

# West Dunbartonshire Council Planning Performance Framework



## Planning and Building Standards Service



September 2012



# Foreword

Welcome to the first Planning Performance Framework and thank you for your interest in the Planning and Building Standards Service in West Dunbartonshire.

The Planning Performance Framework is the culmination of detailed discussions and consultations undertaken by the Heads of Planning Scotland with the Scottish Government, RTPI and other key public and private sector organisations. It is the first time that the planning system has taken a balanced scorecard approach to performance which allows planning authorities to demonstrate their achievements, successes, individuality and personality.

West Dunbartonshire Council is a small size authority in the West of Scotland with just over 90,000 residents and is made up of rural, urban and waterfront locations. The Planning Authority area excludes parts of Balloch and the countryside to the east and west of Loch Lomond which lies within the Loch Lomond and the Trossachs National Park. The area has a rich past shaped by shipyards and manufacturing industries, with the iconic Titan Crane, Dumbarton Castle and Rock and it is the main gateway to the Loch Lomond and Trossachs National Park. This Council like other councils continues to be affected by the economic situation with many of our waterfront sites undeveloped and derelict. The social and economic regeneration of West Dunbartonshire is a Strategic Priority of this Council and the Planning and Building Standards Service has a key role to play in facilitating and working with developers in achieving appropriate development on our key regeneration sites.

The Planning Performance Framework sits alongside the Planning and Building Standards Operational Plan which is also produced on an annual basis.

This first Planning Performance Framework outlines our performance and demonstrates our achievements, actions and improvements in 2011/12 and also outlines our service improvements for 2012/13. Outcomes are identified for each measurement of a high quality planning service as an assessment of their effectiveness. Although this Performance Framework is primarily an assessment of the planning service it cannot be done in isolation without referring to building standards as the Planning and Building Service operates as an integrated service within West Dunbartonshire.

I hope you enjoy reading the Framework and I would welcome your feedback.

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Planning and Building Standards Manager

September 2012

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## National Headline Indicators (NHIs)

Key Outcomes	2011-2012	2012-2013
<b>Development Planning:</b> <ul style="list-style-type: none"> <li>• Age of Local/Strategic Development Plan(s) (full years)</li> <li>• Development Plan Scheme: on track (Y/N)</li> </ul>	<p>2 years</p> <p>Yes</p>	
<b>Effective Land Supply and Delivery of Outputs</b> <ul style="list-style-type: none"> <li>• Effective housing land: years supply</li> <li>• Effective housing land supply</li> <li>• Housing approvals</li> <li>• Effective employment land supply</li> <li>• Employment land take-up</li> <li>• Effective commercial floor space supply</li> <li>• Commercial floor space delivered</li> </ul>	<p>8.29 years</p> <p>2,639 units</p> <p>2,691 units</p> <p>34.23 ha</p> <p>1.95 ha</p> <p>30,250 m<sup>2</sup></p> <p>0 m<sup>2</sup></p>	
<b>Development Management</b> <b>Project Planning</b> <ul style="list-style-type: none"> <li>• Percentage of applications subject to pre-application advice (major)</li> <li>• Number of major applications subject to processing agreement or other project plan</li> <li>• Percentage planned timescales met</li> </ul> <b>Decision-making</b> <ul style="list-style-type: none"> <li>• Application approval rate</li> <li>• Delegation rate</li> </ul>	<p>100%</p> <p>0%</p> <p>94%</p> <p>83%</p>	
<b>Decision-making timescales</b> Average number of weeks to decision: <ul style="list-style-type: none"> <li>• Major developments</li> <li>• Local developments (non-householder)</li> <li>• Householder developments</li> </ul> <b>Enforcement</b> <ul style="list-style-type: none"> <li>• Time since enforcement charter published / reviewed (full years). Requirement: review every 2 years</li> <li>• Number of breaches identified / resolved</li> </ul>	<p>34</p> <p>14</p> <p>7</p> <p>2 years (updated Feb 2010)</p> <p>27</p>	

## Contextual Statement (reasons/factors which have influenced performance and any increase /decrease)

Main Issues Report published in line with 2011 DPS. 2012 DPS pushed back publication of Proposed Plan 2 months to reflect longer MIR consultation process that was undertaken (12 weeks instead of 6).

Figures based on draft 2012 Housing Land Supply prior to consultation with Homes for Scotland and RSLs. The Effective Housing Land Supply figure is the number of houses expected to be built in West Dunbartonshire from 2012-2019. The 'years supply' figure is calculated by dividing this by 320, our LHS Housing Supply Target. Housing approvals is the total number of unbuilt houses with planning permission.

Effective commercial floorspace supply is based on Local Plan allocations and permissions on which retail development over 1,000 sq.mt can be achieved, and on which there was progress by way of discussions during 2011/12.

All major applications were subject to pre application advice which is consistent with the developer's protocol and the focus of the Service. A mechanism is presently being developed to record pre application advice for all planning applications in 2012-13.

There were no processing agreements associated with major applications for 2011-12 despite being offered to developers. The Service will continue to encourage developers to enter into a processing agreement or project plan for complex major applications

The approval rate for applications continues to be high with only 6% of applications being refused. This Council continues to work with applicants to revise their proposals to make them more acceptable rather than just refusing the applications.

This Council has extensive delegation powers for planning applications. However the delegation rate has been affected by a number of minor applications which the Council has an interest in that are requiring to be determined by the Planning Committee due to the scheme of delegation. In an area like West Dunbartonshire where there are a large number of Council housing and where the Council is actively involved in regeneration projects this has an impact on the delegation rate. On average 3 applications on the agenda of the monthly Planning Committee require to be determined by the Committee due to the Council interest which would otherwise be dealt with under delegated powers.

The Development Management team has performed well on both householder and local development in terms of the two month timescale and average number of weeks to decision. Where the householder development and local development are over 2 months, the average number of weeks is high and this is due to one or two applications taking up to 1 year to determine as a specific issue requires to be resolved. It is usually the applicant asking for the determination to be delayed to allow the issue to be resolved.

Of the 7 major application decisions three were under 4 months and one just over 5 months. The other three major applications were over 1 year and had complex planning issues to be resolved. All three applications were key developments for the Council and it was essential that the issues were resolved to allow a favourable decision on these developments.- For example the new Vale of Leven Medical Centre , a key priority of this Council and the Scottish Government , an objection from SEPA on flooding grounds had to be resolved to allow this application to progress favourably.

# Defining and Measuring a High-quality Planning Service

## Open for Business

**Outcome : Investors are aware of development opportunities in West Dunbartonshire and are encouraged to investigate these.**

### Developers Protocol

The Council introduced a Developer's Protocol in 2012 as a means of enabling the development process associated with large sites. It shows Planning and Building Standard's commitment to taking a more proactive role in facilitating appropriate development on key development sites. The document contains pre-application advice and liaison meetings. The protocol promotes the commitment of the Planning and Building Standards Service to its key development sites by encouraging early and effective engagement which will assist in avoiding delays and difficult situations during the planning and building warrant processes.

It formalises and manages the expectations of the developer and the Council in relation to what they can expect and what they will receive if they engage in the pre-application service or liaison meetings.

It provides a forum whether at the pre-application or post application stage where key organisations and consultees can be brought around the table to discuss key issues which may otherwise prevent or stall the delivery of development.

### Feedback from developers:

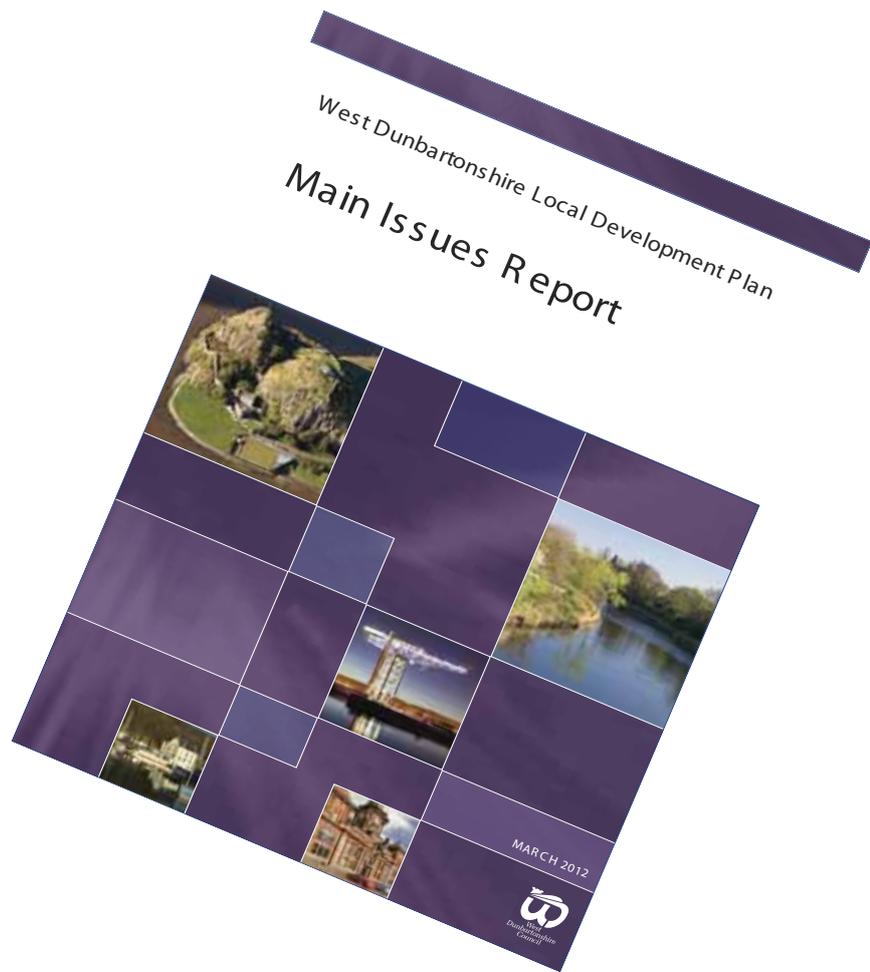
- **GVA representing the Dawn Group and Clydeside Regeneration**  
"We note what is expected of our client and welcome any commitment to the submission of information and openness in decision making and proposed amendments or modifications"
- **Walker Group who take part in regular liaison meetings**  
"We have personally evidenced the significant benefits for the Lomondgate project through the regular liaison meetings. The interface with other departments and officials directly through the liaison meetings have been extremely useful where, in certain cases other officials have been invited into the meeting or separate meetings have been arranged at short notice. Even yourself or your colleagues speaking directly to another department or officer has helped to resolve problems or expedite matters."

### Feedback from our benchmarking partners:

- "Joined up approach"
- "A useful tool and the way forward"

### Main Issues Report-Focus on Our Key Regeneration Sites

The Council actively sought to engage the development industry in its Main Issues Report preparation process. Two 'call for sites' exercises were held and a series of meetings were held with landowners and developers with an interest in the area. Landowners and developers participated usefully in a Visioning and Issues workshop held as part of the MIR preparation process with over 80 organisations and individuals attending. A main focus of the MIR is our key regeneration sites, which are a strategic priority for West Dunbartonshire. The approach in the MIR highlighted not only the priority and availability of these opportunities but the Council's flexibility in being prepared to find solutions for a way forward. For example, it has been suggested that the developable area of sites at Esso Bowling and Carless, Old Kilpatrick be extended to help address access issues. All 166 potential development sites in the area were included and reviewed as part of the MIR.



## High Quality Development on the Ground

**Outcome: Residents and visitors recognise the improving quality of design and places in West Dunbartonshire.**

### Lomondgate Dumbarton

Lomondgate spans a 106 acre site adjacent to A82 North West of Dumbarton, the southern part of which is the former Allied Distillers bottling plant which closed in April 2000 with the loss of 470 jobs. It is now a mixed-use development site with a business park and roadside services to the north of A82 and 338 unit housing site under development to the south side of A82. Development is being led by the Walker Group in partnership with Strathleven Regeneration. Since 2007 liaison meetings have been held every 4-6 weeks between these partners and the Planning Service in order to facilitate development during challenging economic times.

In the last year Aggreko have opened a new £22 million 200,000 sq.ft manufacturing facility and headquarters at Lomondgate employing approximately 400 people designing, developing and manufacturing power generators and temperature control equipment to be deployed by Aggreko around the world. Planning and Building Standards have been a key partner in ensuring that Aggreko remained in Dumbarton and achieving quality development on the ground to meet their requirements.

#### **David Cameron on a recent visit commented:**

“Aggreko is heavily investing in Dumbarton and bringing real opportunity to local people here including the local employment of young people who otherwise might find it hard to secure”

Scotland's first Costa Coffee Drive Thru has opened at Lomondgate and is already proving a big hit with local people and visitors. With a striking curved “coffee bean” shaped building and only the 4<sup>th</sup> drive thru Costa in the UK, it is a stopping place and destination for people travelling along the A82. It is a resounding success from the operator's perspective with visitor numbers 20% higher than their original expectations.

Three houses builders are now on site –Walker Homes, Persimmon and Taylor Wimpey. House sales are steady with 112 house completed or under construction in difficult economic times. Planning Services through the regular liaison meetings has played a key role to ensure that often complex issues such as land contamination have been resolved without significant delay and ensuring that the high quality standards set by the masterplan are maintained and achieved.

Recently a majestic stag designed by internationally renowned sculptor Andy Scott has taken pride of place at the entrance to the new Lomondgate Business Park and Lomondgate Services.

### Three Queens Square Clydebank

The Council, in partnership with Clydebank Rebuilt, completed the £1.8 million refurbishment of the Three Queens Square public space in Clydebank. The site adjoins the Forth and Clyde Canal, and now provides an attractive events and market space at the heart of the town centre, including the town's historic bandstand which has been fully restored and relocated and other public art. Planning Services played an integral part in the project delivery team to ensure that a quality and useable public space was achieved.

### Dalquhurn Renton

Permission was granted for 279 houses on 10 hectare site on the south eastern edge of Renton. The southern part of the site was once occupied by the Dalquhurn Dye works. Originally 150 private sector houses and 129 houses for social rented by a local Housing Association were proposed. To date only the social rented housing have been constructed and occupied on site. A mill lade ran parallel to the northern part of the western boundary before entering a culvert through the centre of the site.

Through detailed discussions with the Housing Association the existing mill lade has been retained and the culverted section opened up and incorporated into the development. The site had a number of complex issues to resolve including flooding, a single roads access, heavy contamination together with integrating the development around existing houses on the site. It is an example of a development informed by local characteristics, topography and has resulted in a high quality environment for residents with integrated play areas and attractive waterfront aspects. The street layout encourages children to play in the street and where the car is not dominating. It has brought new individuals and families into a deprived area as well as providing a range of social rented housing for local people. Through progress of detailed discussions at key points the Housing Associations expectations in terms of delivery and timescales and the Planning Services expectations in terms of a high quality residential development have all been achieved.



Three Queens Square Clydebank



Dalquhurn Renton

## Certainty

**Outcome: Customers of the Planning Service are confident that the Council's advice, processes, engagement and decision-making are consistent.**

### Development Plan

The Council has an up-to date Development Plan (SDP approved May 2012, LDP adopted March 2010) and 99.6% of planning decisions taken in 2011/12 were in accordance with the Development Plan. The preparation of the new Local Development Plan is on track with only a two month slippage from the preparation timetable first set out in March 2009, and this is as a result of an extended MIR consultation process. The Development Plan Scheme is reviewed and updated on an annual basis and is reported to Planning Committee.

### Updated Website

The Planning and Building Standards website was totally revamped in August 2012 as part of a wider Council web site project so that all information was up to date and was presented in a clear and concise format. This included revising the general advice notes on planning procedures for making and commenting on planning applications. Advice is also available on-line regarding the pre application consultation stage, the Councils approved scheme of delegation and hearing procedures. The 8 householder advice notes were also updated to reflect recent changes in permitted development rights for householder developments. The web site is an important way for people to get more information and clarity of the planning processes and to submit planning applications. Between January and August 2012 there were 46,216 page views. In 2011-12, 28% of planning applications were submitted online.

# Communications, Engagement and Customer Service

**Outcome: Customers of the Planning Service are satisfied with the level of communications, engagement and service**

## Participation in the LDP Process

100% of participants in the Council's LDP Visioning and Scoping Workshop rated the format and their enjoyment of the event to be good, very good or excellent and 92.1% felt they had made a worthwhile contribution to the LDP process. The Main Issues Report was written in a style that tried to make it accessible to all participants in the process.

**This has been achieved with Dumbarton East and Central Community Council commenting:**

"We would like to bring to your attention the very effective and efficient way in which the Forward Planning Team has gone about the consultation process in the preparation of the new Local Development Plan. Not only has the team shown genuine keenness to consult and ensure all aspects are understood and questions answered, the Main Issues Report and associated documentation have been written in a very easy to understand manner which has greatly assisted the Communities in responding to the consultation."

## Customer Charter

The recently published Customer Charter for Planning and Building Standards outlines what service standards the customer can expect and how they can help us to achieve them. It provides general service standards regarding telephone, letter, email communication, meetings and feedback. It specifies service standards for the Development Management, Forward Planning and Building Standards Teams in a simple, accessible and easy to read form.

## Planning and Building Standards Forum

On 30 August 2012 Planning and Building Standards had a lunchtime forum to make agents and users of the service aware of updates and recent changes to Planning and Building Standards legislation and to give them the opportunity to voice and discuss any issues with the service. Twenty one people attended. Presentations were given by the three team leaders and a questionnaire was circulated seeking agent's views on performance and services. Key service documents such as as the Developers Protocol, Operational Plan for 2012/13 and the recently published Customer Charter were circulated.

## Comments received:

- "very good start, willing to discuss issues thoroughly and assist with solutions and options where possible"
- "Good efficient services with continued relations through the planning and building control process with designated officer"

## Office and Reception Alterations

The Planning and Building Standards offices were refurbished in 2011/12 resulting in all Planning and Building Standards staff being located in the same office for the first time, as they had previously been split between Clydebank and Dumbarton. The offices were made open

plan. These two changes – the bringing together of staff and the open plan offices – have resulted in better contact between staff in a brighter, more comfortable environment. It has also resulted in efficiencies as there has been less travel between offices, and greater certainty and efficiencies for customers who now know all Planning and Building Standards staff are located in the one place. The refurbishment extended to the reception area which has been made more open, welcoming and more interesting with computers available to access planning application information, a wall-mounted monitor displaying relevant information, and posters displaying photographs and information on our Key Regeneration Sites. Meeting rooms were also improved and within the meeting rooms on display is examples of recent good quality developments.

# Efficient and Effective Decision-making

**Outcome: Customers of the Planning Service are satisfied that it is efficient in dealing with matters.**

## **Scheme of Delegation**

This Council's approved scheme of delegation strikes a good balance between allowing officers to deal with straightforward planning applications and taking more complex or controversial applications to Planning Committee. This is very much in keeping with the Scottish Government's advice and allows this Council to maintain one of the highest levels of performance in Scotland. The approved scheme of delegation does not specify a cut off number of objections which allows for more consideration of the issues raised by objectors and whether it requires to be determined by Committee.

## **Team Meetings**

The Development Management, Forward Planning and Support Teams meet regularly to progress workload, share good practice and to ensure that decisions and procedures are correctly applied and dealt with. Regular meetings are held between Team Leaders and the Planning and Building Standards Manager which allows operational matters to be developed and progressed. The Manager contributes to fortnightly Management meetings held by the Head of Regeneration and Economic Development.

## Effective Management Structures

**Outcome: Customers and staff are satisfied that the Planning Service is well-managed and resourced.**

### **Organisational Change**

In August 2011 a new organisational structure was implemented for the Planning and Building Standards Service as part of a wider Departmental restructure. The new structure for Planning and Building Standards was based on being more pro active in attracting development and developer friendly. It focused on working more closely with developers from the outset, identifying key issues at an early stage and providing the necessary guidance and advice through various development processes. The Development Management team was split into two area teams with each team having a lead planning officer who would focus on the major employment and regeneration enquiries and applications and a planning officer dealing with the householder and local development. This structure was also introduced in Building Standards which would allow officers to be more flexible and to work between teams. One of the outcomes of the new structure has been to foster closer integration between the three teams and the administrative and technical support so that Planning and Building Standards is delivered as an integrated service.

# Financial Management and Local Governance

**Outcome: An improving, financially efficient service is provided**

## **Achieving a balanced budget**

The service budget is discussed regularly at Team Leader and Management Team meetings. Regular meetings are held with the Service accountant to ensure that outturn is being achieved. Planning application fees are monitored on a monthly basis to ensure that the estimates of fees are reflected accurately in the actual fees. Meetings take place in advance of the budget being finalised for the following year to ensure that all costs and outgoings are taken into account.

The new Planning and Building Standards staff structure was fully costed as part of the organisational review to achieve a 10% saving.

# Culture of Continuous Improvement

**Outcome:** Customers and staff are aware of an improving quality of service.

### PDP

All Planning and Building Standards staff have a Performance and Development Plan (PDP) which is undertaken on an annual basis. Their training requirements have been identified in the Departmental Training Plan and this is supported through both the Service budget and Departmental budget to ensure that training requirements are met. Staff are encouraged to attend both internal and external courses in line with their PDP in order to develop their professional competence.

### Elected Member Training

A one day training event was held in May 2012 for all elected members and was run by TPS. Planning Officers of Planning and Building Standards took an active role in the event. The training event focused on the purpose of the planning system, making good decisions and the role of Councillors and the Councillors code of conduct. Elected Members who could not attend received the training package and were given the opportunity to discuss it separately.

#### Comments received from elected members who attended:

- "This is my first time as a Councillor dealing with planning so felt as though I would take a lot of what I learned on board"
- Chair of the Planning Committee" Well planned and delivered and covered all aspects well"

### Benchmarking Partners

Set up in 2010 as a means of sharing good practice and to benchmark on specific planning issues. It meets every 3 months and initially it comprised of West Dunbartonshire, East Renfrewshire and Renfrewshire Councils. Since then East Dunbartonshire, North Ayrshire and Inverclyde Councils have joined the group. Each meeting is hosted by a different Council and three main issues are selected for benchmarking and discussion such as staff structures, new householder regulations, archaeology advice, FOI. The benefits of the partnership extend beyond the meetings e.g. an email group was set up to address queries with the new householder regulations, the sharing of legal opinions/advice.

### Modernisation of the Planning System – Audit Scotland Report

Following their review Audit Scotland produced a report which highlighted key recommendations for Councils. This Council has taken the key recommendations and produced an action plan which addresses how this Council will take forward the key recommendations made by Audit Scotland. The implementation of the action plan is an action in the Service Operational Plan and is identified as a service improvement within the Planning Performance Framework for 2012-13.

# Supporting Evidence

## Open for Business

- Developers Protocol –Facilitating Appropriate Development on Key Development Sites
- Main Issues Report - <http://www.west-dunbarton.gov.uk/planning-and-the-environment/planning-and-building-standards/local-development-planning/local-development-plan/>

## Quality Development on the Ground

- Photographic evidence of development  
Lomondgate <http://www.lomondgate.com>

## Certainty

- Development Plan Scheme :  
[http://www.west-dunbarton.gov.uk/media/1048087/development\\_plan\\_scheme\\_participation\\_statement\\_2012\\_web\\_.pdf](http://www.west-dunbarton.gov.uk/media/1048087/development_plan_scheme_participation_statement_2012_web_.pdf)

## Communications, Engagement and Customer Service

- Customer Charter
- Feedback from Planning and Building Standards Forum

## Efficient and Effective Decision-making

- West Dunbartonshire Council  
<http://www.west-dunbarton.gov.uk>

## Effective Management Structures

- Planning and Building Standards Service Structure

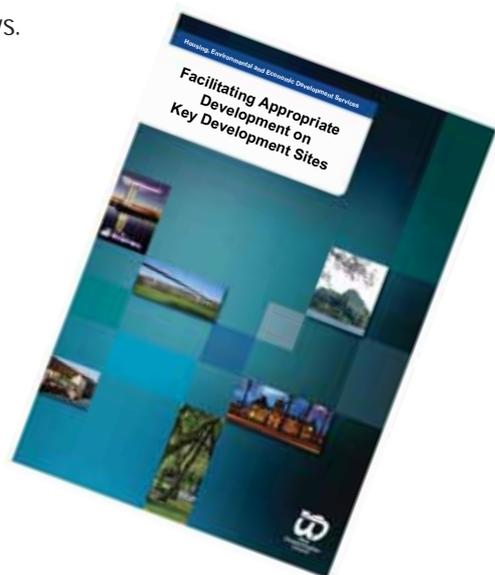
## Culture of Continuous Improvement

- Evaluation of Elected member training
- Action Plan –Key Recommendations- Modernising the Planning System report by Audit Scotland – September 2011

## Service Improvements: 2012-13

### In the coming year we will:

- Promote and implement the Developers Protocol;
- Assess the effectiveness of pre-application discussions for major /significant proposals by implementing a recording mechanism for pre application advice;
- Establish regular liaison meetings with Council's Asset Management Team and progress disposal of surplus Council land;
- Implement residential development guidelines ;
- Provide guidance on trees and update information on TPOs on Council website;
- Encourage greater use of electronic communication and document management systems to improve service delivery and to be more cost effective;
- Review Enforcement Charter;
- Continue to benchmark with other authorities on processes and best practice ;
- Progress the action plan on the key recommendations of Audit Scotland regarding modernising the planning system;
- Undertake a peer review of the effectiveness of the new structure and engagement with developers;
- Set up a regular meeting with Service Manager and staff of all four teams to provide an update of projects and achievements.
- Undertake half-yearly and end of year PDP reviews.



# Delivery of our Service Improvement Actions in 2011-12

## A review of the last year (2011/12) from our operational plan highlights a number of strengths

- Stronger local focus due to restructuring of Development Management and Building Standards which has allowed the two teams to co-ordinate their work on individual sites
- Development Management performance on householder applications continues to be good with 93 % of householder applications approved in 2 months and 74% of local development
- E-planning continues to be rolled out with declining reliance on paper files and funding for e-building standards has been agreed by the Council
- SDP Proposed Plan submitted on time to the Scottish Government
- HNDA achieved robust and credible status by the Scottish Government
- Main Issues Report scoping workshop identified by the Scottish Government as good practice
- Main Issues Report published in line with the Development Plans scheme
- Antonine Wall Supplementary Planning Guidance agreed by 5 local authorities
- Successful pre application/warrant service which is extensively used by developers allows speedier decisions and better quality submissions
- Implementation of the Lomondgate housing and roadside services phases of the development and completion of the Aggreko development
- More proactive approach to development has allowed problematic but important developments to be approved such as the Vale of Leven Medical Centre and the new schools
- Increasing use of electronic means of communication which has allowed savings to be achieved and more effective customer service
- Implementation of regular liaison meetings with the Roads Service and Economic Development and Regeneration and key partners of Clydebank Rebuilt and StrathlevenRegeneration Company which has resulted in improved ways of working and helping to facilitate development on the ground
- Continuation and strengthening of the Development Management Benchmarking group with a further 3 local authorities taking part to share best practice, process and cost

- Successful implementation of phase 2 of the organisational review with the Planning and Building Standards Service in one office with upgraded office and customer facilities which has allowed joint and effective working
- A Peer Review of the Development Management service in South Ayrshire Council successfully completed.

# Planning Performance Framework Official Statistics

## Decision-making Timescales

Category	Total number of decisions 2011-2012	Average timescale (weeks)	
		2011-12	2012-13
<b>Major developments</b>	7	34 wks	
<b>Local developments (non-householder)</b> Local: less than 2 months Local: more than 2 months	93 74% 26%	14 wks 7.3 wks 33 wks	
<b>Householder developments</b> Local: less than 2 months Local: more than 2 months	115 93% 7%	8.3 wks 7.2 wks 22.3 wks	
<b>Housing developments</b>			
<b>Major</b>	2	14.4 wks	
<b>Local</b> Local: less than 2 months Local: more than 2 months	29 76% 24%	7.6 wks 42.7 wks	
<b>Business and industry</b>			
<b>Major</b>	1	13.5 wks	
<b>Local business and industry</b> Local: less than 2 months Local: more than 2 months	49 71% 29%	7.3 wks 28.6 wks	
<b>EIA developments</b>	0		
<b>Other consents*</b>	2		
<b>Planning/legal agreements**</b>	2		
<b>Local Reviews</b>	7		

\* 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 & 7 relating to agricultural and forestry development and applications prior approval by Coal Authority or licensed operator under classes 60 & 62 of the GPDO.

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

### Decision-making: Local Review and Appeals

Type	Total number of decisions	Original decision upheld	
		2011-2012	2012-2013
Local Reviews	7	2 (29%)	
Appeals to Scottish Ministers	1	1 (100%)	

### Enforcement Activity

	2011-2012	2012-2013
Cases taken up	27	
Notices served***	0	
Reports to Procurator Fiscal	0	
Prosecutions	0	

\*\*\* Enforcement notices; breach of condition notices; planning contravention notices; stop notices; temporary stop notices; fixed penalty notices; and Section 22 notices.

# Workforce and Financial Information

## Budget

The revenue budget for 2012/13 continues to be heavily biased towards employee costs and related items. Employee costs have however been reduced due to the reduction in the number of staff in the service. The main payments to other agencies and bodies are for the Strategic Development Planning Authority, Ordnance Survey, computer licences and the Archaeology Service. The contribution to the Strategic Development Planning Authority and Archaeology Service last year has been reduced as these bodies have achieved savings. The main source of external income is from application fees and related items and in common with all other local authorities in Scotland, fee income continues to be low due to the economic recession. For the year 2011-12 planning application fee income was £177,526 which was a slight fall on the previous year.

## Employees

The staff are the major resource of Planning and Building Standards. Phase 2 of the restructuring has now been implemented which has resulted in four teams providing the planning and building standard service.

An organisational chart is shown in Appendix 1. Planning and Building Standards has a total of 22.5 FTE employees consisting of a Service Manager, 5 in Development Management, 3.5 in Forward Planning, 5 in Building Standards and 8 in Technical and Administration support.

Phase 2 of the new service delivery model was implemented in August 2011 and has resulted in all four teams working together in one large open plan office in Rosebery Place Clydebank. A new Technical and Administrative support team has been formed which has resulted in staff from three different teams being brought together in one support team. The benefits of the new structure are being demonstrated in terms of staff sharing skills across disciplines and adapting work to where the pressures are coming from which is resulting in enhanced customer services and improved performance levels. Planning Officers together with Building Standards are being more proactive in attracting and facilitating development whereby they are working more closely with developers from the outset, identifying key issues at an early stage and working with developers to resolve problematic issues. The new structure has been operational for just over 1 year and feedback has been positive with the majority of developers using the pre application service and key consultees being willing to engage at the pre application stage.

The continued development of electronic means of communication is essential for a modern planning and building standard service, it will help to deliver a good customer access and reduce the cost of the service. Good and up to date web information is essential and although e-planning is operational it requires to be developed further to meet the demands of the service. The implementation of e-building standards in 2013 will allow the Service to provide a complete electronic service for the submission and issuing of planning decisions and building warrants.

## Training and Development

New training has been required as staff take on new roles and responsibilities as a result of the new structure. The technical and administrative support staff has required the greatest degree of training as the changes have been most significant in this Team. The majority of training has been internal with the sharing of knowledge and skills between team members. Training has also been provided by HR, Finance and ICT on their related disciplines. External training has been provided on CAPS Uniform. However further specialised training is required and this will be achieved through the further implementation of PDP.

Training and development is important for Planning Officers on legislative and procedural changes as well as on quality and service issues. Planning officers continue to attend courses provided by the Improvement Service, Scottish Government, consultees and external providers such as Trevor Roberts as well as sharing good practice through groups such as the HOPS DM sub group and the Development Plan Forum.

## Planning and Building Standards Service Structure

