



East Ayrshire
COUNCIL

Planning Performance Framework Annual Report 2011-2012

**Planning and Economic Development
Department of Neighbourhood Services
East Ayrshire Council
The Johnnie Walker Bond,
15 Strand Street,
Kilmarnock
KA1 1HU**



1. National Headline Indicators (NHIs)

Key outcomes	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) 	1 year N	
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 floor space delivered 	3.6 years 2,481 units 1138 units 306.02 ha 0.52ha 782,500 m² 5,200 m²	
Development Management 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 	25% 0 0% 94% 88.5%	
Decision-making timescales Average number of weeks to decision: <ul style="list-style-type: none"> major developments local developments (non-householder) householder developments 	99 20 10	
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 	1 Year (May 2011) 250/232	

Development Planning:

The East Ayrshire Local Plan 2010 was adopted on 26th October 2010 so whilst it has been adopted for nearly 2 years, this constitutes only one full year. The Development Plan Scheme has slipped by one month. The Main Issues Report (MIR) will be published during October 2012 instead of September 2012. This is due to recent corporate policy changes needing to be taken account of in the MIR. The Effective Housing Land supply figures are taken from the 2011 Housing Land Audit as the 2012 audit is not yet complete. However, the quoted housing approvals are from the year 2011/12.

The reason that there is not the requisite 5 year effective supply of housing land is that in programming the housing land supply, account has been taken of the current performance of the housing market and the difficulties caused by the lack of developer and purchaser finance and other marketability issues. As the housing market recovers, a reassessment of the housing land supply can be undertaken and more units can be made effective where appropriate in consultation with the house building industry. It is considered that there is sufficient suitable land, free from physical, ownership and infrastructure constraints within the East Ayrshire Housing land audit and the East Ayrshire Local Plan 2010 to enable such an exercise to be undertaken successfully. It should also be noted that the housing demand figures for East Ayrshire are based on the highly aspirational Ayrshire Joint Structure Plan 2007. Demand figures for the new East Ayrshire LDP will be based upon the Council's Housing Needs and Demand Assessment and are likely to be lower.

The 'effective commercial floor space supply' is made up of development opportunity sites identified in the East Ayrshire Local Plan 2010 which support the development of at least one of the following Use Classes: 1, 2, 3, 7, 8, 10 and 11 (in line with the definition of commercial land supply in the 'frequently asked questions' paper). 'Commercial floor space delivered' is made up of sites identified within the Local Plan for the above Use Classes that have been developed for at least one of those uses.

Development Management

During the period the Service received 741 Planning Applications which is 6.32% down compared to 791 received during the previous year. In addition, the Service received an additional 281 applications relating to a range of cases which are subject to similar administrative and determination processes. These applications consist of Pre-Applications Consultations, agricultural, forestry and utility services prior notifications, lawful and permitted development applications; Tree Preservation Order applications, EIA scoping studies, EIA Screenings and the discharge of approved conditions which totalled 1022 applications. When compared with the previous year, the overall workload increased by 13.68%.

Over the period, the service determined 836 applications covering the range of case types noted above returning a 1% increase from the 826 applications determined during the 2010/11 period. The categories of Planning applications considered under the statutory performance indicator highlighted that 656 applications were determined which was 9.39% lower than the 724 determined during 2010/11. Of the Planning applications determined, 615 were granted, 41 refused and 582 applications determined via delegated powers with 74 applications determined at the Planning Committee. Planning applications determined with detailed legal agreements amounted to 10 applications.

During the 2010/11 period the Planning teams had been reorganised from the geographical work teams to the formation of a Delegated and a Committee team which proved to be effective in terms of focus and service delivery. As last year's performance results demonstrated, higher results had been achieved particularly for the householder applications which contribute to the largest number of applications. During April 2011 the two planning offices were transferred to the Johnnie Walker Bond to form a single planning office with all staffing resources housed together. While the relocation of the service has proved successful to maximise staff resources, a number of delays occurred within the validation and registration process which were not resolved satisfactorily and which have led to a consistent and sustained backlog which maintained delays in the overall determination of applications during quarters 1, 2 and 3. During quarter 4 the revised staffing arrangements have significantly reduced the backlogs with a daily monitoring arrangement in place to focus resources to meet the peaks and troughs in workload.

A large contributor to the Committee workload is the requirement under The Town and Country Planning (Schemes of Delegation and Local Review Procedure) (Scotland) Regulations 2008 to prohibit an appointed officer from determining an application for planning permission in the circumstances where the application is made by the planning authority; or by a member of the planning authority; or it relates to land in the ownership of the planning authority or to land in which the planning authority have a financial interest.

In many cases, a Council's ownership interest in land can result in very minor development proposals under £100,000 construction costs being placed before Committee for determination which involves significant staff time in report drafting, notifying and presenting relative to that meeting; that appears disproportionate to the development itself. While acknowledged by the Scottish Government who are considering changing the referral criteria would reduce the applications requiring to be considered by the Planning Committee. Also the increase in the extent of delegated responsibility for approving planning applications will greatly assist the number of applications which can be determined efficiently and effectively.

Within the accounting period the service assessed and determined 24 Major applications. Within these major applications 5 of these cases were for major electricity generation. Within the third and fourth quarter 13 Major applications were submitted for consideration and consist of opencast; wind farm, retail and leisure applications. Due to the size and complexity of these applications staff resources were focussed on the progressing the applications. Performance overall has been significantly tested during this period whereby a Principal Planning Officer retired, the post of Development Management Manager was amalgamated with the post of Building Standards Manager to create an Operations Manager with the post filled during November 2011 and two further members of the team were on long term absence. During the last quarter of the year the decision was taken to change the Development Management teams to area based to cater for the changed structure and also to service the two Planning committees.

Of the 24 Major developments considered during the period none of the applications were subject to processing agreements. All applications were targeted for determination within the 4 month period and while this was achieved in specific developments the other

developments have not been determined within the 4 month period due to a number of factors including:-

- Awaiting critical information to allow the application to be determined;
- the conclusion of Section 75 legal agreements; and
- delays caused by resourcing during the assessment process;

Furthermore, there is a continued development pressure relating to renewable energy projects and in particular the quantity and complexity of on shore wind which has contributed to significant representations being received (1500 for a single wind farm) and resulted in significant time delays being experienced. Similarly, single wind turbine applications are increasing both in numbers, complexity of assessment and representation numbers.

The current workload of Local Review Bodies (LRB's) has similarly given rise to the diversion of staff resources to service the requirements of the review body processes. During the period the LRB's considered 10 applications with one case appealing the conditions attached to the Planning Approval with the remainder appealing the refusal decision of the Planning Authority. From the cases considered by the LRB, 6 cases arose where the decision was overturned.

During the 2011/12 period the Planning Enforcement activity consisted of 252 enforcement cases opened, 68 relating to the householder cases with the remaining 184 relating to non householder cases. During the period 232 cases were closed. Additionally the Enforcement team considered 813 cases relating to Notice of Initiation of Development (NID), Notice of Completion of Development (NCD) introduced as part of the new Planning system and Planning Enquiries (PENQ) providing an overall total of 1065 cases. While the focus of the enforcement team is to resolve the planning issues through negotiation, the issue of Enforcement Notices requires to be used as a last resort in an attempt to resolve the planning breach. Consequently, 13 Notices were served, of which 5 were complied with and 2 were withdrawn, the other 7 remain outstanding pending action by the owner of the land or building.

PLANNING PERFORMANCE FRAMEWORK

2. Defining and measuring a high-quality planning service

Open for business

The centralisation of the Planning and Economic Development Service along with colleagues in Roads and Environmental Health has brought together in one location the services which can deliver a one stop approach to development particularly during the economic downturn. The Planning and Economic Development Service has also been realigned in structure to focus on sustainable economic growth for all inward investment developing business opportunities from inception to completion and ultimately recruitment of staff via the employment services offered.

During recent years the Development Management strategy has been to deliver planning determinations through negotiations where the developments design required revision which often has led to cases exceeding the statutory timeframe. The recent Management review has aligned management responsibilities to focus on service delivery and performance with emphasis on pre-application discussions to reduce the risk of poor quality designs being submitted and increase productivity. This will result in greater determination of applications within the statutory period and increase the local economic benefit allowing the applicant a greater degree of predictability in the time to reach a decision for all new applications. However, the backlog with historic applications will continue to raise the average performance period until these cases are fully cleared. A number of major onshore wind farms applications fall into this category which have stalled due to the delay in resolving the aviation issues.

The Service operates a proactive policy on pre-application discussions linking the Development Planning, Development Management, Building Standards and a Business Development as an integrated service to clarify Local Plan policies, simplify the process and increase the quality of the submission to ultimately enhance performance. Planning applications are assigned to Planning Officers once the application has been validated and applicants are advised of the contact arrangements. The Council promotes a customer service commitment policy which the Service fully operates. However, as resources are stretched the service customer engagement requires to be reviewed to ensure that standards can be met with limited resources.

The Council has a Developer Contributions Policy in place through the adopted local plan. This policy and its associated Supplementary Guidance sets out the developer contributions rate applicable for residential developments. In this regard developers are clear on what level of contributions will be required for their developments from the outset.

The Development Planning and Regeneration service has applied the Restoring Communities Programme (RCP) "Whole Town" approach to the regeneration of Galston. As a result the Development Planning and Regeneration Section has supported the creation of a Galston Community Development Trust. The section also assisted with the development of the Dalmellington Parish Community Action plan 2012-2017. The section also utilises a single point of contact providing assistance to community groups such as Catrine Community Trust and Galston Community Development Trust. High quality engagement has been provided through regular evening meetings with community groups.

High quality development on the ground

During 2008, a week long Enquiry by Design (EbD) facilitated by the Princes Foundation for the Built Environment (PFBE) took place for Knockroon, a local plan development opportunity site on the western edge of Cumnock. The EbD process is a planning tool that brings together key stakeholders including residents, community groups, local businesses combined with a range of consultants to jointly prepare a vision and detailed plan of the area. At the end of the process, a masterplan for the site was produced and planning applications were subsequently submitted and approved based on the masterplan and an associated Design Code for the site which has been adopted as Supplementary Planning Guidance by the Council. During the year 2011/12, the first residential and commercial units were constructed to a very high standard of design (see photograph). This new neighbourhood will greatly assist in the regeneration of Cumnock.



The East Ayrshire Local Plan 2010 contains a policy requiring certain large scale residential Greenfield release sites to produce a masterplan for their development. One such site is at Northcraigs, Kilmarnock, a 500 unit release to the north west of the town. Previous land releases at this part of the have resulted in layouts and the Council was determined to improve on this. Pre-application meetings resulted in the applicant for Northcraigs submitting a draft masterplan for the site showing the location of roads, general housing layouts, open space, SUDS drainage ponds and it also contained narrative about the design of the development. Through meetings and negotiation with developers, a version of the masterplan that both parties were happy with was produced and was approved as part of the Planning Permission in Principle for the site during 2011/2012. This will undoubtedly result in a high quality development which follows sound design principles and is fully in line with Scottish Government policy, Designing Streets.

The Development Management and Development Planning and Regeneration teams have worked consistently and extensively with the developer to achieve a high quality finish to the facade at the

former Opera House Site, Kilmarnock. The façade was the only part of a listed building remaining after a major fire. Detailed negotiations on the specification for its repair have been undertaken through the Planning Application and Listed Building processes and also via the Conservation Area Regeneration Scheme (CARS)/Townscape Heritage Initiative (THI) grant process. This process also required the provision of a conservation accredited architect to lead the project.



Another example of high quality development on the ground (again through utilisation of CARS/THI grant) is demonstrated by the “Fanny By Gaslight” Public House. The balustrade has now been replaced improving the quality of the conservation area.



Certainty

As part of the production of the next Local Development Plan all key agencies were fully engaged during the production of the Main Issues Report (MIR) through meetings, telephone calls and by circulating draft versions of the document for comment. This has enabled the Council to identify all relevant key issues affecting the future development of east Ayrshire.

The Council uses its Development Plan Scheme as a basis for project management in delivering the development plan. A project plan has been developed setting out key milestones and timescales and regular section management and section meetings are held to ensure that this is adhered to.

While processing agreements have not been utilised within the Development Management Service to date on major applications this is being considered particularly for the new Kilmarnock College which is subject to pre-application dialogue. However, our experience is clear where the applicant has fully engaged with the service the application has been determined within the 4 month period. Other examples highlight that there has been a delay by the agent delivering the final information which for economic grounds the applications are continued to allow the case to be determined with the full extent of information provided. Additionally, the completion of the Section 75 legal agreements has also contributed to these delays.

Service standards will be reviewed during this period in conjunction with the Planning Service Charter to set clear and realistic timescales for actions and decisions which link to the existing staffing resources. These standards will outline the responsibility of consultees and external agencies in the Planning process, their contact details and the timescale involved responses. Additional work will be carried out to update and publish the minimum information required for case types to enhance the validation process and increase the quality of the submission prior to assessment by the case officer.

Areas of inconsistency are raised by Planning Officers to their respective Team Leader which will be considered as part of the management team discussions and thereafter guidance provided and staff updated of particular issues through the staff meeting with decision recorded and where these impact on the process the service improvement register updated to record the relevant changes necessary. As part of the ISO quality management system being implemented, areas where policy notes to supplement external guidance are required will be included within the Policy Section of the system.

The Governance and Scrutiny annually considers the Planning applications subject to appeal to the DPEA, Local Review Body and the enforcement activity and outlines service improvements as a result of this review. The report will include analysis of planning applications decided by the Planning Committee or Local Review Body which was contrary to officer recommendation and identify whether the decision would raise any service improvement including policy review or specialist training for decision makers.

All restoration and regeneration projects carried out by the Development Planning and Regeneration section utilise Prince 2 Project Management techniques in conjunction with colleagues in Finance and Legal Services of the Council. Additionally, Project Management of the CARS/THI grant scheme was controlled through regular progress reports to the Kilmarnock THI Partnership meetings and monitoring reports to funders.

Communications, engagement and customer service

The Communications strategy for engagement and positive customer experience is required to be fully reviewed by the Service following the changes in structure, personnel, and policy. This will be carried out during 2012/13 and include the update of the Customer service charters for both the Planning Service and the Enforcement. The current customer feedback process is under review and will consider how to encourage greater positive and negative feedback can be provided. The paper surveys are issued when an application is determined, however online surveys are being considered for all applicants/agents (e-customers) to raise feedback levels and identify service improvements.

Over the last year, the number of stakeholder meetings has been limited during the change in management with one key event held during February 2012 for all agents to raise the awareness of the Permitted Development applications. Further work is scheduled during 2012/13 to host an agent's focus group along with an annual Community Council workshop on Planning.

The Council will introduce during September 2012 a revised two stage Complaint procedure which follows the Public Service Ombudsman's guidance. Each case is fully reviewed by management to establish any particular service failure, partial failure and service improvements to prevent the situation from re-occurring. The review of the both positive and negative customer feedback and any complaints are then reviewed quarterly by the executive Director prior to any report to Committee.

The Council fully supports e-planning, reviewing usage and web site audits and has utilised the system to place all relevant information in the public domain and maximised use of the system to consult with external agencies. As part of the review of the ICT Action Plan, consideration will be given to the HOPS benchmarking analysis on the national usage of e-planning and steps will be taken to consider the merits to increase customer usage in all changes.

The Development Planning and Regeneration team has adopted the National Standards for Community Engagement in its work with community groups and in particular "hard to reach" groups. For example Galston Community Development Trust membership increased from 60 to 280 in 9 months, utilising leaflet drops, Community Fete, Website & Facebook.

Efficient and effective decision-making

As part of the review of the efficiency and effectiveness of the decision making process of Planning Committees within this authority it had been established that there were a number of changes necessary to streamline the Planning Committee process. Following the election the Council agreed to reduce the number of Local Planning Committees from two down to one. The Scheme of delegation was also reviewed as part of this process and the Scottish Government advised of the changes. The Committee Structure is designed to operate on a monthly cycle unless additional workload necessitates that there is a need for an additional committee. The provision of one Committee allows Development Management Officers and Committee Admin the benefit of working to a single committee deadline thereby focusing officer efforts and maximising the time spent on applications and workload tasks

During June 2012, due to workloads between the last Committee on the 30th March 2012 and setting up of the new Planning Committee there was a need for three Committees during this month. This flexibility will continue should there be a need to increase the Committee cycle on an ad hoc basis where significant peaks in workloads exist. Similarly, the Local Review Body meets following the submission of an appeal to consider the application within the statutory determination period.

As noted previously there are a number of historic cases which can be designated as stalled cases for a number of reasons. In the extreme cases which have been stalled due the lack of the requisite information or where the applicant is no longer trading measures have been taken to write to the relevant parties to withdraw these applications. The other case types require to be determined and will distort overall performance over the short to medium term. However, once the historic backlogs are cleared it is intended that significant effort will allow progress to be made with new applications. Many backlogged applications were progressed through to conclusion to the benefit of the applicant even though all information was not submitted with the original application and the statutory timescale exceeded. A change of strategy has been taken seeking to determine the majority of applications within the statutory period. Therefore the Service will endeavour to limit the number of the extension to applications unless there is a case where there is significant economic benefit in progressing the application to determination even though it is out with the statutory period. The Service agreements and protocols with agencies and other consultees will be subject to review as part of the review of publication material for internal and external consultees.

Effective management structures

In June 2011 the Council agreed to restructure the Planning and Economic Development Service through the Management Review agreed by Cabinet. The Management Review culminated in the reduction of five services and five service managers' posts down to three Services. These Services cover Operations; Development Planning and Regeneration and Economic Development. The Operations Service consists of Building Standards, Development Management, Technical Support and Administration. The Operations Managers post was filled during November 2012 and as part of the Management Review the acting Development Management Manager (former Principal Planning Officer) retired with a consequential reduction of three Principal Planning Officer's posts down to two. Additionally the amalgamation of the admin staff within the Development Management and Building Standards sections with the Technical Support staff led by the Technical Support Manager provides a single resource to support the Planning and Building Standards Service delivery.

The Delegated and Committee teams continued until January 2012 when due to the retirement of one the three Principal Planning Officers; the need to maintain independency at the Local Review Bodies and the servicing of two Planning Committees these teams were reorganised back to the area teams prior to the Council considering the provision of a single Planning Committee following the Local Government elections. During quarter 4 the Operations Manager introduced a service improvement plan to review and revise the planning application processes and streamline the planning system and in doing so systematically increase performance. The development of the Service is being carried out through ISO 9001:2008 management system currently adopted within Building Standards to attain the ISO accreditation for the planning application and enforcement processes.

Within the Planning Service there is a wide range of experienced staff in all aspects of the Development Planning and Management Service. However, with the economic downturn including the budgetary constraint in which the Service is faced there has been a moratorium on filling posts therefore it is essential to utilise succession planning within the existing resources to increase flexibility to fill these gaps.

The planning service has strong relationships with other business areas of the Council such as Housing to produce the Housing Needs and Demand Assessment, the Roads and Transportation Division, Leisure Services and Community Planning. This ensures effective plan making and robust decision making.

Through the Ayrshire Joint Planning Unit (AJPU), collaborative working takes place between the three Ayrshire Councils. Key areas of work include Central Scotland Green Network, Forestry Strategy, the Southern Ayrshire and Galloway Biosphere and Retail Surveys. This ensures that truly strategic issues are dealt with in a strategic manner. A pan Ayrshire development plan working group is also coordinated by the AJPU allowing officers of the three Ayrshire Councils to share information, experiences and to jointly agree a way forward for certain areas of work.

Financial management and local governance

The Planning and Economic Development budget is set annually and income targets for planning applications are set based on previous income levels. The income trends over the last four years have ranged from £503,000 to £576,000. Planning fee income for 2011/12, excluding advertising fees, was £523,748 representing a 9% decline when compared to the previous year total of £575,598. Despite the decrease in planning application income, the total number of all applications received increased by 13.68% when compared to the previous period. The reduction in income can be attributed to the local development activity particularly in the reduced number of major developments in the housing sector along with a similar reduction in local and householder development applications. The projected target for 2012/13 is £523,850.

The planning income is monitored weekly and from this information meetings are held with the departmental accountant to agree forecasts based on development activity along with projected income from pre-application discussions. The budget expenditure is reported to Cabinet throughout the financial year. Each budget holder is responsible for service expenditure and in line with the Councils financial strategy, budget holders are required to review the service expenditure and provide an annual 2% Saving.

The Council budget process has identified that the Council require to reduce expenditure over the next 5 years and make savings of approximately £34.1M. This will result in an overall reduction of staff resources. The management of staff reductions to minimise impact on service provision is being carried out through the proposed Transformation Strategy. This will impact on all Council Services including Planning and Economic Development and be reflected in the financial reviews ongoing.

The council's strict financial management regulations place a responsibility on budget holders in respect of all expenditure. These regulations are detailed within Accounting Policy Bulletins (APB's) which cover all financial procedures. The majority of the service's expenditure is on the staff resource. All reoccurring expenditure is controlled through the Council's (PECOS) system which allows Budget holders to purchase the required goods via a centralised procurement system to achieve best value on purchased goods. The monitoring arrangements in place ensure that expenditure is in line with the relevant budget ensuring expenditure is only on essential goods.

Employee Profile Development Management

The Development Management Service is led by the Operations Manager who is assisted by 2 Development Management Team Leaders. They are assisted by 9 other members of staff including, 4 Senior Planning Officers, 1 Planning Officers, 1 Minerals Officer and 3 Enforcement Officers. Supporting the Development Management and Building Standards Service is Admin and Technical support led by the Technical Support Manager and comprises 7 Admin Officers, 3 of which are dedicated Planning Administrators (4 to Building Standards), 1 Clerical Assistant, a Technician, a Technical Support Assistant and an eplanning officer.

Development Planning and Regeneration

The Development Planning and Regeneration section is led by a Development Planning and Regeneration Manager, who is assisted by 1 Development Planning Team Leader, 2 Development Planning Officers, and in the regeneration team 1 Heritage Projects Coordinator, 1 Project Officer-Restoring Communities, 1 Local Project Development Officer, 1 Kilmarnock Townscape Heritage Initiative Project Officer, 1 Kilmarnock THI Technical Assistant and 7 staff from East Ayrshire Woodlands.

The Operations Manager and Development, Planning and Regeneration Manager are members of the Planning and Economic Development Service's management team, and report directly to the Head of Planning and Economic Development.

The structure of each section is designed to offer career progression to aid retention of staff and secure succession planning.

Culture of continuous improvement

A decision was taken as part of the Service Plan review to introduce the principles of the Quality Management System currently utilised in Building Standards which has been accredited under ISO 9001: 2008 and will relate to the Planning application and enforcement processes. The move towards ISO accreditation will assist the Service to improve customer satisfaction levels, internal efficiency, employee involvement and through the integrated processes record continual improvement. One of the first improvements was to introduce a service improvement record which allows staff to raise these type of matters which management will review and introduce as appropriate into the service development work streams.

As part of the continual development of the Service it is essential that staff, management and elected members are provided with the relevant skills and competencies developed to meet the daily challenges. The Council's East Ayrshire General Employment Review (EAGER) is a personal development plan which will be rolled out to staff on an annual basis. The results from the review determine development areas where priorities require to be focused on specific training needs. The service work with colleagues within Democratic Services to provide training to elected members and community councils. The 2011/12 improvement plan is detailed below outlining the actions delivered.

3. Supporting evidence

Part 2 of this report was compiled drawing on evidence from various sources from Development, Planning and Regeneration and Development Management noted below along with the key areas noted as:-

- The Council's Management Review and the implementation Plan;
- Committee Determination
- Internal revision of Procedures;
- Review of the Planning Application admin function;
- Customer Feedback, Suggestion and Complaints;
- The ISO 9001 quality management system;
- Benchmarking with North and South Ayrshire Councils;
- Staff consultation
- Review of Actions Plans in relation to the Planning function

East Ayrshire Council website <http://www.east-ayrshire.gov.uk/PlanningAndTheEnvironment/PlanningAndBuildingStandards/Planningandeconomicdevelopment.aspx>

Governance and Scrutiny Committees:- 26th August 2011 (Item 3) and 14th September 2012 (Item 2):- Planning, Enforcement, Listed Building Consent Appeal Decisions and Local Review Body Decisions <http://www.east-ayrshire.gov.uk/asp/comms/CommitteeSummary.asp?UID=366>

Full Council:- Decision Making Structure (Item 5) 17th May 2012
<http://www.east-ayrshire.gov.uk/asp/comms/CommitteeSummary.asp?UID=364>

Scheme of Delegation:-
<http://www.east-ayrshire.gov.uk/asp/comms/committeesummary.asp>

Development Planning and Regeneration:-

Local Development Plan
Supplementary Planning Guidance
Planning Design Guidance
Opencast subject plan
Renewable Energy Fund
SPG Developer Contributions
SPG Knockroon Design Code
SPG Cumnock Town Centre Masterplan
SPG Masterplanning
Windfarm Guidance

<http://www.east-ayrshire.gov.uk/BusinessAndTrade/PlanningAndBuildingStandards/Developmentplanningandregeneration.aspx>

Ayrshire Joint Planning Unit
<http://www.gallowaysouthernayrshirebiosphere.org.uk/>

Main Issues Report (To be submitted to Cabinet October 2012)

Development Management
Guidance on Processing planning applications
Planning application guidance and fees
Development Management and Contaminated Land
Design and access statements
Inclusive design

<http://www.east-ayrshire.gov.uk/BusinessAndTrade/PlanningAndBuildingStandards/Planning-PoliciesAdviceAndServiceLevels/Guidanceonplanningapplications.aspx>

Development Management Enforcement Charter
<http://www.east-ayrshire.gov.uk/BusinessAndTrade/PlanningAndBuildingStandards/Planning-DecisionNoticesAppealsAndEnforcement/PlanningEnforcement.aspx>

Development Management Income Tracker

e-planning

<http://www.east-ayrshire.gov.uk/BusinessAndTrade/PlanningAndBuildingStandards/ePlanning.aspx>

Planning Register

<http://eplanning.east-ayrshire.gov.uk/online/>

Galston Community Development Trust website evidences EAC work in support of the Trust

Dalmellington Action Plan – evidence of funding support and holistic approach to regeneration.

Partnership agreement for Kilmarnock THI Partnership – Minutes of Meetings

Attendance at evening meetings – minutes of CCT/GCDT meetings.

High quality on the ground - Appearance of front facade of the Opera House; the refurbished Fanny By Gaslight, public house; upgraded streetscape; and Floral Clock.

Minutes of the CEHP Project Management Group.

Increased list of members of the Galston Community Development Trust; number of hits on the website.

Report on the review of compliance with the Council's APB's for Kilmarnock CARS/THI.

4. Service improvements: 2012-13

In the coming year we will carry out a number of service plan objectives with service improvements covering the following four service areas:- Internal Business; Customer Engagements; Continuous Improvement and Finance.

Internal Business

1. Promotion of pre-application advice;
2. Revise IT procedures for recording pre-application advice to link the performance reporting system;
3. Promote the use of Processing agreements within Major Developments;
4. Development of a one stop shop for developments;
5. Introduction of a Fast track assessment for major and high priority developments;
6. Review and streamline the development management processes to achieve ISO 9001:2008 Accreditation;
7. Carry out internal audits under ISO 9001 standards of the key planning processes;
8. Review and publication of revised submission standards for planning application submissions;
9. Review of the Internal Consultation publication policy on the e-planning system
10. Review of staffing resources to assess planning applications;
11. Introduce succession planning within the service to enhance the skills and competency of the current staff to meet the challenges in other Planning roles.
12. Implementation of the Planning and Economic Development Management Review Phase 2:- Review of the Admin and Planning Enforcement resources;
13. Review and Implement a single Planning Committee to support the Planning Decision Making Process;
14. Review of the Scheme of Delegation;
15. Review of Local Review Body procedures and interface with the Uniform system;
16. Review the resources supporting a Local Review Body
17. Review of the Development Management Admin processes to streamline the registration and validation process
18. Review the enforcement processes for monitoring all Mineral application;
19. Review the data collection procedures and software for the enforcement activity and breaches identified.

20. Review of ICT Strategy to maintain IDOX, Uniform and e-planning systems;
21. Introduce electronic plans for all planning determination;
22. Performance Management of the Planning application process to increase performance;
23. Implement all Scottish Government Planning Policies, Legislation and Guidance;
24. Revise the Customer Feedback process;
25. Review format and reporting timescales for the Governance and Scrutiny Report;
26. Update the Development Management Reports suite to include additional internal local performance indicators;
27. Publish and Consult on Main Issues Report;
28. Commission and complete the Ayrshire Landscape Capacity Assessment for Wind Energy
29. Publish and Consult on Broadband Strategy;
30. Identify Gypsy Travellers' Site;

Customer Engagement

1. Review the Communications strategy for engagement and positive customer experience;
2. Review and develop the Planning Customer Charter for the Planning Service (Development Planning and Development Management and Planning)
3. Review and Develop the Enforcement Customer Charter;
4. Meet with Community Councils to review current Planning practices;
5. Benchmark with Councils on (1) the Planning Application Registration and Validation process; (2) Onshore Wind; (3) Planning Enforcement;
6. Introduction of the Council new two Stage Complaints procedure

Continuous Improvement

1. Implement the East Ayrshire General Employment Review (EAGER) for all service employees, determining competencies;
2. Development of 2012/13 Training Plan from EAGER actions;
3. Provide Training to All Councillors on the Planning Committee and Local Review body
4. Provide Training to All Councillors on the Local Review body
5. Deliver internal training courses to up skill staff competencies;

6. Implement Departmental Health and Safety Action Plan
7. Review of Health and Safety requirements impacting on Service

Financial Management

1. Review of Staffing structure in line with the Transformation Strategy;
2. Monitor financial reports for the verification and enforcement processes;
3. Robust training budget in place to satisfy the staff development needs;
4. Review Developer Contribution Fund and Mineral Trust Fund as part of the LDP Preparation

5. Delivery of our service improvement actions in 2011-12

Committed improvements and actions	Complete?
Council Management Review <ul style="list-style-type: none"> Implementation of the Planning and Economic Development Management Review. Phase 1 Achieved January 2012 	
Absence Management <ul style="list-style-type: none"> Monitoring of absence levels 	Yes
Permitted Development implementation <ul style="list-style-type: none"> Review of CLUD procedures and provide a consistent approach to delivery of process within Ayrshire Authorities Achieved January 2012 Delivery of staff Planning and Building Standards training on new Permitted Development Regulations Achieved February 2012 Delivery of stakeholder meeting on Permitted Development Achieved February 2012 	Yes
Review of Local Planning Committees <ul style="list-style-type: none"> Review of the effectiveness of the two Planning Committees. Reorganisation of Major and Local Teams into area teams; Yes 	Yes
Continuous improvement <ul style="list-style-type: none"> Introduction of ISO 9001:2008 standards within the Operational Management of the Planning applications and Enforcement Service. Achieved 2011/12 Introduced a Service Improvement register Achieved November 2011 	Yes
Service Integration <ul style="list-style-type: none"> The relocation of the two Planning Offices (Croft Street, Kilmarnock and Lugar Council Offices) into the single Service Office located at the former Johnnie Walker Whisky Bond, Grade B Listed Building Kilmarnock Achieved April 2011 Harmonisation of office Practices Achieved July 2011 	Yes
Development Planning and Regeneration <ul style="list-style-type: none"> Conservation training for THI/ CARS staff Achieved March 2012 Training in new development planning procedures Achieved March 2012 	
Development Plan <ul style="list-style-type: none"> Production of Main Issues Report 	Ongoing
Business Continuity <ul style="list-style-type: none"> Preparation of Business Continuity Plan 	Ongoing
Front line Service interaction <ul style="list-style-type: none"> Introduction of Duty Planning Officer and associated service changes to cater for public at reception 	Yes
Performance Management <ul style="list-style-type: none"> Monthly review of Planning performance 	Ongoing

Decision-making timescales

Category	Total number of decisions 2011-2012	Average timescale (weeks)	
		2011-2012	2012-2013
Major developments	24	83	
Local developments (non-householder)			
• Local: less than 2 months	96 (33.2%)		
• Local: more than 2 months	193 (66.8%)	31.7	
Householder developments			
• Local: less than 2 months	109 (54%)		
• Local: more than 2 months	93 (46%)	13.9	
Housing developments			
Major	9	69	
Local housing developments			
• Local: less than 2 months	14 (17.5%)		
• Local: more than 2 months	66 (82.5%)	43.8	
Business and industry			
Major	2	43.8	
Local business and industry			
• Local: less than 2 months	55 (42%)		
• Local: more than 2 months	76 (58%)	21.1	
EIA developments	0	0	
Other consents*	142	13.5	
Planning/legal agreements**	10	147.1	
Local reviews	4	8.3	

* Consents and certificates: Listed buildings and Conservation area consents, Control of Advertisement consents, Hazardous Substances consents, Established Use Certificates, certificates of lawfulness of existing use or development, notification on overhead electricity lines, notifications and directions under GPDO Parts 6 & 8 relating to agricultural and forestry development and applications for prior approval by Coal Authority or licensed operator under classes 60 & 62 of the GPDO.

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

Decision-making: local reviews and appeals

Type	Total number of decisions	Original decision upheld			
		2011-2012		2012-2013	
		No.	%	No.	%
Local reviews	10	2	20%		
Appeals to Scottish Ministers	3	2	66%		

Enforcement activity

	2011-2012	2012-2013
Cases taken up	252	
Breaches identified	**	
Cases resolved	232	
Notices served***	15	
Reports to Procurator Fiscal	0	
Prosecutions	0	

** Data is not collected within the Uniform Planning System in this format and the procedures and system will be revised to accommodate this information in future years.

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

Context

For the full explanation of the factors which have influenced performance please refer to the National Headline Indicators (NHIs) under Development Management above.