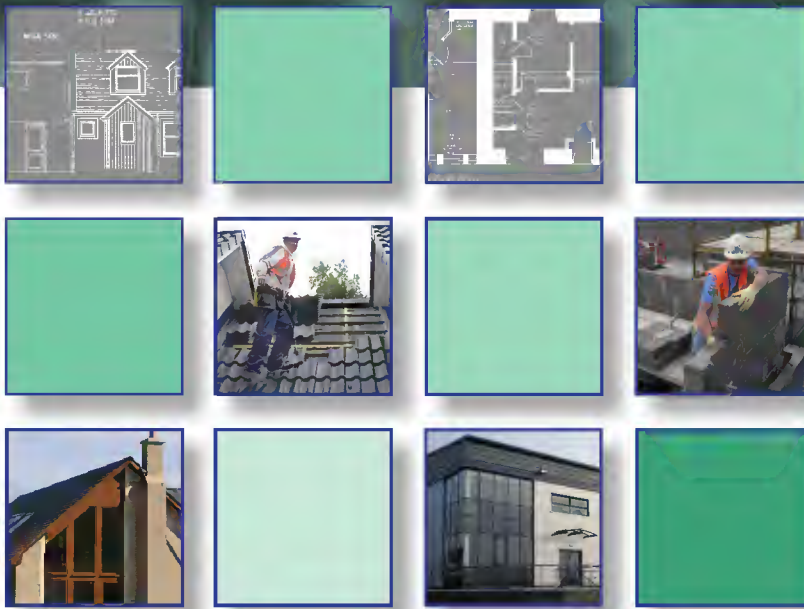


Planning and Building Standards Services



Planning Performance Framework 2012 - 2013



Community and Enterprise
Resources



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1. Introduction

1.1 Background to Performance Framework

- 1.1.1 The Scottish Government has emphasised that planning has an important role to play in delivering sustainable economic growth and that investors in new projects need to be confident that the planning system can deliver timely, reliable and fair decisions. In order to secure this outcome the Government identified measures aimed at modernising the planning system, focussing particularly on the need to have processes that are fit for purpose and proportionate. The Planning Performance Frameworks (PPF) which Councils are required to prepare, on an annual basis, play a significant role in reporting on progress against this objective. The PPF also fulfils the need to embed a culture of continuous improvement, within each Council's Planning Service, by incorporating a programme of improvements for the coming year.
- 1.1.2 This is the second Planning Performance Framework (PPF) produced by South Lanarkshire Council. It provides a comprehensive view of the planning service in South Lanarkshire, based on a mix of qualitative and quantitative indicators. In addition, the PPF sets out the actions to be taken by the Planning Service in 2013/14 in order to support continuous improvement in the delivery of its functions and duties. The PPF also reviews progress on the actions identified in the first PPF.

1.2 The Planning Service

1.2.1 South Lanarkshire, with a population of 314,000 is Scotland's fifth largest local authority and covers an area of approximately 1800 square kilometres. It sits to the east and south of Glasgow extending from Rutherglen and Cambuslang, on the boundary with Glasgow, to the Southern Uplands at Leadhills and east to Forth. Its many communities include a World Heritage site, Royal Burghs, a New Town, market towns, weaving, mining and agricultural villages.

1.2.2 South Lanarkshire's Planning Service is part of Community and Enterprise Resources. The Council's Planning Service's work is undertaken by 4 teams with a total of 45 staff. These staff are based within four teams with a Headquarters team and three Area Office teams.



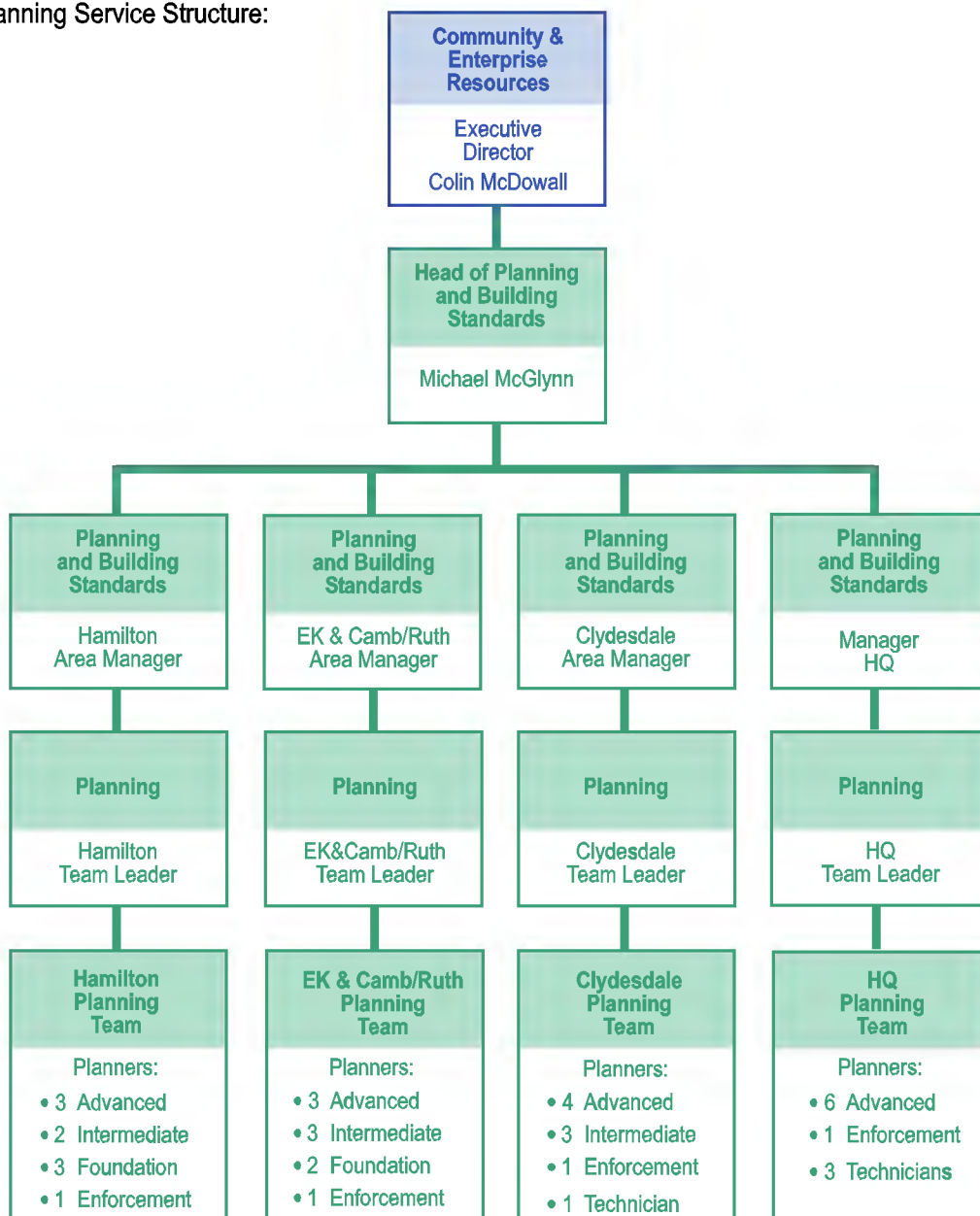
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The Planning Service

1.2.3 The HQ team is based in the Community and Enterprise Resources HQ building in Hamilton. It deals with Development Plan preparation, publishing and monitoring; and produces, where necessary, appropriate Supplementary Guidance (SG). The HQ team also coordinates the Council's input to the preparation and monitoring of the Strategic Development Plan (SDP), via the Glasgow and Clyde Valley Strategic Planning Authority as well as handling all mineral, waste and large scale windfarm applications.

1.2.4 The 3 other Area teams, located in Lanark, Hamilton and East Kilbride, handle the vast majority of all the planning applications submitted in accordance with the requirements of the Town and Country Planning (Scotland) Act 1997, the Planning (Listed Buildings and Conservation Areas) (Scotland) Act 1997 and other associated legislation. This includes applications for planning permission, listed building consent, conservation consent, advertisement consent and certificates of lawful use. In addition to this work these teams also assist the HQ team in work on the Development Plan, SGs and the SDP.

1.2.5 Planning Service Structure:



The Planning Service

- 1.2.5 The Planning Service is combined and managed jointly with the Building Standards Service. The Area Offices also include the Council's Area Road's Teams. This allows the Council to deliver, through its decentralised structure, a co-ordinated service which can provide applicants, developers and investors with guidance on their proposals and on the application process, covering planning permission, building warrant and roads construction consent.
- 1.2.6 The role of the Council's Planning Service is to ensure that future development takes place in sustainable way while at the same time recognising the need for economic growth and regeneration. The Service, therefore, is aware of the need to have up to date, clear and ambitious plans developers and investors can use to identify investment proposals which can navigate the development management process with the minimum of delay, but above all provide certainty and minimise risk. These plans must also provide the basis for informing decisions on planning applications and, through the development management process, direct development to the right place at the right time and of the right quality. Together this can create well designed and located places which respect the distinctive and valued qualities of the area's natural and built environment, and acknowledge the views and concerns of the area's communities and established businesses.
- 1.2.7 In fulfilling these tasks the Service therefore is aware of the need for its working practices and methods to be responsive to and conscious of the demands of all its customers, and for its staff to have the skills and knowledge required to deliver quality outcomes.
- 1.2.8 The values and objectives set out in the Council Plan – 'Connect', also acknowledge these needs and include an explicit recognition of the importance of:
- Supporting the local economy by providing the right conditions for growth
 - Improving the quality of the physical environment
 - Improving the road network
 - Improving the quality, access and availability of housing
 - Achieving the efficient and effective use of resources and
 - Promoting performance management and improvement
- 1.2.9 Taken account of the above the Service has focussed its improvement actions on the need to
- Improve the user's experience and increase their understanding of the Planning Service;
 - Raise the Quality and Effectiveness of our Business Processes; and
 - Raise our Effectiveness in Assessing the Quality of Development Proposals.

In addressing and reviewing its performance against these aims, via annual Resource and Service Plans, changes to the way the Service operates can be identified that will deliver on the priority areas identified in the PPF - certainty, consistency, communications and contactability.

1.3 Planning Performance Framework

1.3.1 The key components of the PPF for 2012- 2013 are:

- Part 1** National Headline Indicators such as age of Development Plan, number of housing approvals and decision making timescales for planning applications.
- Part 2** The performance assessment across 8 areas of agreed activity that define and measure a high quality planning service. These activity areas cover the following topics, Open for Business, High Quality Development on the Ground, Certainty, Communications, Engagement and Customer Service, Efficient and Effective Decision Making, Effective Management Structures, Financial Management and Local Governance and Culture of Continuous Improvement.
- Part 3** Supporting evidence and links to related reports and studies such as customer survey results, Resource and Service Plans and Planning Service Improvement Plan.
- Part 4** Service improvements and timescales for the delivery of improvements. This is covered through the Planning Service's Improvement Plan.
- Appendix I** Official Statistics – decision making timescales such as percentage of decisions made on major and householder planning applications and percentage of Planning/legal agreements progressed.
- Appendix II** Workforce and Financial Information. .

1.3.2 In terms of Part 2 of the PPF, the current actions, processes and procedures identified against each of the activities have been categorised in order to identify how they contribute towards delivering on the priority areas described in paragraph 2.8 i.e. certainty, consistency, communications and contactability.

South Lanarkshire Council National Headline Indicators – Part 1

2. South Lanarkshire Council National Headline Indicators – Part 1

2.1 The following table provides performance figures for key indicators within both development management and development planning. Within development planning the performance of the Planning Service can be measured through the assessment of key outcomes such as the age of the local plan and the number of housing units that can be delivered. Within development management performance can be measured through the assessment of key indicators such as the average number of weeks to make a decision on a planning application and the rate of planning approval.

Key outcomes	2012-2013	2011-2012
Development Planning: <ul style="list-style-type: none"> • Age of local/strategic development plan(s) (full years) <i>Requirement: less than 5 years</i> • Development plan scheme: on track? (Y/N) 	<p style="text-align: center;">4</p> <p style="text-align: center;">Y</p>	<p style="text-align: center;">3</p> <p style="text-align: center;">Y</p>
Effective Land Supply and Delivery of Outputs: <ul style="list-style-type: none"> • Effective housing land: years supply • Effective housing land supply • Housing approvals • Effective employment land supply • Employment land take-up • Effective commercial floor space supply • Commercial floorspace delivered 	<p style="text-align: center;">5 years</p> <p style="text-align: center;">5354 units</p> <p style="text-align: center;">345 units</p> <p style="text-align: center;">135ha (Categories 1 and 2)</p> <p style="text-align: center;">0.6ha (Categories 4,5 and 6 uses) (Figures do not include land at Poneil)</p> <p style="text-align: center;">58822m2 (live consents retail only)</p> <p style="text-align: center;">3827m2 (take up retail only)</p>	<p style="text-align: center;">5 years (4515 units of which 78.4% has consent) and 7 years (6731 units of which 72% has consent) These figures are for all tenure</p> <p style="text-align: center;">865 units</p> <p style="text-align: center;">156 ha (does not include 74 ha at Poneil)</p> <p style="text-align: center;">7.8 ha</p> <p style="text-align: center;">56712 m2 (live consents retail only)</p> <p style="text-align: center;">2750m2 (take up retail only)</p>
Development Management: <ul style="list-style-type: none"> Project Planning <ul style="list-style-type: none"> • Percentage of applications subject to pre-application advice • Number of major applications subject to processing agreement or other project plan • Percentage planned timescales met Decision-making <ul style="list-style-type: none"> • Application approval rate • Delegation rate 	<p style="text-align: center;">42.7% (only Q4 available)</p> <p style="text-align: center;">0</p> <p style="text-align: center;">N/A</p> <p style="text-align: center;">97.2%</p> <p style="text-align: center;">90.1%</p>	<p style="text-align: center;">Not recorded 2011/12</p> <p style="text-align: center;">0</p> <p style="text-align: center;">N/A</p> <p style="text-align: center;">97.9%</p> <p style="text-align: center;">89.1%</p>
Decision making timescales: <ul style="list-style-type: none"> Average number of weeks to decision: <ul style="list-style-type: none"> • Major developments • Local developments (non-householder) • Householder developments 	<p style="text-align: center;">86.5 weeks</p> <p style="text-align: center;">17.2 weeks</p> <p style="text-align: center;">8.7 weeks</p>	<p style="text-align: center;">91.8 weeks</p> <p style="text-align: center;">16.1 weeks</p> <p style="text-align: center;">8.2 weeks</p>
Enforcement: <ul style="list-style-type: none"> • Time since enforcement charter published / reviewed (months) <i>Requirement: review every 2 years</i> • Number of breaches identified / resolved 	<p style="text-align: center;">41 months</p> <p style="text-align: center;">196 resolved</p>	<p style="text-align: center;">29 months</p> <p style="text-align: center;">450/to be confirmed</p>

South Lanarkshire Council National Headline Indicators – Part 1

The Service had not previously recorded the % of applications subject to pre-application discussion. However, a reporting method was introduced in late 2012, enabling figures to be produced for quarters thereafter. The only figure available for 2012/13 is therefore quarter 4, which produced a figure of 42.7% of applications having had a pre-application discussion. Aside from the small number of 'major' developments which all had high percentages of discussions, the categories of local development which had the greatest percentage of PADs were:

- Electricity generation (local) - 83.3%
- Other development (local) - 58.8%
- Housing (local) - 56.2%

The application approval rate for 2012/13 was still high at 97.2%. This figure is again consistent with that of previous years and is the third highest figure in Scotland, as well as being well above the Scottish average of 92.7%.

In terms of decision-making timescales, these figures relate to the average time taken to determine all applications in the specified category. While there has been an improvement in the time taken to determine all major applications in 2012/13, there have been minor reductions in performance in determining local developments (non-householder) and householder developments. The local developments (non-householder) figure has been influenced by the large number of small wind turbine developments which have longer processing times due to the time taken to conclude planning agreements or to receive financial contributions towards the Council's Renewable Energy Fund.

3. Defining and Measuring a High Quality Planning Service – Part 2

3.1 Part 2 of the PPF provides an opportunity to demonstrate within 8 areas of activity how the Planning Service delivers a high quality planning service and how the quality of this service is measured. These activity areas cover:

- **Open for Business** – evidence to demonstrate the policies and procedures in place ensure the Planning Service is supportive of sustainable economic growth and achievements made;
- **High Quality Development on the Ground** - evidence to demonstrate that the policies and procedures in place ensure the delivery of high quality development;
- **Certainty** – evidence to demonstrate that a consistent service through advice, process, engagement and decision making is delivered;
- **Communications, Engagement and Customer Service** – evidence to demonstrate that a high quality customer service is provided;
- **Efficient and Effective Decision Making** – evidence to demonstrate that the decision making structures and processes deliver a good service;
- **Effective Management Structures** - evidence to demonstrate that management structures in place are fit for purpose;
- **Financial Management and Local Governance** – evidence to demonstrate that governance and financial management is effective; and
- **Culture of Continuous Improvement** – evidence to demonstrate that there is a culture for learning and improving.

3.2 The current actions, processes and procedures identified against each of the activity areas described above have been categorised in order to identify how they contribute towards delivering on the priority areas described in paragraph 1.2.9 i.e. certainty, consistency, communications and contactability.

Current Position

RETURN FOR PERIOD ENDING March 2013

Area of Activity: Open for business

Certainty

- Approved Glasgow and Clyde Valley Strategic Development Plan (May 2012).
- Adopted Minerals Plan (June 2012).
- Adopted South Lanarkshire Local Plan (March 2009).
- Main Issues Report on Local Development Plan published May 2012 - in line with the timetable set in the Development Plan Action Plan.
- Proposed Plan programmed for publication in June 2013.
- Approved Supplementary Guidance on Affordable Housing and Housing for Particular Needs (March 2011).
- Approved Supplementary Guidance on Renewable Energy Development (December 2010).
- Approved Supplementary Guidance on Residential Development and Design (August 2011).
- Proportion of applications approved 97.2%.
- Key Applications and those prioritised for action are recorded on the Service's Key Application List. List used by Case Officers, Team Leaders, Area Managers, Head of Service and Executive Director to review and monitor progress at meetings held on 3 week cycle.
- Current effective land supply 5354 houses)
- Planning ensures that Building Standards, Environmental Services, Flood Prevention Unit and Roads input to pre-application discussions, assessment and determination process is co-ordinated and programmed.
- Planning permission in principle granted for 187,428 square metres (sqm) of office space 45,260 sqm of hi-tech/ office space and 66,321 sqm of industrial space at Shawfield Business Park (part of Clyde Gateway)

Consistency

- Internal protocol with Environmental Services covering appropriate level of information required to support applications (introduced 2011/12) reviewed/revised December 2012 on basis of initial operation.
- Case Officers received training from Historic Scotland, Countryside and Greening Services, SNH, District Valuer and Homes for Scotland.
- Approved Council Guidance on pre-application consultation process and Decision Making Process.

Communications

- Applications with outstanding Section 75 agreements identified with a view to establishing those which could be:-
 - granted subject to conditions, .
 - refused as S75 required, but not likely to be concluded.
- Coordinated working with other Council Services to ensure specific proposals are progressed timeously e.g. Schools Modernisation Programme.

Contactability

- Decentralised office structure provides ready access to Planning advice across the Council area.
- Applicant advised of direct contact numbers/e-mail address of their dedicated case officer when application registered.
- Service Manager for each Area Office and HQ ensures responsive and effective decision making
- Development Management Charter sets standards for responding to meeting requests, telephone calls and site visits.

Current Position

RETURN FOR PERIOD ENDING March 2013

Area of Activity: High Quality Development on the Ground

Certainty

- Supplementary Planning Guidance on Residential Design describing design standards and incorporating principles set out in Designing Streets provides basis for assessing housing applications.
- Green Network Design Guide provides advice on the creation of quality, well managed and accessible greenspaces.
- Interim advice on Rural Design prepared for use by case officers.

Consistency

- Training received by case officers from Historic Scotland on improving design quality.
- Development Management Planning Policies and Procedures Group's (DMPPG) review of past cases and discussion of live cases includes design issues.
- Interim Guidance on Road Construction Consent process prepared by Roads and Transportation Service which incorporates principles set out in Designing Streets.

Communications

- Local Plan requires Community Growth Area applications to be the subject of masterplans, based on clearly defined 'Masterplan Development Frameworks' prepared by Council.
- Local Plan requires applications for Development Framework Sites to be subject of small scale masterplans, based on clearly defined key considerations set out in Local Plan.

Area of Activity: Certainty

Certainty

- Proportion of applications approved contrary to current Local Plan 2.62%.
- Proportion of applications approved in accordance with officer's recommendation 100%.
- Timescale for processing priority applications monitored through Key Application process.
- Chair and Vice Chair of Planning Committee regularly briefed on applications programmed for Committee.
- Early involvement of building standards and roads in discussion/assessment process provides advance indication of requirements for Building Warrant and Road Construction Consent process.
- On line advice published on coal mining legacy problems and how they can be addressed through the planning process.

Consistency

- Protocol agreed with Environmental Services covering advice required by Planning Service to progress applications.
- Supplementary Planning Guidance on Affordable Housing and Housing for Particular Needs approved
- Supplementary Planning Guidance on Renewable Energy Development approved.
- Supplementary Planning Guidance on Residential Development and Design approved.
- Updated Landscape and Landscape capacity advice on windfarms published.

Current Position

RETURN FOR PERIOD ENDING March 2013

Area of Activity: Communications, Engagement and Customer Service

Certainty

- Complaints upheld by Scottish Public Services Ombudsman (SPSO) – zero.

Consistency

- Complaints handled in accordance with revised Council procedure. All responses regularly reviewed by Service to establish if pattern or frequency of complaints indicates need for procedural changes.
- Online scheme of publications providing guidance on matters such as the decision making process, pre-application consultation and Residential Design Guide.

Communications

- Enforcement Charter and Development Management Charter setting out process, contact points and response standards in place.
- Enforcement Charter Crystal Marked.
- Customer Forum held with agents.
- Customer Satisfaction Survey sent out with each decision and results collated annually.
- Proportion of agents/applicants identifying the overall level of service provided by Planning as 'excellent or good' 97%
- Mystery Shopper exercise undertaken annually to evaluate council response to inquiries.
- Outcomes from Forum, Surveys and Mystery Shopper exercise feed into Service and Resource plans and Planning Service Improvement Plan
- Online submission of applications through Planning Portal.
- Online submission of appeals through Planning Portal
- Online submission of planning fees.
- Implementation of e-consultation with all statutory and of non-statutory consultees,
- Online enforcement register.
- Electronic Data and Record Management System allows all documents held by Service to be immediately viewed at any planning office across the Council area.
- Web information on planning applications updated daily.
- Established dialogue with housebuilding industry, via Homes for Scotland, to mutually assess and identify housing land supply for the Development Plan.

Contactability

- Proportion of applications submitted electronically - 51%.
- Planning Portal usage audited and number of visits averaged 7,071 per month in 2012/13.
- Duty Officer system ensures that a professional member of staff is always available to advise customers at each office.
- Decentralised office structure provides ready access to Planning advice across the Council area.
- Applicant advised of direct contact numbers/e-mail address of their dedicated case officer when application registered.

Current Position

RETURN FOR PERIOD ENDING March 2013

Area of Activity: Efficient and Effective Decision Making

Certainty

- 4 week Committee cycle for Planning Committee established and diarised.
- 8 week Committee cycle for Area Committees established and diarised
- Deadlines set for checking and submission of reports to the committees and for reviewing with Chair/Vice Chair.
- Scheme of Delegation reviewed and updated May 2012.
- The managers' meeting and 1-2-1 meetings with managers and Head of Service, held on 3 week cycle, review position regarding applications going forward for approval either via Committees or under delegated powers.
- Journey mapping of delayed applications produced on monthly basis. Used to identify if organisational reasons for delays.
- Protocols with Environmental Services, Roads, and the Flooding Unit used to improve effectiveness and efficiency of response process and specify information required.
- Time Management training available to all staff on line.

Consistency

- Prior to issue Building Warrant approvals and Roads Construction Consents cross checked against Planning Permissions to identify discrepancies.
- Licensing applications cross checked against Planning Permissions to ensure consistency.

Communications

- Applications with outstanding Section 75 agreements identified with view to identifying action needed by Council or applicant to progress.
- Electronic filing and work flow of all documents associated with applications allows immediate and direct access to this information across the entire service.
- Council approved guidance available on the planning permission 'Decision Making Process'.

Defining and Measuring a High Quality Planning Service – Part 2

Current Position

RETURN FOR PERIOD ENDING March 2013

Area of Activity: Effective Management Structures

Certainty

- System of 1-2-1 meetings between Executive Director/Head of Service/Managers/Team Leaders/Case Officers – all held on 3 week cycles, used to review and programme work loads.
- Heads of Service meetings and Managers meetings, also held on 3 week cycle, jointly review work loads and identify where resources may need to be directed.

Consistency

- Annual Personal Development Reviews (PDRs) for all members of staff used to review skills and identify training or development needs. Progress reviewed after 6 months.
- Service maintains regular dialogue with Housing, Roads and Environmental Services regarding application procedures/process.
- Schools Modernisation Programme progressed with Education Service through Joint Project Team.
- Affordable Housing, Residential Design Guide and Renewable Energy SPGs developed in co-operation with Housing, Roads, Environmental Services, Estates and Legal Services.

Communications

- Regular liaison meetings held with Countryside and Greening Service to review and monitor their input to Development Planning and Development Management work .
- Regular liaison meetings held with Support Services to monitor work loads and priorities.
- Liaise with the Central Scotland Wind Turbine Forum and SEA Forum
- Joint training events held with neighbouring Authorities.
- Planning Service works with other Authorities through the Strategic Development Planning Authority, West of Scotland Archaeology Service, Clyde Gateway and the Green Network Partnership, and Heads of Planning Development Management and Development Plans Sub Committees .

Area of Activity: Financial Management and Local Governance

Certainty

- Revenues Budgets reviewed with Finance via 1-2-1 meetings with Head of Service and Managers on a monthly basis.
- Budget and financial resources reviewed at all Heads of Service and Managers meetings.
- Allocation of resources to meet priorities and demands on Service reviewed by Head of Service and managers through 1-2-1 meetings and management meetings.
- Service representative attends Resource Procurement Meetings to review current activities and practice.

Current Position

RETURN FOR PERIOD ENDING March 2013

Area of Activity: Culture of Continuous Improvement

Certainty

- Elected member training on role of Planning held in June 2012.
- Elected member Training held for PLRB members in November 2012
- Council/Resource/Service Plans identify and programme the Council priorities. Plans cascaded to staff via managers and Team Meetings.
- Development Management Policy and Procedures Group reviews the robustness, relevance and use of the Service's processes and procedures.
- Best Value Working Group ensures Planning Services processes and procedures are efficient and effective.
- Council's Learning and Development Board ensures staff receive appropriate training when necessary and stay abreast of good practice.
- Participation in West of Scotland Development Plans Forum provides opportunity to share and benefit from best practice.

Consistency

- PDRs identify and monitor progress on training and development needed to ensure each member of staff can deliver the Service's priorities.
- 429 on line training courses available to staff.
- Council wide Performance Management Policy in place
- Service wide training held on development viability, design and materials, biodiversity and landscape impacts of windfarms/turbines.
- Feedback from customer surveys, Customers Forum and Public Service Improvement Framework (PSIF) exercise used to develop Service Improvement Plan. Actions completed.

Communications

- Employee Audit and suggestion scheme allows employees to identify options for improving delivery of the Council's services.
- Customer Forum held with agents on an annual basis used to secure feedback on potential Service improvements.
- Response to Customer Satisfaction Survey and Mystery Shopper exercise used to identify potential Service improvements.
- Workflow process reviewed to identify options for streamlining and improvement.

Supporting Evidence – Part 3

4. Supporting Evidence – Part 3

4.1 This section lists the evidence to support the actions and activities set out in the PPF.

Customer Survey Results	Results obtained from applicants, agents and objectors are collated on an annual basis and the outcomes used to identify actions in the Service Plans and the Planning Service Improvement Plan .
Customer Forum Results	Feedback from the informal sessions held with agents and architects is used to identify actions in the Service Plans and the Planning Service Improvement Plan .
Employee Audit and Employee Audit Action Plan	Feedback used to identify actions in the Service Plans and the Planning Service Improvement Plan.
Public Service Improvement Framework (PSIF) Action Plan	PSIF has been used to guide the preparation of Service Plans and the Planning Service Improvement Plan .
Resource and Service Plan	Used to set out the Resource and the Service's actions aimed at delivering the Council's objectives.
Planning Service Improvement Plan	Used to identify areas for service improvement and how best they can be tackled, on annual basis.
Council Complaints Procedure	Revised complaints handling procedure identifies processes and procedures for responding to and addressing customer complaints.
Planning Service Scheme of Publications	Used to guide applicants, agents and objectors on approved policies and procedures. Reviewed and updated when necessary.
Performance Development and Review results	Used to identify individual staff training needs and Service improvement actions.

5. Service Improvements 2013/14 – Part 4

5.1.1 The table below detail the key commitments and actions for the coming year for future service improvements within Planning. The headings at the top of these tables also highlight how these commitments and actions link to and support the Council's vision, values, objectives and improvement themes as set out within the Council's Plan which are embedded within the Resource and Service Plans. Furthermore the tables also demonstrate within the 'What will be achieved' box how the Service will deliver on the priority areas of certainty, consistency, communications and contactability.

Council/Resource Objective: **Embed governance and accountability**

Improvement Area	Improve the user's experience and increase their understanding of the Planning Service			
What will we do?	Why will we do it?	When will we do it?	What will it achieve?	How will we monitor and assess progress?
Hold a Local Forum with agents to provide service users with an opportunity to scrutinise the quality of the Planning Service.	To provide the Service with an opportunity to directly engage with customers on a regular basis and identify potential ways of responding to their concerns.	By March 2014	Identify the needs and concerns of customers and an opportunity to identify responsive and customer focussed business process. <i>(Communications)</i>	Through appraisal and review of the actions taken in response to the issues raised at Forums by the Planning and Building Standards Managers (PBSMs); and a review of the changes generated by the Forums.
Survey applicants, objectors and consultees.	To evaluate and test their experience of the planning application process and to identify ways of improving the process.	By March 2014	Provide feedback on the performance of the planning application process from those directly involved. <i>(Communications)</i>	Through appraisal and review of the actions taken in response to the issues raised in the survey by the PBSMs and the Development Management Policies and Procedures Group (DMPPG); and a review of the changes generated.
Put Planning Service forward for Customer Service Excellence (CSE) award.	To test the performance of the Service against the criteria for CSE.	By March 2014	Provide a formal feedback on the quality of the Planning Service and identify potential areas for improvement. <i>(Certainty)</i>	PBSMs to make a sub group of the DMPPG responsible for preparation and submission of application.
Establish regular forum for exchange of information on forthcoming planning issues with Council's Public Relations Service with view, where possible, to promoting the wider role of planning.	To encourage the work of the Planning Service to be fairly and accurately reported in the media.	September 2013	The presentation of a more balanced and representative view of the planning process. <i>(Certainty)</i>	Head of Service and HQ Manager to programme meetings with PR.

Service Improvements 2013/14 – Part 4

5. Service Improvements 2013/14 – Part 4

Council/Resource Objective: **Achieve the efficient and effective use of resources and promote performance management and improvement**

Improvement Area	Improve the user's experience and increase their understanding of the Planning Service			
What will we do?	Why will we do it?	When will we do it?	What will it achieve?	How will we monitor and assess progress?
Provide planning advice - via the web – on validation of applications.	To improve the content and quality of the submissions received from applicants.	Agree content and timetable for implementation with IT. Complete February 2013.	It will provide applicants with a clear guide to submission requirements and the necessary criteria that apply to the process. (Consistency)	PBSMs to make a sub group of the DMPPG responsible for preparation and publication of the advice.
Publish an updated Development Management Charter	To provide customers with the service's standards.	By March 2014	It will ensure that customers can access a document that describes the service's operational standards and its role in the application process. (Certainty)	PBSMs to agree a timetable for completion and monitor progress.
Make use of social media to promote publication of Proposed Development Plan.	To broaden the Service's methods of communication with its customers.	By June 2013	It will provide an alternative means of seeking response to the Council's proposed plan. (Communications)	Agree method and content with IT.
Develop and review the technical performance of the EDRM system.	To ensure the system is fit for purpose.	By March 2014	A system that is responsive to the needs of management, case officers and customers. (Communications)	EDRM project team to regularly update PBSMs on progress.
Undertake a networking event for staff.	To ensure staff views are considered when the effectiveness and efficiency of business processes and procedures are reviewed and revised	By March 2014.	It provides the PBSMs with feedback on the way staff are carrying out our business, and an opportunity to use their experience to develop better processes. (Contactability)	PBSMs to agree a timetable for preparation and holding of the event. PBSMs to monitor the implementation of actions identified at event.
Review Scheme of Delegation in response to legislation changes.	To ensure that applications determined at appropriate level.	By September 2013	It will ensure that only applications that need to be considered by Members are programmed for Committee. (Consistency)	PBSMs to review and update.
Audit skills of planning staff and assess skills needs through the Performance and Development Review (PDR) Process to	To establish specific areas in which training is needed.	By July 2013	A detailed assessment of the more technical areas in which training is needed. (Consistency)	PBSMs to review PDR outcomes and develop a programme of training

Service Improvements 2013/14 – Part 4

5. Service Improvements 2013/14 – Part 4

Council/Resource Objective: Achieve the efficient and effective use of resources and promote performance management and improvement

Improvement Area	Improve the user's experience and increase their understanding of the Planning Service			
What will we do?	Why will we do it?	When will we do it?	What will it achieve?	How will we monitor and assess progress?
Introduce time recording system.	To provide data which identifies the time spent on different elements of the Service's work and the associated staff costs..	By June 2013	An indication of the staff costs incurred in fee and non fee earning work. <i>(Consistency)</i>	PBSMs to agree system, monitor its use and interrogate results..
Take actions needed to remove or progress stalled S75 applications.	To remove legacy applications from the system.	By November 2013	A more realistic appraisal of the Service's outstanding work load. <i>(Certainty)</i>	PBSMs to agree a timetable for completion of exercise and monitor progress.
Promote the use of processing agreements for major developments at pre-application stage and through the Council web site.	To establish if agreements can improve the average processing time for major developments.	By September 2013	It will provide an opportunity to systemically seek the use of processing agreements. <i>(Certainty)</i>	PBSMs to ensure that in appropriate cases the option is made available to developers.

Service Improvements 2013/14 – Part 4

5. Service Improvements 2013/14 – Part 4

Council/Resource Objective: Improve the quality of the physical environment and support the local economy by providing the right conditions for growth, improving skills and employability

Improvement Area	Improve the user's experience and increase their understanding of the Planning Service			
What will we do?	Why will we do it?	When will we do it?	What will it achieve?	How will we monitor and assess progress?
Undertake joint training on habitats, landscape and the with Council's Countryside and Greening Service.	To improve case officers' knowledge and understanding of these issues.	March 2014	Further develop skills of staff and so fill the knowledge gap left by the withdrawal of SNH from some aspects of planning work. <i>(Consistency)</i>	PBSMs to agree programme and monitor implementation
Undertake training with Historic Scotland on historic buildings and environment	To improve case officers' knowledge and understanding of these issues	By March 2014	Further develop skills of staff and so fill the knowledge gap left by the withdrawal of HS from some aspects of planning work. <i>(Consistency)</i>	PBSMs to agree programme and monitor implementation
Undertake training with SEPA and Scottish Water on input to planning process	To improve case officers' knowledge and understanding of these issues	January 2014	Further develop skills of staff in assessing development proposals. <i>(Consistency)</i>	PBSMs to agree programme and monitor implementation
Provide further training on development economics focussing on practical applications of process. .	To improve case officers' knowledge and understanding of these issues	By March 2014	Further develop skills of planners and their capacity to understand the importance of the financial background to proposals. <i>(Consistency)</i>	PBSMs to agree programme and monitor implementation
Undertake training on Retail Impact Analysis (RIA) for targeted staff	To improve case officers' knowledge and understanding of these issues	September 2014	Broaden the skill base of the Service and provide additional staff resources to tackle applications accompanied by a RIA. <i>(Consistency)</i>	PBSMs to agree programme and monitor implementation.
Undertake training on impacts of wind turbine/ wind farm applications on radar.	To improve case officers' knowledge and understanding of these issues	December 2014	Further develop skills of staff in assessing development proposals. <i>(Consistency)</i>	PBSMs to agree programme and monitor implementation.
Undertake training on landscape/visual impacts of wind turbine/wind farm applications	To improve case officers' knowledge and understanding of these issues	December 2014	Further develop skills of staff in assessing development proposals. <i>(Consistency)</i>	PBSMs to agree programme and monitor implementation.

Service Improvements 2013/14 – Part 4

5. Service Improvements 2013/14 – Part 4

Council/Resource Objective: Improve the quality of the physical environment and support the local economy by providing the right conditions for growth, improving skills and employability

Improvement Area	Improve the user's experience and increase their understanding of the Planning Service			
What will we do?	Why will we do it?	When will we do it?	What will it achieve?	How will we monitor and assess progress?
Undertake training, in partnership with Environmental Services, on noise impacts of developments and of wind turbine/wind farm applications	To improve case officers' knowledge and understanding of these issues	September 2013	Further develop skills of staff in assessing development proposals. <i>(Consistency)</i>	PBSMs to agree programme and monitor implementation
Seek training for staff from Architecture and Design Scotland on place making and design.	To improve case officers' knowledge and understanding of these issues	October 2014	Further develop skills of staff in assessing development proposals. <i>(Consistency)</i>	PBSMs to agree programme and monitor implementation
Proposed Development Plan and associated SG to provide a clear policy context for place making and quality design; incorporating guidance in Designing Streets and on the Qualities of Successful Places.	To encourage customers and case officers to pursue quality developments.	June 2013	Improvements in the quality of approved and built developments. <i>(Consistency)</i>	PBSMs to agree content and monitor implementation
Provide briefing note on Creating Places - Policy Statement on Architecture and Place Making promoting its use and application to DM case officers.	To improve case officers' knowledge and understanding of these issues	December 2014	Further develop skills of staff in assessing development proposals. <i>(Consistency)</i>	PBSMs to agree content and monitor implementation
Provide advice on the assessment of bonds for wind turbine developments	To provide customers and case officers with consistent guidance on level of bonds required.	October 2013	It will streamline customers and case officers assessment of the level of bonds required. <i>(Consistency)</i>	PBSMs to agree content and monitor implementation
Review and update base data on landscape impacts of wind turbine developments with view to assessing current landscape capacity.	To provide customers and case officers with up to date guidance on landscape issues.	September 2013	It will streamline customers and case officers assessment of the potential landscape issues. <i>(Consistency)</i>	PBSMs to agree content and monitor implementation

Delivery of Planning Service Improvement Plan Actions 2012/13 – Part 4

5.2 Delivery of Planning Service Improvement Plan Actions 2012/13 – Part 4

- 5.2.1 This section of the PPF sets out the commitments made on the previous year's service plan and the specific actions carried out in relation to these commitments as well as the results of these actions.
- 5.2.2 The plan for 2012/13 identified 24 separate actions. Of this total 18 were completed over the year. Four others were partially completed. The training sessions covering development economics were of particular value in making officers aware of the current pressures being experienced in the private sector.
- 5.2.3 The results of the customers surveys undertaken in 2012/13 continued to demonstrate a high satisfaction rate amongst that the agents and architects using the Council's Planning Service. An extract from the results are provided below.

Questions	Excellent	Good	Poor	Very Poor	Don't Know
How would you rate the overall service provided by Planning?	33%	64%	3%	1%	0%
The usefulness of advice and assistance given by Planning staff, prior to and after submitting applications	36%	58%	3%	0%	3%
The knowledge of Planning staff	41%	57%	1%	0%	0%
Time taken to reply to written enquiries	30%	52%	10%	1%	6%
The length of time taken to make a decision on your application	22%	54%	16%	3%	6%
The consistency of the service provided by Planning	25%	65%	4%	0	6%

- 5.2.4 Progress on two of the actions – holding a Service network event and the customer forum was postponed. The former on the basis that it was felt appropriate to ensure staff could be briefed, at the event, on the implications of future council savings exercises. The latter was postponed as the response rate to the invitation issued was disappointing. The first forums had been held in the evening but in response to requests from agents the most recent events had been held in the afternoon. We will contact agents to establish if attendance could be improved by reverting to an early evening session.
- 5.2.5 The Enforcement Charter has been updated but formal publication delayed pending verification of its Crystal Mark status. It will be formally published by September of this year. In view of the current position regarding the preparation of the South Lanarkshire Local Development Plan it was also decided to pursue the publication of some of the advice and guidance included in the 2012/13 improvement plan through the preparation of its associated Supplementary Guidance.
- 5.2.6 The Service's Electronic Data and Record Management System (EDRM) allows all the work submitted and being processed to be viewed and actioned at any office. This provides the opportunity for the temporary allocation of work across the Service, in response to workload reviews, without the need to physically relocate staff. The EDRM system was also the focus of work with IT Services and Support Services aimed at improving its operational capacity and widening its use. In addition a review of the associated planning workflow process was undertaken and a number of improvements installed into the live system. Progress has also been made with regards to improved integration of the Council EDRM system with the national portal and final testing is underway.

Delivery of Planning Service Improvement Plan Actions 2012/13 – Part 4

- 5.2.7 The Council's Development Management Policies and Procedures Group continues to provide a valuable forum for the discussion of procedural matters and to encourage discussion of design and place making issues. Some of the developments that have been the subject of discussion and have taken place over the past year are illustrated below.
- 5.2.8 Independent of the improvement plan – in response to the large number of small scale wind farm and individual wind turbine applications being processed by the Council – a template Section 75 agreement has been prepared (with the Council's Legal Service) for use, where required, with these applications. This has assisted in the post decision processing of the consents.
- 5.2.9 Further details of actions taken and the progress made on the 2012/13 improvement plan are included in the table on the following page.

“ QUOTES”

“ The level of service has constantly been to a good standard and all time scales and deadlines are well kept, this is important to me as I rely on such timescales and deadlines when dealing with either existing or potential clients”

- planning agent

“ QUOTES”

“ The helpfulness and consideration of the staff were outstanding. Especially, our primary contact, who was exceptionally helpful and informative”

- planning applicant

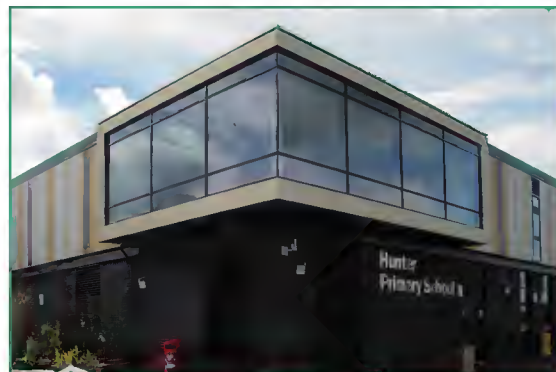
“ QUOTES”

“ The level of service did, indeed, exceed my expectation due to the friendly, personal assistance given by Planning Department staff”

- planning agent



2013 - Barn conversion, Lanark



2013 - School, East Kilbride



2013 - Offices, Hamilton



2013 - Housing, Thorntonhall

Delivery of Planning Service Improvement Plan Actions 2012/13 – Part 4

5.2 Delivery of Planning Service Improvement Plan Actions 2012/13 – Part 4 Service Improvements 2012/13

Improvement Area	Improve the user's experience and increase their understanding of the Planning Service		
What will we do?	Action carried out/Evidence	Complete	Comment
Continue to hold the Local Forum with agents to provide service users with an opportunity to scrutinise the quality of the Planning Service.	Date set and invitations issued to over 50 of the architects/agents who submit applications to Council. Five acceptances received. Following consideration by PBSM team agreed to postpone to after summer and possibly revert to evening meeting.	No	Previous meetings have resulted in up to 20 people attending. Intend to letter smaller group of architects/agents to determine what would be the best approach for the Forum.
Continue to survey applicants, objectors and consultees.	Surveys issued and results collated 97% of respondents rated the Planning service as excellent or good. 90% of respondents rated the consistency of the Planning service as good or excellent.	Yes	Results indicate Planning Survey is viewed favourably by architects/ agents.
Implement new complaints procedure in line with Scottish Public Services Ombudsman requirements.	New guidance rolled out to staff, training courses provided and on-line courses made available Advice also available on Council website.	Yes	New system in place and response being reviewed to identify any changes/ improvements needed.
Undertake member training on Planning Local Review Body (PLRB).	Training sessions held November 2012 and February 2013.	Yes	All PLRB members and substitute members trained.
Review the Enforcement Charter	Content reviewed and updated. Charter being re-assessed for Crystal Mark.	Partial	Content has been updated but awaiting final confirmation of changes needed to ensure document retains it Crystal Mark. Will be published September 2013.
Provide planning advice - via the web – on validation of applications.	Area offices have been asked to collate list of 'common' errors in invalid applications. Results to be used as basis for preparing web notes.	No	Item included as carry forward in 2013/14 Improvement Plan.
Assess IT based options for a system that will allow applicants to be regularly updated on their application's progress.	Options assessed against the technical constraints of the current IT systems. Solutions identified not cost effective.	Yes	Acknowledgement letter sent to applicants, following validation, changed to advise that progress can be tracked by visiting Council web site and a link is provided to search page.
Review planning guidance/ advice on Council web site, with particular regard to the criteria set by the Pendleton Report.	Location and content of advice altered.	Yes	Planning content regularly reviewed.
Introduce an interactive on line link to the Local Development Plan.	IT system designed and tested.	Partial	Will be installed and operational October 2013.
Continue to develop and review the technical performance of the EDRM system.	Review of the workflow process undertaken in November 2012. Actions identified to streamline process completed. Programme of improvements to EDRM system agreed and programmed with IT.	Yes	Cross section of Support and Professional staff reviewed workflow process in order to identify bottlenecks. Actions taken to improve process.

Delivery of Planning Service Improvement Plan Actions 2012/13 – Part 4

5.2 Delivery of Planning Service Improvement Plan Actions 2012/13 – Part 4 Service Improvements 2012/13

Improvement Area	Improve the user's experience and increase their understanding of the Planning Service		
What will we do?	Action carried out/Evidence	Complete	Comment
Create a plan based system for recording Enforcement Activity.	Date set and invitations issued to over 50 of the architects/agents who submit applications to Council. Five acceptances received. Following consideration by PBSM team agreed to postpone to after summer and possibly revert to evening meeting.	No	Previous meetings have resulted in up to 20 people attending. Intend to letter smaller group of architects/agents to determine what would be the best approach for the Forum.
Create a plan based system for recording Enforcement Activity.	Technical requirements agreed with IT and programmed for completion in August 2013.	Partial	System made operational in August 2013.
Undertake a networking event for staff.	PBSM team decided to postpone event to later in 2013 in order to ensure that overall position on Council savings/structure could be clarified with staff at the event.	No	Item included as carry forward in 2013/14 Improvement Plan.
Record and process enforcement inquiries and cases through the electronic development management system.	System designed and introduced. Details of enforcement cases available for all staff and management to view.	Yes	
Ensure that Performance and Development Review (PDR) Process includes a skills audit of planning staff and an assessment of skills needs.	PDRs completed – training identified that reflects needs of staff and Service.	Yes	
Introduce e-consultation for all Community Councils	Pilot initially operated and following successful operation all Community Councils now receive consultations electronically.	Yes	E-consultation now done for all statutory and regular consultees.
Establish protocol for recording the purpose and pursuing the outcome of pre-application discussions.	Development Management IT system includes fields that allow for the recording of Pre-application discussions. Advice on its application and use cascaded to case officers.	Yes	Use kept under review.
Continue joint training on habitats, landscape and the with Council's Countryside and Greening Service.	Biodiversity Toolkit Training undertaken June 2012. SNH provided training on windfarm landscape issues August 2012.	Yes	Further training requirements to be addressed.
Continue with training available through Historic Scotland on historic buildings and environment	HS provided design and materials training May 2012.	Yes	Further training requirements to be addressed.
Assess alternative options for funding of infrastructure works.	PBSMs reviewed options. For CGAs, Masterplan sites and development Framework sites roof tax option being pursued and level of contributions assessed on site by site basis with view to ensuring that figure set is proportionate and achievable.	Yes	Position to be kept under review. Opportunity will also be taken to formally incorporate the guidance into the Local Development Plan process, via the use of Supplementary Guidance.

Delivery of Planning Service Improvement Plan Actions 2012/13 – Part 4

5.2 Delivery of Planning Service Improvement Plan Actions 2012/13 – Part 4 Service Improvements 2012/13

Improvement Area	Improve the user's experience and increase their understanding of the Planning Service		
What will we do?	Action carried out/Evidence	Complete	Comment
Provide practice notes and guidance on the implementation of the Council's affordable housing policy.	Notes prepared in conjunction with Housing. To be incorporated into updated Affordable Housing SG.	Yes	Previous meetings have resulted in up to 20 people attending. Intend to letter smaller group of architects/agents to determine what would be the best approach for the Forum.
Improve awareness of the use and relevance of the Strategic Environmental Assessment process.	Corporate SEA working group established. Reviews progress on all SEA work and monitors Council's programme of plans, policies and programmes to ensure that appropriate SEA response in place.	Yes	Role of SEA working group to be cascaded to case officers.
Publish Guidance on 1) Developers Contributions 2) Rural Design Guide	Interim Rural Design Guide provided for use by case officers December 2012. To be incorporated into Development Management and Place Making SG. Developers Contribution guidance now programmed as SG to be prepared in conjunction with the LDP.	Partial	Opportunity taken to incorporate the guidance into the formal Local Development Plan process via the use of Supplementary Guidance.

Planning Performance Framework Appendix I

South Lanarkshire Council Official Statistics

Decision making timescales

Category	Total number of decisions 2012-2013	Average timescale (weeks)	
		2012-2013	2011-2012
Major developments	13	86.5	91.8
Local developments (non-householder)			
• Local: less than 2 months	(304) 49.4%	6.9	6.6
• Local: more than 2 months	(312) 50.6%	27.3	25.3
Householder developments			
• Local: less than 2 months	(572) 86.3%	6.4	6.0
• Local: more than 2 months	(91) 13.7%	23.1	23.1
Housing			
• Major housing developments	5	72.3	119.6
• Local: less than 2 months	(106) 49.3%	7.0	6.7
• Local: more than 2 months	(109) 50.7%	26.3	31.9
Business and industry			
• Major business and industry	1	20	48.1
• Local: less than 2 months	(77) 61.1%	6.7	6.7
• Local: more than 2 months	(49) 38.9%	20.7	21.5
Environmental Impact Assessment (EIA) developments	1	65.7	none
Other consents*	175	8.6	10.0
Planning/legal agreements**	17	117.7	150.4
Local reviews	1	10.7	8.6

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

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

Planning Performance Framework Appendix I

Decision: local reviews and appeals

Type	Total number of decisions	Original decision upheld			
		2012-2013		2011-2012	
		No.	%	No.	%
Local reviews	1	0	0	3	25
Appeals to Scottish Ministers	8	6	80	5	45

Enforcement activity

Type	2012-2013	2011-2012
Cases taken up	113	391
Breaches identified	To be confirmed	450
Cases resolved	196	To be confirmed
Notices served***	33	13
Reports to Procurator Fiscal	1	3
Prosecutions	0	2

*** Enforcement notices; breach of condition notices; planning contravention notices; stop notices; temporary stop notices; fixed penalty notices, and Section 33 notices.

Planning Performance Framework Appendix I

Planning Applications - 2012/13

South Lanarkshire ^{1,2}

Post-3rd August 2009 applications

2012/13

All applications

MAJOR DEVELOPMENTS	Total number of decisions	Average time (weeks)		Total number of decisions	Average time (weeks)	
Without Legal Agreement	7	19.5		7	19.5	
With Legal Agreement	3	98.6		6	164.6	
MAJOR DEVELOPMENTS	Total number of decisions	Average time (weeks)		Total number of decisions	Average time (weeks)	
All Major Developments	10	43.2		13	86.5	
Minerals	2	31.9		3	55.3	
Housing	4	22.9		5	72.3	
Business and Industry	1	20.0		1	20.0	
Waste Management	0	-		0	-	
Electricity Generation	2	121.9		3	187.8	
Freshwater Fish Farming	0	-		0	-	
Marine Finfish Farming	0	-		0	-	
Marine Shellfish Farming	0	-		0	-	
Other Developments	1	13.0		1	13.0	
LOCAL DEVELOPMENTS	Total number of decisions	Average time (weeks)		Total number of decisions	Average time (weeks)	
Without Legal Agreement	1,264	11.5		1,268	12.1	
With Legal Agreement	10	73.1		11	92.1	
LOCAL DEVELOPMENTS	Total number of decisions	Average time (weeks)	Proportion of Decision	Total number of decisions	Average time (weeks)	Proportion of Decisions
All Local Developments	1,274	11.9		1,279	12.8	
Local: Less than 2 months	876	6.6	68.8%	876	6.6	68.5%
Local: More than 2 months	398	23.7	31.2%	403	26.4	31.5%
Local Developments (non-householder)	612	15.8		616	17.2	
Local: Less than 2 months	304	6.9	49.7%	304	6.9	49.4%
Local: More than 2 months	308	24.7	50.3%	312	27.3	50.6%
Householder Developments	662	8.3		663	8.7	
Local: Less than 2 months	572	6.4	86.4%	572	6.4	86.3%
Local: More than 2 months	90	20.4	13.6%	91	23.1	13.7%
Housing	214	16.0		215	16.8	
Local: Less than 2 months	106	7.0	49.5%	106	7.0	49.3%
Local: More than 2 months	108	24.8	50.5%	109	26.3	50.7%
Business & Industry	126	12.1		126	12.1	
Local: Less than 2 months	77	6.7	61.1%	77	6.7	61.1%
Local: More than 2 months	49	20.7	38.9%	49	20.7	38.9%
LOCAL DEVELOPMENTS	Total number of decisions	Average time (weeks)	% Under 2 months	Total number of decisions	Average time (weeks)	% Under 2 months
Minerals	2	33.2	0.0%	2	33.2	0.0%
Waste Management	3	25.6	0.0%	3	25.6	0.0%
Electricity Generation	65	29.4	23.1%	66	32.4	22.7%
Freshwater Fish Farming	0	-	-	0	-	-
Marine Finfish Farming	0	-	-	0	-	-
Marine Shellfish Farming	0	-	-	0	-	-
Other Developments	190	13.3	53.7%	192	15.8	53.1%
Telecommunications	11	13.4	36.4%	11	13.4	36.4%
AMSCs (under 2 months)	1	15.0	0.0%	1	15.0	0.0%
OTHER CONSENTS	Total number of decisions	Average time (weeks)		Total number of decisions	Average time (weeks)	
Listed bldg.+con.area consents	46	13.6		46	13.6	
Advertisements	86	7.2		86	7.2	
Hazardous substances consents	3	18.9		3	18.9	
Other consents and certificates	40	5.4		40	5.4	
ENVIRONMENTAL IMPACT ASSESSMENTS	Total number of decisions	Average time (weeks)		Total number of decisions	Average time (weeks)	
Local Developments Subject To EIA	1	65.7		1	65.7	
AMSCs (Subject to EIA)	2	16.6		2	16.6	
APPLICATIONS SUBJECT TO	Total number of decisions	Average time (weeks)		Total number of decisions	Average time (weeks)	
Planning/Legal Agreement	13	79.0		17	117.7	
Local Review	1	10.7		1	10.7	

All applications

PROCESSING AGREEMENTS	Total number of decisions	% within agreed timescales
All Processing Agreements	0	-
Major applications	0	-
Local Applications	0	-
EIA developments	0	-
Other consents	0	-
APPLICATIONS APPROVED / DELEGATED	Percentage	
Percentage of Applications Approved	97.2%	
Percentage of Applications Delegated	90.1%	
LOCAL REVIEWS and APPEALS	Total number of decisions	Original decision upheld (%)
Local Review	1	0.0%
Appeals to Scottish Ministers	9	77.8%
ENFORCEMENT ACTIVITY	Number	
Cases Taken Up	113	
Notices Served	33	
Reports to Procurator Fiscal	1	
Prosecutions	0	

1. For a full description of the categories in this analysis please see NOTES page.

2. Time has been removed from the decision time for 9 applications where delays were outwith the control of the local authority.

Context

In 2012/13, South Lanarkshire Council experienced a continuing reduction in the overall number of applications determined. Reductions were experienced in most of the 'major' categories (other than electricity generation), with the greatest reductions being in householder applications (falling from 776 determined in 2011/12 to 662 in 2012/13) and in Other development – local (falling from 260 determined in 2011/12 to 190 in 2012/13). The category with the most significant increase from 2011/12 has been the number of Electricity generation (local) applications which were determined, rising from 36 in 2011/12 to 65 in 2012/13.

Performance in terms of average number of weeks to determine applications is mixed across the different categories, with improvements in some such as the 'All major' category, but slightly down or static in others. While performance in terms of average number of weeks is mixed, it is noted that with the exception of householder applications, greater percentages of applications in the other categories were determined within two months.

Large increases in the number of wind turbine applications determined, has contributed to longer decision-making in the local development (non-householder) category, as these often involve delays caused by requirements for section 75 agreements and financial contributions to the Council's Renewable Energy Fund.

In terms of Local Reviews and Appeals to Scottish Ministers, there was a significant reduction in the number of local reviews, from 2011/12, with numbers falling from 12 cases to only one, which was upheld in the Council's favour.

The number of appeals to the Scottish Ministers fell from 11 in 2011/12, to 9 in 2012/13. In 2011/12, 45% were sustained in the applicant's favour, while in 2012/13, only 22.2% were similarly sustained. South Lanarkshire Council's figure is well above the Scottish average of 38.1% sustained in the applicant's favour.

While it appears that enforcement activity is significantly down from 2011/12 in terms of cases taken up, this is largely due to more accurate recording. While the number of notices served in 2012/13 has risen significantly from 13 to 33, this is predominantly due to a greater number of Planning Contravention Notices being served, rather than an increase in the serving of enforcement or breach of condition notices. As with 2011/12, only a small percentage resulted in formal notices being served, with the ongoing policy being one of negotiation and resolution of breaches. The Planning Enforcement function is carried out by three monitoring and enforcement officers located in each area office and a minerals enforcement officer based in HQ.

Planning Performance Framework Appendix II

South Lanarkshire Planning Service – Workforce and Financial Information

1. South Lanarkshire's Planning Service is part of Community and Enterprise Resources. This follows the merger, in January 2012, of the two previously independent Resources. The Service's work is undertaken by 4 teams with a total of 45 staff. The HQ team is based in the Community and Enterprise Resources HQ building in Hamilton. It deals with Development Plan preparation publishing and monitoring, and produces, where necessary, the appropriate Supplementary Planning Guidance (SPG). The Council's input to the preparation and monitoring of the Strategic Development Plan (SDP), via the Glasgow and Clyde Valley Strategic Planning Authority, is also co-ordinated through the HQ Team. It also handles all the minerals, waste and large scale windfarm applications.
2. The 3 other Teams, located in Lanark, Hamilton and East Kilbride, handle the vast majority of all the applications submitted in accordance with the requirements of the Town and Country Planning (Scotland) Act 1997, the Planning (Listed Buildings and Conservation Areas) (Scotland) Act 1997 and other associated legislation. This includes applications for planning permission, listed building consent, conservation consent, advertisement consent and certificates of lawful use. They also assist the HQ team in the work on Development Plans, SPGs and the SDP.
3. The Planning Service is combined and managed jointly with the Building Standards Service. The Area Offices also include the Council's Area Road's Teams. This allows the Council to deliver, through its decentralised structure, a co-ordinated service which can advise and guide applicants, developers and investors both on their proposals and on the on the application process, covering planning permission, building warrant and roads construction consent.
4. The fee income received for planning applications in 2012/13 was £1,189,000. The cost for operating the Planning Service over the same period was £4,460,000. The Service had a training budget of £18,500 for 2012/13. The budget allocated for 2103/14 is £17,000. This has been 'top sliced' with £900 being given to the Improvement Service in exchange for training events they will deliver. Discussions are taking place with the Improvement Service regarding the provision of training in 2013/14 on areas identified through the staff development and review process:-
 - Benchmarking/performance management;
 - Influencing skills;
 - Development delivery/economics; and
 - Delivery/engagement techniques.

Planning Performance Framework Appendix II

Planning Performance Framework Appendix II

Tier posts	Managers		Main grade posts		Technician posts		Office support		Totals
	No. of posts	Vacant	No. of posts	Vacant	No. of posts	Vacant	No. of posts	Vacant	
Head of Service	1								
Development Management	3		31				15		49
Development Planning	1		2		3				6
Enforcement Staff			4						4
Cross Service/Other Planning			1						1

* Age band	Number
Under 30	5
30-39	13
40-49	10
50 and Over	18
Total	46

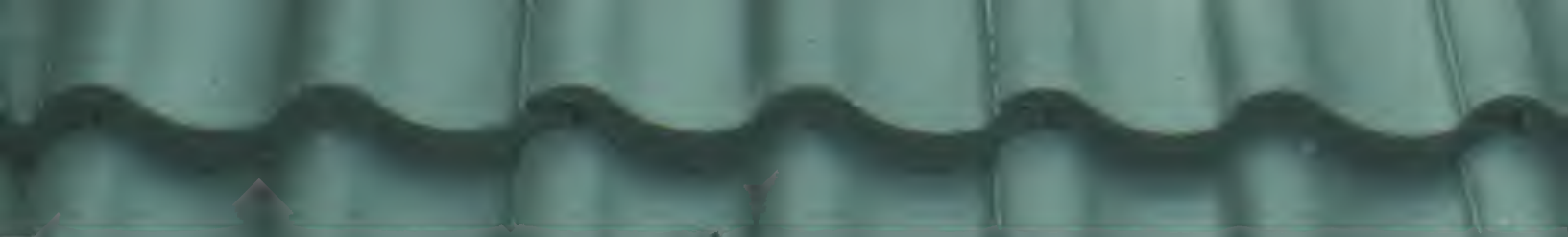
* This information does not include age profile of Office Support staff

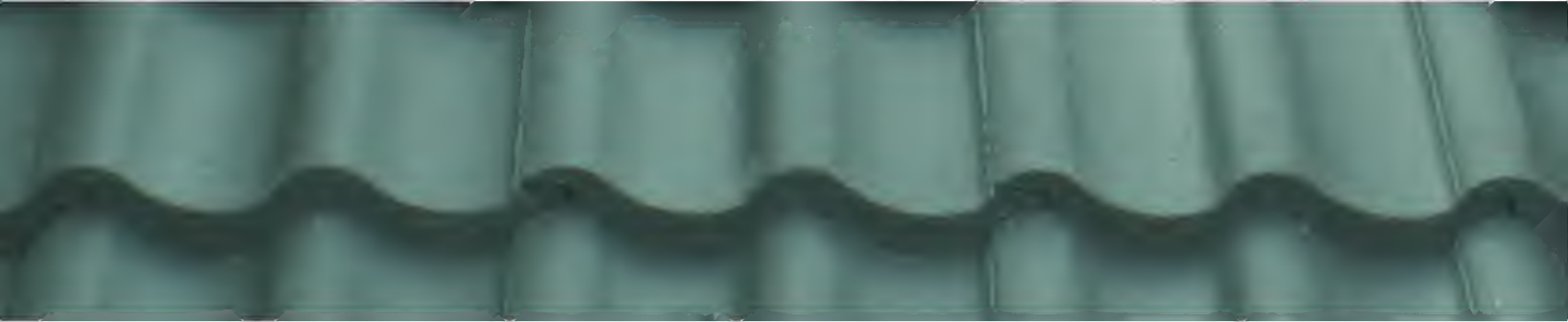
Committees and site visits	No. per year
Full Council committees	6
Planning Committees	8
Area Committees (where relevant)	16 *1
Committee site visits	0
LRB	10 *2
LRB site visits	0

*1 – SLC has 4 Area Committees

*2 – Only one required

Service	Budget	Costs		Income
		Direct	Indirect	
Planning Service	£4,459,929	£2,362,706	£2,097,223	£1,188,665





Community and Enterprise
Resources