

East Renfrewshire Council

Planning Performance Framework

2012/13

Produced September 2012



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1. National Headline Indicators (NHIs)

Key outcomes	2011-2012
<p>Development Planning:</p> <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>1</p> <p>Yes</p>
<p>Effective Land Supply and Delivery of Outputs</p> <ul style="list-style-type: none"> effective housing land: years supply effective housing land supply (2012-2019) housing approvals effective employment land supply employment land take-up effective commercial floor space supply commercial floor space delivered 	<p>3.8 years (See Note 1 overleaf)</p> <p>1220 units</p> <p>1066 units</p> <p>26.8ha 0.11ha</p> <p>14,202m² (See Note 2 overleaf)</p> <p>3,390m²</p>
<p>Development Management</p> <p>Project Planning</p> <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 <p>Decision-making</p> <ul style="list-style-type: none"> application approval rate delegation rate 	<p>See Note 3 overleaf</p> <p>0</p> <p>N/A</p> <p>93% 92.1 %</p>
<p>Decision-making timescales</p> <p>Average number of weeks to decision:</p> <ul style="list-style-type: none"> major developments local developments (non-householder) householder developments 	<p>19.9 weeks</p> <p>6.5 weeks</p> <p>6.5 weeks</p>
<p>Enforcement</p> <ul style="list-style-type: none"> time since enforcement charter reviewed (months) <i>Requirement: review every 2 years</i> number of breaches identified / resolved 	<p>2 months</p> <p>141 breaches 135 resolved</p>

National Headline Indicator Table Notes

Note 1.

Our 5 Year Land Supply calculations are as contained in the table below. Monitoring of the current Housing land supply reveals that construction has slowed and consequently there is an increasing shortfall in delivery against the Strategic Development Plan (SDP) private sector requirements, although there is an adequate longer term supply. To address this short-term shortfall and in response to the current economic conditions the Supplementary Planning Guidance (SPG) 'Framework for Assessing Unallocated Housing Proposals' was prepared in order to assist the development industry and the local economy and to try and address the immediate short term deficiency in the delivery of both market and affordable housing. The SPG sets out a framework for considering planning applications for housing development on sites not allocated for housing in the Local Plan. The continued relevance of the SPG will be reviewed through the Local Development Plan process.

A Period	B SDP Requirement	C Supply	D Annual Requirement	E Surplus/ Deficit (C-B)	F Years Supply (C/D)	G 5 Years Supply Met
2012-2017	1000	766.0	200	-234.0	3.8	No
2013-2018	1000	667.0	200	-333.0	3.3	No
2014-2019	1000	751.0	200	-249.0	3.8	No
2015-2020	1000	851.0	200	-149.0	4.3	No
2016-2021	860	946.0	172	86.0	5.5	Yes
2017-2022	720	1011.0	144	291.0	7.0	Yes
2018-2023	580	1099.0	116	519.0	9.5	Yes
2019-2024	440	1013.0	88	573.0	11.5	Yes
2020-2025	300	854.0	60	554.0	14.2	Yes

Note 2

The definition of 'effective commercial floor space supply' in the guidance is not very clear. The figure we have included in the above table consists of two large-scale retail sites. We have not counted vacant existing shop units.

Note 3.

In 2011/12 we received 713 planning applications and 478 formal pre-application enquiries i.e. 67% as many pre-application enquiries as planning applications. For 2011/12 we are not able to calculate how many or what percentage of the 713 applications were the subject of these pre-application enquiries. We have started to collate this statistic from the first quarter of 2012/13, so it will be available for the 2012/13 figures. The figure will include formal written pre-application advice, but not advice given over the telephone or in ad-hoc meetings.

2. Defining and measuring a high-quality planning service

2A. Open for business

- Our offices are open to customers from 8am to 6pm Monday to Friday.
- Customer advisors are on hand at the two main Council offices in Giffnock and Barrhead who can give initial planning information during the above hours.
- The customer advisors are trained in introductory planning and building standards matters.
- Specialist planning advice from planning service staff is available without appointment and free of charge at the planning office (Spiersbridge) from 8.45am to 16.55pm Monday to Thursday (to 15.55pm on Fridays).
- Written pre-application advice on development proposals is available free of charge. We registered 478 written pre-application enquiries along with our 713 planning applications. The Council has a 10-day response target for pre-application enquiries, and this timescale is monitored.
- A comprehensive online planning information service is available giving customers access to a very wide range of planning information. Information on planning applications is available online for applications since year 2000.
- The Council's website (significant update implemented December 2011) gives a full range of planning information, documents and forms, including all local planning documents. The updated assessment of planning authority websites by Peter Pendleton & Associates in May 2012 gave East Renfrewshire 8 points (one point off of the best score in Scotland).
- Public access computer points have been installed at three Council offices and all the libraries to give the public easy access to online information.
- The Council has a relatively high approval rate of planning applications (93% of applications are approved), showing a positive approach to development.
- We have established a 'major development team' (see section 2C below).
- We have up-to-date development plan and supplementary policy guidelines, including covering development contributions (see section 2C below).



2B. High quality development on the ground

- Our local plan is recently adopted (2011) thus giving developers an up-to-date policy and development management decision framework. The Strategic Development Plan has also successfully been through examination and was approved in May 2012.
- We are active in producing development briefs to promote high quality development, all of which are available on our website.
- Conservation Area Appraisals have been produced and are going out to consultation. These will guide high quality development in these protected areas.
- We have introduced a monitoring system to assess the level of 'added-value' that the planning process brings to the development process through negotiated design improvements.
- We have a range of active environmental projects which promote a sustainable environment, including Dams to Darnley Country Park and Whitelee Access Project.
- Our Main Issues Report published in September 2011 promoted the need for high quality layout and design of development, including green infrastructure and resource and energy efficiency. This will be carried forward into the Local Development Plan later in 2012.
- Our supplementary planning guidance on development contributions ensures that all the necessary infrastructure associated with new development is planned and implemented.
- We have an up-to-date enforcement charter and are active in pursuing uses and development which detract from the local environment.
- Our regeneration team is active in leading and promoting masterplans, including for the M77 Corridor and Glasgow Road Barrhead Corridor.
- We are implementing a range of regeneration and town centre improvement initiatives through our regeneration team, including Barrhead Regeneration, Neilston Town Team, Town Team Partnerships and Business Improvement District and the M77 masterplan.
- We have a separate Economic Development Service leading on a range of economic initiatives and giving support to business in the area.
- Polnoon, located at the western edge of the conservation village of Eaglesham, involved a collaborative process between the Council, developers (Mactaggart & Mickel) and the Scottish Government to design the site for a new neighbourhood in accordance with the principles of Designing Streets and Designing Places. The development is a case study in the Scottish Government's 'Policy Statement for Scotland – designing streets' which stated that "the Polnoon project sets a new standard for residential development across Scotland".

2C. Certainty

- We have a complete up-to-date development plan, with the local plan adopted in 2011 and the strategic development plan approved in 2012. Monitoring Statements are produced annually. Action Programmes are monitored every six months.
- Up-to-date local development plan (LDP) scheme in place with LDP project management in operation through fortnightly development plan team meetings using GANTT chart project scheduling.
- We have a Member – Officer Working Group set up to progress the Local Development Plan . This allows open discussion between Members and Officers and guides the strategic direction and the policy approach of the Plan.
- Key agencies are involved at every stage of development planning and are consulted as appropriate on planning applications.
- We monitor a range of development approvals through the Strategic Development Plan, including and greenbelt development which consists of departures from the development plan.
- Our Core Paths Plan has progressed through examination to adoption, providing valuable information to developers and the public.
- We have supplementary planning guidance covering affordable housing; development contributions; and a framework for assessing unallocated housing proposals. These provide valuable advice and certainty to the development industry to complement the development plan.
- We have a range of development briefs, prepared in consultation with developers and published on our website (currently 13 are published online).
- We have established a ‘major development team’ which brings together professionals from across the Council. Potential developers of major developments have access to this team who will give a co-ordinated response to proposals and advise of what documents are needed to validate the application. Responses to the developers are co-ordinated through the planning case officer who oversees the project from pre-application to decision.
- We have a welcoming approach to potential developers and get good feedback on this from our customers when surveys are undertaken (see customer survey feedback in section 2D below).
- At the planning application validation stage, a senior officer checks the validation to ensure that developers receive high level support.



2D. Communications, engagement and customer service

- We hold regular forums with developers, agents, community groups and community councils to allow discussion and training on relevant and current planning issues. The developers forum is chaired by a member of the business community. At each of these meetings contributors have the opportunity to raise issues and questions.
- A customer survey is undertaken on an annual basis with a cross-section of customers of the development management team. From the 2011/12 survey, 92% of those surveyed said that they were 'fairly satisfied' or 'very satisfied' with the overall service that they received from the planning service. An action plan is prepared after each survey is undertaken in order to implement improvements. Findings are reported to the Planning Applications Committee. The actions are incorporated into the service improvements below. A summary of findings are in Appendix 4.
- The Council web-site has recently had a major redesign with a much improved search function for easy finding of information. All information on the web site is reviewed regularly.
- Our Local Development Plan (LDP) Main Issues Report (MIR) was out to consultation September 2011-January 2012 and over 1400 responses were received, showing a comparatively high level of engagement in comparison to other MIRs and the success of our consultation methods. Our Participation Statement includes a list of all the activities that were carried out as part of the MIR and a Report of Conformity, and along with the Participation Statement will be submitted in due course to the LDP Enquiry Reporters.
- Documents and web information is written in such a way as to be as 'plain-english' as possible.
- All of our forms have the appropriate data protection statements.
- We have good working arrangements with our press and publicity team and submit articles regularly for our ER Magazine which goes out four times each year to every household in East Renfrewshire. We also have a quarterly LDP newsletter which is widely circulated giving updates on the plan's progress.
- We have a systematic complaints procedure for people who are unhappy with the service that they have received. A leaflet is available on the website and at our planning office. The substance of complaints is monitored on a six-monthly basis and, where appropriate, improvement actions are implemented.
- Our up-to-date service standards, produced in consultation with our community forum, are publically available and published on the web site
- Our full range of planning and related application forms and guidance notes are available online and we monitor our validation rates. Differing forms are available for 'Householder' and 'Non-householder' developments, recognising the differing needs of customers.
- We have long opening hours and our staff are easily approachable at the planning office and on the telephone (see section 2A)

2E. Efficient and effective decision-making

- The Council performs well against national and local performance indicators and in comparison with the other 33 planning authorities in Scotland – see figures and charts in Appendix 3. The figures show steady year upon year improvement.
 - 81.4% of all applications decided within their respective 2 or 4 month decision target (Scottish average was 67.7%. ERC 6th in Scotland)
 - 90.2% of householder applications decided within their 2 month decision target (Scottish average was 84.2%. ERC 11th in Scotland)
 - 88.9 % of Local Review decisions issued within three months (Scottish average was 71.0%. ERC 7th in Scotland)
- The Council has adopted an efficient scheme of delegation (updated October 2010) which has a relatively high level of delegation (92% of decisions are delegated to officers).
- The Planning Applications Committee is relatively small and is trained on planning matters. Planning training for all councillors was conducted by external facilitators (in June 2012) following the local council elections. The training covered all aspects of planning including development planning, development management and local reviews. The Committee and Local Review Body meet on a four-weekly cycle. The Local Development Plan Member – Officer Working Group meets on an ad-hoc basis, as-and-when required to discuss and agree the local development plan strategy and policy approach. The full-Council approves development plan documents which ensure that all members are committed and kept informed of these important planning matters.
- The Planning Applications Committee, when it meets, is supported by the Planning and Building Standards Manager, as well as other senior support staff e.g. Roads Engineers, Environmental Health Officers as appropriate,
- We have a Local Development Plan Member – Officer Working Group (see section 2C above).
- Full and active participation in the national eplanning system gives the council efficiency savings. In 2011/12 over a quarter of all planning applications were submitted electronically, and this has continued to rise to around 40% by September 2012. From time to time we contact agents who do not use the electronic systems to encourage them to do so. The majority of correspondence in and out of the Service (including all of our consultations) is conducted by email (giving time and cost savings over traditional mail). The online public access system gives the public more efficient access to information. Introduction this year of new online and telephone payment methods to allow customers a wider choice and reduce overhead costs for the Council.
- Computerised document management system (IDOX) coupled with the UNIFORM casework system ensures comprehensive and easy access to information for staff. Corporate Address Gazetteer linked to the national gazetteer ensures consistent addressing across the council and Scotland. Geographic information system (GGP) allows comprehensive geographic and spatial analysis of information and mapping. Our Data Information Group shares this information and resource across the council



2F. Effective management structures

- The service has undertaken a 'How Good Is Our Service' review (covering planning and building standards) which was undertaken by trained staff and involved all staff within the service. An action plan was produced which will see management improvements this year (the findings are incorporated into the service improvements in Section 5 below).
- Fortnightly departmental management meetings are held involving the managers of all services in the Environment Department. Each team in the planning and building standards service holds team meetings on a 4-weekly basis attended by the manager. This allows management information to be cascaded to staff and discussion of relevant information, including performance figures, health & safety and current planning applications and issues.
- Updated 'Personal Review and Development Scheme' (PRD) for staff is in place. Every member of staff has been trained in its use and has two formal meetings with their line-manager annually. Staff and their manager agree their (SMART) objectives for the year (linked to corporate and managerial priorities); consider their core competencies; and agree their development/training needs for the year.
- Effective corporate absence management arrangements are in place.
- Comprehensive health & safety systems are in place (health & safety staff are embedded in the Environment Department).
- Individual staff training needs are assessed annually (see PRD above) and participation in internal and external courses is encouraged. The service has a training budget. The Council runs a wide range of training courses in its 'insider learning' programme, including online courses and time management.
- Succession planning arrangements are in place in line with the Council's succession planning policy.
- There are strong co-ordinated working links within the Environment Department with close partnerships particularly with our Economic Development, Regeneration, Roads and Property & Technical Services.
- We have regular meetings with outside organisations/partners, particularly through the Strategic Development Plan. There are also regular meetings on development planning matters for instance with Transport Scotland and our other statutory consultees.
- Flexible working and staff deployment arrangements in place allowing staff to be shared and move between teams (including compressed hours of work) in order to utilise staff most effectively; allow staff personal development and good life/work balance.
- The planning support service has been reviewed and restructured to promote efficiencies across the Department.

2G. Financial management and local governance

- Departmental and service budgets are programmed on a three-yearly basis to ensure effective long-term financial planning.
- Budgets are planned to coordinate with our Outcome Delivery Plan priorities.
- The Planning and Building Standards Manager has responsibility for six revenue budgets which are monitored regularly and updated on a monthly basis by the manager. The manager and the finance business partner review the budgets monthly to ensure spend and income are on track. Additionally the Director of Environment along with his Heads of Service review their budgets every month.
- Risk management procedures are in place at strategic and service levels. Training on risk management is given to all managers and supervisors.
- Corporate arrangements are in place regarding ordering and procurement using appropriate online financial procurement systems. Managers have authority to authorise all ordering and procurement requests.
- Quick-quote is used to obtain online competitive quotes of low-value services. This demonstrates fairness and transparency, and provides management information and auditability.



2H. Culture of continuous improvement

- The Service has undertaken a 'How Good Is Our Service' review (see section 2F above).
- The planning service is planned within the context/hierarchy of the Council's Outcome Delivery Plan and Environment Department Service Improvement Plan. Service Improvement Plans have been produced annually over a number of years and improvement actions been implemented and monitored on a six-monthly basis.
- We participate in a 'benchmarking' group with five other authorities to compare work practices and learn from the others' experiences.
- We actively participate in the Heads of Planning Group and their sub-group on Development Management, where work practices and training are shared across authorities.
- We have participated in Scottish Government Working Groups (including Local Review Bodies; and Planning Information Online). We initiated the country-wide survey of planning information online.
- The Strategic Development Plan (SDP) topic groups and regional planning group and meet regularly to prepare the SDP and to share best practice and knowledge.
- We have a proactive participation record in responding to government consultations. We have a 'consultations' page on our website which lists (council, agency and government) documents that are out to consultation in order to encourage public participation.
- We frequently produce updated guidance for the public e.g. guidance note on 'Updated Permitted Development Rights', 'What is a Material Consideration' and keep all of our forms and guidance notes up to date with new legislation and best practice.
- We actively seek to continually improve our development management planning performance results with discussions on means of improvement at monthly team meetings.
- We are improving our online information with improved public access points, improved online local development plan and improved website,
- Planning decisions and appeal decisions are monitored in order to ensure continued effective decision-making. Appeals decisions are reported to the Planning Applications Committee, including the assessment of cases where officer recommendations have not been accepted, Committee decisions overturned on appeal and costs awarded against the Council.
- Staff personal development and training is a high priority, see section 2F above.

3. Supporting evidence

Part 2 of this report was compiled, drawing on evidence from the following sources.

A number of areas of evidence relate to more than one heading, but for brevity each has only been listed once below.

2A Open for business

- A wide range of [planning and building standards](#) information is published on the Council's website
- Information on [business resources](#) is available on the Council's website
- [Service standards](#) are published on the Council's website

2B High quality development on the ground

- Environmental project information for the [Dams to Darnley Country Park](#) and the [Whitelee Countryside Ranger Service](#) are available on the Council's website
- Information on the [Polnoon development](#) is available on the Scottish Government website

2C Certainty

- [Local plan, supplementary planning guidance, planning briefs, development plan scheme, newsletters](#) and [enforcement charter](#) are available on the Council's website
- [Strategic development plan](#) information is available at the website of the Glasgow and Clyde Valley Strategic Development Planning Authority
- [Core Paths Plan](#) is available at the Council's website

2D Communications, engagement and customer service

- Our Forums with developers, agents & community groups are minuted
- [Customer survey findings](#) are reported to the Planning Applications Committee and are available on the Council's website
- Local Development Plan Main Issues Report consultation responses have been reported to the Council, and the [committee report](#) is available on the Council's website
- All of our [planning application forms](#) are available on the Council's website
- Our [formal complaints procedure](#) is available on the Council's website
- Peter Pendleton Associates report on planning authority websites

2E Efficient and effective decision-making

- Planning application and pre-application statistics are gathered from the Council's UNIFORM casework system.
- [Comparative Scotland-wide planning application statistics](#) gathered from published Scottish Government Planning Authority Performance Data
- Monitoring of housing, business and other data is undertaken annually
- [Online planning system](#) available on the Council's website
- Our [scheme of delegated functions](#) is available on the Council's website
- [Planning Application Committee and Council agendas and minutes](#) are available on the Council's website
- Planning Applications can be submitted online via the [national eplanning website](#)
- [Payment of fees](#) can be made on the Council's website

2F Effective management structures

- How Good Is Our Service review and action plan produced
- Staff team meetings are held 4-weekly and minuted
- Formal 'Personal Review and Development Scheme' is in place, training records are kept and annual personal plans produced
- Absence management records kept
- Health and safety management and training records kept
- Succession policy and arrangements are in place

2G Financial management and local governance

- [Outcome Delivery Plan](#) is on the Council's website
- The [Environment Department End Year Performance report 2011-12](#) is on the Council's website
- Monthly reviews and updates to budgets undertaken
- Training records for risk management kept
- Corporate procurement policies in place

2H Culture of continuous improvement

- Environment Department Service Improvement Plan is monitored quarterly
- Service Improvement Plans have been updated annually and action plans updated six-monthly
- Heads of Planning (including sub-groups) are minuted
- Scottish Government Working Groups are minuted and outcomes (where relevant) published
- Strategic Development Plan topic groups and regional planning groups are minuted
- Government consultation responses are published online by the Scottish Government
- Complaints analysis (with actions) is undertaken six-monthly
- Staff PRD and training records are updated six-monthly

4. Service improvements: 2012-13

Our planned service improvements have been grouped under four themes of *Customers, Outcomes, People & Efficiency*; although there is some overlap as actions can impact on more than one theme. More details of a lot of these actions can be seen in our Environment Department Service Improvement Plan.

Customers

1. We intend to further develop our community engagement with regular use of telephone customer surveys and increased use of customer forums.
2. We will enhance our online Local Development Plan services by increased use of our website for publishing information and receiving feedback.
3. We will continue to monitor usage and strive to increase use of the eplanning service.
4. We shall also review our web pages on a regular basis and update them where appropriate in conjunction with the corporate web steering group and taking into consideration our business customers. We will seek a consistent approach to analysing web use through Google Analytics .
5. We will continue to back-scan our archive of planning files in order to increase public and staff access to information.
6. We shall review and update our Charters and Service Standards, and shall consult with stakeholders on these through the focus groups.
7. We shall continue to be aware of, and plan for legislative changes coming into effect. We shall undertake training and awareness raising with staff, members, the community and developers.
8. We shall provide improved reception facilities and a self-service computer terminal there for access to the eplanning system.
9. We will deploy QR codes on many of our letters and templates in order to give the public easier access to information on line.
10. We will hold press briefings with local press to keep them up-to-date with planning issues, particularly the Proposed Local Development Plan.
11. We will implement a publicity and consultation strategy along with the Proposed Local Development Plan and have undertaken a lessons-learned from the Main Issues Report consultation.
12. We will introduce regular liaison meetings with Customer First to ensure that they are kept up to date with planning and building standards changes.
13. We will consider the implications and cost/benefit of rolling-out document management systems to Development Plans and Building Standards.
14. We will liaise with software providers to inform software upgrades, particularly to DMS and online local plans.
15. We will review our informal pre-application enquiry timescales to ensure that they are manageable.

Outcomes

16. We will utilise revised national performance measures indicators as the principal guide of service performance and use the new Planning Performance Framework for regular service performance monitoring.
17. We will continue to strive to improve our planning application performance rates.
18. We shall assess the results of the responses to our *Main Issues Report*. We shall prepare our *Proposed Local Development Plan, Proposed Action Programme* and *Revised Environmental Report*.
19. We will prepare supplementary planning guidance for topics including householder planning applications, open space provision, energy efficiency, rural development. We will also produce conservation area appraisals and continue to produce site development briefs as appropriate.

20. Our Strategic Development Plan has been approved. The Plan will continue to be monitored and implemented, primarily through the Local Development Plan.
21. We have adopted our Core Paths Plan and continue with its implementation and the promotion of access across the Council area.
22. We shall increase the supply of affordable housing delivered through the planning system.
23. We shall continue to promote the improved quality, quantity and management of the Council's greenspace network and will seek external funding for the implementation of greenspace enhancement and access projects. The Green Network Analysis identifies locations where the planning process and the targeting of resources can deliver multiple green network benefits.
24. We will review Sites of Importance for Nature Conservation within East Renfrewshire to inform the LDP and future greenspace action.
25. We will continue our activity programme of managing protecting and enhancing the natural environment of East Renfrewshire, including the Dams to Darnley Country Park, the Whitelee Access Project and Countryside Ranger Service as detailed in the Environment Department Service Improvement Plan.
26. We will continue to implement our regeneration projects at Barrhead, Neilston and Dunterlie in accord with the appropriate masterplans and in consultation with local communities.
27. We will continue our town centre improvements through town centre health checks and support for the Business Improvement Districts at Clarkston and Giffnock.
28. We will continue to support for Friends of Cowan Park and implementation of Cowan Park masterplan project.
29. We will progress the M77 Masterplan developments and projects through the planning process.

People

30. The Performance Review and Development (PRD) system will be implemented for the first full year and will continue to ensure that staff's personal and career development needs are met.
31. We will consider introducing a more formalised mentoring system that allows structured on-the-job training.
32. We shall continue to monitor the revised administrative support service arrangements.
33. We will implement improved arrangements in the Council Chamber for the electronic display of planning documents at Committee and Local Review Body.
34. We will audit our Uniform casework system permissions to ensure that officers have the right permissions to carry out their duties effectively.

Efficiency

35. We shall continue to modernise the service in line with the How Good Is Our Service (HGIOS) action plan.
36. We will continue to roll out the Corporate Address Gazetteer (CAG) integration programme throughout the Council.
37. We will upgrade our Geographical Information System to the latest version. We will set up a structured training plan and provide training as necessary. We will identify datasets which require metadata and work on completing these to INSPIRE standards.

The above actions will be monitored through the year with formal assessments after six and twelve months.

5. Delivery of service improvement actions 2011-12

Action Summary		Actions undertaken and comments as at March 2012
Customers	<p>1. Further develop our community engagement:-</p> <p>a) with enhanced use of customer surveys</p> <p>b) increased use of focus groups, and</p> <p>c) in preparing Development Plans, in line with the Development Plan Scheme,</p> <p>all in line with the Corporate Engagement Strategy.</p>	<p>a) (i) Development management customer survey undertaken in July/August 2011 and findings reported to Planning Applications Committee in October 2011. (ii) Report of benchmarking results of the 2010 survey prepared for Director. Building Standards annual customer survey undertaken November-December 2011. Report of findings prepared for Director.</p> <p>b) (i) Building Standards focus group met November 2011 (ii) Developers forum met October 2011 (iii) Development management community forum held in June & September 2011 and January 2012 (iv) New Agents focus group met January 2012 (v) Local Development Plan Main Issues Report – extensive public consultation undertaken,</p> <p>c) (i) Quarterly newsletters published. (ii) Main Issues Report published along with considerable public consultation between September 2011 and January 2012 as explained in our Participation Strategy. This included events in collaboration with Planning Aid Scotland. (iii) Development Plan Scheme update, which included a list of consultation events held.</p>
	<p>2. We will enhance our online services by:-</p> <p>a) introducing our <i>interactive online local plan</i></p> <p>b) monitoring usage and strive to increase use of the eplanning service</p> <p>c) continuing to monitor and update web pages</p>	<p>a) Following software delays, the interactive local plan is expected to be implemented by Summer 2012</p> <p>b) Web usage continues to rise: i) Online applications up to over 25% ii) Hits on the online planning information continue to rise</p> <p>c) Significant web page additions to accompany the Main Issues Report publication in September 2011. Major upgrade to the webpages undertaken December 2011. A number of improvements and additions undertaken along with the new permitted development rights in February 2012. Monitoring continues on a monthly basis.</p>
	<p>3. Continue to back-scan our archive of planning files</p>	<p>All 2006 files scanned and approximately half of 2005 files scanned.</p>
	<p>4. Review and update our Charters and Service Standards including consultation with stakeholders and focus groups.</p>	<p>Updates to be considered in Spring 2012 in the light of the changes to permitted development rights and the greater use of Certificates of Lawfulness.</p>
	<p>5. Plan for legislative changes coming into effect, including undertaking training and awareness raising with staff, members, the community and developers.</p>	<p>The new permitted development rights came into force in February 2012. Various training and awareness-raising actions undertaken January-February 2012 including, publication of guidance, leaflets, website updates, briefings/workshops for councillors, community councils and agents.</p>
	<p>6. Improved reception facilities to be provided at Spiersbridge office</p>	<p>Implementation underway March 2012 for completion in May 2012</p>

East Renfrewshire Planning Performance Framework

Outcomes	<p>7. a) Utilise revised national performance indicators as the principal guide of service performance.</p> <p>b) Monitor and refine our added value/quality assessments of planning applications</p>	<p>a) Performance is monitored using the ‘local’ and ‘major’ categories monthly. ‘Householder’ and ‘non-householder’ performance continues to be monitored closely as this allows comparisons and benchmarking consistently across the country.</p> <p>b) The figures have been considered for the second half of the year and show an increase in applications with ‘added-value’. The criteria have been discussed at a Development Management team meetings and no change is proposed meantime.</p>
	<p>8. Strive to improve our statutory performance rates.</p>	<p>Performance rates continue to be monitored and reported and discussed at every development management team meeting. Performance for the year continues to be above target, with most indicators showing improvement from the previous year.</p>
	<p>9. a) Prepare Local Plan Action Programme</p> <p>b) Commence the preparatory stages of our Local Development Plan</p> <p>c) Consult on Main Issues and publish Main Issues Report</p>	<p>a) Draft Action Programme published in October 2011 alongside Local Plan</p> <p>b) Preparation of Local Development Plan commenced early 2011</p> <p>c) Consultation questionnaire published and results analysed in Spring 2011. Main Issues Report published September 2011, with consultation running to January 2012. Initial statistical analysis completed by March 2012, with report to Council in June 2012.</p>
	<p>10. a) Prepare supplementary planning guidance (SPG) on householder planning applications</p> <p>b) Further guidance, policy statements, briefs and conservation area appraisals</p>	<p>a) Supplementary planning guidance has been drafted and consulted in-house in the light of the new permitted development rights. A revised version with illustrations is in preparation for consultation in Spring 2012</p> <p>b) (i) Development Contributions SPG has been out to consultation and was approved in January 2012. (ii) The affordable housing SPG has been revised and updated (iii) A Renewable Energy & Energy Efficiency guidance is in preparation (iv) Various planning briefs prepared, including Uplawmoor East; Ayr Road; Easterton Avenue; Chapelfields and Dunterlie Park. Various briefs updated, including Springfield Road and Barrhead supermarket site (v) Draft Conservation Area Appraisals prepared (March 2012)</p>
	<p>11. Publish and consult on the Strategic Development Plan</p>	<p>The Strategic Development Plan was approved by the Scottish Ministers in May 2012. Implementation through the LDP and monitoring to ongoing.</p>

East Renfrewshire Planning Performance Framework

Outcomes	12. a) M77 Corridor Master Plan b) Glasgow Road Barrhead Corridor Master Plan	a) Study completed in August 2011 and was the subject of public consultation alongside the Main Issues Report until the end of December 2011 b) Study complete July 2011 and was the subject of public consultation alongside the Main Issues Report until the end of December 2011
	13. Progress Core Paths Plan through public local inquiry and to adoption	Plan submitted to the Reporter in November 2011 with examination taking place early 2012. Report received by the Council April 2012 with adoption in June 2012.
	14. Increase greenspace provision	Various areas of greenspace enhanced (0.5ha), mainly at Dams to Darnley Country Park
	15. a) Increase the supply of affordable housing provision and b) Review our affordable housing guidance	(a) 133 additional affordable housing units brought into supply. In terms of the other outcomes – there have been an additional 19 active applications with outcomes not yet delivered. (9 sites with approved planning consents, 6 applications under consideration for on-site delivery and 4 under consideration for commuted sum payments) (b) Updated affordable housing guidance published late 2011 and adopted early 2012.
	16. a) Complete the Green Network Study b) Review nature conservation sites (SINCs)	(a) Green network study completed December 2012 (b) Review of nature conservation sites currently out to tender with implementation expected during 2012.
	17. Continue our activity programme of managing protecting and enhancing the natural environment and supporting the Dams to Darnley Country Park, Whitelee Access Project and Countryside Ranger Service	a) Dams to Darnley Country Park – Management and Development Plan approved and work ongoing on implementation b) Whitelee – Project work continues, including development of mountain biking facility c) Landowner negotiation are ongoing regarding other initiatives at both of these projects
	18. Continued support for Barrhead, Neilston and Dunterlie regeneration initiatives	Programme of regeneration work completed in Barrhead for 2011/12, and ongoing works at Glasgow Road, Shanks etc Continuing support for implementing Neilston Town Charter. Long term regeneration plans for Dunterlie being progressed.
	19. Continued promotion of town centre health checks and Business Improvement Districts	Town Centre Health Checks carried out in Spring 2011 for Barrhead, Newton Mearns, Giffnock and Clarkston. Clarkston BID underway and continuing to receive support. Giffnock BID under development.

East Renfrewshire Planning Performance Framework

People	20. Monitor the revised administrative support service arrangements	Assessment to be undertaken after one year of operation in April 2012
	21. Introduce new PRD system and ensure that staff's development needs are met	First round of PRD completed by September 2011
Efficiency	22. Modernise the service in line with the HGIOS action plan.	Various actions ongoing throughout 2011/12 – see appendix 3
	23. Implementation of Data Information Group data sharing, training and publication of metadata library.	<ul style="list-style-type: none"> a) Data information group set up with annual meetings and bi-annual newsletters. Intranet content to share data has been implemented b) Separate GIS project team set up and aims identified.

PLANNING PERFORMANCE FRAMEWORK OFFICIAL STATISTICS

Decision-making timescales

Category	Total decisions 2011-2012	Average timescale (weeks)	
		2011-2012	2012-2013
Major developments	4	19.9	
Local developments (non-householder)			
• Local: less than 2 months	(57.8%)	6.5	
• Local: more than 2 months	(42.2%)	20.2	
Householder developments			
• Local: less than 2 months	(90.4%)	6.5	
• Local: more than 2 months	(9.6%)	11.7	
Housing developments			
Major	1	8.9	
Local housing developments			
• Local: less than 2 months	(57.1%)	6.8	
• Local: more than 2 months	(42.9%)	20.8	
Business and industry			
Major	0	0	
Local business and industry			
• Local: less than 2 months	(63.6%)	6.1	
• Local: more than 2 months	(36.4%)	17.2	
EIA developments	1	181.9	
Other consents*	30	7.4	
Planning/legal agreements**	6	86	
Local reviews	4	9.4	

* 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 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	9	6	66.6%		
Appeals to Scottish Ministers	9	3	33.3%		

Enforcement activity

	2011-2012	2012-2013
Cases taken up	48 (note a)	
Breaches identified	141 (note b)	
Cases resolved	135	
Notices served***	3	
Reports to Procurator Fiscal	0	
Prosecutions	0	

(a) Formal cases taken up, as per Scottish Government returns, defined as all cases where parties are formally notified in writing that enforcement action may be taken by the authority under Sections 127 - 137 of the T&CP (Scotland) Act 1997

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

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

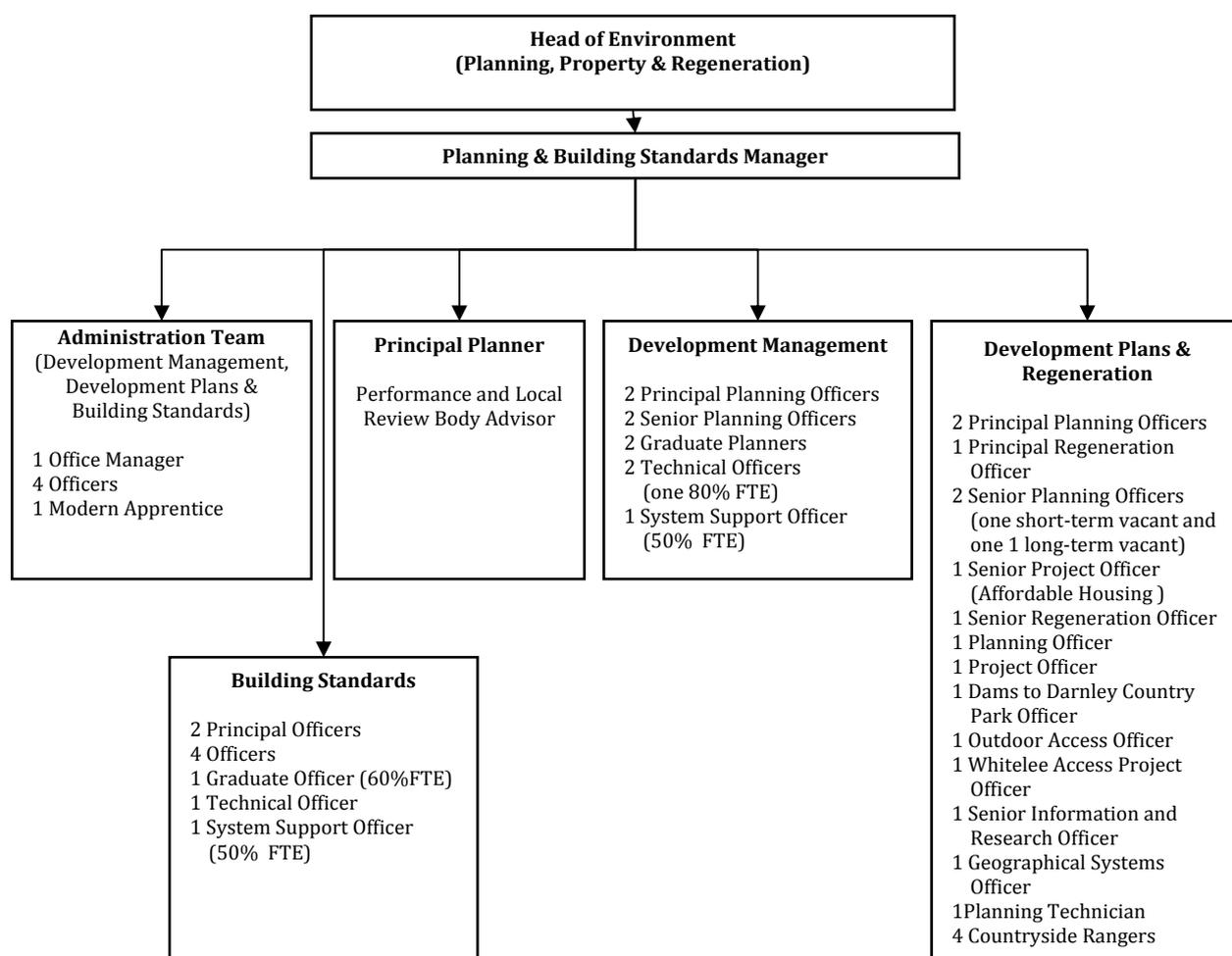
WORKFORCE AND FINANCIAL INFORMATION

The Planning Service sits within the Environment Department and reports through the Head of Environment to the Director of Environment.

The Planning Service is essentially split into two functions under the Planning and Building Standards Manager:

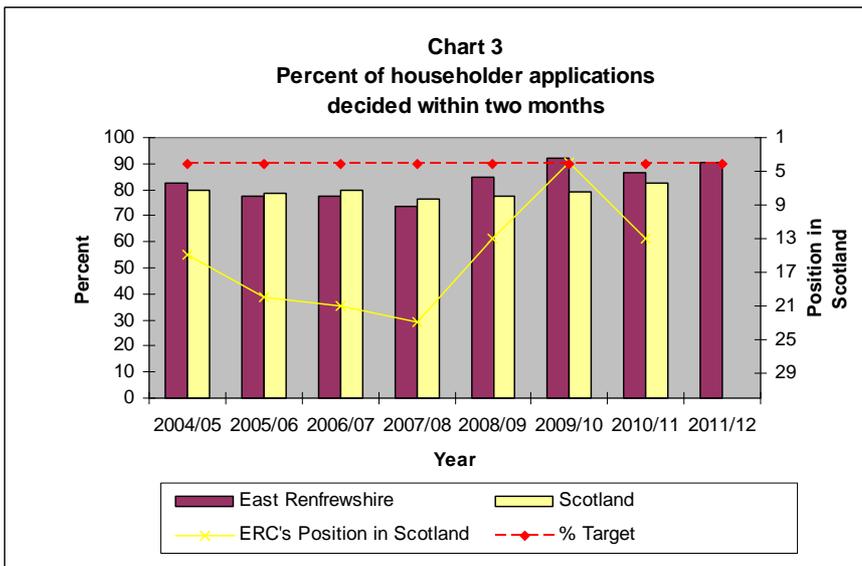
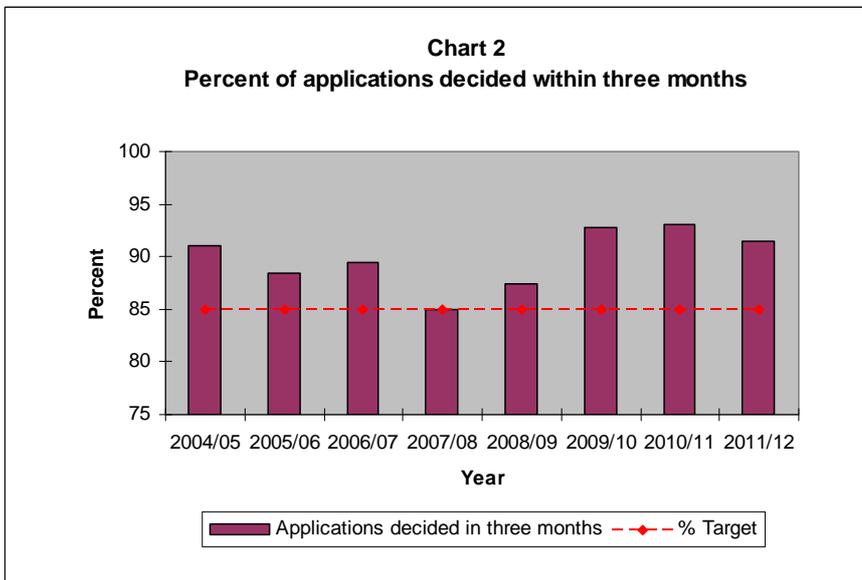
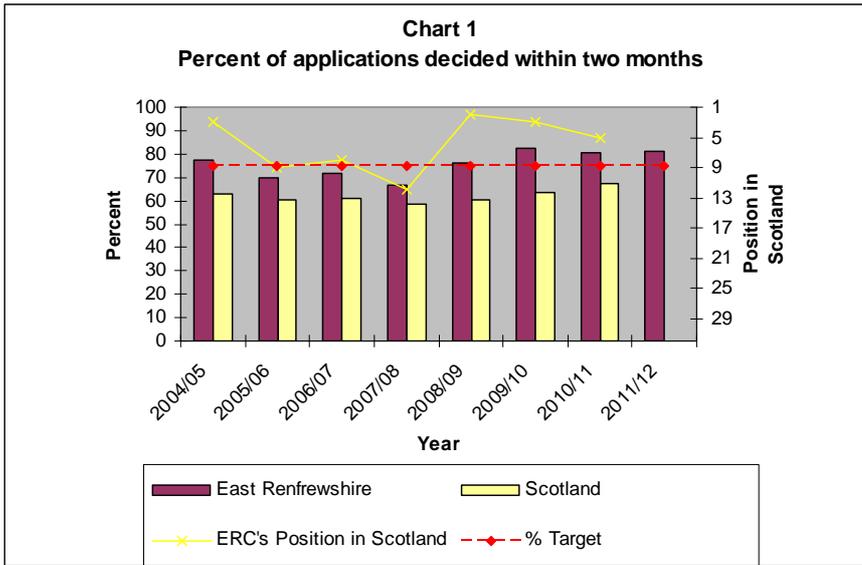
1. Development Management
2. Development Plans and Projects

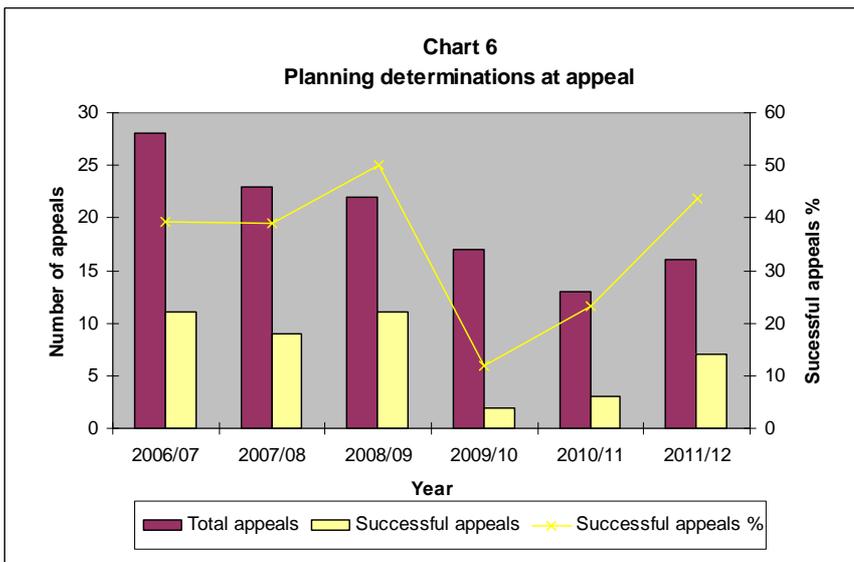
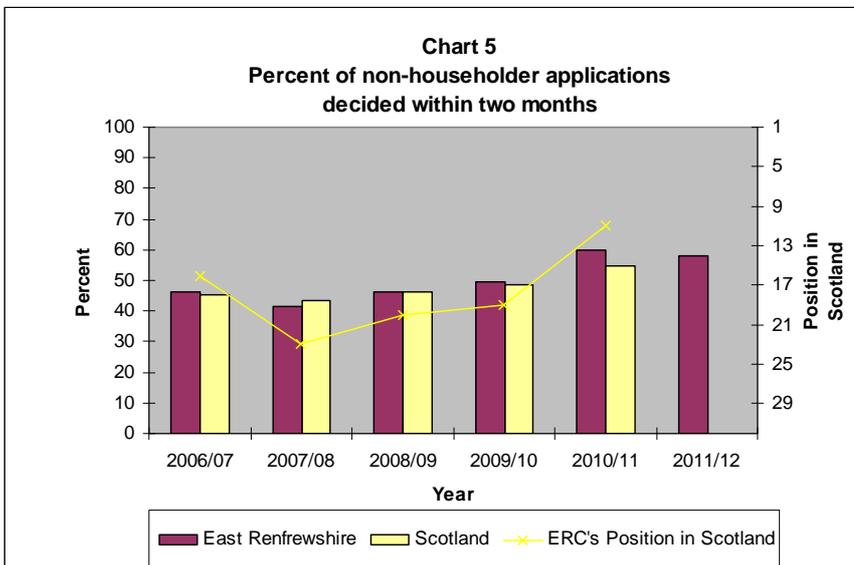
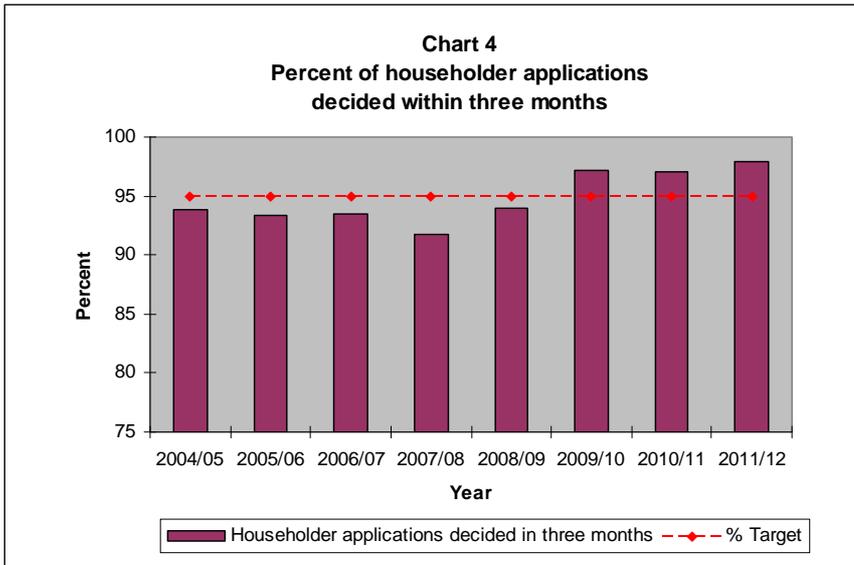
Environment Department
Planning and Building Standards Service



Performance Analysis

Appendix 3





Appendix 4

Customer Survey 2011 Summary of Findings

1. The customers of the Development Management section of the Planning Service were surveyed recently, and the responses were largely very positive. 75 customers (agents, applicants and people who submitted representation) were contacted by telephone, and 25 participated in the survey (33% - which is a statistically sound response rate).
2. A summary of the results shows:-
 - (a) **100%** of those who contacted us in person or by telephone were either fairly satisfied or very satisfied with the time taken to speak to someone.
 - (b) **73%** of those who contacted us in writing, email or via the website were either fairly satisfied or very satisfied with the time taken to get a reply from us (the remainder of the responses were neutral).
 - (c) **68%** had used our online planning services. The services used showed significant increase from last year, particularly those submitting planning applications, paying fees and those searching for planning information. Of those that had not used it, the reason given for this is simply that they prefer not to (not that they don't have access to the internet or that they are unaware of the service).
 - (d) **84%** were very or fairly satisfied with the quality of information that they received from the planning service (8% were neutral and only one person expressed dissatisfaction).
 - (e) **84%** were very or fairly satisfied with how well staff did their jobs (two people, 8%, expressed dissatisfaction).
 - (f) **92%** were very or fairly satisfied overall with the service that they received from the Planning Service (again, two people, 8%, expressed dissatisfaction).
3. Five of the six figures above are up on the survey conducted last autumn. The only figure that was slightly down is point (b), where there were more neutral results this time (but no negative results this time, which there were previously, so on balance the result is comparable).
4. The survey participants were invited to comment on a few areas of service provision. With regards to the comments that were made in response to the quality of information received, the majority (14) were positive, comments included:- *"was perfectly happy with it"*, *"easy to understand"*, *"sound advice is always given"* and *"everything was perfect and moved along quite smoothly"*. Three negative comments were received, commenting that the information was 'terrible' and that information was 'irrelevant' or 'missing'. We are constantly reviewing how information is given and try to give as clear and comprehensive information as possible. However without knowing the precise instances concerned it is difficult to make specific improvements as a result.
5. With regards to the use of the online planning service, a number of comments were made, including *"they were easy to use and fast"* and *"forms were easy to find"*. There were also a few negative comments that it was hard to navigate, that the links were hard to follow and that it was difficult to search for plans. Since the survey was carried out, the Council launched a re-designed website, and it is hoped that this will help to rectify some of these issues.
6. In giving participants the chance to sum up about the service that they received from the planning service, the comments were: *"The service is very good"*, *East Renfrewshire Council is one of the better councils to deal with"*, *"the service is always very prompt"* and *"happy at the pro-active nature of the planning service"*. One negative comment was received at this stage, that information was difficult to access due to the fact it was internet based. With regards to this last comment, considerably more information is available to the public, and available much more quickly with the introduction of the online service. All information continues to be available in non-digital format at the Planning Office.

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