



**PLANNING
PERFORMANCE
FRAMEWORK
2012-13**



"Annie Kempock, Girl with a Suitcase", Kempock Street, Gourrock

Cover photograph: Clyde Square, Greenock

FOREWARD

Welcome to Inverclyde Council's First Planning Performance Framework.

The Council has a long history of commitment to the delivery of a strong, focused planning service. The planning application service was first audited in 1998 by the Scottish Office and it found "a strong emphasis on both performance and quality" staffed by "a small closely knit group with a good work ethos and commitment to improving the service." This remains the case and comparison of statistical returns to the Scottish Government consistently finds the Inverclyde performance amongst the best in Scotland.

The Development Plan team has also been busy, contributing significantly to the now approved Glasgow and the Clyde Valley Strategic Development Plan and in preparing the Inverclyde Local Development Plan, which is expected to be approved for public consultation in November.

So, Inverclyde Council is on track delivering an efficient and effective planning service supported by an up to date Development Plan. This Performance Framework document provides the facts and figures in support of this statement and clearly indicates the Council's support for the Modernising Planning agenda.

Stuart Jamieson
Head of Regeneration and Planning
Inverclyde Council
21 September 2012.

PLANNING PERFORMANCE FRAMEWORK ANNUAL REPORT 2011-2012



Part 1: National Headline Indicators (NHIs)

Key outcomes	2011-2012
Development Planning: age of local/strategic development plan(s) <ul style="list-style-type: none"> development plan scheme: on track? (Y/N) 	6 years Yes
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 	7 years 2,250 units 175 units 11.24 ha 0 ha 26,700 m ² 2,431 m ²
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 	37.5 % 0 n/a 95% 86%
Decision-making timescales Average number of weeks to decision: <ul style="list-style-type: none"> major developments local developments (non-householder) householder developments 	18.9 8.9 7.5
Enforcement <ul style="list-style-type: none"> time since enforcement charter published / reviewed number of breaches identified / resolved 	28 months 37/17

National Headline indicators: Contextual Statement

Key Outcome: Development Planning

- The Inverclyde Local Plan was adopted on 31 January 2006.
- The Development Plan Scheme has been updated annually since the first was submitted to Scottish Government in March 2009, with each stage remaining on track until this year. The most recent (March 2012) noted a change in the anticipated date for Council approval of the Proposed Plan from August 2012 to November/December 2012 due to the uncertainty of the approval date of the Glasgow and the Clyde Valley Strategic Development Plan and the impending Local Government elections in May.

Key Outcome: Land Supply and Delivery of Outputs

- The effective (private) housing land supply of 1,500, based on a historic trend build rate of 200 units per annum, is 7.5 years.
- Average annual house completions since 2008/09 is only 140. If this rate continues the effective land supply will last 10.5 years.
- The effective total (all-tenure) housing land supply is 2,250.
- The housing approvals comprise 8 sites of five or more units and 10 approvals of 4 or less houses. Applications for planning permission in principle and for the substitution of house type are excluded.
- The effective employment land supply is categorised as Quality Marketable and Marketable land.
- The delivery of commercial floorspace is at one location – Pottery Street, Greenock.

Key Outcome: Project Planning

- The Council's open door approach results in more than one in three of all planning applications being the subject of pre application consultation and an approval rate above the national average.

Key Outcome: Decision Making

- The planning application approval and delegation rates have remained generally consistent, with approval slightly above the national average and delegates below the national average. The Council's low application numbers distorts the impact of local authority applications on the delegation rate, with a statutory requirement for these applications to be determined by Committee.

Key Outcome: Decision Making Timescales

- The new recording method prevents comparison with previous years, although based on planning applications being determined in under 2 and 4 months, Inverclyde consistently performs considerably above the national average.

Key Outcome: Enforcement

- Of the 37 cases taken up, 17 were closed during the year. In total, 95 cases were closed during 2011-12.

Part 2: Defining and measuring a high-quality planning service.

Open for business.

- Planning and Economic Development are within the same service with the letting of council commercial property and development planning under the same service manager. We believe that this aids the plan making process by improving our understanding of the needs of small businesses and commercial demands.
- The Planning Policy team work closely with the Council's Strategic Housing team in relation to Glasgow and Clyde Valley Housing Need and Demand Assessment, the Local Housing Strategy and the Strategic Local Programme/Strategic Housing Investment Plan.
- Officers contributed significantly in the preparation of the Glasgow and the Clyde Valley Strategic Development Plan.
- The Inverclyde Local Development Plan has met all targets set in the Development Plan Scheme.
- Pre application discussion is actively encouraged. 53 planning applications determined in 2011-12 received pre application advice.
- Managers take a joint lead role in all pre application discussion on major planning applications, liaising closely with applicants and consultees with all meeting notes and action points agreed.
- On average, planning application casework officers have 19 years of Development Management experience, with management confidence in their planning judgement.
- Weekly in house planning application conferences ensure the early identification of policy and design issues.



Riverside Business Park, Pottery Street, Greenock

Certainty.

- Consultation is undertaken with Key Government Agencies including the Scottish Environment Protection Agency, Transport Scotland and Scottish Natural Heritage and with key partners locally, including River Clyde Homes, other registered social landlords, Strathclyde Partnership for Transport and Riverside Inverclyde, all to ensure the forthcoming Local Development Plan will include deliverable projects.
- The Inverclyde Local Plan: Development Plan Scheme and Participation Statement is in place and updated annually. All targets have been met.
- Work protocols and checklists are in place to ensure consistency in processing planning applications.
- The Management team vets each planning application report for consistency in interpretation and decision.
- Planning applications are consistently determined in accordance with officer advice. Only 1.9% of applications in 2011-12 were issued contrary to officer recommendation.
- The primacy of the Development Plan is evident in the determination of planning applications. Only 1% were determined contrary to the plan in 2011-12.
- Processing agreements are available for all major planning applications.



"Ginger the Horse", Cathcart Street, Greenock

High quality development on the ground.

- Planning applications to the approximate value of £89 million were submitted in 2011-12.
- The Inverclyde Local Plan, in conjunction with detailed evaluation and design refinement during the planning application process has:
 - Opened an extensive area of the Port Glasgow waterfront to public access, developing housing and creating popular walkways and a public park.
 - Seen significant residential demolition and replacement with innovatively designed family housing in east Greenock and Port Glasgow.
 - Encouraged townscape improvements on the A8 corridor between Port Glasgow and Greenock town centres.
 - Assisted the development of the successful Ladyburn Business Centre.
 - Facilitated the unique residential development of Inverkip Marina.
 - Supported extensive pre application and design refinement during Inverclyde Council school reprovisioning programme.
 - Supported the redevelopment of the Cargill Centre at Kilmacolm Cross.
 - Resulted in planning permission in principle for Masterplan led developments at the Greenock Harbours and James Watt Dock.



Kilmacolm Road, Greenock

Communications, engagement and customer service.

- Inverclyde Council prides itself on the ease of access to Planning staff:
 - The names and contact details of all staff are posted online and all staff may be contacted by direct telephone number and by e-mail.
 - Appointments are not necessary – a Planner is available at all times during office hours to assist office visitors.
 - Each planning application has a dedicated case officer, with details provided in all correspondence and online.
- Complaints against the Planning Service are rare. No complaints against the conduct or process in planning matters via the Council's "Inform" customer comments system or to the Scottish Public Services Ombudsman were upheld in 2011-12.
- Local architects engage in Modernising Planning, with high attendance at planning and building standards training events.
- The Building Standards Focus Group was extended to incorporate Development Management.
- Leafleting, poster and banner signs and the extensive use of a dedicated e-mail address encouraged representation on the stages of Local Development Plan preparation.
- Consultation and engagement with national and local stakeholders assisted in front loading the new Local Development Plan.
- The Council's Citizens Panel was engaged, encouraging public engagement in the Local Development Plan.



Harbourside, Inverkip Marina

Efficient and effective decision-making.

- Each planning application is given a target decision date following registration.
- Weekly planning application progress meetings are held to ensure that targets are met.
- There is an “open door” management approach to ensure quick resolution when issues arise with planning applications.
- The Planning Board and Local Review Body are timetabled to meet monthly.
- Reasons for planning application delays are recorded. In 2011-12, only 18 planning applications taking over 2 months to determine were attributable to officer delays. This amounts to only 4.5% of all decisions.
- In-house time management training is available to all staff.
- All-Member briefings and the Member/Officer Local Development Plan Working Group help to raise issues and reach consensus ahead of submission of reports to Committee for approval and through the stages of plan preparation.



The Cargill Centre at Kilmacolm Cross

Effective management structures.

- The management structure provides for close linkage between Planning Policy, Development Management, Building Standards, Property Letting and Economic Development.
- The Development Management team actively participates in the Local Development Plan process by testing the practical application of draft policies.
- Weekly management meetings ensure that there is a flow and exchange of information.
- Benchmarking is undertaken with East Renfrewshire, East Dunbartonshire, North Ayrshire, Renfrewshire and West Dunbartonshire Councils at managerial level.
- There is collaborative working with Riverside Inverclyde, River Clyde Homes other registered social landlords and with the Council's Strategic Housing team in plan preparation and in delivering development.
- There is collaborative working as a member authority of the Glasgow and the Clyde Valley Green Network Partnership to assist in delivering strategic and local green networks, including an innovative Integrated Green Infrastructure Study for Spango Valley, Greenock.



Newark Primary School, Bridgend Avenue, Port Glasgow

Financial management and local governance.

- Building Standards and Development Management staff take a flexible approach, providing cover and working collaboratively to facilitate enforcement inspections and the administration of applications.
- Fee income is monitored monthly to ensure appropriate budget balances are maintained.
- Budgets have been adjusted to ensure that additional funding is provided to facilitate preparation of the Local Development Plan.
- Open procurement processes were used in commissioning the Integrated Green Infrastructure Study, a retail capacity study, 2 conservation area appraisals and a masterplan of green networks in renewal areas.



Ladyburn Business Centre, Pottery Street, Greenock

Culture of continuous improvement.

- Staff training has ensured that the Modernising Planning agenda has been fully embraced and that there has been a smooth transition through legislative change.
- Staff embrace and recognise the benefits of efficient working, with various procedural changes having been introduced at the instigation of staff to smooth the planning application process.
- In the period April 2011 to June 2011, administrative error resulted in 10% of planning applications failing to meet targets by less than 3 days. Enhanced monitoring introduced as a consequence resulted in 97.5% of householder applications and 80.2% of all applications being determined in under 2 months between July and December 2011. This represented an improvement of 17% and 12.8% respectively.
- Members have received training on the Development Plan system, Development Management and Local Review Body procedures.
- Officers participate in both national and Glasgow and Clyde Valley Local Development Plan forums to share, learn and benefit from best practice and issues around the new development plan system.
- Officers participate in both Heads of Planning Scotland and a local authority benchmarking group to share, learn and benefit from best practice and issues in Development Management and Enforcement.



Harbourside, Inverkip Marina

Part 3: Supporting evidence.

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

1. Inverclyde Local Plan 2005.
<http://www.inverclyde.gov.uk/planning-and-the-environment/planning/development-plan/adopted-inverclyde-local-plan-2005>
2. Inverclyde Local Development Plan: Development Plan Scheme March 2012.
<http://www.inverclyde.gov.uk/planning-and-the-environment/planning/development-plan/development-plan-review>
3. Glasgow and the Clyde Valley Strategic Development Plan.
http://www.gcvsdpa.gov.uk/index.php?option=com_content&view=article&id=54&Itemid=38
4. Scottish Government Planning Authority Performance Statistics.
<http://www.scotland.gov.uk/Resource/0039/00395528.xls>
5. Housing and industrial land supply data
<http://www.inverclyde.gov.uk/planning-and-the-environment/planning/development-plan/land-surveys>
6. Inverclyde Local Housing Strategy 2011-16.
<http://www.inverclyde.gov.uk/housing/inverclyde-local-housing-strategy-2011-2016/>
7. Inverclyde Strategic Housing Investment Plan 2012-15.
<http://www.inverclyde.gov.uk/housing/inverclyde-local-housing-strategy-2011-2016/strategichousinginvestmentplan>
8. Planning Register
<http://www.inverclyde.gov.uk/planning-and-the-environment/planning/planning-applications/application-registers-weekly-list>
9. Scottish Public Service Ombudsman statistics 2011-12
[http://www.spsso.org.uk/files/webfm/Stats/2011-12/Complaints%20determined%20by%20authority%20and%20outcome%20\(2011-12%20website%20version%201.2\).pdf](http://www.spsso.org.uk/files/webfm/Stats/2011-12/Complaints%20determined%20by%20authority%20and%20outcome%20(2011-12%20website%20version%201.2).pdf) and
[http://www.spsso.org.uk/files/webfm/Stats/2011-12/Enquiries%20and%20complaints%20determined%20by%20subject%20and%20outcome%20\(2011-12%20website%20version%201.2\).pdf](http://www.spsso.org.uk/files/webfm/Stats/2011-12/Enquiries%20and%20complaints%20determined%20by%20subject%20and%20outcome%20(2011-12%20website%20version%201.2).pdf)

Part 4: Service improvements: 2012-13

In the coming year we will:

- Review the Planning Enforcement Charter.
- Review all Planning Practice Advice Notes.
- Produce Supplementary Guidance as part of the Proposed Local Development Plan.
- Encourage applicants to submit more planning applications via the ePlanning system.
- Work with our customers to seek the delivery of faster planning decisions.
- Review and evaluate the effectiveness of participation initiatives outlined in the Local Development Plan Participation Statement.

Delivery of our service improvement actions in 2011-12:

- Re-evaluate the planning application registration process.

DELIVERED: Validation criteria revised taking account of changes in regulation.

- Review existing protocols for street naming and numbering, Tree preservation orders and enforcement to ensure that they remain fit for purpose.

PART DELIVERED: Evaluation of protocols on tree preservation orders and street naming and numbering identified no alterations required. A review of the Enforcement Charter is rescheduled for 2012-13.

- Review the outcomes of initiatives introduced in the Local Development Plan Participation Statement, and evaluate their effectiveness for the next stages of Plan preparation.

PENDING: To be undertaken on publication of the Proposed Plan.

- Evaluate the extent and clarity of planning information available on the Council's web site to ensure that it provides accurate and valuable public information.

DELIVERED: Web site content reviewed and updated.

- Evaluate the range and clarity of guidance notes available to ensure that sufficiently detailed and clear information is available to assist public understanding.

PENDING: Action delayed due to changes to Householder Permitted Development Order and the election of a new Council. To be incorporated in the Local Development Plan as supplementary planning guidance.

- Extend the Building Standard Focus Group to examine Development Management issues, to assist in joint working and improved customer service delivery.

DELIVERED: Building Standards Focus Group extended to incorporate Development Management.

- Promote the benefits of ePlanning, aimed at increasing the number of planning applications submitted and the public viewing and submission of representations undertaken online, with particular emphasis on the new Local Development Plan following publication.

DELIVERED: A dedicated e-mail address encouraged representation on the stages of Local Development Plan preparation. Online planning applications increased from 12.5% in April to June 2011 to 34.6% in January to March 2012.

- Encourage improved joint working between Development Management and Building Standards, increasing shared awareness and quality of service delivery.

DELIVERED: Building Standards and Development Management staff take a flexible approach, providing cover and working collaboratively to facilitate enforcement inspections and the administration of applications.

- Encourage shared awareness of work streams between the sections within Planning Policy: Development Plan, Greenspace, Access and Carbon Reduction.

DELIVERED: Sharing of work issues and progress in team meetings.



Moray Road, Port Glasgow

PLANNING PERFORMANCE FRAMEWORK OFFICIAL STATISTICS

Decision-making timescales 2011-12

Category	Total number of decisions	Average timescale (weeks)
Major developments	4	18.9
Local developments (non- householder)	162	
• Local: less than 2 months	116(72%)	6.7
• Local: more than 2 months	46(28%)	19.6
Householder developments	153	
• Local: less than 2 months	134(88%)	6.7
• Local: more than 2 months	19(12%)	13.5
Housing developments		
Major	0	n/a
Local housing developments	31	
• Local: less than 2 months	17(55%)	7.2
• Local: more than 2 months	14(45%)	16.1
Business and industry	2	
Major	1	13.0
Local business and industry	1	
• Local: less than 2 months	0(0%)	N/A
• Local: more than 2 months	1(100%)	49.0
EIA developments	0	N/A
Other consents*	52	10.1
Planning/legal agreements**	2	93.1
Local reviews	3	12.0

* 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 2011-12

Type	Total number of decisions	Original decision upheld	
		No.	%
Local reviews	3	2	67
Appeals to Scottish Ministers	9	3	33

Enforcement activity

Type	2011-2012
Cases taken up	37
Breaches identified	35
Cases resolved	17
Notices served***	3
Reports to Procurator Fiscal	0
Prosecutions	0

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

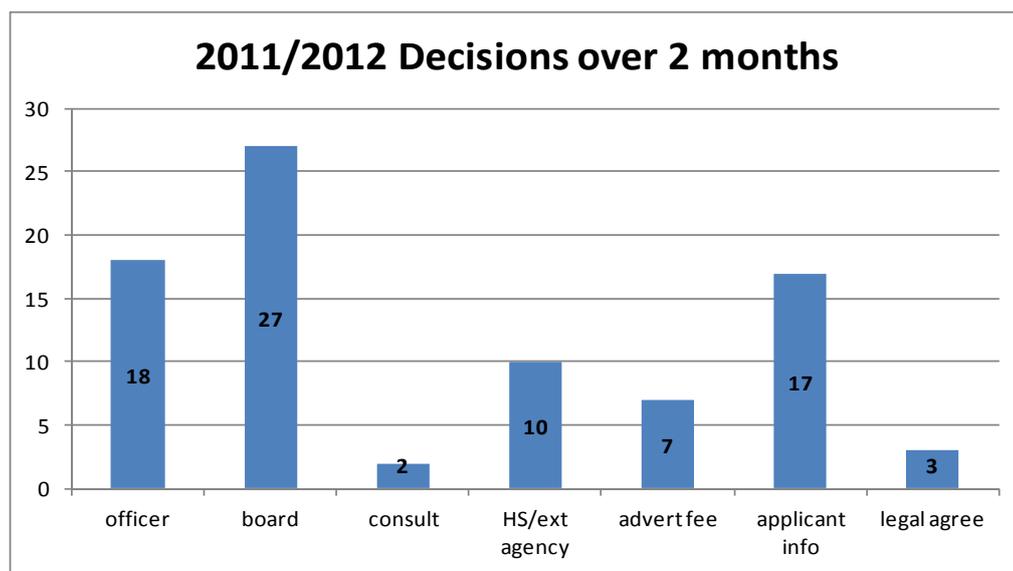
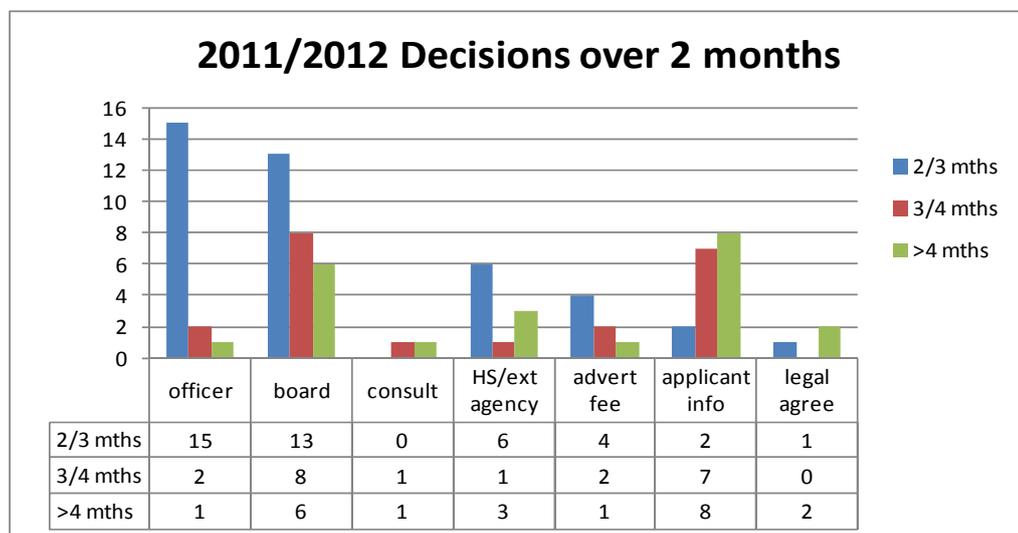


Municipal Buildings, Clyde Square, Greenock

Context

Overall, planning application performance remained consistent between 2010-11 and 2011-12; applications determined in 2 months dropped 1% from 78%. This performance is well above the Scottish average.

When planning applications were determined in more than 2 months it is noted that 46% of delays were not attributable to Inverclyde Council. Analysis also reveals that the longer it takes to determine an application, the more likely reason for delay rests with the applicant.



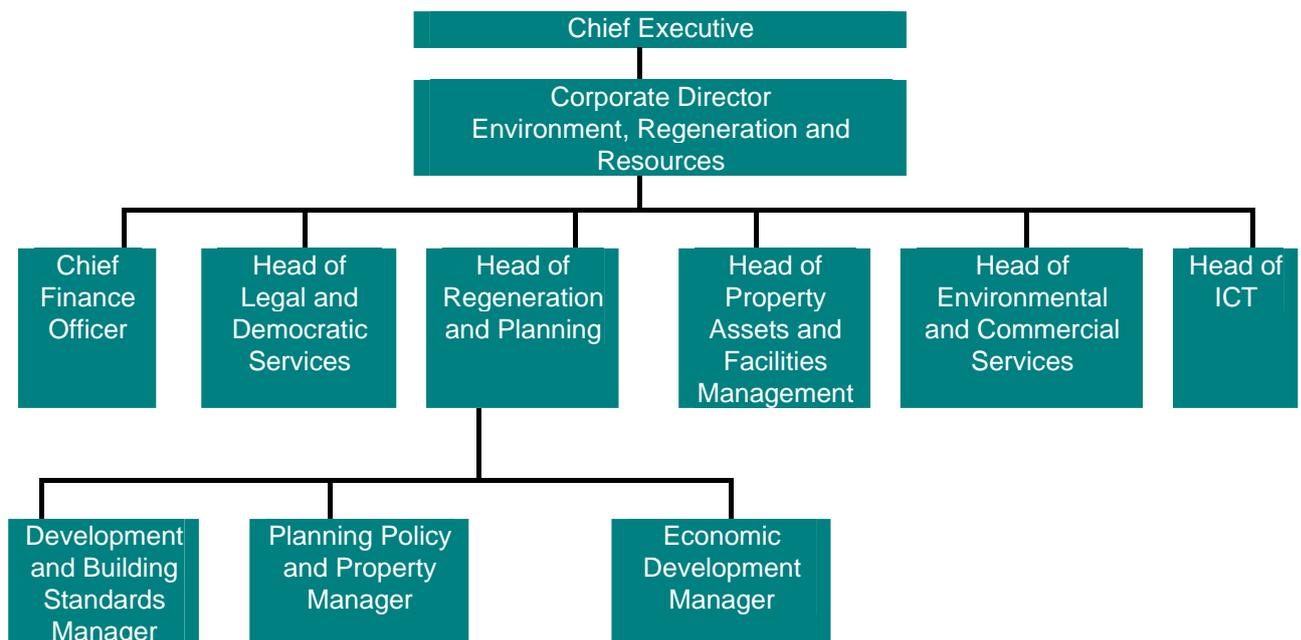
WORKFORCE AND FINANCIAL INFORMATION

The Planning function operates within the Regeneration and Planning Service of the Environment, Regeneration and Resources Directorate.

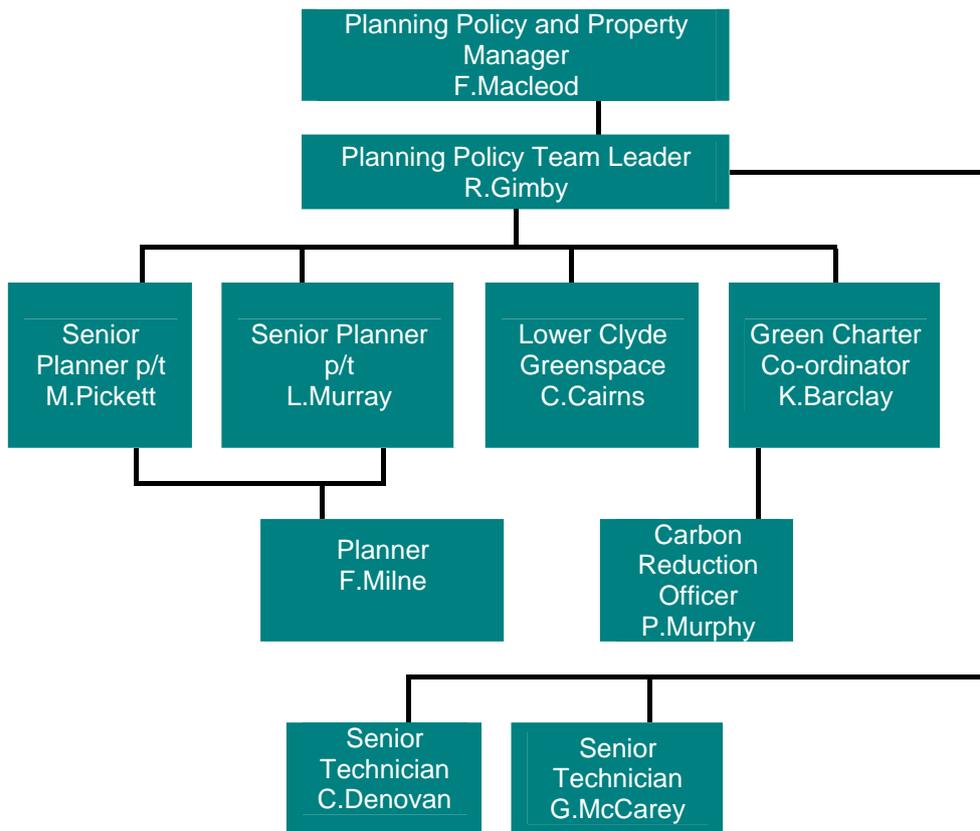
Day-to-day management of planning applications, planning enforcement, tree preservation and conservation/design rests with the Development and Building Standards Manager, who also has responsibility for building standards verification, enforcement and licensing advice.

The Planning Policy and Property Manager is responsible for the Development Plan (the Glasgow and the Clyde Valley Strategic Development Plan and the Inverclyde Local Development Plan), Lower Clyde Greenspace, access, the green charter and carbon management, as well as the Council's commercial property lets.

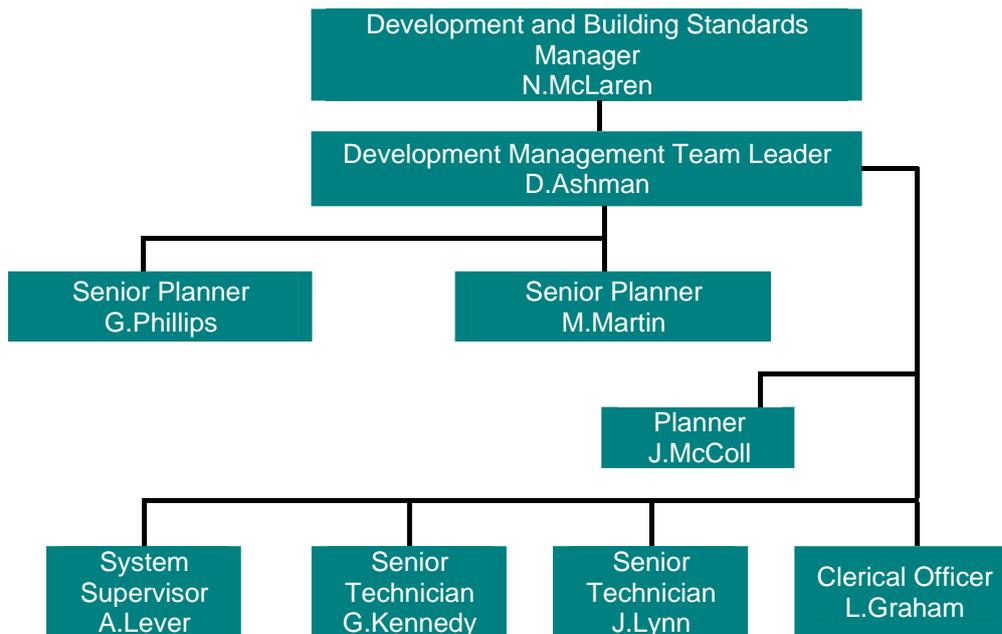
SENIOR MANAGEMENT STRUCTURE.



PLANNING POLICY STRUCTURE.



DEVELOPMENT MANAGEMENT STRUCTURE.



PROFESSIONAL STAFF: QUALIFICATIONS AND EXPERIENCE.

Officer	Membership of Professional Bodies	Qualifications	Experience to Date
Development and Building Standards Manager	MRTPI	BSc.(Hons.) in Town Planning	16 years Local Govt. managerial experience. 31 years in Local Govt. Planning (Development Management, Subject Planning, Planning Policy and Implementation).
Planning Policy and Property Manager	MRTPI	BA (Hons.) in Geography Postgraduate Studies: Historical Urban Geography	20 years Local Govt. managerial experience. 33 years in Public Sector Planning (Regional Planning, Structure Planning, Local Planning and Planning Policy).
Development Management Team Leader	MRTPI	BSc.(Hons.) in Geography Diploma in Urban and Regional Planning	10 years Local Govt. supervisory/team leader experience. 25 years in Local Govt. Planning (Development Management, Planning Policy)
Planning Policy Team Leader	MRTPI	BA in Town and Country Planning	10 years Local Govt. supervisory/team leader experience. 34 years in Public Sector Planning (Planning Policy and Implementation).
Senior Planner	MRTPI	MSc. in Town and Country Planning	29 years in Local Govt. Planning (Development Management, Research and Information and Planning Policy).

Senior Planner	MRTPI	BA (Hons.) in Psychology and Geography Diploma in Town and Country Planning	21 years in Local Govt. Planning (Planning Policy and Implementation).
Senior Planner	MRTPI	BA (Hons.) in Town & Country Planning	28 years in Local Govt. Planning (Development Management).
Senior Planner	MRTPI	BSc. In Town and Regional Planning	33 years Local Govt. Planning (Development Management, Planning Policy and Implementation).
Planner	MRTPI	BSc. In Town and Regional Planning	10 years in Public Sector Planning (Development Management, Planning Policy and Implementation).
Planner	MRTPI	MA (Hons.) in Geography and Sociology Masters in Urban and Regional Planning	7 years in Local Govt. Planning (Planning Policy).



Notre Dame High School, Dunlop Street, Greenock

BUDGET 2012-13.

EMPLOYEE COSTS	805,950
Salaries	782,860
Salaries – Turnover Savings	(35,530)
Salaries – Basic	656,250
Salaries – National Insurance	42,690
Salaries – Superannuation	119,450
Other Employee Costs	23,090
PROPERTY COSTS	76,020
Furniture and Fittings	580
Office Accommodation	75,440
SUPPLIES AND SERVICES	9,400
Books and Publications	390
Exhibitions	830
Office Equipment	730
Lease Payments	2,340
Materials	1,160
Protective Clothing	230
Technical Equipment	980
Transport and Plant costs	2,740
ADMINISTRATION COSTS	14,330
Conferences etc.	1,290
Insurance	5,160
Postage, Printing, Stationary	6,780
Telephones	740
Sundries	360
SPECIAL PROJECTS	21,930
Local Plan Preparation	16,660
Green Charter/Carbon Reduction	5,270
OTHER EXPENDITURE	127,720
Payments to other Bodies	106,320
Other Subscriptions	21,400
INCOME	(264,730)
Deed Plan Fees	(9,230)
Application Fees and Charges	(255,500)
NET EXPENDITURE	£790,620



The Custom House and Beacon Theatre, Custom House Place, Greenock



Port Glasgow Waterfront at Kingston.

**Regeneration and Planning
Inverclyde Council
Cathcart House
Cathcart Square
Greenock
PA15 1LS**

