic buildings and a large public space, it will bring vacant buildings back into productive use, and increase the use of previously underutilised buildings, and improve the appearance of several shopfronts and principal elevations within the conservation area, encouraging the local community and tourists to visit Mauchline, increasing the economic activity within the area. In addition through the training programme we hope to see an increase in local professional craftspeople and construction workers that will help fill the local traditional skills gap.

The establishment of a Mauchline CARS will assist in the implementation of the Economy and Skills Delivery Plan objective of revitalising and diversifying our town centres. It will also help deliver the Community Led Action Plan that has at its heart the objective of revitalising Mauchline and making it a more attractive location to live, visit and work.

In summary the Mauchline CARS has the potential to create a more vibrant and empowered Mauchline, helping to transform the community. The development of a Conservation Area Appraisal for Mauchline as non- statutory planning guidance will contribute positively to transformation as it provides valuable additional information that can be used to guide potential development proposals, planning applications and funding bids. This will allow decisions to be made with a greater understanding of the conservation area, local needs and circumstances, providing a better overall outcome for communities and customers.

Website:-

<https://www.east-ayrshire.gov.uk/PlanningAndTheEnvironment/RegenerationAndTownCentreManagement/Mauchline-Town-Centre-Regeneration.aspx>

Name of key officer

Colin McKee

Case Study 11: Peatland Restoration

Peatland restoration in the coalfield area

Location and Dates:

Weitshaw Muir, Sorn Estate completed March 2019

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

- Quality of outcomes
- Quality of service and engagement

Key Markers:

Key markers 10 & 12

Key Areas of Work:

- | | |
|---------------|------------------------|
| • Environment | • Community Engagement |
|---------------|------------------------|

Stakeholders Involved:

- | | |
|----------------|----------------------------|
| • Key Agencies | • Authority Planning Staff |
|----------------|----------------------------|

Overview:

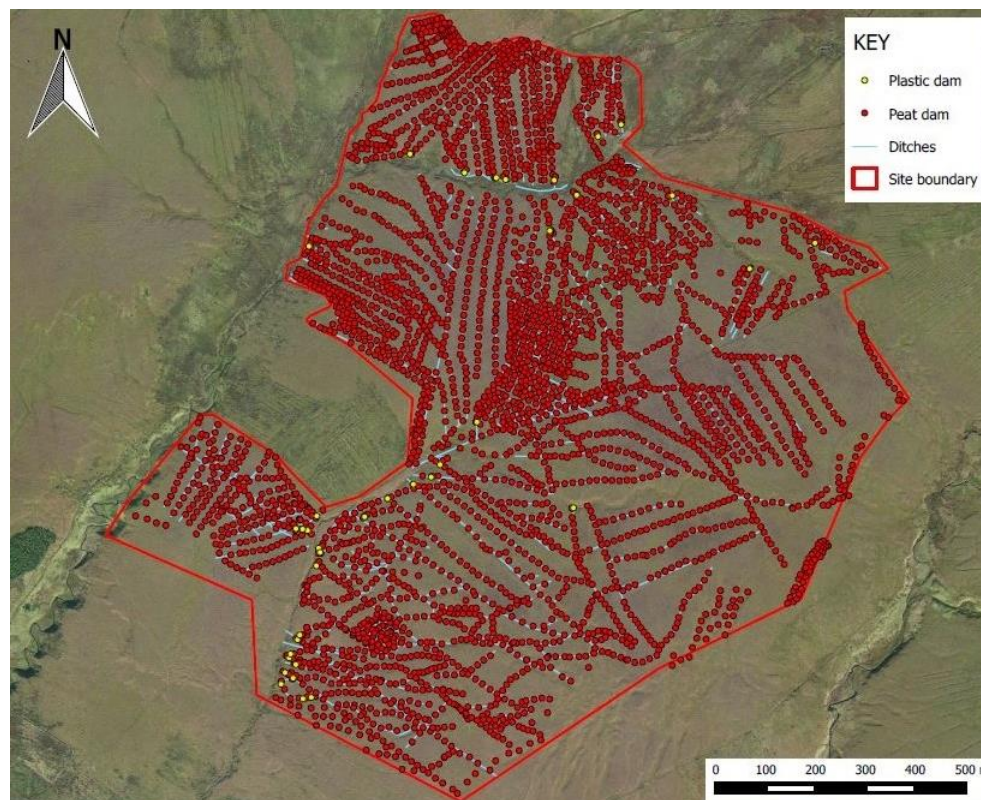
The East Ayrshire Coalfield Environment Initiative (CEI) is a well-established partnership between East Ayrshire Council planning service and conservation bodies.

The CEI is currently taking forward the 'Nature Network Legacy' project, a two year project delivering peatland conservation in the East Ayrshire coalfield. March 2019 saw the completion of a key part of this project, the delivery of 130 hectares of blanket bog restoration at Weitshaw Muir on the Sorn Estate. This site is within the Muirkirk and North Lowther Uplands Special Protection Area (SPA) and the Muirkirk Uplands Site of Special Scientific Interest (SSSI).

The Weitshaw Muir project involved the installation of 4000 dams and water-retaining bunds to rewet the degraded blanket bog. The restoration of the peatland will have benefits both for climate change, given the carbon capture properties of restored peatland and for biodiversity, with the diverse range of plants and animals that make the wetlands their home.



Restored bog habitat



Map of Weitshaw Muir illustrates the extensive programme of work.

Goals:

The overall goal both of the Weitshaw Muir project and the wider Nature Network Legacy project, is to restore peatlands in the East Ayrshire Coalfield area which have deteriorated. The sites restored, including Weitshaw Muir, were prioritised based on habitat surveys which informed the restoration and management of the site. The primary goals of peatland restoration are to contribute to the reduction of climate change and to support increased biodiversity on these important wetland habitats. Engagement with local communities to train, monitor and manage their local restored sites has been a key element of the project.

Outcomes:

The completion of the Weitshaw Muir peatland restoration is part of wider programme of peatland restoration across the coalfield area, being driven forward by the CEI.

By taking a partnership approach, the CEI has been able to achieve real inroads into restoring the significant amount of drained peatlands in East Ayrshire. The Planning Service is part of the both the board of the CEI and the steering group and has played an important role in helping to guide where restoration should take place. The importance of this work has been recognized in the development of the Minerals Local Development Plan, which embeds within it the peatland restoration work, and in response to the lessons learnt through working as part of the CEI, includes within it a strong policy framework for peatland protection and enhancement.

The peatland restoration will result in improvements in flood issues, reduced discharge into rivers, increased biodiversity, retention of species and reduction in greenhouse gases. The ongoing monitoring, by CEI officer and volunteers ensures a legacy for the project. The learnt skills and the local engagement with the restored land improves the access and is encouraging new projects that can educate and involve young people with the issues of biodiversity, sensitivity of the environment

and the changes that can result in the conservation of species, reduce flood impact and climate change.

Name of key officer
Alison O’Kane / Scott Shanks

Case Study 12: Minerals LPD Working Group

Minerals Local Development Plan - Member Officer Working Group (MOWG)

Location and Dates:

Ongoing between 2015 – 2018

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

- Quality of outcomes
- Quality of service and engagement
- Governance
- Culture of continuous improvement

Key Marker:

Key markers 9 (*Elected members engaged early (pre-MIR) in development plan preparation*)

Key Areas of Work:

- | | |
|---|---|
| <ul style="list-style-type: none"> • Local Develop Plan & Supplementary Guidance | <ul style="list-style-type: none"> • Collaborative Working |
|---|---|

Stakeholders Involved:

- | | |
|--|--|
| <ul style="list-style-type: none"> • Planning Committee | <ul style="list-style-type: none"> • Authority Planning Staff |
|--|--|

Overview:

Following the collapse of the coal industry in 2013, East Ayrshire Council made the decision to prepare a Minerals Local Development Plan (MLDP), separate from the Local Development Plan, in order to provide more detail on the subject than would be possible to express in a typical Local Development Plan. The MLDP will indicate where minerals development should and should not occur and will provide information about the future of abandoned and unrestored minerals sites. The MLDP is currently being examined by Scottish Ministers and is expected to be adopted by the end of 2019.

In part due to the specialised nature of the Minerals LDP and the significant political interest in the Plan, the Development Planning and Regeneration team, in partnership with Development Management and Democratic Services, a Member/Officer Working Group was set up as a means to facilitate active, ongoing and detailed member involvement in the plan making process.

Meetings of the Group were held initially to inform the MLDP's Draft monitoring statement and Draft Main Issues Report. This ensured elected members would be engaged in the preparation of the MLDP from the outset in order to ensure that the views of local communities were noted and acted upon. Five elected members were involved in the group and represented a fair political and geographic spread. Parties from each relevant Council service were also in attendance in order to provide their expertise on the minerals area.

Meetings were held at key stages throughout the preparation of the Plan, from early engagement through to preparing for Examination. The group facilitated detailed discussion on matters that would have been difficult in a more formal committee setting.

Goals:

A close working relationship between all parts of East Ayrshire Council as well as individuals and groups from outside the organisation is essential if the Local Development Plan preparation process is to be a success. Member engagement in the process is vital, potentially even more so in relation to the Minerals Plan given the controversial and high profile nature of minerals planning in East Ayrshire over recent years.

It is therefore a long-term goal of the Development Planning and Regeneration team to more widely engage, not just with elected members but also with colleagues from other services within the Council such as the Ayrshire Roads Alliance. The MOWG therefore contributed significantly to this

goal by providing a vehicle for better and more meaningful elected member engagement in the plan making process.

Outcomes:

It is felt that the effort that officers spent preparing for and engaging with the MOWG ultimately led to a more seamless progression through the political approval processes. Key pieces of the work, when taken to Cabinet or Council for approval have generally been well received, as many of the difficult issues were resolved through discussion and debate at the MOWG. For example, a meeting held in December 2018 explored in fine detail the LDP Examination submission (Schedule 4s). Whilst this meeting was lengthy, it resulted in a very positive and straightforward approval by Council several weeks later due to the close scrutiny already given by key Members to key issues.

It is anticipated that the final meeting of the MOWG will take place in summer 2019, following the outcome of the Examination into the Plan.

The Minerals LDP MOWG is considered to have been extremely worthwhile and a similar group has now been set up in order to prepare Local Development Plan 2 (LDP2). This group will discuss a wider range of issues than the Minerals MOWG and includes a larger number of Members as well as officer input from across all key Council departments.

Name of key officer

Alison O'Kane

Case Study 13: Learn 4 Work Project

Learn 4 Work project

Location and Dates:

The Learn 4 Work projects were initiated in March 2019 with Ayrshire Chamber of Commerce. The following events were held in May 2019:

Doon Academy, Dalmellington - 8th and 9th May 2019

Stewarton Academy, Stewarton – 28th, 29th and 30th May 2019

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

- Quality of service and engagement
- Culture of continuous improvement

Key Markers:

Key markers 12

Key Areas of Work:

- | | |
|---|---|
| <ul style="list-style-type: none"> • Local Develop Plan & Supplementary Guidance | <ul style="list-style-type: none"> • Process Improvement |
|---|---|

Stakeholders Involved:

- | | |
|--|--|
| <ul style="list-style-type: none"> • General Public | <ul style="list-style-type: none"> • Hard to reach groups |
|--|--|

Overview:

The Learn 4 Work Project is run and coordinated by the Ayrshire Chamber of Commerce. It offers an alternative to the traditional work experience placement that S3 pupils take part in; employers are asked to engage pupils in a real life work scenario, with pupils then being given time off timetable to work together in teams to tackle the projects set.

Development Planning and Regeneration made contact with the Chamber of Commerce to take part in the project and were asked by the Chamber to undertake projects with Stewarton and Doon Academies.

Through Learn 4 Work, the planning officers were able to help young people to develop their employability skills whilst working on a local development plan focussed topic area. The 2 separate groups analysed their local area, in terms of placemaking, current uses, development activity and potentials for future growth and investment in these local areas.

Pupils from Doon Academy, Dalmellington were tasked with developing a brand to market the town to prospective developers and investors. The purpose of this project was to aim to stimulate economic growth in Dalmellington and the wider area. The East Ayrshire LDP2 will require to address key issues in relation to future housing growth and sustainable economic growth. In particular, how to stimulate greater development activity in the Cumnock and Doon Valley areas.

Pupils from Stewarton Academy, Stewarton were tasked with identifying where, in Stewarton new housing could be developed in the future and to think about the infrastructure implications and possible design solutions for the sites. The purpose of the project was to identify sites that would allow for Stewarton to grow in a sustainable manner and how an unsustainable level of new housing development can have on a popular town. This is a key issue which the next LDP for East Ayrshire requires to address. There is currently demand for new housing development in Stewarton, however the town's services and infrastructure are under significant pressure as a result of recent new housing development. A balance, therefore needs to be found.

Goals:

To successfully engage with a hard to reach group being young people. Information gathered over the time period for each project will inform the next LDP. The projects focused on key issues for the Council and the outcomes of each project will inform the next local development plan.

Outcomes:

The key objective of the project was to engage with young people of East Ayrshire which are an extremely hard to reach group, in terms of engagement in the development planning preparation process. The project helped the young people to better understand what a local development plan does and to look at different ways to stimulate development activity and economic growth in specific areas and the issues that planners need to address and how to tackle these issues.

East Ayrshire Council's Development Planning and Regeneration team are working with colleagues in Economic Development and the Coalfields Communities Landscape Partnership to take the pupils findings forward. Importantly, good contacts within the schools have now been made, with the intention that these links be utilised further to undertake additional engagement at key stages of the LDP2 preparation

The project also helped to meet a far wider aim of raising awareness of the planning system and promoting the role and value of planning.

**Name of key officer**

Clare Laurenson

Case Study 14: Modern Apprentice

Development Planning and Regeneration Modern Apprentice

Location and Dates:

July 2018 – ongoing

Elements of a High Quality Planning Service this study relates to (please select all that apply):

- Culture of continuous improvement

Key Marker:

Key markers 12

Key Areas of Work::

- | | |
|---|--|
| <ul style="list-style-type: none"> • Process Improvement | <ul style="list-style-type: none"> • Skills Sharing |
|---|--|

Stakeholders Involved:

- | | |
|---|--|
| <ul style="list-style-type: none"> • Authority other staff | <ul style="list-style-type: none"> • Authority Planning Staff |
|---|--|

Overview:

The Development Planning and Regeneration team, in 2017, identified significant gap in admin support available to them. This was undermining performance, by requiring officers to regularly undertake administrative tasks that ultimately slowed down the other core planning work and general ability to deliver outputs as required.

There was no budget available to create a new admin officer. However, by working closely with the Councils employability service, the team were able to find the far smaller budget needed to take on a modern apprentice. The apprentice started in July 2018 and has proven a valuable addition to the team. He carries out a range of tasks, from arranging meetings and sending out letters, to maintaining databases and carrying out basic GIS work. His work has supported all members of the team, including the Development Planning and Regeneration Manager, Landscape Partnership officers, regeneration officers and the Development Plans Team. This is an important supporting role that the team has been needing for some time and has allowed officers to more effectively carry out their planning roles.

The appointment of the modern apprentice has also had the dual benefit of ensuring the Planning Service contributes to a wider employability agenda of getting young people into work and providing a local young person the opportunity of gaining a work based training qualifications.

Goals:

The Planning Service aims to provide a quality service for its communities. Part of this is the preparation of high quality development plans delivered on time and on the basis of meaningful engagement. As described through this case study, the lack of dedicated admin support within Development Planning and Regeneration was undermining the ability of team to provide this high quality service.

The modern apprentice position has allowed the work of the team to be more efficient and to make better use of the skills and experience of the planning professionals. Less time now needs to be spent by officers on admin tasks that previously took time away from getting on with the key remit of the team.

Outcomes:

The Modern Apprentice appointed in 2018 is now coming to the end of his appointment and qualification. It is anticipated that the qualification and experience gained will provide him with the skills to obtain a permanent position within the Council.

In terms of the Planning Service, the appointment has proved hugely worthwhile. The Development Planning and Regeneration team is now exploring how to build on what has been learnt through this experience, which has been the first time a modern apprentice position has been created. As a result of the success, it is intended that a second modern apprentice position be taken forward from summer 2019 onwards.

Name of key officer
Alison O’Kane

Case Study 15: Catrine Placemaking Plan

Catrine Placemaking Plan

Location and Dates:

Catrine Village, East Ayrshire, September 2017- December 2018

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

- Quality of outcomes
- Quality of service and engagement
- Governance
- Culture of continuous improvement

Key Markers :

Key markers 6,11,12

Key Areas of Work :

- | | |
|---|--|
| <ul style="list-style-type: none"> • Design • Conservation • Regeneration • Environment • Greenspace • Town Centres | <ul style="list-style-type: none"> • Interdisciplinary Working • Collaborative Working • Community Engagement • Placemaking • Place Standard • Local Develop Plan & Supplementary Guidance |
|---|--|

Stakeholders Involved :

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

Overview:

The production of placemaking plans for all communities in Across East Ayrshire is a feature of the EALDP. Five key communities have already been identified in volume 1 of the EALDP with a commitment in the EALDP that placemaking maps will be completed for all other communities in East Ayrshire.

The Placemaking Plan consists of a Map and Action Program which identify the priorities for the improvement of the natural and built environment. A local steering group supported by a community worker and East Ayrshire Council's Planning Department coproduce the plan in 4 stages;

• **Identification** - mapping the priorities identified within the Community Action Plan against Scottish Governments Place Quality Indicators.

• **Verification** - transects are undertaken with members of the steering group then, picture and map based engagements help to verify the location and nature of the placemaking features. Following which consultation takes place across relevant organisational stakeholders both within the council and partner organisations.

• **Mapping and Validation** – The draft maps and action programme are produced and, through a series of meetings to a wider community audience, the plan is fine tuned for accuracy taking into account the advice from organisational stakeholders.

• The final **Consultation** stage involved members of the community steering group identifying the owners and tenants of all property highlighted or land crossed by a feature of the plan. Comments received on the proposals were used to make any final alterations to the Placemaking Plan. The draft plan was approved for formal consultation by Council's Cabinet as Statutory Supplementary

Guidance to the EALDP and has since been approved as supplementary guidance by the Scottish Government.

Goals:

To use and improve the placemaking process developed in the Newmilns and Greenholm pilot adapting it where necessary for the needs of the Catrine steering group

There were significant differences, as expected, between the dynamics in developing the Newmilns Plan and the situation in Catrine. The Community Action Plan from which the priorities for placemaking were taken was relatively new and hence the community had been involved in a great deal of work in pulling together that plan. Placemaking seemed like an additional step they were not expecting which required careful handling to keep the steering group engaged. The development of an online consultation survey to verify the maps and actions helped reach a wider group of people.

To utilise partnership working, coproduction and participative techniques involving cross disciplinary working to work with community representatives in place planning

Each steering group is supported by a community worker from the councils Vibrant Communities team who support and facilitate the activities of the steering group. It was recognised as being important to engage early and regularly throughout the process with the community worker to assist establish good relationships and to understand the dynamics within the group.

Other institutional stakeholders were also recognised as important in the process to ensure the placemaking plan developed by the community is complimentary to other statutory plans and where possible aligns with or informs service plans.

It was also recognised that the steering group should understand that the placemaking process is not another separate plan but the representation of the priorities widely consulted on and included in the Community Action Plan but with a greater level of detail and represented in a way that is easy for people with no prior knowledge of the village to understand. This was reinforced in Catrine as attempts were made to include elements not included in the Community Action Plan in relation to housing in St Cuthbert's Street and Newton Street.

The walkabout and talking pictures engagement were well attended and significantly informed the content of the plan. The online survey also attracted a good level of involvement verifying the legitimacy of the plan.

As part of the learning from these activities in Catrine it was agreed that our colleagues in Vibrant Communities would introduce placemaking early in the developmental stages of the community action plans so that the steering groups understand and accept placemaking is an integral part of their community action plan.

It is also recognised that there is a significant level of learning for community members in relation to what the benefits are in having a Placemaking Plan as SSG but that this does not guarantee particular courses of action will take place or that alternative courses of action may also happen.

To produce and adopt as Statutory Supplementary Guidance to the East Ayrshire Local Development Plan, a placemaking plan for the community of Catrine which represents the community aspirations for the improvement of the natural and built environment of the village.

The placemaking plan for Catrine which was approved for adoption by the council in January 2019 can be seen below.

Draft Catrine Action Program

Cycling and walking route improvements Improvements to infrastructure which encourage people to walk and cycle more.

- Improve access and interpretation to encourage walkers on the Ayr way to visit and stay in Catrine
- Increase the number of walking routes promoted and maintained to a high standard around Catrine in order to improve access to its unique heritage, vantage points and places of interest.
- Improve lighting and clearing of paths regularly used by the community.

Streetscape improvements Measures which help people move around more easily, reduce negative experiences and enhance positive experiences.

- Improve footways and wayfinding
- Improve safety for cyclists and pedestrians.

Opportunities for civic space improvements Areas of vacant or underused space such as squares, parkland, local landmarks or natural features to be improved for public use or visual amenity improvement.

- Improvements to Mill Square
- Investigate changes to the carpark opposite Mill Square to provide a more multifunctional space
- The large parking sign in the carpark opposite Mill Square is an eyesore and should be more discretely situated
- Improve the bus shelter area on Townhead Street it is an eyesore, the pavement in that area is uneven and floods easily.
- Create more parking and amenity space in the housing estate.

Green space requiring improvement Improvements to areas of grassland or woodland to improve opportunities for play, recreation or visual amenity.

- Improvements to Mill Green
- Investigate improvements to the wooded embankment on Ayr Street between Laigh Road and Wood Street
- Woodland between Old Station Road and Shawlands St requires improvement due to litter and fly tipping

- Improve drainage of the area between the Radical Brae and the houses on St Cuthbert St.

Blue/Green network opportunities Opportunities for improvements to the natural space in river corridors to make the river corridor safely accessible and of greater visual amenity.

- River banks require to be properly managed to improve safe access, reduce erosion and make the river a more prominent feature of the village.

Priority buildings Buildings which require significant regeneration in order to improve their impact on the quality of the built environment.

- Corner Bar 2 – 6 St Germaine St
- The AM Brown Institute

Potential development sites Brownfield sites not already identified for development which impact negatively on the visual amenity but may offer opportunities for improvement.

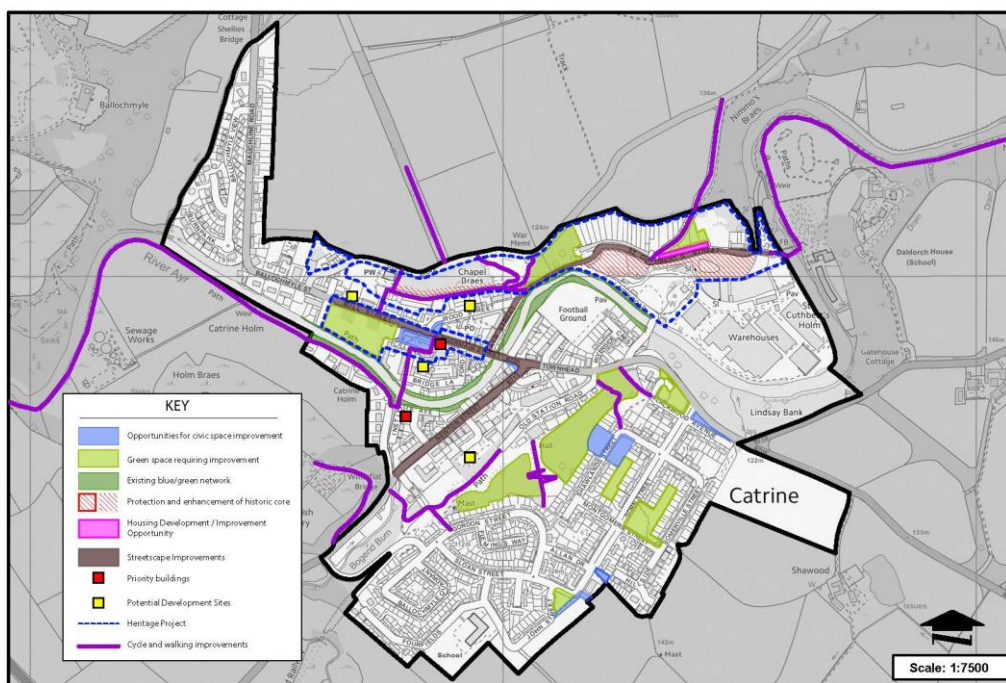
- 5 – 17 Wood Street
- Gap site 3 – 5 Bridge Street
- Industrial site south of Newton Terrace
- Old Mill Inn, Mill Street

Protection and enhancement of historic core Buildings, ruins, remains or features of landscape which are historically notable or significant for which improvements to protect or enhance are to be developed.

- Develop a heritage project to protect, enhance and promote the industrial heritage and archaeology of Catrine
- Improve the frontage of retail and residential properties in Mill Square and St Germain Street to reflect the heritage of the village.

Housing development / improvement opportunities Brownfield or green-field sites where future new-build housing could be developed or areas of existing housing where the condition of the properties leads to significant consistent vacancies and negative visual impact.

- Improvement opportunities for housing at 24 – 34 St Cuthbert's Street



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Outcomes:

Improvement and adaption of the placemaking process as described above took place.

Closer working with Vibrant Communities to better coordinate and consolidate the CAP and Placemaking Process took place.

Placemaking Plans from East Ayrshire have been shortlisted for a National Planning Award

Work in relation to the priorities reflected in the Catrine Placemaking Plan has been undertaken by the community supported and facilitated by East Ayrshire Council including; woodland paths through the village have been cleared; Work to determine the condition of the AM Brown Institute and

options for its future use have been undertaken and preliminary work on the establishment of a heritage project have been initiated.

Site owners have demolished the Old Mill Inn and an application for 9 dwelling houses has been submitted to East Ayrshire Council

The houses designated within the Heritage Project area in St Cuthbert Street have been protected from demolition although there is no clear plan for their future use.

Website:-

<https://www.east-ayrshire.gov.uk/PlanningAndTheEnvironment/Development-plans/Placemaking/Placemaking.aspx>

Name of key officer
John Semple

Quality of Service and Engagement

The Service's commitment to improving both performance and quality demonstrates the approach taken to develop towards a modern and responsive planning service. This is being achieved through a continuous programme of developing the staff, streamlining internal processes and targeting performance to facilitate development opportunities and realigning the Planning Service to meet customer expectations and the changing economic climate.

The links below detail the Committee Report and 2019/20 Service Improvement Plan approved by the Governance and Scrutiny Committee, along with the Minute of the meeting:-

<https://docs.east-ayrshire.gov.uk/r/?f=https://docs.east-ayrshire.gov.uk/CRPADMMIN/2012%20AGENDAS/GOVERNANCE%20AND%20SCRUTINY/21%20MARCH%202019/planning%20performance%20framework%202017-19.pdf>

<https://docs.east-ayrshire.gov.uk/r/?f=https://docs.east-ayrshire.gov.uk/CRPADMMIN/2012%20AGENDAS/COUNCIL/9%20MAY%202019/Governance%20and%20Scrutiny%20Committee%20-%2021%20March%202019.pdf>

The Service also submits its statutory performance indicator standards to the Council under the East Ayrshire Performs Report whereby the Head of Service is required to set out the Service workload, performance trends and service delivery improvements for the Planning Service.



During the last year representatives from the Planning Service have undertaken work with Stirling Council to benchmark Planning Service delivery, attended training events and reviewed our internal procedures to enhance service delivery while changes have been implemented on areas such as mobile working, paperlit & cash free processes. We continue to encourage, promote and facilitate pre application discussions with other services, such as the Inclusive Design Officer, Roads and Environmental Health's contaminated land officer. The pre-application meetings focus on the major and local non householder developments to identify at an early stage and enable applicants to have constructive dialogue and all to work positively towards identifying design solutions.

Customer surveys are issued with every decision notice and feedback received highlights that Planning Officers are delivering a quality service with increased performance and engagement.

Annually, the service staff structure is reviewed to ensure that it is fit for purpose and delivering the Council's objectives. Current workloads have ensured the Service has three Development Management Teams comprising specialist teams- [i] Renewables [ii] Coal and Minerals and [iii] The General Development Team. While significant pressure is expected to continue in the renewable energy sector and further work is carried out in the coalfield restoration it is anticipated that there will be no change this structure in the coming year.

These specialist teams ensure that the Service focuses its attention on allocated caseloads efficiently, with new cases being targeted for determination within the statutory periods, while the major or more complex local developments are progressed through a processing agreement.

This targeted response continues to provide benefits to the planning performance, with each of the performance indicators having being either improved or maintained at a high level across all application types with legacy cases reduced to 21.

Each Legacy cases is on a programme for conclusion during 2018/19. However, many of the legacy cases are linked to the conclusion of Section 75 Legal Agreements which can delay determination of these cases. Review of performance is constant with new Major Development applications being targeted within the four month period and also with a Processing Agreement, however further resources will require to be targeted to reduce the non-householder Local Development applications to improve performance within this area.

The Scheme of Delegation sets the application criteria for determining a planning application. Applications which are referred to Planning Committee under this Scheme are project managed to ensure that the application can be considered at the first available Planning Committee following assessment. The 13 Planning Committees held during the period have provided flexibility to the Planning Service to increase productivity.

Planning Applications continue to be categorised on receipt as Major or Local Developments and then during the assessment process the Local Developments which fall out with delegated authority are introduced to the Planning Committee Scheduler which allows the Operations Manager to project manage the application and the committee schedule dates agreed.



In relation to Local Review Bodies (LRB) held during the period to consider the appeal cases, these are coordinated by the Council's Democratic Services who manage the business of the LRB and ensure that the performance standards are met and adhered to. Training is delivered to Councillors annually on the Planning System; Planning

Committee processes and the Councillors' Code of Conduct. Furthermore, the introduction of a new councillor onto the Planning committee will trigger a Planning and LRB training course.

Effective Management Structures

The Planning and Economic Development Service directly aligned to the Economy and Skills theme of the Community Plan. The Service is split into four strategic sections consisting of:

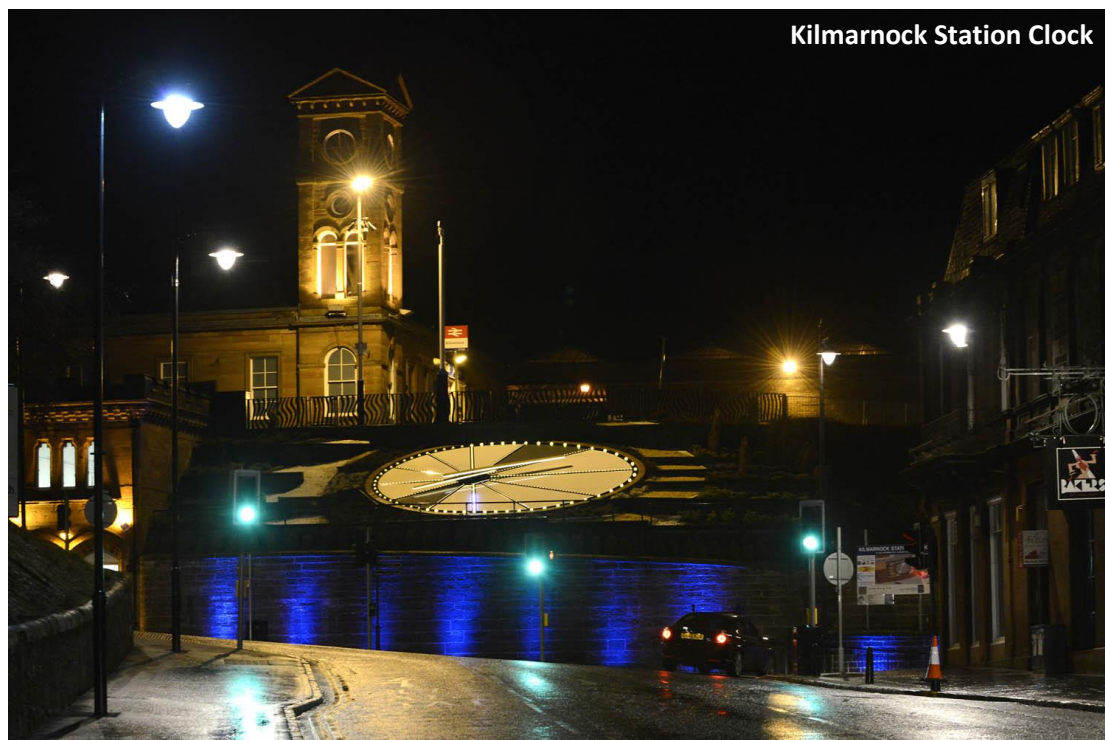
- Operations - Development Management, Building Standards with Administration and Technical Support,
- Development Planning and Regeneration,
- Economic Development incorporating Employability, and
- Regulatory Services - Environmental Health and Trading Standards.

The Service is managed by the Head of Planning and Economic Development with a manager servicing each of the four functions. The structure provides a joint service approach with the Head of Planning having a span of control to provide a one stop shop for both physical development and interaction with economic development.

Staff Resource and Governance

The realignment of resources in line with the Council's Transformation Strategy and FACE allows a flexible approach to be taken for the Service to allow it to move from a reactive to proactive service and to be better prepared to meet the development challenges forthcoming utilising mobile working solutions and flexible working arrangements.

The specialisms developed within the Wind and Coal teams has enhanced the Council's ability to assess and project manage all major environmental projects. The joint working arrangements with the external independent compliance monitoring consultants have increased the teams' knowledge base on environmental matters which has assisted to increase the service ability to compliance monitor these projects and ensure that planning conditions and obligations are being met.



Additionally the Planning Service's capacity to proactively project manage the several Wind Farm appeals and including PLI's has encouraged the development of the teams through increased knowledge and experience of the specialist work. This development has been cascaded internally to other Planning staff to increase their own knowledge and experience of working on major projects. The project management of the cases includes the coordination of planning, legal and finance statements with the QC and

external consultants such as for noise; landscape, private water supply and restoration/decommissioning quantum's. As demonstrated in the case studies there is a close working relationship between the Development Planning and Development Management Teams which ensures cross pollination of knowledge and ideas.

Annually, all Planning enforcement activity and decisions taken by the Local Review Body and DPEA are subject to a review by the Council's Governance and Scrutiny Committee. The Committee will consider the operational activity during the period and identify any financial implications, service needs and training requirements.

Culture of Continuous Improvement

In 2015 a comprehensive review of the Planning Service was undertaken which reviewed its resources; current and pending workloads; service performance, customer satisfaction with the service delivery and reputation. The outcome of the review has resulted in a major redesign of staff resources; radical changes in planning processes and approval by the Council in October 2015 for additional Development Management and Development Planning resources

Currently, the major environmental projects detailed within the Planning Committee's compliance monitoring report highlights the current extensive workload which is project managed at the Planning application stage through to the discharge of Planning conditions and compliance monitoring during the construction and decommissioning periods.

Since this strategy was implemented the following objectives have been met:-

- evidence of increased performance across all development types;
- increased pre-application discussion on major and complex developments;
- increased focus on determining applications with statutory period or with a processing agreement;
- evidence of increased removal of legacy cases with all outstanding cases project managed;
- Public confidence in Management of major environmental projects;
- Reinstatement of the abandoned open cast coal sites through the implementation of alternative restoration schemes;
- Delivery of the Local Development Plan 2 and progression of the draft Minerals Local Development Plan

During the 2018/19 period, the Service has required to recruit and fill vacancies within both Development Planning and Development Management teams. During this period and with staff fluctuations the Service continued to deliver on its key objectives by progressing with the LDP2, draft Mineral Plan and by increasing performance and economic development opportunities within the communities. Complaints and Improvement Actions are discussed on a weekly basis at the Departmental Management Team and at Development Planning management level meetings. Outcomes are reviewed with the Head of Planning and Economic Development. Planning application service improvements are considered at the weekly Development Management meetings and via the e-planning working group. The Service Improvement Plan (SIP) sets out the key issues for delivering services in support of the Community Plan Vision and priorities and provides a focus on performance improvement aligned to the Single Outcome Agreement. It also describes the service specific risks that may impact on the delivery of the Service and are informed by the

Council's Transformation Strategy 2012-2017 and Transformation 2 Strategy (2018-2022), which is designed to ensure that council services remain financially sustainable in the current economic climate. The SIP links between the Community Plan, the Council's Sovereign Plan and the Planning Performance Framework to deliver a link from the strategic plan to the operational activity of the service.

<http://docs.east-ayrshire.gov.uk/r/?f=http://docs.east-ayrshire.gov.uk/CRPADMMIN/2012%20AGENDAS/CABINET/27%20JUNE%202018/Planning%20and%20Economic%20Development%20Service%20Improvement%20Plan%202018-21%20.pdf>



Palace Theatre, Kilmarnock

The other main strategic documents which are significant in maintaining a culture of continuous improvement is the Best Value Service Review which now interfaces with Transformation 2 agenda and links to the Service Improvement Plan (SIP) all supported by the East Ayrshire General Employment Review (EAGER), all of which are subject to quarterly review with an annual update. The Council's Organisational Development Strategy requires each member of staff to undertake an annual competency based review of their performance and development for the preceding year and also to plan for the forthcoming year.

The East Ayrshire General Employee Review (EAGER) allows staff members to reflect on their competencies and meet with their line manager to establish areas of strength and any area where the staff member would benefit from additional training and development to deliver results within the workplace. The process also delivers a Personal Development Plan (PDP) for each member of staff. To assist, the Council has defined mandatory areas for training and these are currently being mapped across to the existing staff training data base to identify any gaps. Additionally, continuous professional development requirements are identified both through the EAGER process

where legislative or policy changes have taken place and as mandatory council wide training through the e-learning academy.

National Headline Indicators (NHI)

Development Planning	2018-19	2017-18
Local and Strategic Development Planning:		
Age of local/strategic development plan(s) at end of reporting period	3 years and 0 months	2 years and 0 months
<i>Requirement: less than 5 years</i>		
Will the local/strategic development plan(s) be replaced by their 5 th anniversary according to the current development plan scheme?	Yes (see note 1 below)	Y
Has the expected date of submission of the plan to Scottish Ministers in the development plan scheme changed over the past year?	No (see note 1 below)	Y-later (3 months)
Were development plan scheme engagement/consultation commitments met during the year?	Yes	Y for LDP N for MLDP
Effective Land Supply and Delivery of Outputs¹		
Established housing land supply	5662 units*	8171 units
5-year effective housing land supply programming	2416 units*	6332 units
5-year effective land supply total capacity	2416 units*	6332 units
5-year housing supply target	2670 units*	2670 units
5-year effective housing land supply (to one decimal place)	4.5 years*	11.9 years
Housing approvals	462 units	239 units
Housing completions over the last 5 years	Awaiting figures	1600 units
Marketable employment land supply	110.40 ha	110.40 ha
Employment land take-up during reporting year	0 ha (see note 3)	2.70 ha

Development Management	2018-19	2017-18
Project Planning		
Percentage and number of applications subject to pre-application advice on decision issued	28.8% 162	19.7% 106
Percentage and number of major applications subject to processing agreement	0% 0	100% 4
Decision Making		
Application approval rate	91.9%	95.8%
Delegation rate	95.0%	95.5%
Validation	29%	43.6%
Decision-making Timescales		
Major Developments	21.3 weeks	31.5 weeks
Local developments (non-householder)	11.7 weeks	11.4 weeks
Householder developments	7.3 weeks	6.9 weeks
Legacy Cases		
Number cleared during reporting period	21	11
Number remaining	21	27

Enforcement activity	2018-19	2017-18
Time since enforcement charter published / reviewed Requirement: review every 2 years	Reviewed 31st March 2019	Reviewed March 2018
Complaints lodged and investigated	151	178
Breaches identified – no further action taken	135	170
Cases closed	174	165
Notices served	16	10
Direct Action	0	6
Reports to Procurator Fiscal	0	0
Prosecutions	0	0

Commentary

Note 1: The Development Plan Scheme 2019 makes clear that the preparation and adoption of LDP2 will be dependent on the outcome of the Planning bill and the speed at which it is finalised and enacted. For this reason, the Development Plan Scheme does not stipulate an anticipated adoption date for LDP2. It is, however, still the Councils aim that LDP2 will be adopted within 5 years of the adoption of the East Ayrshire Local Development Plan 2017.

Note 2: Draft Housing Land Audit figures for 2019/20 have been published in this document in lieu of 2018/19 numbers; the draft figures are therefore reflective of the position as of April 2019. Previous housing land audit exercises have followed a pattern of calculating numbers in retrospect, several years behind, and it was decided that a new approach and 'clean slate' was needed in order to improve monitoring outcomes. The draft 2019/20 audit was informed by Council planning officers, as well as housing associations and private sector house builders and provides up to date figures to programme house completions for the years ahead. The draft figures are currently being assessed by Homes for Scotland and are subject to further review by council officers. A finalised audit is expected to be published in autumn 2019.

Note 3: There is no change in the marketable employment land supply, with no employment land take-up experienced during the reporting year. Notwithstanding this, there has been noteworthy development interest within key LDP sites, specifically 153B (Rowallan Business Park,

Kilmarnock) 158B (Moorfield North, Kilmarnock) and 271B (Ayr Road, Cumnock) by way of planning applications which are currently under consideration, or favourably determined but not yet completed on site. This interest, should be evident within the future year's take-up figures for these sites.

Focus this year for Development Planning has been on progressing the Minerals Local Development Plan to adoption and on commencing early preparation of the Main Issues Report for LDP2.

The Minerals LDP: Proposed Plan was consulted on between 27 July and 14 September 2018. Intensive consideration of the representations allowed the Plan to be submitted to DPEA for Examination in January 2019. The Examination was completed in June 2019, which it is anticipated will allow for the adoption of the Plan in October 2019. The significant progress with the Minerals Local Development Plan, will mean the Opencast Coal Subject Plan (2003), Ayrshire Joint Structure Plan (2007) and East Ayrshire Local Plan (2010) will no longer form part of the Development Plan, ensuring a far more up-to-date and comprehensive policy framework is in place.



Significant work is underway on the preparation of the Main Issues Report for LDP2 and the background work to support this. A Member-Officer working group has been set up and has met on a number of occasions to ensure a coordinated approach to the development of the Plan, with key Council departments working alongside elected members in the early stages of the Plan making process. Early engagement is also being undertaken with key agencies and stakeholders, whilst a number of consultancy/research studies are being commissioned to underpin the Plan. Placemaking maps and action programmes continue to be prepared, working with local communities, and adopted as supplementary guidance.

The reporting year has seen placemaking plans prepared for Newmilns, Ochiltree and Catrine, with work with other communities continuing this year.

As noted above the maintenance of the planning resource has allowed the service to increase productivity in the determination of planning applications which is reflected in the increased performance for major and sustained consistent levels for local (non-householder) and householder developments when compared to the previous period. However, greater focus devoted to both local housing and business/industry developments to increase performance in these areas and improvements in performance will be evident in future annual statistics. The use of Processing Agreements will assist to deliver applications within an agreed timescale.

Local Reviews and LRB decisions number remain constant with the DPEA Appeals with each case analysed annually by the Governance and Security Committee to review the decisions to establish whether any policy or procedural lessons can be learned and feedback into the development of the service and its interpretation of policy. Enforcement activity has marginally reduced when compared with the previous year's figures with an increase in the number of notices issued which is also linked to the increased enforcement action taken on land owners to restore abandoned opencast coal sites.

Scottish Government Official Statistics

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

Timescales	2018-19	2018-19	2017-18	2017-18
Overall				
Major developments	6	21.3 weeks	4	31.5 weeks
Local developments (non-householder)	256	11.7 weeks	226	11.4 weeks
• Local: less than 2 months	72.3%		72.1%	
• Local: more than 2 months	27.7%		27.9%	
Householder developments	165	7.3 weeks	188	6.9 weeks
• Local: less than 2 months	97.0%		93.1%	
• Local: more than 2 months	3.0%		6.9%	
Housing Developments				
Major	3	19.2 weeks	2	32.1 weeks
Local housing developments	87	13.8 weeks	84	11.4 weeks
• Local: less than 2 months	58.6%		80.2%	
• Local: more than 2 months	41.4%		19.8%	
Business and Industry				
Major	0	0 weeks	0	0 weeks
Local business and industry developments	72	9.2 weeks	62	8.3 weeks
• Local: less than 2 months	80.6%		82.3%	
• Local: more than 2 months	19.4%		17.7%	
EIA Developments	0	0 weeks	2	92.1 weeks

Timescales	2018-19	2018-19	2017-18	2017-18
Overall				
Other Consents	97	6.7 Weeks	98	6.9 Weeks
• <i>Listed bldg. + cons. area consents</i>	43	8.0 Weeks	39	8.6 Weeks
• <i>Advertisements</i>	25	7.1 Weeks	32	7.1 Weeks
• <i>Hazardous substances consents</i>	0	0.0 Weeks	0	0.0 Weeks
• <i>Other consents and certificates</i>	29	4.5 Weeks	27	4.1 Weeks
Planning/legal agreements				
• Major: average time	2	25.7 weeks	3	28.4 weeks
• Local: average time	5	48.0 weeks	6	74.3 weeks

Decision Making Type	Total number of decisions	Original decision upheld			
		2018-19		2017-18	
		No.	%	No.	%
Local reviews	7	3	42.9%	2	50%
Appeals to Scottish Ministers	8	4	50%	3	60%

Context

The continuation of the increased planning resource has allowed the service to maintain high productivity in the determination of planning applications which is reflected in the increased performance for the majority of major and constant performance for local (non-householder) and householder developments when compared to the previous period. The small number of applications which caused a minor spike are related to the determination of legacy cases. However, the focus continues to be on the determination of applications within the statutory period with

applications which could exceed these timelines subject to processing agreements. The use of Processing Agreements will assist to deliver applications within an agreed timescale. Legal Agreements remain an area where a focus is given with Legal Services to proceed to clear the outstanding backlog of legal agreements and reduce processing times with any new agreement.

Local Reviews and LRB decisions have reduced when compared to the previous period with the DPEA Appeals also reducing. Each LRB and DPEA case is analysed annually by the Governance and Security Committee to review whether any policy or procedural lessons can be learned and feedback into the development of the service and its interpretation of policy.

Workforce Information

The information below is a snapshot of the staffing position on 31 March 2019.

	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 Planning Service			1	

RTPI Qualified Staff	Headcount	FTE
Development Management	11	11
Development Planning	6	5.5
Enforcement	0	0
Specialists	0	0
Other (including staff not RTPI eligible)	1 (includes Technical Support & Admin)	0.5
Total	18	17

Staff Age Profile	Development Management	Development Planning	Total Headcount
Under 30	4	1	5
30-39	5	3	8
40-49	9	4	13
50 and over	15	4	19
Total	33	12	45

Context

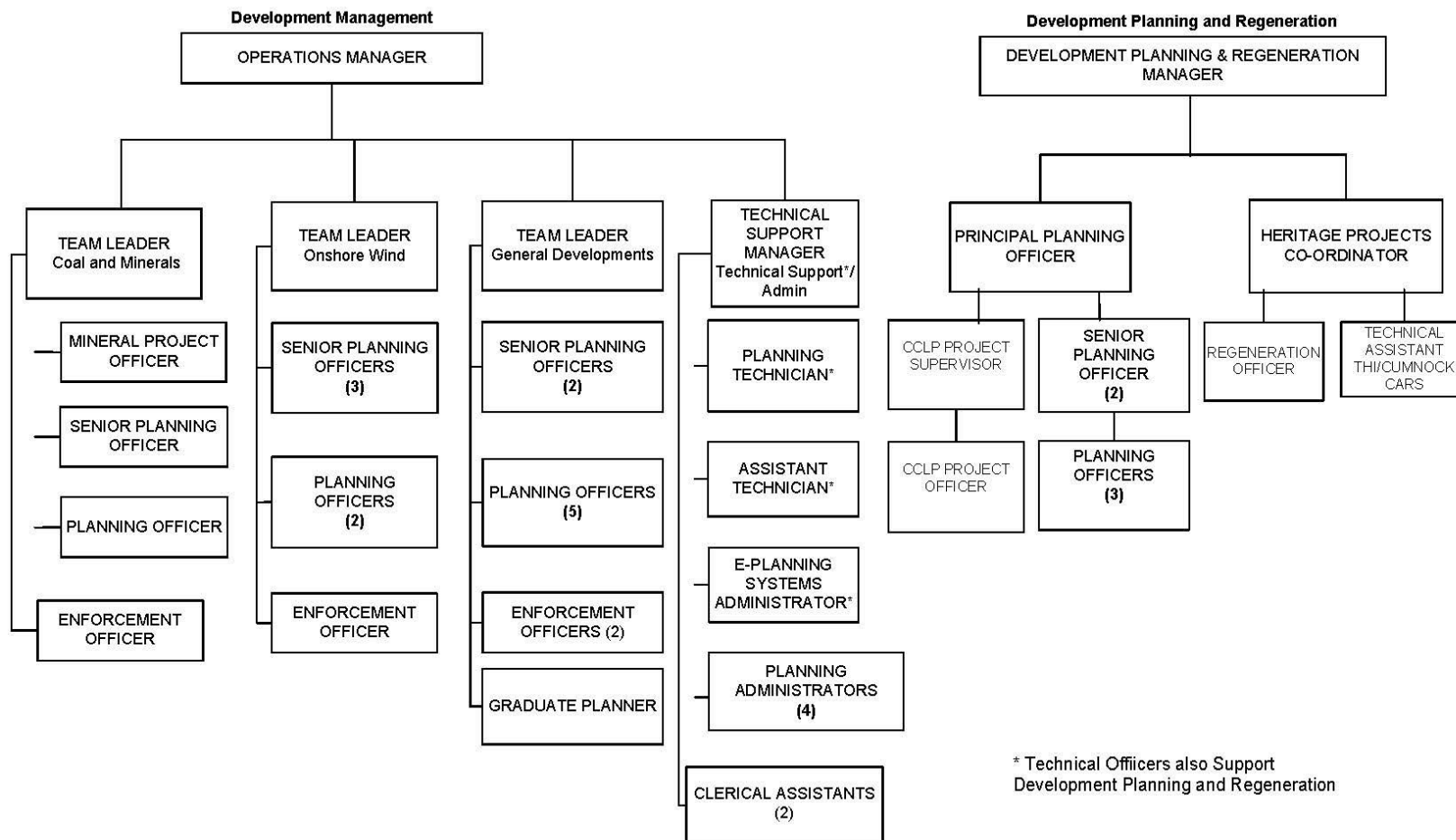


The current staffing structure has remained the same over the last year with four posts within Development Management becoming vacant comprising a Planning Officer (Graduate), Planning Officer (Temporary), Senior Planning Officer (Coal and Minerals) and Senior Planning Officer (Wind Team). These posts are subject to a vacancy review process which has successfully concluded that these posts were advertised and backfilled with new staff during the 2018/19 period.

The current staffing structure in the LDP side has stayed the same with vacancies being filled at senior planner and planner level during the period.

Staff Structure

STAFF STRUCTURE – PLANNING AND ECONOMIC DEVELOPMENT Development Management and Development Planning and Regeneration



Planning Committee Information

The template below allows the information on the number of meetings and site visits during 2018-19 to be recorded in a consistent format, additional guidance on what to include is within the template itself.

Committee & Site Visits	Number per year
Full council meetings	0
Planning committees	13
Area committees	0
Committee site visits	4
Local Review Body	8
LRB site visits	6

Performance Markers

The following tables highlight the Scottish Government Performance Markers and 2019/20 proposed Service Improvements.

Performance Markers					
No.	Performance Marker	PPF7 Marker	PPF7 Scottish Government Comments	2018/19 Service Improvements (Action Status in Bold)	2019/2020 Service Improvements
1	Decision-making: continuous reduction of average timescales for all development categories [Q1 - Q4]	Green in PPF7	<p>Major Applications Your timescales of 31.5 weeks are faster than the previous year and are faster than the Scottish average of 33.6 weeks.</p> <p>RAG = Green Local (Non-Householder) Applications Your timescales of 11.4 weeks are faster than the previous year but are slower than the Scottish average of 10.7 weeks.</p> <p>RAG = Amber Householder Applications Your timescales of 6.9 weeks are faster than the previous</p>	<p>1.1) Promotion of Processing Agreements for all complex local and major developments; Promoted at each pre-application meeting</p> <p>1.2) Review invalid cases to not using Scottish Government Validation Guidance to identify causes and improve performance; Completed</p> <p>1.3) Increase planning application service performance via the Enterprise Uniform Performance Management Monitoring Module;</p>	<p>1.1. Promotion of Processing Agreements for all complex local and major developments at each pre-application meeting;</p> <p>1.2. Introduce electronic Pre application process with charging matrix for major and non- Householder developments</p> <p>1.3. Review and reduce timescales for Local (Non-Householder) developments;</p>

Performance Markers					
No.	Performance Marker	PPF7 Marker	PPF7 Scottish Government Comments	2018/19 Service Improvements (Action Status in Bold)	2019/2020 Service Improvements
			<p>year and are faster than the Scottish average of 7.3 weeks.</p> <p>RAG = Green Overall RAG = Green</p>	<p>Enterprise Implemented</p> <p>1.4) Maintain the project management actions to review, assess and determine the legacy planning cases which remain outstanding in excess of 1 year; Completed</p> <p>1.5) Continued reduction of the number of invalid applications received through positive interaction with our customers on the minimum levels of guidance to submit to validate an application; Completed</p> <p>1.6) Project Manage the conclusion of outstanding Legal agreements to secure the consent of new Legal</p>	<p>Increase planning application service performance across development types;</p> <p>1.4. Maintain the project management actions to review, assess and determine the legacy planning cases which remain outstanding in excess of 1 year;</p> <p>1.5. Introduce mobile working for electronic application assessment and site visits.</p> <p>1.6. Update Planning Website to reflect electronic Service delivery</p>

Performance Markers					
No.	Performance Marker	PPF7 Marker	PPF7 Scottish Government Comments	2018/19 Service Improvements (Action Status in Bold)	2019/2020 Service Improvements
				<p>Agreements within 6 months of 'resolving to grant' either via the planning Committee or via a Report of Handling. Completed</p> <p>1.7) Maintain the service process review and staff resource to improve performance of all key markers. Review Process ongoing for move to new office</p>	1.7. Promote electronic application submissions and introduce surcharge for paper submissions.
2	Processing agreements: 1) offer to all prospective applicants for major development planning applications; and 2) availability	Green in PPF7	<p>Processing agreements are offered for all major and complex local applications. 13 developments were subject to processing agreements during the reporting period.</p> <p>RAG = Green You promote the availability of processing on your website.</p> <p>RAG = Green Overall RAG = Green</p>	<p>2.1) Promotion of Processing Agreements for all complex local and major developments Promoted at each pre-application meeting</p> <p>2.2) Management and Senior Planning Officer attendance at the School Estate Board for the pre-application meetings on all local and major developments.</p>	<p>2.1) Promotion of Processing Agreements for all complex local and major development at each pre-application meeting</p> <p>2.2) Management and Senior Planning Officer attendance at the School Estate Board for the pre-application meetings on all local and major developments.</p>

Performance Markers					
No.	Performance Marker	PPF7 Marker	PPF7 Scottish Government Comments	2018/19 Service Improvements (Action Status in Bold)	2019/2020 Service Improvements
	publicised on website			Advice delivered at each meeting 2.3) Management and Senior Planning Officer attendance at the Public Sector Housing Board for the pre-application meetings local and major developments. Advice delivered at each meeting	2.3) Management and Senior Planning Officers (DM/DP) attendance at the Public Sector Housing Board for the pre-application meetings local and major developments. 2.4) Review and update Planning website
3	Early collaboration with applicants and consultees 1) availability and promotion of pre-application discussions for all	Green in PPF7	Your report shows evidence of early collaboration with applicants and consultees. You have committed to promoting these next year through emails, events and online. RAG = Green Clear and proportionate requests for supporting information are evidenced in your report. Key policy information and assessment requirements and consultee responses are considered early. RAG = Green	3.1) Promotion of pre-application discussion with applicants/developers via web/reception meetings and e-mail Ongoing for applications 3.2) Attend pre-application meetings with capital project team for new schools and offices; Completed	3.1) Promotion of new electronic pre-application process for applicants/developers; update pre-application guidance on website 3.2) Attend pre-application meetings with capital project team for new schools and offices;

Performance Markers					
No.	Performance Marker	PPF7 Marker	PPF7 Scottish Government Comments	2018/19 Service Improvements (Action Status in Bold)	2019/2020 Service Improvements
	prospective applications; and 2) clear and proportionate requests for supporting information		Overall RAG = Green	3.3) Attend pre-application meetings with Council Housing project team; Completed	3.3) Attend pre-application meetings with Council Housing project team;
4	Legal agreements: conclude (or reconsider) applications after resolving to grant permission reducing number of live applications more than 6 months after resolution to grant (from last reporting period)	Amber in PPF7	Your average timescales for determining major applications with legal agreements is faster than last year and the Scottish average. Local applications with legal agreements are determined slower than last year and the Scottish average. You continue to project manage the conclusion of outstanding legal agreements.	4.1) Legal and Planning to review blocks in efficiency and introduce service improvements; Completed 4.2) Project Manage the conclusion of outstanding Legal agreements to secure the consent for legacy applications; Reviewed Weekly 4.3) Secure conclusion of new Legal Agreements within 6 months of 'resolving to grant' either via the planning Committee or via a Report of	4.1) Project Manage the conclusion of outstanding Legal agreements to secure the consent for legacy applications; 4.2) Secure conclusion of new Legal Agreements within 6 months of 'resolving to grant' either via the planning Committee or via a Report of Handling through the introduction of standard legal agreements with no responsive applications being referred back to Planning Committee.

Performance Markers					
No.	Performance Marker	PPF7 Marker	PPF7 Scottish Government Comments	2018/19 Service Improvements (Action Status in Bold)	2019/2020 Service Improvements
				Handling through the introduction of standard legal agreements Proving challenging due to external Solicitors timescales	
5	Enforcement charter updated / re-published within last 2 years	Green in PPF7	Your enforcement charter was renewed at the end of the reporting period.	5.1) Annual review of Enforcement Charter by 31st March 2019 Completed 5.2) Review of service complaints and ombudsman cases regarding planning enforcement to identify any updates necessary to Charter. Completed 5.3) The reduction of all legacy planning enforcement cases; Work 75% completed and finalised for office relocation.	5.1) Annual review of Enforcement Charter by 31st March 2020 5.2) Review of service complaints and ombudsman cases regarding planning enforcement to identify any updates necessary to Charter. 5.3) The reduction of all legacy planning enforcement cases and move to electronic delivery targeted at May 2019.
6	Continuous improvement:	Green in PPF7	Your decision making timescales were faster overall. Your LDP and	6.1) Continue with Actions above to provide pre	6.1) Continue with Actions above to provide pre

Performance Markers					
No.	Performance Marker	PPF7 Marker	PPF7 Scottish Government Comments	2018/19 Service Improvements (Action Status in Bold)	2019/2020 Service Improvements
	1) progress /improvement in relation to PPF National Headline Indicators; and 2) progress ambitious and relevant service improvement commitments identified through PPF report		<p>enforcement charter are both up to date and you have clear timescales for their renewal. Though there was less progress with legal agreements, improvements have been made on your legacy cases. RAG = Green</p> <p>You have completed 23 out of 36 service commitments with the remainder ongoing or cancelled due to technical issues. Your report evidences relevant and ambitious progress including the Council's transformation strategy and improvements to efficiencies in planning application determination. In next year's commitments, there is clear evidence of a considered approach to continuous improvement. RAG = Green Overall RAG = Green</p>	<p>application advice, determine the remaining legacy cases, assess and determine all new applications within the statutory period, review and update the Enforcement Charter and implement the Mineral LDP and LDP2 Implementation ongoing</p> <p>6.2) Transform the Planning applications process to a paperless process Completed by 31st March 2019</p> <p>6.3) Review of the Scheme of Delegation to improve efficiency of decision making; Report being submitted to Council October 2019</p> <p>6.4) Develop and introduce Mobile working within the Planning Service;</p>	<p>application advice, determine the remaining legacy cases, assess and determine all new applications within the statutory period, review and update the Enforcement Charter.</p> <p>6.2) Implement LDP2 through the evidence gathering in preparation of key issues report.</p> <p>6.3) Implement the Scheme of Delegation to improve efficiency of decision making;</p> <p>6.4) Introduce Mobile working within the Planning Service;</p>

Performance Markers					
No.	Performance Marker	PPF7 Marker	PPF7 Scottish Government Comments	2018/19 Service Improvements (Action Status in Bold)	2019/2020 Service Improvements
				IDOX Software in procured for installation on Mobile devices May 2019. 6.5) Develop and introduce GDPR Document Retention software for file management IDOX Software procured for installation once Windows 10 updates completed with new hardware	6.5) Introduce GDPR Document Retention software for file management
7	Local development plan less than 5 years since adoption	Green in PPF7	Your LDP was 2 years old at the time of reporting.	7.1. Continue to implement Development Plan Scheme to progress with LDP2. The MIR is now scheduled for publication September/October 2018 so will form part of the PPF. The MIR is now scheduled for August 2019 so is later than planned and ongoing / incomplete. This is in part due to uncertainties around the timetable for the passing and implementation of the planning bill and in part	7.1) Continue to implement Development Plan Scheme to guide preparation of LDP2. MIR to be published by the end of 2019. 7.2) Review and update action programme for LDP1. 7.3) Adopt MLDP by end of 2019

Performance Markers					
No.	Performance Marker	PPF7 Marker	PPF7 Scottish Government Comments	2018/19 Service Improvements (Action Status in Bold)	2019/2020 Service Improvements
				<p>related to officer time being deployed on the Ayrshire Growth Deal and Coalfield Communities Landscape Partnership</p> <p>7.2. Continue to progress the East Ayrshire Minerals Local Development Plan with the publication of the proposed Plan in July 2018. Completed. Proposed Plan published in July 2018 as planned.</p>	7.4) Preparatory work for consolidating the LDP and MLDP into one Plan.
8	Development plan scheme – next LDP: 1) on course for adoption within 5 years of current plan(s) adoption; and 2) project planned and	Green in PPF7	<p>Your LDP2 is on course for adoption in the next 5 years. RAG = Green</p> <p>Your project plan for replacement of your LDP is set out in your Development Plan Scheme. You state that the expected date for submission has increased by 3 months, but sufficient context has been given.</p>	8.1. Publish new Development Plan Scheme in January /February 2019. Completed	8.1 Publication of new Development Plan Scheme in Feb 2020, which will take full account of the implications of the Planning bill

Performance Markers					
No.	Performance Marker	PPF7 Marker	PPF7 Scottish Government Comments	2018/19 Service Improvements (Action Status in Bold)	2019/2020 Service Improvements
	expected to be delivered to planned timescale		RAG = Green Overall RAG = Green		
9	Elected members engaged early (pre-MIR) in development plan preparation – <i>if plan has been at pre-MIR stage during reporting year</i>	N/A in PPF7	You met with the elected members over the progression of the Minerals Local Development Plan and it is clear from the report that this process is in place for engaging elected members to engage with LDP2 in this way.	9.1. Continue to engage with Elected Members for the Minerals LDP (at proposed plan stage). Completed. MOWG held both at Proposed Plan consultation stage and pre-Examination stage 9.2. Establish elected member engagement for LDP2 in advance of preparation of MIR Member-Officer Working. Ongoing	9.1. Implement Member officer Working Group for LDP2 as part of MIR preparation
10	Cross sector stakeholders * engaged early (pre-MIR) in development plan	N/A in PPF7	It is clear from your engagement over the Minerals Local Development Plan that your authority has taken a commitment to engaging early with key stakeholders.	10.1) Continue to engage with key stakeholders, when appropriate, in the Minerals LDP process. Complete	10.1) Continue pre-MIR consultation for LDP2 and engage with key stakeholders and local communities.

Performance Markers					
No.	Performance Marker	PPF7 Marker	PPF7 Scottish Government Comments	2018/19 Service Improvements (Action Status in Bold)	2019/2020 Service Improvements
	preparation – if plan has been at pre-MIR stage during reporting year *including industry, agencies and Scottish Government			10.2) Continue pre-MIR consultation for LDP2 and engage with key stakeholders. Ongoing	
11	Production of regular and proportionate policy advice, for example through supplementary guidance, on information required to support applications	Green in PPF7	A number of supplementary guidance and non-statutory guidance documents were adopted during the reporting year. You provide cabinet reports to demonstrate a clear need for your policy advice releases.	11.1. Completion of Statutory supplementary guidance which will involve the preparation of Placemaking maps for all remaining settlements as per Schedule 9 of the LDP. Placemaking maps produced and adopted as supplementary guidance for Ochiltree and Catrine during 2018/19	11.1. Continue to prepare and adopt as statutory supplementary guidance placemaking maps for remaining settlements as per Schedule 9 of the LDP. 11.2 Prepare supplementary guidance and non-statutory guidance to support the Minerals Plan as set out in Annex 2 of the Plan.
SIMPLIFYING AND STREAMLINING					

Performance Markers					
No.	Performance Marker	PPF7 Marker	PPF7 Scottish Government Comments	2018/19 Service Improvements (Action Status in Bold)	2019/2020 Service Improvements
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)	Green in PPF7	You provide evidence of corporate working across services to deliver customer benefits including shared services with the housing and road teams. Elsewhere, you provide evidence of joint pre-application advice between policy and development management. Your service has a single point of contact for its customers. All of which demonstrate a commitment to improving the service for customer benefit.	<p>12.1) Conclude review of service delivery and service protocols with internal consultees including Ayrshire Roads Alliance (Roads) and Environmental Health to clarify responsibilities; streamline the consultation process; Ongoing, awaiting final responses from consultee</p> <p>12.2) Review of Planning Committee membership following the revised Scheme of Delegation. Completed</p>	<p>12.1) Conclude review of service delivery and service protocols with internal consultees including Ayrshire Roads Alliance (Roads) and Environmental Health to clarify responsibilities; streamline the consultation process;</p> <p>12.2) Streamline of service contact and delivery when Planning, Environmental Health and Roads move to same office location.</p> <p>12.3) Continue the cross service pre and post application advice for the multi-service review of capital programme and Housing Improvement scheme projects.</p> <p>12.4) Strengthen working</p>

Performance Markers					
No.	Performance Marker	PPF7 Marker	PPF7 Scottish Government Comments	2018/19 Service Improvements (Action Status in Bold)	2019/2020 Service Improvements
					relationships with Community Development as part of delivery of LDP2.
13	Sharing good practice, skills and knowledge between authorities	Green in PPF7	You provide evidence of sharing good practice, skills and knowledge between authorities. This is evidenced through working with SNH and neighbouring councils on a combined wind capacity strategy, and benchmarking with other authorities on the review of your service improvement plan.	<p>13.1) Implementation of best practice within the Development Management service through HOPS and Benchmarking Groups. Continued and Ongoing</p> <p>13.2). The continued review of the Development Management planning processes (including Benchmarking) to finalise prior to the external assessment by BM TRADA on behalf of the ISO 9001 accreditation. electronic planning process fully implemented by 31st March 2019</p> <p>13.3). Continued interaction with the HOPS Mineral Working Group, HOPS Renewables Group and HOPS Development</p>	<p>13.1) Implementation of best practice within the Development Management service through HOPS and Benchmarking Groups.</p> <p>13.2). The Development of the planning processes (including Benchmarking) to finalise prior to the external assessment by BM TRADA on behalf of the ISO 9001 accreditation.</p> <p>13.3). Continued interaction with the HOPS Mineral Working Group, HOPS Renewables Group and HOPS Development</p>

Performance Markers					
No.	Performance Marker	PPF7 Marker	PPF7 Scottish Government Comments	2018/19 Service Improvements (Action Status in Bold)	2019/2020 Service Improvements
				Management and Development Planning Groups; Continued and Ongoing	Management and Development Planning Groups;
DELIVERING DEVELOPMENT					
14	Stalled sites/legacy cases: conclusion/ withdrawal of planning applications more than one-year-old	Amber in PPF7	You have cleared 11 cases during the reporting year, with 27 cases still awaiting conclusion. Based on this and last year's figures, no cases reached legacy status during the reporting year. This shows a commitment to reducing the number of stalled sites in your area.	Continue with Actions in Marker 1-4 and 6 above. Ongoing	Continue with Actions in Marker 1-4 and 6 above to reduce and clear all Legacy applications.
15	Developer contributions: clear and proportionate expectations 1) set out in development plan (and/or	Green in PPF7	Your plan sets out policy for developer contributions and you have produced supplementary guidance on developer contributions. RAG = Green	15.1. Implement the advice set out in the Developer Contributions Supplementary Guidance. Completed	15.1 Review implementation of Developer Contributions Supplementary Guidance as part of LDP2.

Performance Markers					
No.	Performance Marker	PPF7 Marker	PPF7 Scottish Government Comments	2018/19 Service Improvements (Action Status in Bold)	2019/2020 Service Improvements
	emerging plan); and 2) in pre-application discussions		<p>Your report evidences that for every development of 4 or more houses developer contributions are discussed at pre application stage.</p> <p>RAG = Green</p> <p>Overall RAG = Green</p>		

2018/2019 Service Improvement Evidence

	Committed Improvements and actions	Complete
1.1	<p>Promotion of Processing Agreements for all complex local and major developments;</p> <p>Evidence:- Promoted at each pre-application meeting</p> <p>National Performance Figures</p> <p>https://www.east-ayrshire.gov.uk/PlanningAndTheEnvironment/Planning-applications/Planning-Processing-Agreements.aspx</p>	YES and ongoing
1.2	<p>Review invalid cases to not using Scottish Government Validation Guidance to identify causes and improve performance;</p> <p>Evidence:- The guidance is on the website and referenced in all pre-application correspondence. Invalid submissions highlight the areas where the applicant/agent have not utilised the guidance. Invalid letters issued to the applicant/agent set out the validation guidance in an attempt to reduce invalid re-submissions.</p> <p>https://www.east-ayrshire.gov.uk/PlanningAndTheEnvironment/Planning-applications/Apply-for-planning/PlanningApplicationForms.aspx</p>	Yes
1.3	<p>Increase planning application service performance via the Enterprise Uniform Performance Management Monitoring Module;</p>	Yes

	Evidence:- Enterprise Uniform Performance Management Monitoring Module has been adopted in accordance with the Service improvement Plan and reflected in the high performance of applications determined which can be reviewed via the National Performance Figures.	
1.4	<p>Maintain the project management actions to review, assess and determine the legacy planning cases which remain outstanding in excess of 1 year;</p> <p>Evidence:- Service improvement Plan/ National Performance Figures. There has been a year on year improvement with these figures with delays caused by securing the applicant to conclude the Section 75 legal agreements.</p>	Completed to period with action taken into 2019/20
1.5	<p>Continued reduction of the number of invalid applications received through positive interaction with our customers on the minimum levels of guidance to submit to validate an application;</p> <p>Evidence:- National Performance Figures/EAC Website. Refer to 1.2 above.</p>	Ongoing, with new validation guidance implemented
1.6	<p>Project Manage the conclusion of outstanding Legal agreements to secure the consent of new Legal Agreements within 6 months of 'resolving to grant' either via the planning Committee or via a Report of Handling.</p> <p>Evidence:- Service improvement Plan/ National Performance Figures. There has been a year on year improvement with these figures with delays caused by securing the applicant to conclude the Section 75 legal agreements.</p>	Completed to period with action taken into 2019/20
1.7	Maintain the service process review and staff resource to improve performance of all key markers.	Review Process ongoing for move to new office

	Evidence:-PPF set outs workforce plan for the service with Performance Figures evidence high standards of service delivery. Planning process reviews are ongoing to transfer the manual service to an electronic service delivery when the service transfers to its new office.	
2.1	Promotion of Processing Agreements for all complex local and major developments Evidence:-National Performance Figures and review 1.1 above.	Yes
2.2	Management and Senior Planning Officer attendance at the School Estate Board for the pre-application meetings on all local and major developments. Evidence:- Advice delivered at each School Estate Board meeting and recorded with Minutes and view the pre-application process:- https://www.east-ayrshire.gov.uk/PlanningAndTheEnvironment/Planning-applications/Planning-Processing-Agreements.aspx /National Performance Figures on submitted applications	Yes
2.3	Management and Senior Planning Officer attendance at the Public Sector Housing Board for the pre-application meetings local and major developments. Evidence:- Advice delivered at each SHIP Board meeting and recorded with Minutes and view the pre-application process:- https://www.east-ayrshire.gov.uk/PlanningAndTheEnvironment/Planning-applications/Planning-Processing-Agreements.aspx /National Performance Figures on submitted applications	Yes
3.1	Promotion of pre-application discussion with applicants/developers via web/reception meetings and e-mail Evidence:- EAC Website/National Performance Figures on submitted applications (See 1.1 above)	Yes

3.2	Attend pre-application meetings with capital project team for new schools and offices; Evidence:- School Estate Board Minutes (see 2.2 above)	Yes
3.3	Attend pre-application meetings with Council Housing project team; Evidence:- SHIP Board Minutes(see 2.3 above)	Yes
4.1	Legal and Planning to review blocks in efficiency and introduce service improvements; Evidence:- Clear guidance provided to legal along with agreed standard templates set up	Yes
4.2	Project Manage the conclusion of outstanding Legal agreements to secure the consent for legacy applications; Evidence:- shared drive installed for service integration of legal agreements with progress monitored weekly	Yes
4.3	Secure conclusion of new Legal Agreements within 6 months of 'resolving to grant' either via the planning Committee or via a Report of Handling through the introduction of standard legal agreements Evidence:- National Performance Figures reduced on submitted applications. However, this is proving challenging due to external Solicitors timescales	Yes
5.1	Annual review of Enforcement Charter by 31st March 2019 Evidence: https://www.east-ayrshire.gov.uk/Resources/PDF/D/DMEnforcementCharter.pdf	Yes
5.2	Review of service complaints and ombudsman cases regarding planning enforcement to identify any updates necessary to Charter.	Yes

	Evidence: Review of Customer Charter takes cognisance of any key decisions.	
5.3	The reduction of all legacy planning enforcement cases; Evidence: National Performance Figures on enforcement cases	Work 75% completed and finalised for office relocation.
6.1	Continue with Actions above to provide pre application advice, determine the remaining legacy cases, assess and determine all new applications within the statutory period, review and update the Enforcement Charter and implement Mineral LDP and LDP2	As noted within table
6.2	Transform the Planning applications process to a paperless process Evidence:- The Service has moved to an electronic service delivery prior to the move to the new office on 1 st June 2019	Completed
6.3	Review of the Scheme of Delegation to improve efficiency of decision making;	Delayed to October 2019
6.4	Develop and introduce Mobile working within the Planning Service; Evidence Mobile Working infrastructure developed with hardware roll out for 1 st June 2019	Ongoing
6.5	Develop and introduce GDPR Document Retention software for file management Evidence delayed due to the conclusion of the IDOX maintenance contract and completion of installation once Windows 10 updates completed with new hardware	Ongoing
7.1	Continue to implement Development Plan Scheme to progress with LDP2. The MIR is now scheduled for August 2019 so is later than planned and ongoing / incomplete. This is in part due to uncertainties around	Ongoing

	the timetable for the passing and implementation of the planning bill and in part related to officer time being deployed on the Ayrshire Growth Deal and Coalfield Communities Landscape Partnership	
7.2	<p>Continue to progress the East Ayrshire Minerals Local Development Plan with the publication of the proposed Plan in July 2018.</p> <p>Evidence:- Call for sites completed and review is ongoing which will feed into the MIR. https://www.east-ayrshire.gov.uk/PlanningAndTheEnvironment/Development-plans/LocalAndStatutoryDevelopmentPlans/East-Ayrshire-Local-Development-Plan-2017.aspx</p>	Yes
8.1	<p>Publish new Development Plan Scheme in Jan / Feb 2019</p> <p>Evidence https://www.east-ayrshire.gov.uk/Resources/PDF/D/DevPlanScheme.pdf</p>	Yes
9.1	<p>Continue Elected member engagement for the Minerals LDP (at Proposed Plan stage)</p> <p>Evidence:- Member Officers Working Group set up to review and feed into the proposed plan. https://www.east-ayrshire.gov.uk/PlanningAndTheEnvironment/Development-plans/LocalAndStatutoryDevelopmentPlans/East-Ayrshire-Minerals-Local-Development-Plan.aspx</p>	Yes
9.2	Establish Elected Member engagement for LDP 2 in advance of preparation of MIR	Being set up to coincide with LDP2 development
10.1	<p>Continue to engage with key stakeholders, when appropriate, in the Minerals LDP process.</p> <p>Evidence</p>	Yes

	https://www.east-ayrshire.gov.uk/PlanningAndTheEnvironment/Development-plans/LocalAndStatutoryDevelopmentPlans/East-Ayrshire-Minerals-Local-Development-Plan.aspx	
10.2	Continue pre-MIR consultation for LDP2 and engage with key stakeholders. Evidence:- Call for sites completed	Ongoing
11.1	Completion of Statutory supplementary guidance which will involve the preparation of Placemaking maps for all remaining settlements as per Schedule 9 of the LDP. Evidence https://www.east-ayrshire.gov.uk/PlanningAndTheEnvironment/Planning-applications/Planning-guidance/Supplementaryplanningguidance.aspx	Yes
12.1	Conclude review of service delivery and service protocols with internal consultees including Ayrshire Roads Alliance (Roads) and Environmental Health to clarify responsibilities; streamline the consultation process;	Ongoing, awaiting final responses from consultee
12.2	Review of Planning Committee membership following the revised Scheme of Delegation. Evidence:- Planning Committee membership increased	Yes
13.1	Implementation of best practice within the Development Management service through HOPS and Benchmarking Groups. Evidence :- HOPS Minutes	Ongoing
13.2	The continued review of the Development Management planning processes (including Benchmarking) to finalise prior to the external assessment by BM TRADA on behalf of the ISO 9001 accreditation.	Ongoing as part of Transformation Agenda

13.3	Continued interaction with the HOPS Mineral Working Group, HOPS Renewables Group and HOPS Development Management and Development Planning Groups; Evidence :- HOPS Minutes	Ongoing
14.1	Continue with Actions in Marker 1-4 and 6 above.	See above
15.1	Implement the advice set out in the Developer Contributions Supplementary Guidance. https://www.east-ayrshire.gov.uk/Resources/PDF/P/Planning-SG-Developer-Contributions.pdf	Yes, See above

