

1. National Headline Indicators (NHIs)

Key outcomes	2011-2012	
<p><b>Development Planning:</b></p> <ul style="list-style-type: none"> <li>age of local/strategic development plan(s) (full years) <i>Requirement: less than 5 years</i></li> <li>development plan scheme: on track? (Y/N)</li> </ul>	<p><b>Current local plan adopted 2007. New Proposed LDP approved for publication March 2012.</b></p> <p><b>Y (though 12-15 months behind original scheme for Proposed Plan stage) but on track with overall scheme</b></p>	
<p><b>Effective Land Supply and Delivery of Outputs</b></p> <ul style="list-style-type: none"> <li>effective housing land: years supply</li> </ul>	<p><b>5 years – however there is a deficit of 226 units per year against the annual housing requirement (283 units per year against requirement of 509 per year)</b></p>	
<ul style="list-style-type: none"> <li>effective housing land supply</li> </ul>	<p><b>1417 units (5-year supply 2012-2017)</b></p>	
<ul style="list-style-type: none"> <li>housing approvals</li> </ul>	<p><b>23 units (sites &gt;4 units, April 2011-March 2012)</b></p>	
<ul style="list-style-type: none"> <li>effective employment land supply</li> </ul>	<p><b>141ha</b></p>	
<ul style="list-style-type: none"> <li>employment land take-up</li> </ul>	<p><b>Unknown</b></p>	
<ul style="list-style-type: none"> <li>effective commercial floor space supply</li> </ul>	<p><b>Unknown</b></p>	
<ul style="list-style-type: none"> <li>commercial floor space delivered</li> </ul>	<p><b>Unknown</b></p>	

<p><b>Development Management</b></p> <p><b>Project Planning</b></p> <ul style="list-style-type: none"> <li>percentage of applications subject to pre-application advice</li> <li>number of major applications subject to processing agreement or other project plan</li> <li>percentage planned timescales met</li> </ul> <p><b>Decision-making</b></p> <ul style="list-style-type: none"> <li>application approval rate</li> <li>delegation rate</li> </ul>	<p><b>12.5%</b></p> <p><b>3</b></p> <p><b>100%</b></p> <p><b>88.6%</b></p> <p><b>94.6%</b></p>	
<p><b>Decision-making timescales</b></p> <p>Average number of weeks to decision:</p> <ul style="list-style-type: none"> <li>major developments</li> <li>local developments (non-householder)</li> <li>householder developments</li> </ul>	<p><b>Not available – Uniform system not configured to report. SG report on this figure from 1<sup>st</sup> quarter 2012 and will be available for 2012-13</b></p>	
<p><b>Enforcement</b></p> <ul style="list-style-type: none"> <li>time since enforcement charter published / reviewed (months) <i>Requirement: review every 2 years</i></li> <li>number of breaches identified / resolved</li> </ul>	<p><b>Reviewed &amp; Published September 2011</b></p> <p><b>N/A - 563</b></p>	

**Short contextual statement**

Main Issue Report stage to Proposed Plan took longer than anticipated – underestimated work involved with Strategic Environmental Assessment and timescale for each stage of the new LDP process was difficult to estimate on a first time basis.

Changes in commercial floorspace as a sub-category of all employment land are not monitored. An improvement action for 2012-13 will be putting in place mechanisms to monitor commercial floorspace.

The % of applications preceded with pre-application advice is low. Reasons for this will be explored in 2012-13 and actions on this have been identified as Improvement Actions. It is likely that the low level is due to officers not coding such instances in the Uniform system. An improvement action for 2012-13 will include putting in mechanisms to report planning breaches as a sub-category of the number of cases taken up.

## PLANNING PERFORMANCE FRAMEWORK

### 2. Defining and measuring a high-quality planning service

<i>Open for business</i>	<ul style="list-style-type: none"><li>i) Dedicated Priority Projects Team in place with core staff supplemented by mobile resources as demands flux</li><li>ii) Established a Pre-Application Protocol which aligns with the Local Development Service Standard. The protocol sets out guidance as to how prospective developers may engage with the Planning Service and what they may expect in terms of advice. So as to ensure continuity and consistency in service provision, each pre-application enquiry is assigned to a dedicated case officer who will then also be the officer allocated any formal application. All pre-application enquiries are recorded for auditing and monitoring purposes – <a href="#">Pre-application Protocol Guidance</a></li><li>iii) Single point of contact arrangements being piloted – two major developments taken through this approach 2011-12.</li><li>iv) Proportionate requests for information and reasonable risk management evidenced by findings in Peer Review and survey of major development applicants in 2011-12 as part of Development Management Review. The Peer Reviewer commented on there was clear evidence of cultural change between 2008 and 2011 on information and processing requests. In future will explicitly seek feedback on this matter from Architects Liaison bi-annual meetings.</li><li>v) Policy in place on engagement standards as set out in Service Standards for both Local Developments and Major Developments. <a href="#">Service Standard Major Developments</a></li><li>vi) Early consideration of detail and quality aspects of proposals evidenced through Peer Review. In future will ask, seek and evidence views of Architects Liaison Group.</li></ul>
<i>High quality development on the ground</i>	<ul style="list-style-type: none"><li>i) Service Plan for 2012-13 includes an action to review case studies of how physical environment has changed and to learn from that experience - to involve elected members and planning staff and other corporate colleagues.</li><li>ii) Value added to development proposals has been measured on major developments since April 2011. This assessment has identified that considerable value has been added to development proposals during the assessment period 2011-2012 <a href="#">ANNEX A : Report on Value Added</a></li><li>iii) Sample monitoring of value added between pre-application and application for local development to be undertaken 2012-13. Value added on local developments is reflected in the high percentage of the applications delegated for approval over the period January 2010 to March 2012; which is consistently above the Scottish average <a href="#">ANNEX A : Report on Value Added</a></li></ul>

- iv) Monitoring of reasons for developments going over 2 months will be measured from October 2012. This will help further to understand if value added is being achieved from this or if there are other reasons why such applications are taking longer than average.
- v) Promote understanding and support training for community interests. Meetings of the Planning Forum have provided feedback on Planning Service performance and on policy development for the new Local Development Plan.  
[Planning Forum – Meeting Agendas and Outcome Reports](#)

The Planning Service also arranged two Planning Aid Training events in 2011/12 for members of the community, focussing on understanding the planning system and how to get involved, and planning and renewable energy development.  
[Planning Aid Training Events](#)

*Certainty*

- i) Evidence of business bodies engaged in development plan action programmes –see attached Action Programme. –  
[LDP Action Programme](#)
- ii) Robustness of the development plan is monitored on annual basis in terms of the number of development contrary applications.  
[Local Development Plan Monitoring](#)
- iii) Protocols are in place for internal management of major developments.  
[Protocol for Planning Liaison with Key Internal Stakeholders on Planning Applications for Major and National Developments \(Draft\)](#)
- iv) The use of processing agreements has been encouraged to facilitate the effective project management of major developments and from April 2012 a similar approach is to be adopted for new windfarm proposals.  
[General Guidance Notes for applicants and Agents on the Processing of Planning Applications](#)
- v) Decisions of LRB monitored and reported to Council annually. There is a high level of overturns at LRB. For 2012-13 we will also measure applications decided contrary to officer recommendation.
- vi) The Peer Reviewer concluded that there is evidence of clear and consistent advice being given in Development Management.

*Communications, engagement and customer service*

- i) Service Standards in place, single point contact service provided, where appropriate, and plain English advice offered to all staff.
- ii) Positive encouragement for constructive feedback provided through every workshop and related event.
- iii) Electronic communication – Since inception of ePlanning, online submissions have been recorded, encouraged and

	<p>monitored. ePlanning website promoted through Local Architect Liaison Group and on Council documentation. Communication on applications undertaken by email where feasible and permissible. South Ayrshire currently has the highest level of submissions made electronically in Scotland. The overall Planning Website page has been audited and changes made with further changes to be implemented 2012-13</p> <p>iv) Planning Jargon buster in place, Crystal marking sought for Proposed Plan and Plain English advice given to all staff. <a href="#">Jargon Buster</a></p> <p>vi) Balanced engagement through Planning Forum - the Planning Forum is made up of members of the public and development industry representatives. Four meetings of the Forum have been held to date, providing valuable feedback on the performance and experience of the Planning Service and on policy development options for the new Local Development Plan. – <a href="#">Planning Forum – Meeting Agendas and Outcome Reports</a></p> <p>v) The Peer Review commented positively on the Service Standards for Development Management and how these were operating to ensure effective early engagement.</p>
<i>Efficient and effective decision-making</i>	<p>i) Scheme of Delegation approved in 2009 and will be reviewed during 2012-13. <a href="#">General Guidance Notes for applicants and Agents on the Processing of Planning Applications</a></p> <p>ii) All stalled cases actively reviewed in 2011-12 in light of Council approval to move to determine.</p>
<i>Effective management structures</i>	<p>i) Structure of Planning Service includes a Priority Projects Team and priorities and resources monitored bi-weekly by Planning Management Team.</p> <p>ii) Planning Service Structure includes a Priority Response Team who flexibly move to priorities monitored and agreed by Planning Management Team.</p> <p>iii) Collaboration with business community through bi-annual Architects and Agents Liaison Meetings.</p>
<i>Financial management and local governance</i>	<p>i) Service Standard ensures that time and resources are proportionate to the value added.</p>
<i>Culture of continuous improvement</i>	<p>i) Structured programme of elected member training in place – 3 sessions ran 2011-12. <a href="#">Elected Member Training</a></p> <p>ii) The Peer Reviewer commented on the significant improvement to the Planning Service since 2008, that it has embraced modernisation of planning and that there is a culture of continuous improvement.</p>

### 3. Supporting evidence

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

[LDP Action Programme](#)

[Review of Development Management – Peer Review Report January 2012](#)

[Planning Service Plan 2012-13](#)  
[Service Standard Major Developments](#)

[Pre-application form and guidance](#)

[Pre-application Protocol Guidance](#)

[Planning Protocol Prestwick Enterprise Area](#)

[National Planning Protocol Enterprise Areas](#)

[General Guidance Notes for applicants and Agents on the Processing of Planning Applications](#)

[Guidance Notes for Pre-application Consultation for Developers](#)

[Protocol for Planning Liaison with Key Internal Stakeholders on Planning Applications for Major and National Developments \(Draft\)](#)

[Documentation Supporting Planning Applications Guidance](#)

ANNEX A : [Added Value](#)

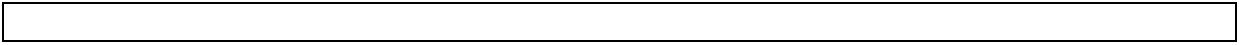
#### 4. Service improvements: 2012-13

In the coming year we will:

- Develop Permitted Development Rights User Guides
- Develop, with consultation with commercial industry, Procedure Note for Single Point Contact service
- Develop Service Standard for Energy Developments
- Develop systematic monitoring of reasons why local developments are not determined within 2 months
- Sample costing of different type of planning applications and pre-application advice service
- Further sample applications preceded with pre-application advice to establish value added and explore reasons why a pre-application did not result in a planning application being made
- Monitor the % of planning applications not validated at first attempt and sample monitor the reasons for those that were preceded with a pre-application advice.
- Hold Planner/other corporate colleague and Elected Member seminar on review 'Development on the Ground'
- Put in place mechanisms to monitor changes in commercial floorspace.
- Uniform system will be developed to record the number of enforcement breaches from the number of cases that are taken up.
- At future meetings of Architect and Agents Liaison will seek views on the Planning Service being open for business and also on the quality of pre-application service, the results of which are to be feedback into the Performance Framework 2012-13.

#### Delivery of our service improvement actions in 2011-12:

Committed improvements and actions	Complete?
Implement E-improvements, including; E-payments/ <b>electronic Decision notices</b> /implement on-line consultation/Phase 2 enforcement/IDOX/Uniform upgrades for LRB review/driving up on-line applications	<i>[Yes-all but that in bold]</i>
Develop Protocol for Internal Consultation on Major Development Projects	<i>[Yes]</i>
Update report on Planning Response to Economic Downturn	<i>[Yes]</i>
Finalise and implement Pre-application Protocol	<i>[Yes]</i>
Develop standard conditions for windfarms	<i>[Yes]</i>
Develop and implement measurement for 'added value'	<i>[Yes]</i>
Establish a flow diagram setting out new business processes for planning applications	<i>[Yes]</i>





## PLANNING PERFORMANCE FRAMEWORK OFFICIAL STATISTICS

### Decision-making timescales

Category	Total number of decisions 2011-2012	Average timescale (weeks)	
		2011-2012	2012-2013
<b>Major developments</b>	<b>9</b>	39.2	
<b>Local developments (non-householder)</b>			
• Local: less than 2 months	266 (78.9%)	-	
• Local: more than 2 months	71 (21.1%)	21.9	
<b>Householder developments</b>			
• Local: less than 2 months	479 (95.0%)	-	
• Local: more than 2 months	25 (5.0%)	12.9	
<b>Housing developments</b>			
<b>Major</b>	2	27.3	
<b>Local housing developments</b>			
• Local: less than 2 months	53 (76.8%)	-	
• Local: more than 2 months	16 (23.2%)	28.1	
<b>Business and industry</b>			
<b>Major</b>	3	64.0	
<b>Local business and industry</b>			
• Local: less than 2 months	96 (82.1%)	-	
• Local: more than 2 months	21 (17.9%)	20.8	
<b>EIA developments</b>	3	55.2	
<b>Other consents*</b>	228	7.5	
<b>Planning/legal agreements**</b>	9	45.3	
<b>Local reviews</b>	24	9.6	

\* Consents and certificates: Listed buildings and Conservation area consents, Control of Advertisement consents, Hazardous Substances consents, Established Use Certificates, certificates of lawfulness of existing use or development, notification on overhead electricity lines, notifications and directions under GPDO Parts 6 & 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	24	14	58%		
Appeals to Scottish Ministers	9	5	56%		

## Enforcement activity

	2011-2012	2012-2013
Cases taken up	566	
Breaches identified	N/A	
Cases resolved	563	
Notices served***	4	
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.

## Context

1055 planning applications received during 2011-12 continued upward trend on previous year (1034). 1 vacancy in team of 9.5 FTE. 7 major windfarm developments being considered in 11/12, continue high number of LRBs 24 (26 in 2010-11) conclusion of 9 complex legal agreements placed additional pressures on available resources.

However, South Ayrshire is one of the highest performing Councils on % of applications determined within 2 months. This represents a steady and significant improvement since 2008 when South Ayrshire ranked 31<sup>st</sup> of this performance indicator and determined 23.4% of planning applications in 2 months.

It is not possible to report the average time taken, however, this will be provided by the Scottish Government for 2012-13 and reported in the Performance Framework for 2012-13.

The number of LRB decisions where original decision was upheld is low (58%) and lower than 2010-11(62%).

Currently there is no reporting mechanism within the software application to report on breaches identified for Enforcement. This will be an improvement action for 201-13. However, the number of cases taken up and cases resolved is in balance (566/563).



## Appendix II

## WORKFORCE AND FINANCIAL INFORMATION 2011-12

Approved budget								
Activity	Cost centre range	FTE	Employee costs £	Non-employee costs £	Gross expenditure £	External income £	Internal income £	Net £
Development Management		13.50	633,030	33,740	666,770	374,000		1,040,770
Development Plans		11.00	195,919	92,382	288,301			288,301
Conservation/Sustainability		3.00	262,755	38,452	301,207			301,207
Planning Act 2006			106,918	31,360	138,278			138,278
Contribution to AJPU		1.00		108,299	108,299			108,299
<b>Total</b>		<b>28.50</b>	<b>1,198,622</b>	<b>304,233</b>	<b>1,502,855</b>	<b>374,000</b>	<b>0</b>	<b>1,876,855</b>

Service development: 2011/12				
Activity	Reference (e.g. RD##)	FTE impact	Amount £	Comments
LDP Example	ERD-PL01		125,000	Record approved resource demands/ Members' priorities
<b>Total</b>		<b>0.00</b>	<b>125,000</b>	

Budget pressures: 2011/12				
Activity	Reference (e.g. RD##)	FTE impact	Amount £	Comments
<b>Total</b>		<b>0.00</b>	<b>0</b>	

Budget pressures: 2012/13				
Targeted reduction:		5%		
Activity	Reference (e.g. RD##)	FTE impact	Amount £	Comments
<b>Total</b>		<b>0.00</b>	<b>0</b>	
<b>Shortfall</b>			<b>0</b>	

Other financial information/ comments				