



2023

PLANNING PERFORMANCE FRAMEWORK
EAST RENFREWSHIRE COUNCIL

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Introduction

This is the twelfth annual National Planning Performance Framework to be produced by East Renfrewshire Council.

The purpose of the Framework is to demonstrate the achievements and performance of the Council's Planning Service and associated teams within the Environment Department.

It looks principally at performance during the financial year April 2022 to March 2023; and then looks ahead at service improvements planned through to March 2024. It consists of a mixture of:

- a. **Statistics**, to show how we are performing against a range of consistent measures; and
- b. **Commentary**, to explain what we have achieved through the year and how we intend to improve our service over the coming year.

East Renfrewshire covers an area of approximately 67 square miles (174km²) and exhibits a diverse range of environments. It is considered a desirable place to live and work with high quality residential areas and infrastructure, a network of important local urban greenspaces and excellent built and natural environment.

2022/23 has been a more stable year for the Planning Service with numerous vacant posts being filled and a consequential reduction in the backlog of work which accrued in the previous year. The adoption of Local Development Plan² in March 2022 has provided a solid land use framework for the Council and provides certainty for our residents and investors. Considerable work has also been undertaken this year in collaboration with our elected members. Information Sessions have been delivered on a range of Planning topics and will be continued into 2023/24.

Various Case Studies have been included which update on key areas of work and also highlight some collaborative working and delivery of high quality outcomes on the ground.

This year's submission provides a platform for progress and growth and a number of key areas of work are set out in Section 3

I would like to thank you for taking the time to read this document and hope that it provides useful information about the Planning Service.

Gillian McCarney
Head of Place (Chief Planning Officer)

Key Facts

Population



Since 2011, population has grown by 6.34% to 96,580 in 2021. Population is increasing and is expected to rise to 107,971 by 2043.

Both our youngest and oldest populations are increasing. High life expectancy - males (79.4) and females (83.8).



Increasing pattern of more people settling in East Renfrewshire than are leaving. Net migration of +690.

Increasing ageing population. By 2043, 23.9% are projected to be aged 65 or over.



27.3% of residents in East Renfrewshire have a long-term health condition or disability.

Increasing demand on care services - People over 80 are the greatest users of hospital and community health services and social care.



Education



Schools are consistently amongst the highest performing in Scotland. Schools within the Eastwood area have increasingly high occupancy levels. As a result of residential development in Levern Vally schools there are also coming under pressure.



Since 2012 in ERC there has been an increase of almost 8.8% in the number of pupils receiving funded ELC; resident primary pupils have increased by 21.8% while the resident secondary age population has risen by 19.9%.

Economic



Only 18% of residents live and work in East Renfrewshire. The majority work in Glasgow (52%).

Approx. 59.1% of residents are in managerial, professional and technical professions.



4 Town centres - Expenditure leakage to larger centres a longstanding challenge.
23 Neighbourhood centres.

Rouken Glen Park: 1,622,852 visitors in 2022



Dams to Darnley: est. 100,000 visitors per annum.



Whitelee Windfarm: est. 200,000 visitors per annum.

Transport

Approximately 54% of journeys in East Renfrewshire are below 5km.



3 rail lines serving 9 stations.
86% of the locality is within 400m of a bus stop and 42% within 800m of a train station.

82% of households own at least 1 car or van, higher than the Scottish average. Higher proportion of residents travel to work by car when compared to regional and Scottish averages: 64% ER compared to 58% Scottish/SPT area average.



Lower proportion of residents travel to work using active travel modes when compared to regional and Scottish averages: 4% ER compare to 9% SPT area and 11% Scotland.

Just over 45% of East Renfrewshire pupils usually walk or cycle to school and around 27% are driven to school with 13% 'park and stride'.



Environment



Rich and varied environment: 6 sites of Special Scientific Interest (SSSI), 1 Local Nature Reserve, 5 conservation areas, 140 listed buildings and 2 gardens and designed landscapes.

429.7 Ha of greenspace accounting for 15.29% of the urban area.

76.63% of residential properties are within 200m of greenspace.



Volume of waste recycled has increased since 2013 and approaching target of 60% by 2020.



The level of air pollution is low.

Housing

From 2012 to 2022, the number of households in ERC has risen by 8.3% to 40,697.

Owner Occupation is the dominant form of tenure – 82.6% of all housing stock. 11.4% of housing stock is Social Rented and 6.0% is Private Rented.



Increasing single person households – 33% in 2018 and by 2043 this is expected to grow to 36%.

Buoyant housing market with strong developer interest. House prices in ERC remain amongst the highest in Scotland - the median house price for 2021/22 was £255,163, compared to Scottish median of £167,000.



Increasing demand for social rented accommodation across East Renfrewshire. Social Rented homes comprise 28.6% of all housing stock in Levern Valley and 5.0% of housing stock in Eastwood.

Qualitative Narrative & Case Studies

1



1.1 Quality of Outcomes

(a) The **Adopted Local Development Plan** (March 2022) sets out a sustainable approach to new development within our area and promotes well designed places which are accessible and where facilities and services meet the needs of our residents.

(b) We have commenced preparation of a new style Local Development Plan (LDP). Local Development Plan 3 will establish a new long-term vision and strategy for East Renfrewshire, looking 20 years ahead, alongside the delivery of new infrastructure. The LDP will be place based, people centred and delivery focused. The LDP will be developed in collaboration with a wide range of stakeholders. Over the next 12 months, we therefore expect to be focussed on gathering the evidence for LDP3 and engaging with people on that. Further information on the preparation of LDP3 is set out in our recent [Development Plan Scheme](#) (June 2023).

The Plan has a strong focus on raising the quality and standards of design. The adopted Plan prioritises the importance of design and placemaking in order to protect and enhance East Renfrewshire’s existing built and natural environment, cultural heritage, biodiversity and to make places more attractive, sustainable, safer and well connected through access to a range of active travel options and transport networks. Our Local Development Plan policies promote the inclusion of green infrastructure and resource and energy efficiency within new development.

We promote the principles set out in “Designing Streets”. Proposals should be based upon a design led approach and deliver on the 6 qualities of a successful place, as outlined in the Scottish Government’s National Planning Framework 4 and the Policy Statement Designing Streets.

Sixteen **Supplementary Planning Guidance** (SPGs) were adopted alongside LDP1. These are published on our website and were prepared and consulted upon with a wide range of stakeholders including key agencies, communities and the development industry.

The SPGs include three site-specific **masterplans** for Maidenhill, Barrhead South and Barrhead North. The masterplans set out the Strategic Development Opportunities, which are a core component of the development strategy, promoted through LDP1 and have been carried forward to LDP2. We also have SPGs covering **‘Affordable Housing’** and **‘Development Contributions’** which assist in providing detailed, clear, transparent and proportionate advice to developers and landowners on planning obligations early in the planning process.

We have two non-statutory Planning Guidance on ‘Waste Strategy for New Developments’ and Householder Design Guide, the Householder Design Guide was approved this year.

We have commenced the review of the existing Supplementary Guidance, however, until the Supplementary Guidance for LDP2 have been adopted, the existing documents will be used as non-statutory guidance and continue to provide more detailed guidance on the planning policies contained in LDP2.

The Supplementary Guidance documents deal with the provision of further information and detail in respect of specific policies or proposals set out in the Adopted LDP 2 and will form a statutory part of the Adopted Local Development Plan, once adopted.

3 statutory Supplementary Guidance documents have so far been adopted alongside LDP2 and reflect the outcome of consultation and the 2019 Planning (Scotland) Act. These are : Affordable Housing; Green Network; and Development Contributions.

In addition, our Householder Design Guide non-statutory planning guidance has also been approved and was informed by structured consultation with the Planning Applications Committee as well as our wider stakeholders. This guidance will not form part of the Adopted Plan and will be a material consideration only.

Alongside the preparation of LDP3 the Council will continue with the implementation and delivery of the policies and proposals contained within LDP2. Over the next 12 months this will include consultation on the 'Placemaking and Design' Supplementary Guidance.

The new LDP3 may include some content from our current suite of Supplementary Guidance, with any updating and review as necessary. Any content from the Supplementary Guidance not included in the LDP will either become non-statutory planning guidance (for use as a material consideration in planning decisions), again with any updating and review as necessary, or will not be carried forward.

Through East Renfrewshire Council's Sustainable Procurement Strategy and Local Development Plan the Council sets out a commitment to seek **community benefits** from private sector partners. The overall aim is to maximise socio-economic and employability benefits from ERC contracts and private sector development in the local area. The priority of the Environment Department is to deliver community benefits from major projects such as City Deal, capital investments and the significant residential developments allocated in LDP2.

ERC's community benefits policy is driven by both the economic development and sustainable procurement strategies. Developers and contractors are supported to deliver benefits for the community through the ERC Community Benefits Champions Group and the Community Benefits Wish List.

We actively encourage communities to take part in **placemaking projects** within their areas and the use of more effective community engagement methods including the Place Standard Tool, online consultation through the Commonplace engagement platform and drop in sessions have improved participation and diversity of response.

From May to November 2022, the Economic Development and Inclusive Growth Team launched a series of public consultations to help develop Local Actions Plans, which will assist in transforming towns and neighbourhoods across the local authority.

Increasing involvement in the planning system will provide communities and other groups with a central role in the creation of our future places.

Projects are developed and funded in partnership with a range of stakeholders and project costs are met via various sources including Council capital funding and development contributions and grant funding including Sustrans, SEPA and UK and Scottish Governments.

We have promoted **environmental and educational projects** and events, which support sustainability, environmental education, health, well-being and community empowerment, including Dams to Darnley Country Park and the Whitelee Access Project.

Project staff and the Countryside Ranger Service provide a front line service and work in partnership with a number of local authorities, landowners and organisations.

We are developing other green network improvements across the Council area, focused on a range of work, which seeks to improve the quality, function and diversity of greenspace alongside opportunities for active travel, and improved connectivity. This work, seeks to enhance the local environment and encourage community participation in future proposals and environmental based activity.

Case Study 1 (page 12) demonstrates the recent completion of the Levern Valley River Restoration, which received significant external funding and has transformed derelict land into green infrastructure that provides natural flood defence and new public greenspace.

The provision of green networks in new developments remains a core component of the Development strategy for LDP2 and as referred to earlier Supplementary Guidance has now been adopted and provides up to date guidance for applicants.

(c) **Town centres** remain an important element of economic activity within East Renfrewshire. Changing shopping habits and post Covid recovery continue to have an impact, leading to short term and potentially, longer term decline of activity in some areas and within some sectors. Our towns and neighbourhoods provide vitally important functions such as being a focal point for local communities, a centre point for economic activity, job creation and retention. They are transport hubs and spaces for leisure and increasingly places to live. Working in partnership with our Business Improvement Districts (BID) in Giffnock, Clarkston and Barrhead, the Chamber of Commerce and other key stakeholders we continue to develop initiatives to make them more attractive, accessible and active as set out in the Scottish Government’s town centre action plan.

(d) East Renfrewshire has a number of established town centres, such as Giffnock and Barrhead, which are expected to remain resilient and the Council aims to ensure all town centres are supported and able to grow, diversify & develop through investment and initiatives. We continue to invest in the Scotland Loves Local campaign and Place branding to promote East Renfrewshire as a great place to live, work, visit and invest.

Scottish Government’s “Spaces for People funding” will assist in implementing a number of temporary and longer-term public realm interventions to assist in safe, physical distancing for essential journeys and exercise within our town centres to ensure the health and well-being of everyone.

In 2021, the Scottish Government announced the Place Based Investment Programme (PBIP), a 5-year investment of £2.3m for East Renfrewshire towns and neighbourhoods. The 2022/23 allocation was £553,000 and allowed us to invest in our town centres. Our Economic Development and Inclusive Growth Team work with a range of stakeholders, including our local communities to prioritise future delivery and development work.

Projects supported in 2022/23 included the refurbishment of Cowan Park Bandstand in Barrhead, a town centre litter bin modernisation programme, town centre digital signs, the creation of a community hub in Newton Mearns and improvements to Busby Play Park.

Planning and consultation for major investment and regeneration project in Neilston is underway. In 2022, the Council’s Economic Development and Inclusive Growth Team launched a series of public consultations to help develop Local Actions Plans, which will assist in transforming towns and neighbourhoods across the local authority. The Local Action Plans will help identify and develop projects that could be delivered when funding opportunities arise.

The Cowan Park Enterprise and Community Hub in Barrhead was also completed in 2022/23. The project consists of the creation of an Enterprise & community hub (a public space that brings community agencies and groups together to offer a range of activities, programs and services) through the regeneration of Cowan Park Gate Lodge, which has fallen into disrepair and had been unused for a number of years.

The Hub has provided a space for a number of local social enterprises, community groups and other third sector partners to operate and deliver a range of services and initiatives from the local area and wider community. This includes tourism and leisure activity, skills development and training programmes for assistance into employment and vital opportunities for community capacity building through social enterprise growth. Health and wellbeing benefits for residents and will allow for potential future investment in the park.

Local charity, Include Me2, will provide a wide range of services from the centre including a coffee shop, which will be part of their Social blend enterprise, helping young people and adults with additional support needs, disabilities and mental health conditions into training and employment.

The Council’s Economic Development and Inclusive Growth Team secured funding for this project through the Scottish Government’s Regeneration Capital Grant Fund, together with funding from East Renfrewshire Council.



Lodge before development



Lodge after development

The project is highlighted in Case Study 3 (page 16) and the images opposite show before and after pictures of the development.

- (e) **Glasgow City Region City Deal** awarded East Renfrewshire Council £44 million to deliver major business and leisure infrastructure and to improve transportation links over a 5-10 year period. This is driving innovation within East Renfrewshire and delivering sustainable and inclusive economic growth at the same time as bringing new employment opportunities.

The City Deal funded realignment of Aurs Road will deliver significant benefits to health and well-being and to placemaking and the economy. With works due to start on site late-2023, the project will improve access to work, services, public transport, education, recreation and natural space and will:

- realign Aurs Road and improve road safety benefiting vehicular access, pedestrians and cyclists
- replace a weak bridge that has a weight restriction order
- deliver a new, safe active travel pedestrian and cycle route encompassing a new promenade, creating an inclusive public space overlooking Balgray Reservoir
- provide new visitor facilities, and
- install a replacement culvert between Balgray Reservoir and the Brock Burn, on behalf of Scottish Water.

Plans for a new railway station at Barrhead South are progressing and the Council is working closely with Transport Scotland and Network Rail to deliver the project.

The City Deal funded upgrade of Balgraystone Road in Barrhead, completed in 2020, opened up sites for housing development, including social housing which is already completed. It also helped to deliver improved access to the Dams to Darnley Country Park and created an active travel route. The works also included some infrastructure required for the proposed train station at Barrhead South as well as an upgrade to St Luke's High School car park.

- (f) Significant **housing development** is underway across the Council area including cross authority housing development, significant new retail development within Barrhead and school construction. The housing market has remained relatively buoyant in East Renfrewshire in recent years. All 3 strategic development opportunities are well advanced and a number of other programmed sites have come forward.

The speed of issuing decisions has remained in line with last year and whilst this is below target, this is principally due to the significant resourcing issues, which occurred during and immediately after the pandemic. As referred to in Case Study 2 (page 14), this position has now stabilised and there has been a substantial clearance in the backlog of applications and the speed of decision making during 2023/ 24 is significantly improved

and will be evident in next year's reporting.

Relevant and proportionate development contributions have been secured from residential development sites towards the cost of providing or improving critical infrastructure and supporting services (via the Development Contributions SPG).

In 2022/23, a total of 129 new build affordable homes were delivered via the Council's LDP2 Affordable Housing Policy and the Council's own New Build Programme. This total was made up of 114 new build homes for social rent (delivered by the Council and a local Registered Social Landlord) and 15 new build Intermediate affordable housing homes for low cost sale, delivered by private developers. Together these units delivered a mix of 1-4 bedroom properties, to meet a range of housing needs including adapted or adaptable to lifetime needs on development sites in Newton Mearns, Barrhead and Neilston.

East Renfrewshire's current Strategic Housing Investment Plan (SHIP) (2023-28) sets out current planned investment of around £34.7million with potential to deliver around 450 new affordable homes. Demand for new social rented housing, especially new Council housing, continues to exceed supply. To address this the Council has increased its initial new build programme. The Council retains its ambitions for a continuing robust programme of Council new build for social rent with clear commitment to delivery of identified SHIP projects. In line

with our partner landlords, we will strive to bring forward additional projects over the course of the SHIP term 2023-2028, however challenges remain in public spending pressures, the balance of investment in new and existing stock to meet quality standards and keeping rents affordable. Housing land supply will be a key focus for further discussion through development of Local Development Plan 3, in line with identified housing need and demand.

- (g) We have an **enforcement charter**, which will be updated in 2022. We are active in pursuing solutions to uses and developments, which detract from the local environment. We employ a Development Compliance Officer. This officer works across Development Management and Building Standards to ensure a joined-up approach to investigating breaches of control across these two related services. This post allows greater resources to be dedicated to enforcement matters to the benefit of the environment of East Renfrewshire.

Case Study 1 Title:			
Levern Valley River Restoration			
Location and Dates:			
Barrhead, Carlibar Park 2022 to 2023			
Elements of a High Quality Planning Service this study relates to:			
<ul style="list-style-type: none"> Quality of outcomes 			
Key Markers:			
<ul style="list-style-type: none"> Corporate working across services 			
Key areas of work:			
<ul style="list-style-type: none"> Derelict Land Climate Environment 	<ul style="list-style-type: none"> Town Centres Biodiversity Greenspace 	<ul style="list-style-type: none"> Interdisciplinary working Collaborative working Local Development Plan 	<ul style="list-style-type: none"> Project Management Community engagement Planning Applications
Stakeholders involved:			
<ul style="list-style-type: none"> SEPA Scottish Water 	<ul style="list-style-type: none"> Local School Local community 	<ul style="list-style-type: none"> Scottish Government V&DL Fund 	
Overview:			
<p>A place based project to transform derelict land into green infrastructure that provides natural flood defence and new public greenspace. The project has transformed 0.52 ha of derelict land within Carlibar Park (immediately adjacent to Barrhead High Street) with a diversion of the Levern Water improving flood resilience and re-naturalising the river channel. Areas of the river channel structure have also been modified to improve the river for local fish populations. The project is a collaboration between East Renfrewshire Council and SEPA. The local school is on the project board.</p>			
Goals:			
<p>The project has achieved the following objectives:</p> <ul style="list-style-type: none"> restructured and made safe 1 hectare of derelict land and the accompanying blight within Carlibar Park re-naturalised the river channel to reduce flood risk cleaned the river channel within the area of concern supported the return of salmon to the upper reaches of the Levern Water reversed negative perceptions of the area as a no go zone 			
Outcomes:			
<p>This project concluded on the 31st May 2023 following one year of works on the site. The work concluded on schedule and on budget whilst also achieving all of the desired outcomes such as improving the flood resilience through re-naturalising of the river channel, removing the weir to improve access for fish breeding, making safe 0.52 hectares of derelict land and creating a safe green space in the heart of Barrhead.</p>			
Michael Gardner (Project Manager)			



Case Study 2 Title:

The Way We Work

Overview:

The Council has now introduced a changed approach to working practices and work styles have been developed which cover a range of work carried out by employees. The Way We Work aims to establish a work culture “to ensure the delivery of the highest quality services, empowering our people to work in new ways, ensuring services are delivered flexibly to suit our communities and citizens’ needs.” This will be achieved through:

- A range of flexible working options
- A working environment that enables flexibility in the delivery of services
- Buildings that meet the needs of our people, citizens and communities
- Technology that supports new work practices
- Encouraging more collaboration across services
- Improving work life balance
- A focus on outcomes for our customers
- Demonstrating our values of Ambition, Kindness and Trust

Each role in the organisation fits into one of the four workstyles of Fixed, Mobile, Hybrid and Home.

The teams who sit under the Head of Place (Chief Planning Officer) have mostly adopted a Hybrid workstyle. Hybrid working aims to allow employees to work in different ways and locations to meet customer needs, reduce costs from unnecessary travel, increase productivity by having the flexibility to work from locations most appropriate to their workload (subject to service demands and local team agreements) and to improve work life balance.

This means that teams will typically work from home for up to 40-60% of the time where the needs of the Service can still be met, meaning that on average, employees must attend the workplace a minimum of two days a week.

The Planning and Building Standards Service mostly attend on Tuesdays and Thursdays. During this time, staff are encouraged to hold team meetings, discuss workload and re-establish working relationships. This practice has provided enormous benefits in terms of team building. As reported last year, there had been a significant turnover of staff during 2021/22. The position has now become more settled and 4 posts within the Strategy and Development Management teams have now been filled, with no further vacancies emerging. After this period of significant flux, there is now only 1 vacant post remaining within the Planning Service and work is underway to fill this.

The Planning Applications Committee and Local Review Body meetings are hybrid but attendance in person is encouraged where possible.

In general, staff have indicated that the hybrid approach to working is helpful. It provides a balance of contact with other team members and colleagues within the Council, but the quiet of a home environment to work on report writing etc.

Case Study 2 cont.**The Way We Work (cont.)****Overview:**

A programme of online CPD is being developed which will help staff understand the wider work of other Services e.g. City Deal, Get to Zero, Economic Development and Inclusive Growth and will also help encourage collaboration within the Department.

Hybrid Elected Member Information Sessions were delivered by officers and provided an overview of the Local Development Plan, Affordable Housing, Development Contributions, and National Planning Framework 4. A session on Planning and Education was delivered jointly with colleagues from the Education Department.

These events were well attended and very beneficial in helping to build relationships and trust between officers and Elected Members. Further Information Sessions are planned and will aim to provide support for Members through the Local Development Plan process.

Whilst the offices have now reopened to the public, additional support to the public is provided through a 5 morning per week “duty phone”. The public can call the office each day between 9.30am and 1pm and speak to a planning officer. The pre-application service commenced during 2022/23 but in addition to this, the duty rota gives the public the opportunity to ask a range of questions and allows officers to point them towards information available on the website or provide informal advice. This compliments a similar service provided by Building Standards.

The changes have undoubtedly built resilience into the Service and others, which aim to improve and support delivery, are reported through this years PPF submission.

Case Study 3 Title:**Cowan Park Community Enterprise Hub****Location and Dates:**

Cowan Park, Barrhead, 2022 to 2023

Elements of a High Quality Planning Service this study relates to:

• Quality of design	• Quality of outcomes	• Quality of service and engagement	
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Key Markers:

• Early collaboration with applicants	• Corporate working across services		
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Key areas of work:

<ul style="list-style-type: none"> • Regeneration • Economic Development • Placemaking 	<ul style="list-style-type: none"> • Partnership working • Community engagement • Community benefits 	<ul style="list-style-type: none"> • Collaborative working • Project management • Planning Applications 	<ul style="list-style-type: none"> • Design • Conservation
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Stakeholders involved:

<ul style="list-style-type: none"> • Economic Development Team • General Public 	<ul style="list-style-type: none"> • Local SCIO • Authority Property & Technical Services 	<ul style="list-style-type: none"> • Authority Planning Staff • Authority Other Staff 	
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Overview:

The project consists of the creation of an Enterprise & Community Hub (i.e. a public space that brings community agencies and groups together to offer a range of activities, programs and services) through the regeneration of Cowan Park Gate Lodge property in Barrhead. The Hub now provides a space for a number of local Social Enterprises, community groups and other third sector partners to operate and deliver a variety services and initiatives for the local area and wider community. This includes tourism & leisure activity, skills development & training programmes for assistance into employment, vital opportunities for community capacity building through social enterprise growth, health & well-being benefits for residents and will also allow for potential future investment in the park.

The derelict, early 20th century building fell into disrepair and was on the “Buildings at Risk Register” for Scotland. The Council applied and secured funding through Scottish Government’s Regeneration Capital Grant Fund.

Following previous consultations with the local community, the overwhelming majority felt the priorities should be toilets, food provision and CCTV and this project provides both toilets and a cafe as well as additional CCTV for the area, creating a valuable community hub for the park and the wider Barrhead community.

The project allowed for an overhaul of the property and a full renovation of the lodge to encompass a cycle workshop, office & meeting space, commercial kitchen and café. The project provides an opportunity to enhance the multi-functional role of the surrounding park, compliment other recent regeneration projects within the park (i.e. upgrades to CCTV, Pavilions etc.). Activities housed from the building will contribute to achieving a range of indicators, including those relating to health, employability, etc. whilst targeting hard to reach groups and reducing crime and anti-social behaviour. The project will be a catalyst for further regeneration in the local area and stimulate the transformation of a key asset within an area of disadvantage and deprivation, ensuring it is accessible for all.

Goals:

- Renovate a prominent, derelict building into a functioning energy efficient community asset by using sustainable methods & materials in construction to support a low-carbon economy in response to Climate Emergency
- Develop community pride and ownership in the local environment

Case Study 3 cont.**Cowan Park Community Enterprise Hub (cont.)****Goals (cont.)**

- Enable infrastructure to revitalize the area and attract potential future investment
- Improve access to existing and new community services, activities etc.
- Increase opportunities for community involvement in enterprise development, vocational training and social connection
- Support employment and volunteering opportunities for local residents
- Advance the mental and physical health & wellbeing of the community
- Increase education & skills development services on offer and being taken up by local people

Outcomes:**Construction Outcomes:**

130 sq. m of purpose built enterprise and community Hub space created. This includes 1x café with servery & public seating area, 1x office space, 1x meeting space, 3x internal toilets (1x DDA compliant), 1x external toilet (DDA compliant), 2x flexible meeting/public spaces, 1x storage cupboard, 1x hardtop area for minimal parking (disabled/deliveries) and 2x shipping containers for a bike workshop.

Service provision Outcomes:

60 training/skills development placements created per annum (bike recycling/Work East Ren) 5 new permanent jobs created (Social enterprise/Café/Bike recycling)
 20 existing jobs supported/sustained (FM/construction/employability) 5+ local community groups supported (user groups)
 6 services/interventions created/supported for the local community

Include Me 2 Club, have now set-up a social enterprise hub, café, bike workshop, meeting space and public toilets which can be used by the local community and visitors to the park.

Key Officer:

Frances Tonner



Case Study 4 Title:

Climate Change Impact Assessment

Location and Dates:

Whole area, 2022/23

Elements of a High Quality Planning Service this study relates to:

- Governance

Key Markers:

- Corporate working across services

Key areas of work:

- Climate change
- Sustainability
- Collaborative working

Stakeholders involved:

- | | | |
|--|--|---|
| <ul style="list-style-type: none"> • Authority staff – Climate Change, Senior Officers Working Group (Environment Strategy, Environment Planning/Roads, Environment Operations, Business operations/partnerships, Procurement, Finance) | <ul style="list-style-type: none"> • Corporate Management Team • Elected members • Sustainable Scotland Network | <ul style="list-style-type: none"> • Improvement Service • Partner local authorities • Partner public bodies |
|--|--|---|

Overview:

Overview:
Prior to June 2022 the Council did not capture the climate impacts of its decision-making. The Corporate Management Team agreed a new process whereby all reports to Cabinet and Full Council undertake a Climate Change Impact Assessment (CCIA). Since its introduction, the CCIA has been applied to other settings within the Council’s decision-making process, including: Capital Project appraisal; Procurement Strategies; Grant-giving functions; and Major planning applications. This process now gives decision-makers (i.e. Elected Members) visibility of the impact that policies/proposals will have on operational emissions, community emissions, and climate adaptation risks.

Goals:

- Broaden the assessment of climate mitigation and adaptation impacts across all services.
- Give greater consideration of climate impacts at earlier stages of policy/proposal development to mitigate these and achieve better climate outcomes.

Outcomes:

CCIA has supported the awareness of climate change across service-delivery teams and encouraged many conversations about the impacts of projects on the climate. It has been applied to one major planning application and was a significant part of the officer’s report of handling to committee. The process is still in its infancy and many of the projects being discussed were conceived long before the CCIA was developed, so mitigation options are limited. In the future, it is anticipated that earlier discussion to highlight climate impacts, with mitigation actions identified, will lead to different outcomes for policies/proposals ensuring better climate outcomes. This will be complimented with ‘carbon literacy’ training for key officers in service-delivery teams to broaden their knowledge of climate change and actions they can take.

Since its introduction, the CCIA process has been adopted by Sustainable Scotland Network, with support from Improvement Service. This will result in the publication of guidance for public bodies on how to introduce and manage a CCIA process. East Renfrewshire was the lead organisation for the guidance, with input from other local authorities and public bodies.

Key Officer:

Andy Dick (Get to Zero Manager); Sam Ibbott (Climate Change Officer)

1.2 Quality of Service and Engagement

- (a) Public access to the Planning Service is publicised on the Council's website and case officer's contact details are included on application correspondence.

The Council offices are open to the public Monday to Friday. The public can drop in to meet a Planning Officer about general enquiries between 9am and 1pm on Tuesdays and Thursdays or through arranged meetings at other times. In addition, a duty officer is contactable by telephone Monday to Friday between 9am and 1pm. There is also a planning mail-box which is continually monitored by trained Business Support officers.

Case Study 2 (page 14) provides further information on our current working practices.

On 1st April 2023 the Council introduced discretionary charging for Pre-application advice, Non material variations and revised charging for Street naming and numbering.

Applicants can now submit a request for **Pre-application advice** through the Council's website. The service allows customers to:

- Request advice from a planning officer on a proposal prior to submitting a planning application, find out whether the proposal is likely to be acceptable and seek advice on planning policy or related matters relevant to their proposal

Information is to be submitted online and a scale of fees applies. The website also indicates the timeframe within which the pre-application enquiries will be dealt with.

The scheme was developed following benchmarking with other Councils and is seen as an important way of front loading the system, speeding up decision making and also providing officers with experience in dealing with a range of different enquiries.

Pre-application advice (both for major and local developments) will include comment on both the principle and detailed aspects of the proposal and will refer to any need for planning obligations and/or legal agreements. In addition, we will offer a processing agreement where appropriate (see below).

Where possible and appropriate, discussions on planning obligations will commence at an early stage in the planning process before an application is submitted (pre-application). The

Supplementary Planning Guidance states that the policies on both affordable housing and development contributions should be factored into development appraisals prior to land deals and commercial decisions being taken.

We offer **processing agreements** for all major developments and will consider them for some of the more significant local developments.

Whilst the intake on this has been poor in recent years, this is something that the Council will seek to promote more fully.

A comprehensive **online planning information service** is available giving customers access to a wide range of planning information. Information on planning applications is available online for applications from the year 2000 In addition to extensive planning advice and information on the planning web pages, a number of online forms have been developed and are supported by guidance, drop down menus and an online payment system, if appropriate.

The following additional guidance is kept up to date :

- Permitted development rights
- Processing agreements policy and template
- Supporting information requirements
- Decision making and appeals process
- The planning hierarchy
- Public consultations
- Comment on a planning application
- Standard planning conditions
- Protocol for dealing with planning obligations
- Decision making and appeals
- Your guide to Tree Preservation Orders
- Application for High Hedge Notice Form and Guidance
- Scale of Fees
- How to pay for your planning application

- (b) We publish online ‘weekly lists’ of planning applications received along with a list of ‘current’ i.e. all un-decided extant planning applications.

Social media has been used where appropriate to help share information with the public.

We encourage **online application submissions** via the national eplanning portal. The portal allows online submission as well as the download of forms for completion by hand for those who do not wish to (or are unable to) submit online. The percentage of planning applications submitted online continued at 99% in 2022/23.

- (c) At the **planning application validation** stage, a senior officer checks the application to ensure that developers receive high-level support. We offer all developers a single point of access to a planning case officer who will see a proposal through from pre-application, application, approval of conditions and follow-up. We have an internal risk management approach to allocating and dealing with planning applications. This involves the Principal Development Management Planner and Senior Planners who allocate planning applications to case officers assessing the complexity of the application and then matching that to the skills and experience of the planning officer who will be allocated the case.

(d) **Proportionate supporting information**

We have guidance published to ensure that the information and documents that are required to accompany planning applications are necessary, proportionate and are clearly scoped to avoid unnecessary costs to the applicant and the Council. The guidance states “we shall only require these where they are absolutely necessary in order for us to assess the proposal”. It covers, for instance where a Transport Statement will be expected rather than a full Transport Assessment. It also advises on thresholds for various documents such as Environmental Impact Assessments or Retail Impact Assessments. Applicants are encouraged to discuss these requirements with the Council in advance of their submission in order to ensure that submissions are focused and fit for purpose. This also helps to increase the percentage of planning applications that are valid upon receipt - which is regularly monitored in order to contribute to speeding up the planning process as a whole.

The Council approved 91.5% of applications in 2022/23, some subject to conditions, illustrating a positive approach to development.

Responses to the developers are co-ordinated by a named planning case officer (for major developments it will always be a senior or principal officer) who oversees the project from the pre- application stage to decision and monitoring. A **‘major development team’** may be convened for major or any other significant development e.g. sites that are LDP priorities or which raise new or unusual issues for the Council. This procedure, in conjunction with our processing agreements policy (see section 1.2a), allows planning applications to be project managed and provides a comprehensive and faster development management service.

- (e) We have a protocol for dealing with **planning obligations** which promotes the early drafting and speeding up of legal agreements. Discussions can commence at the pre-application stage, and this helps to ensure that there are no undue delays to the issuing of planning permission and can help facilitate a quicker start to development on the ground. We have set a high priority to our target of completion of legal agreements within 3 months of being minded to grant permission (subject to the appropriate legal agreement) however, we are increasingly experiencing delays in the processing of agreements which are out with the control of the Council and consideration is now being given to the removal of this protocol.

(f) The Council has a **sustainable procurement policy**, which covers both community benefits and sustainability. The priority of the Environment Department is to deliver community benefits from major projects such as City Deal, capital investments and the significant developments allocated in LDP2 and to create supplier development opportunities for local businesses.

The Council offers a proactive and supportive approach with the private sector to provide early, strong and clear guidance on **local social, economic and environmental priorities**.

Community benefits are sought for suitable contracts where both the value (over £50,000) and duration of the contract merit a benefit being pursued. In addition, the Environment Department seeks community benefits from private developers operating in the area. A proactive and supportive approach is offered to the private sector to provide early, strong and clear guidance on local social, economic and environmental beneficiaries.

(g) We have an adopted **Local Development Plan (LDP2)** and the associated Action Programme provides the basis for the successful delivery of LDP2 policies and proposals.

(h) Meeting educational needs is a key issue for LDP2. The adopted LDP2 has been informed by extensive collaborative work between the

Strategy Team and the Education Department and has led to a full review of the school estate, which has informed the LDP2 strategy up to 2031, and beyond and provides a strong evidence base for future LDPs.

(i) A detailed **Monitoring Statement** was prepared to support and inform LDP2. The Monitoring Statement forms an essential part of the evidence base for the LDP2 and monitors the most recent changes in the physical, economic, social and environmental characteristics of the area. Regular monitoring is important in identifying the impact of changing circumstances on policy effectiveness. The Housing Land Audit, Vacant and Derelict Land study and Business and Employment Land monitoring is also undertaken annually to inform the LDP.

(j) The State of the Environment Report forms the foundation of strategic environmental assessments (SEA) undertaken for the adopted LDP2 and supporting documents together with wider strategy work. However, given the wide range in subjects it is also useful for strategic environmental assessments being undertaken by other sections of the Council. The State of the Environment Report provides environmental data focused on 9 subjects. Each subject has a range of objectives, aimed at providing a means to identify trends in data and ultimately assess whether there are any positive or negative environmental trends. This report is updated annually.

The SEA highlights any adverse impacts that land use change and development, brought about by the Policies and Proposals contained within

LDP2, may have on the environment. The SEA process has helped to inform the LDP2 including the development strategy. The SEA process also gives the public and interested parties increased opportunity to become aware of the environmental implications of the LDP, engage in the LDP process and influence the environment of their area.

(k) The Planning (Scotland) Act 2019 has replaced Strategic Development Plans (SDP) with Regional Spatial Strategies (RSS). The current 8 Clydeplan Local Authorities have continued to work together to prepare the first indicative RSS. Unlike Clydeplan the RSS will not form part of the development plan. The existing Spatial Development Strategy of Clydeplan has informed the iRSS with refinement rather than fundamental change of approach to the strategy itself.

Whilst guidance on RSS preparation is awaited, collaborative work is ongoing across the City Region at officer level to ensure coordinated and collective action and delivery on a wide range of topics including housing, economy, retail and green networks. We will continue to work closely with our neighbouring authorities to ensure that opportunities for economic growth and the creation of sustainable patterns of development and infrastructure needs are planned for collaboratively across boundaries

and to deliver inclusive growth that will be shared throughout all our communities.

- (l) Development Planning and Development Management fora comprising officers from the eight Glasgow and Clyde Valley local authorities are in place to provide a consistent approach to the development of policy, approach, understanding and assessment of strategic development proposals. The fora also facilitate a collective understanding of the range of strategic applications for monitoring purposes, issues and provide an opportunity to discuss best practice examples.
- (m) We **monitor a range of development approvals** through the Local Development Plan, including greenbelt development and concentrates on departures from the development plan. This information is used to ensure that the policies are being successfully implemented; and helps to identify any shortcomings in the policies or in implementation/land supply commitments. We also monitor planning applications that are significantly contrary to the development plan, looking at the circumstances that may justify an approval or refusal. This assists us in monitoring the robustness of the development plan.
- (n) In preparing the adopted LDP2 the housing land requirements for each Local Authority across the Clydeplan region were reassessed to accord with the review of the Strategic Development Plan

(SDP2). A revised Regional Housing Need and Demand Assessment (HNDA) provides housing estimates up to 2029 for each Local Authority. From these estimates, Housing Supply Targets (HSTs) have been prepared. These targets are also set out in the Council’s LHS.

In order to provide a 10 year supply of land the Housing Supply Targets and Housing Land Requirement were updated to reflect the period 2021 to 2031.

- (o) **Transparency and involvement** in the process are two key factors that have provided a foundation for the creation of a detailed and robust LDP. We seek to ensure all stakeholders and interested groups are fully engaged in the LDP and Action Programme preparation, which helps in ensuring that policies, proposals and actions are deliverable within timescale. We also aim to continually increase the range and number of stakeholders to capture different views, opinions and ideas. We have built up an extensive consultation database over many years. This comprehensive list of groups and organisations is set out in the Development Plan Scheme.
- (p) Effective **community engagement** is an essential part of local development plan preparation. The Council is committed to encouraging participation from everyone with an interest in the preparation of the Local Development Plan 3. Participation is important

as it will help us prepare a plan that addresses the needs, aspirations and concerns of those who live, work, visit and invest in the area.

A **Participation Statement** is contained within the Development Plan Scheme and outlines how our communities and stakeholders will be engaged and have the opportunity to shape and inform the production of the LDP and associated documents, in line with National Standards for Community Engagement and the draft Scottish Government ‘Effective Community Engagement in Local Development Planning Guidance’ May 2023. These are good-practice principles designed to improve and guide the process of community engagement to build and sustain relationships between the Council and community groups.

The **Development Plan Scheme** was approved in June 2023 and is an important communication and project management tool, which sets out our programme for preparing our third Local Development Plan (LDP3). In addition, it also sets out how the Council will engage local people and other stakeholders in the Development Plan process, outlining when and how this will take place and to keep them informed of progress.

The DPS will be updated and amended annually, however, if there are any significant changes to the timetable then the Council may prepare an earlier revision.

During May 2023 the Planning Service undertook **Pre-engagement surveys** on how people and organisations wished to be involved in the Plan. The results of these two surveys have helped to shape our consultation plans for LDP3 and informed the Participation Statement set out in the proposed DPS.

The use of online consultation and new approaches to engagement are being considered in conjunction with our Digital Team. The requirements of the new Planning Act provide a real opportunity to utilise a variety of digital platforms to enhance stakeholder engagement and promotion of the Service.

The **ESRI mapping system** continues to be developed and enhanced. The ER Mapping Portal, which hosts GIS Web Applications and Mapping data for the Strategy Section, now also has the ability to host Reporting Dashboards, which can be created using both spatial and non-spatial data. The LDP2 has been published using a Story Map, which brought together the written statement and interactive maps showcasing the policies and proposals. Additional datasets and functionality are continually being added, allowing all stakeholders to view planning information on sites and areas in a much more user friendly and efficient way.

We enable **public participation in the planning application process**. In accordance with legislation, neighbours are notified when planning applications are made and certain applications are advertised in the local newspapers and on the 'Tell Me Scotland' website. Weekly lists of planning applications submitted are on our website and the online planning system allows searches of all current and recent applications. We publish guidance on our website advising the public of what are generally considered 'material planning considerations'. We take into account comments made by the public before a decision is reached on a proposal (or for applications going to the Planning Applications Committee – those received before the report is finalised); and comments are assessed in the 'Report of Handling'.

- (q) We encourage online submission of representations to planning applications and the LDP. The vast majority of planning application representations are received online and are available to view online. We encourage the use of email for communications with us as that gives faster response times and cost savings. Where people contact us (or submit electronically) we will always respond electronically.
- (r) We have strong working arrangements with the Council's **communications team** who help manage the promotion and social media aspects of LDP2.

- (s) We have agreed working agreements with most **internal and external consultees** to ensure that consultations on planning applications only take place when necessary; and that responses are provided by the consultee within a reasonable timescale.

Developing a proportionate evidence base is the first key stage in the process of preparing LDP3 and is essential if we are to fulfil our place shaping role. This process has commenced and will be completed by Spring 2024. Planning Service officers are also involved in a pilot exercise with the Key Agencies Group, which comprises representatives from each of the respective Key Agencies including: Historic Environment Scotland; Nature Scot; Scottish Environmental Protection Agency; Scottish Water; Scottish Enterprise; Regional Transport Partnerships (SPT) and Health Boards, to develop a standardised approach for gathering data that can be rolled out across all Planning Authorities.

- (t) Our **Planning Service Charter** is published online to visibly demonstrate that we will deal with our customers quickly and politely. Documents and web information is written in such a way as to be as ‘plain-english’ as possible. We offer Braille and foreign language translations on all of our development plan documents, Supplementary Guidance, briefs and charters.

A **complaints procedure** is in place for people who are unhappy with the service that they have received. Information is available on the website. The number and substance of complaints is monitored on a six-monthly basis and, where appropriate, improvement actions are implemented. The monitoring results are reported to the Department’s management team.

- (u) The Planning Service is administering the implementation of the **High Hedges Act**. Forms, notes and guidance are in place to assist the public in understanding the legislation. Since its enactment, we have dealt with a significant number of enquiries and spent considerable time speaking to the public on the phone and in person at the planning office. This is done without any additional finance or income to cover these costs. This provides a customer service and assists people in resolving amenity issues associated with high hedges.

- (v) We will continue to work closely with our **Community Planning Partners** to integrate spatial planning with community planning to deliver high quality urban and rural environments for all and make the connections between people, places and spaces. We want communities to be at the heart of our decision-making process and will seek to work to a shared set of priorities.

1.3 Governance

- (a) **The Structure of the Planning and Building Standards Service** has largely remained unchanged during 2022/23, but it has seen the inclusion of a Local Heat and Energy Efficiency Strategy Officer. The Development Management team, the Strategy team and the Building Standards team sit under a newly appointed Director of Environment, the Head of Place (Chief Planning Officer) and a Planning and Building Standards Manager. The Head of Place (Chief Planning officer) is also responsible for the Council's City Deal projects and areas of work such as Roads Construction Consent and active travel. A recent change has also brought the Economic Development and Inclusive Growth Team in under the Head of Place which will strengthen Service delivery and co-ordination of the different aspects of development and delivery.

This additional level of collaboration and co-ordination is producing benefits for the construction industry, housebuilding industry and for the Council's own Capital projects. In addition, it will improve working relationships and consistency of Service across the board.

- (b) **Project governance** is through a recently established Regeneration and Infrastructure Group, which provides Environment Department oversight and governance in relation to the development of a range of pipeline projects, including regeneration and infrastructure

projects. This will include oversight and governance in relation to a range of internal and external funding.

The Group is Chaired by the Director of Environment and is attended by Senior Managers and Project Officers. The meetings are held every 2 months, with scope for additional meetings if required. The meetings are minuted and an Action Log is captured at the meetings and circulated to all attendees. Identified Action Owners are responsible for updating the Secretariat as part of the paper preparation for future meetings.

- (c) The Council has adopted an efficient **scheme of delegation** which has a relatively high level of delegation (98% of decisions were delegated to officers in 2022/23).

We keep our **'legacy' planning applications** (applications over a year old) under review. The number of 'legacy' applications remaining as at 31st March 2023 was 9 - see note (b) on page 48. Cases are kept under control through individual officers managing case-files and regular meetings with the Principal Development Management Planners, which helps identify areas where delays occur and where means to progress applications can be discussed. The introduction of formal pre application advice is intended to help front load the system and speed up decision-making. If it is considered appropriate to negotiate to secure a better

scheme then this will happen however, there is a concerted effort to improve the time taken to determine applications.

Whilst the Council has a published Protocol for dealing with Planning Obligations on its website, this will be reviewed.

It is designed to help speed up the conclusion of legal agreements and includes encouragement to discuss and agree planning obligations and the terms of legal agreements at an early stage during the discussion of on-going applications. There is an expectation that legal agreements will be concluded within three months of the recommendation being made, however due to delays out with the control of the Council this timescale is not being met.

- (d) The **Planning Applications Committee** (the same Members who also form the Local Review Body) is relatively small and is trained on planning matters. The Committee is supported by the Planning and Building Standards Manager and the Principal Development Management Planner and case officer, as well as other senior support staff e.g. Roads and Transportation. Officers from the Education Department have attended meetings to answer questions in relation to school capacity.

The LRB is supported by a Senior Planning Officer and a Legal Officer.

The Committee also considers reports on appeal cases and decisions as required which gives the Council and Councillors the opportunity to learn from appeal outcomes.

The frequency of Planning Application Committees was reviewed last year and Members agreed to reduce the number of meetings from once every 4 weeks to once every 8 weeks. This change was in response to a low number of applications being presented to Committee and the likelihood that the change would not delay decision making. The change would also release officers to undertake other duties. The Local Review Body was similarly changed. It was agreed that the position would be reviewed at the end of 2023.

- (e) The **full Council** approves Local Development Plan documents and this is recognition of the corporate nature of the LDP. It also ensures that Elected Members are kept informed of these important planning matters.

The full Council also sits as the Planning Applications Committee at Pre Determination Hearings.

In the last 12 months Information Sessions were delivered by officers and provided an overview of the Local Development Plan, Affordable Housing, Development Contributions, and National Planning Framework 4. A session on Planning and Education was delivered jointly with colleagues from the Education Department.

These events were well attended and very beneficial in helping to build relationships and trust between officers and elected members. They have helped improve the understanding of the scope and remit of Planning and to enable strong discussion and debate moving forward.

- (f) **Local Development Plan** project management is implemented through regular team and wider Service meetings and Gantt chart project management. The Development Plan Scheme (DPS) is kept up to date and was most recently approved in June 2023. It sets out a timetable for producing the LDP and explains when and how stakeholders can engage in the process and influence the content of it. This is the first DPS prepared since the introduction of the new style Local development Plans and the various stages and requirements of this have been set out in the DPS.

- (g) **Electronic ways of working** have been fully embraced. Full and active participation in the national eplanning system gives the council efficiency savings. In 2022/23, 99% of all applications were submitted online (see further information in section 1.2(b)).

Our computerised **document management system** (IDOX) coupled with the UNiform casework system ensures comprehensive and easy access to information for staff. Corporate Address Gazetteer is linked to the national

gazetteer and ensures consistent addressing across the council and Scotland.

Key stakeholders receive a weekly e-list of the new planning applications that we have received. These lists provide a direct hyper-link into the e-planning system, allowing readers to directly access papers relating to applications of interest.

- (h) The **Way We Work** has been implemented and is referred to in Case Study 2.

Planning and Building Standards staff have now been categorised as hybrid workers. All staff have laptops and mobile phones and tablets if required. This allows officers the option of working from a desk in the planning office, from a variety of Council offices or from home. This provides increased flexibility in working arrangements and gives efficiencies in travel arrangements with staff encouraged to attend the office for a minimum of days per week.

There is now regular use of Microsoft Teams and Office 365 to supplement face to face meetings.

Opportunities for **Flexible working** and alternative working patterns are in place and provide opportunities for staff to have a better work life balance.

(i) The **needs of staff** are kept under review “Quality Conversations” have now been introduced and provide an opportunity for officers and managers to discuss what has gone well, what could have gone better and what we want to achieve in the year ahead.

Individual staff training needs are normally assessed annually and are currently part of a wider conversation in relation to skills gaps and workforce planning.

In addition to this there is a training budget and the Council runs a wide range of training courses in its ‘insider learning’ programme, including online courses covering such matters as time management, health & safety, equality & diversity, community engagement, digital skills, personal development and management training. Individual planning training events are held when new legislation and procedures are introduced. This ensures that staff are not just professionally competent, but are trained and work well as a team. It also ensures that best use is made of staff strengths and abilities.

(j) A **range of good management internal procedures** are in place and Environment Department and have been reviewed by the newly appointed Director of Environment. Managers meetings are now held fortnightly.

Management information is cascaded to staff and discussion of relevant information, including performance figures, health & safety, current planning applications/building warrants, ongoing work load and Local Development Plan progress are discussed at the monthly meeting of the Planning and Building Standards Principal officers and the Service Manager. This also facilitates the dissemination and effective implementation of corporate priorities.

Risk management procedures are in place. Strategic and operational risk registers exist and are updated at 6 monthly intervals.

An extensive range of mandatory, useful information and resources is available through the Council’s HR Service and is available online and in person.

Effective corporate absence management arrangements are in place. Comprehensive health & safety systems are in place (health & safety staff are embedded in the Environment Department), and audits are regularly undertaken and regular updates on Information and Cyber Security are provided.

Specialist advice is sought as appropriate through external organisations e.g. the West of Scotland Archaeological Service and there is significant collaborative working by Councils and officers across the Clydeplan area. There are strong co-ordinated working links within the Environment Department with close partnerships particularly with Housing, Economy and Infrastructure, Roads and Transportation, Property & Technical Services and with other Council Services including Education and the Health and Social Care Partnership. Collaborative work with Education has been critical to the strategic approach for the adopted Local Development Plan 2.

(k) We have regular meetings with outside organisations/partners, particularly through the Strategic Development Plan (Clydeplan).

Key Agencies are actively involved in the preparation of the Local Development Plan and are also included in early engagement for the Proposed LDP3. This is essential to evidence gathering and to address any initial concerns that they may have with policies or proposals, which in turn reduces the potential for future objections to the Plan.

The Improvement Service Knowledge Hub online forum continues to be a valuable resource as do the Service’s engagement with Heads of Planning Scotland (HOPS) Executive and the Heads of Policy Group, Development Management and Developing Planning sub-groups.

We also actively participate in Heads of Planning Scotland groups and sub-groups, as well as the online 'Knowledge Hub' all of which assist in sharing practice across the country.

- (l) **Departmental and service budgets** are considered within a three-yearly budget cycle to ensure effective long-term financial planning.

Corporate arrangements are in place regarding ordering and procurement using appropriate online financial procurement systems. Managers have permissions to authorise all ordering and procurement requests. Quick-quote is used to obtain online competitive quotes for services below £50,000. This provides a quick method of procuring relatively low value services whilst still demonstrating fairness and transparency, and provides management information and auditability.

- (m) A **Data Information forum** brought together colleagues from across the Council. This forum had a remit to share and exchange information and data, in the interests of efficiencies and best practice. There is now a corporate data and governance group whose remit is to ensure the Council's policies are being followed in terms of information security, GDPR, data retention etc. Environment are represented on this forum through the Principal Business Intelligence Officer.

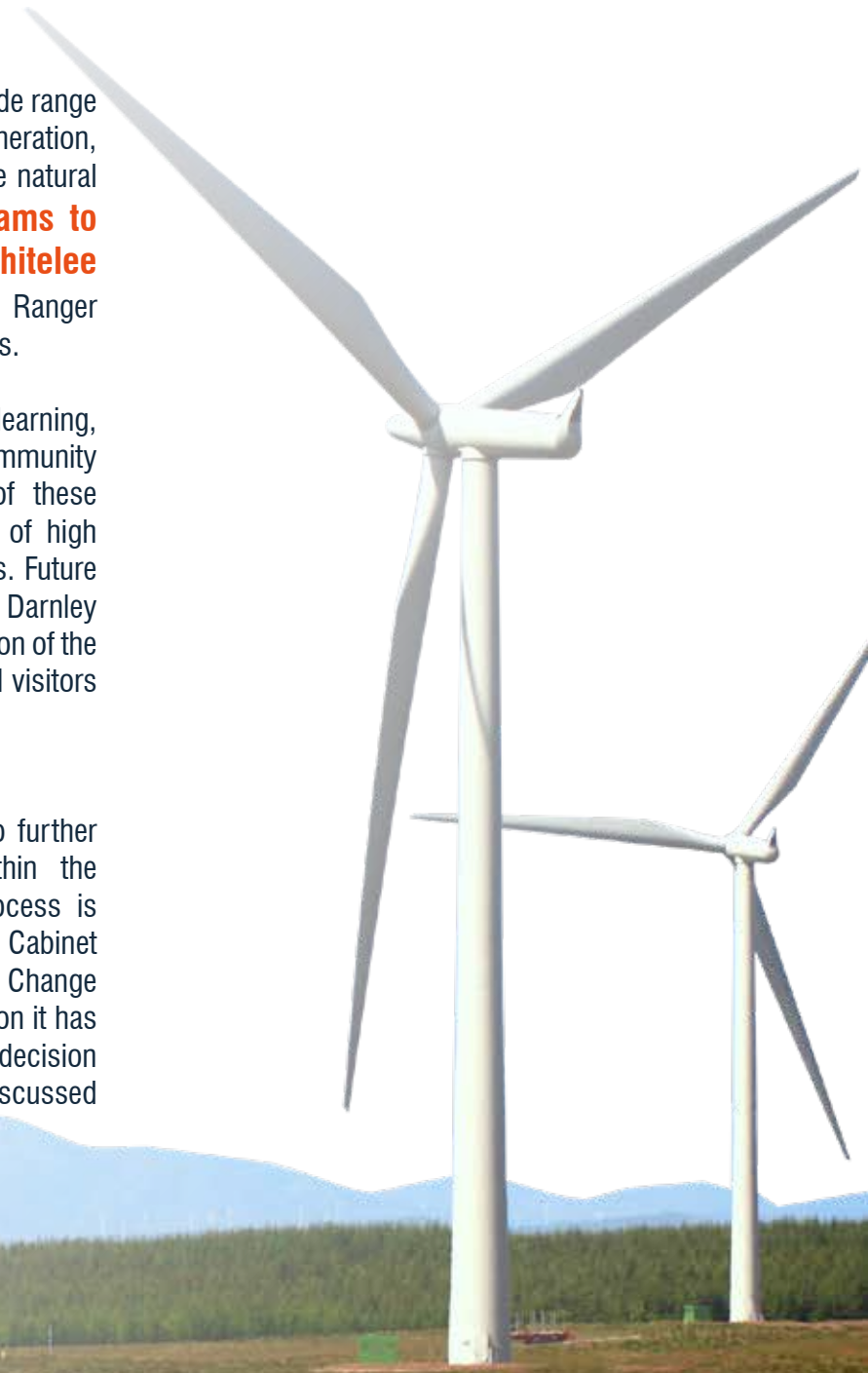
The Esri GIS software allows us to share data via web mapping services and this is now rolled out. All Council staff have access to mapping and spatial data in the Intranet using the ER Mapping Portal. We are working with Corporate and Community Services to investigate publishing our Open Data.

- (n) The **Corporate Address Gazetteer** (CAG) has been integrated with a number of internal and external systems and provides the address basis for Planning and Building Standards (UNiform), Environmental Health and Trading Standards (UNiform), Customer First (Goss system), HSCP. It also maintains links to the Renfrewshire Valuation Joint Board. The CAG forms the basis of the Ordnance Survey's Address Base product, which in turn is used by the emergency services. The CAG is a core asset with the UPRN providing the ability to interrogate data across departments. As the CAG is spatially enabled, datasets containing the CAGs Unique Property Reference Number (UPRN) can be plotted on a map to identify spatial trends.

A recent One Scotland Gazetteer and Health Check Report from the Improvement Service confirmed that East Renfrewshire processes all queries very efficiently with most closed off within a very short time frame and that there is no backlog or outstanding queries.

1.4 Culture of Continuous Improvement

- (a) The Strategy Team, Development Management, Economic Development and Infrastructure and City Deal & Infrastructure Delivery team **jointly deliver planning and inclusive economic growth** within the framework of a Community Plan and Local Outcome Improvement Plan (Fairer East Ren Plan) and the Council's own Outcome Delivery Plan. These have been produced annually over a number of years and improvement actions implemented and monitored on a six-monthly basis.
- (b) The Environment Department is involved in a **Glasgow City Deal Community Benefits working group** that works to standardise community benefits policy and processes across the city region.
- (c) The implementation of **Esri** allows departments to share spatial data internally thus allowing sharing of data across the Council. We are liaising with the Council's Digital Customer experience team about the next step, which is to make the data available on the Council's Website, allowing our customers to self-serve 24/7. Several datasets are already integrated into the Public Intranet site, and we hope the number of maps with Council data will increase.
- (d) The Service continues to undertake a wide range of non-statutory work including regeneration, managing, protecting and enhancing the natural and built environment including the **Dams to Darnley Country Park** and the **Whitelee Access Project**, with Countryside Ranger Services also operating across both sites.
- Countryside Ranger led outdoor learning, volunteer activities, guided walks and community events are ongoing, and the popularity of these continues to reinforce the importance of high quality greenspace to local communities. Future investment close to and within Dams to Darnley will help to support the continued attraction of the Country Park to both local residents and visitors from further afield.
- (e) Work has been undertaken this year to further embed Climate change impacts within the Council's decision-making. A new process is in place which will require all reports to Cabinet and Full Council to include a Climate Change Impact Assessment. Since its introduction it has been embedded within other aspects of decision making within the Council and this is discussed further in Case Study 4 (page19).





Supporting Evidence

2



A number of areas of evidence relate to more than one heading, but for brevity each has only been listed once below. All underlined text are hyper-links that will take you to the appropriate webpage.

Case Study Topics	Issues covered by case study	Case Study Topics	Issues covered by case study
Design	Yes	Interdisciplinary Working	Yes
Conservation	Yes	Collaborative Working	Yes
Regeneration	Yes	Community Engagement	Yes
Environment	Yes	Placemaking	Yes
Greenspace	Yes	Charrettes	
Town Centres		Place Standard	
Masterplanning		Performance Monitoring	
LDP & Supplementary Guidance		Process Improvement	Yes
Housing Supply		Project Management	Yes
Affordable Housing		Skills Sharing	
Economic Development	Yes	Staff Training	
Enforcement		Online Systems	Yes
Development Management Processes	Yes	Transport	
Planning Applications	Yes	Active Travel	
Other: Community Benefits	Yes		

2.1 Quality of Outcomes

Local Development Plan	www.eastrenfrewshire.gov.uk/ldp2	
Supplementary Planning Guidance (including masterplans)	www.eastrenfrewshire.gov.uk/spg	
Development Plan Scheme	www.eastrenfrewshire.gov.uk/ldp2	
Conservation area information and appraisals	www.eastrenfrewshire.gov.uk/conservation-areas	
Environmental project information and annual events guides for the Dams to Darnley Country Park and the Whitelee Countryside Ranger Service	www.eastrenfrewshire.gov.uk/dams-to-darnley www.eastrenfrewshire.gov.uk/whitelee	
City Deal information	www.eastrenfrewshire.gov.uk/city-deal	
Enforcement information including the Enforcement Charter	www.eastrenfrewshire.gov.uk/planning-control-breach	
Town Centres	www.eastrenfrewshire.gov.uk/town-centres	

2.2 Quality of Service and Engagement		
A wide range of planning and building standards information (including advice on what needs planning permission; pre-application advice; how applications are processed and decided; and the appeals process)	www.eastrenfrewshire.gov.uk/planning-and-building-standards	
Service standards and Customer Service Standards Charter	www.eastrenfrewshire.gov.uk/customer-care-standards	
Contact details are published on virtually every web page so that people know how and where to contact us should they have any questions		
The planning information service is online giving access to a wide range of planning application information and documents. It provides information on planning applications since year 2000, and documents for planning applications over the past 4 years.	www.eastrenfrewshire.gov.uk/search-planning-applications	
Weekly lists of registered and extant applications are also published online. This system also allows searches for Building Warrant information	www.eastrenfrewshire.gov.uk/search-planning-applications	
Certain Applications are advertised on the 'Tell Me Scotland' website	www.tellmesotland.gov.uk/notices/east-renfrewshire/	
Planning applications can be submitted online at the eplanning.scot website.	www.eplanning.scot/ePlanningClient/	
Payment of fees can be made on the Council's website	www.civicaepay.co.uk/EastRenfrewshire/Webpay_Public/Webpay/default.aspx?Fund=01	

2.2 Quality of Service and Engagement (cont.)

Information on Investing in East Renfrewshire is available on the Council's website, as is information on business resources	www.eastrenfrewshire.gov.uk/invest-in-east-renfrewshire www.eastrenfrewshire.gov.uk/sustainable-business-advice	
Clydeplan and related information	www.clydeplan-sdpa.gov.uk/	
Housing Land Audit information	www.eastrenfrewshire.gov.uk/housing-land-audit	
Our formal complaints procedure	www.eastrenfrewshire.gov.uk/make-a-complaint	
Our latest Planning Performance Framework, which includes development management performance figures	www.eastrenfrewshire.gov.uk/planning-performance	



2.3 Governance

Planning application and pre-application statistics are gathered from the Council's UNiform casework system		
Comparative Scotland-wide planning application statistics are published on the Scottish Government Statistics Page	www.gov.scot/collections/planning-statistics/	
Monitoring of housing, business and other data is undertaken annually, much of which is submitted to the Clydeplan team for collation with information from other authorities	www.clydeplan-sdpa.gov.uk/	
Our Scheme of Delegated Functions is available on the Council's website	www.eastrenfrewshire.gov.uk/Search-agendas	
Staff team meetings are held 2 or 4-weekly. One to one meetings are held fortnightly		
Formal 'Quality Conversations' are programmed to take place annually, training records are kept and annual personal plans produced		
Absence management records kept and a maximising attendance scheme is in place		
Health and safety management and training records kept and monitored		
Succession policy and arrangements are in place		
Outcome Delivery Plan is on the Council's website	www.eastrenfrewshire.gov.uk/programmes-and-plans	
Council-wide Performance and Statistics information is on the Council's website	www.eastrenfrewshire.gov.uk/performance	

2.3 Governance (cont.)

Monthly reviews and updates to budgets are undertaken		
Training records for risk management are kept		
Corporate procurement policies are in place		
Heads of Planning Scotland meetings are minuted and information on the group can be found on the HOPS website	https://hopscotland.org.uk/	

2.4 Culture of continuous improvement

Community Planning Partnership information is available on the Council's website	www.eastrenfrewshire.gov.uk/community-planning	
Community Plan, Local Outcome Improvement Plan and Locality Plans	www.eastrenfrewshire.gov.uk/community-planning-partnership	
Outcome Delivery Plans are updated annually and pro updated six-monthly		
Government consultation responses are published online by the Scottish Government		

Service Improvements

3



3.1 Service improvements in the coming year

Actions programmed for 2022/23

1. Continue work on Proposed Local Development Plan 3 in accordance with the emerging legislation, with particular focus on evidence gathering and preparation of the Play Sufficiency Assessment, Open Space Strategy and Woodland Strategy.
2. Seek to address skills and resourcing gaps within the Service e.g. biodiversity/GIS through the appointment of specialist posts, staff training, shared services and reprioritisation of work streams.
3. Develop a programme of CPD events for staff across the Planning and Building Standards Service and all Elected members. This will be informed by the guidance from Scottish Government on mandatory training on planning for elected members.
4. Develop a “Place Principle Toolkit” to inform the preparation of Environment Department wide strategy development.
5. Develop a “Council as a Developer” protocol in collaboration with colleagues from the Housing and Property and Technical Services and the City Deal and Infrastructure Team.

3.2 Delivery of service improvement actions committed in previous year

Actions programmed for 2021/22	Comments at 2021/22 Year End
1. Commence work on Proposed Local Development Plan 3 in accordance with the emerging legislation, in particular NPF4.	Complete Although the Council was awaiting the publication of secondary legislation and guidance in relation to development planning, work did commence on LDP3 evidence gathering and preparation of Development Plan Scheme for approval.
2. Preparation of the 'Placemaking and Design' and the Low and Zero Carbon Supplementary Guidance.	Ongoing The Placemaking Supplementary Guidance will be completed during 2023/24 and the Low and Zero Carbon guidance has been delayed until there is further discussion internally and to allow proper cognisance of recent legislation.
3. Review development management procedures to ensure efficiency and best practice.	Complete, although it is possible that further changes may be implemented. During 2022/23: the Planning Applications and Local Review Body schedule was revised; improvements to our online forms were implemented; changes were made to the Uniform System, which allowed easier scrutiny of application status.
4. Undertake webinars and events with agents and developers to improve communication, develop relationships and provide an opportunity to set out how the Service will operate, what it will provide to its customers and what is expected of them.	Not complete as the Council was awaiting the publication of the Planning Policy and guidance e.g. NPF4, LDP guidance etc. before it engaged with stakeholders. Further work may be undertaken in this respect during 2023/24.
5. Develop a programme of CPD events for staff across the Planning and Building Standards Service.	Not complete This was not actioned but there have been discussions with other colleagues in relation to this. Of particular interest is the potential to run sessions and introduce learning events, which will help develop particular skill sets and expertise. This is identified as an action for 2023/24.
6. Development of a Local Transport Strategy for East Renfrewshire. Preparation of revised LTS has commenced with a draft programmed for late 2022. This will inform future plans and priorities on how people move around the area. This will support the LDP2 and Community Plan Strategies and align with regional and national policy objectives, including key outcomes contained within National Planning Framework 4.	Ongoing Work has commenced on the preparation of a Local Transport Strategy and a survey was launched in June 2023 to gather community feedback in order to help shape future transport priorities. This work will continue during 2023/24.
7. Improve the flow of information on the work of the Planning Service across the Council and to our customers. This will help to raise the profile of the Service and the awareness of the range and depth of work undertaken.	Complete A number of Elected Member Information Sessions have been delivered in relation to the Planning system, Local Development Plan, Affordable Housing, Development Contributions, Education and NPF4. This has been well received by elected members from across all parties and has improved knowledge, understanding and relationships with officers.



National Headline Indicators

4



A. Development Planning

Key Outcomes	2022/23	2021/22	2020/21	2019/20	2018/19	2017/18	2016/17
Age of local/strategic development plan(s) (years and months) at end of the reporting period <i>Requirement: less than 5 years</i>	13 months	LDP: 1 month SDP: 4 years and 8 months (see note a)	LDP: 5 years and 9 months (see note a) SDP: 3 years and 8 months (see note b)	LDP 4 years and 9 months (see note a) SDP 2 year 8 months (see note b)	LDP 3 years 9 months SDP 1 year 8 months	LDP 2 years 9 months SDP 8 months	LDP 1 year and 9 months SPD 4 years & 10 months
Will the local/strategic development plan(s) be replaced by their 5 th anniversary according to the current development plan scheme?	Yes	LDP – Yes SDP - Yes	LDP - NO SDP - Yes	LDP - NO SDP - Yes	LDP - NO SDP - Yes	LDP - Yes SDP - Yes	LDP - Yes SDP - No
Has the expected date of submission of the plan to Scottish Ministers in the development plan scheme changed over the past year?	No	LDP – No SDP - No	LDP - Yes SDP - No	LDP - Yes SDP - No	LDP – Yes SDP - No	LDP – Yes SDP - No	LDP - No SDP - No
Were development plan scheme engagement/ consultation commitments met during the year?	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Effective Land Supply and Delivery of Outputs							
Established housing land supply	N/A	2910	Not available	3486 units	4104 units	4223 units	4422 units
5-year effective housing land supply programming	N/A	1486 units	Not available	1562 units	1983 units	1798 units	1819 units
5-year housing supply target	N/A	1095 units	Not available	1130 units	1170 units	1170 units	117 units
5-year effective housing land supply	N/A	6.8 years	Not available	6.9 years	8.5 years	7.7 years	7.8 years
5-year effective land supply total capacity	N/A	2430 units	Not available	2652 units	3084 units	3447 units	
Housing approvals	0 (see note c)	61 units	792 units	63 units	276 units	154 units (+503 units PPP)	216 units
Housing completions over the last 5 years	1726	1660 units	1598 units	1242 units	1359 units	1228 units	1089 units

A. Development Planning

Key Outcomes	2022/23	2021/22	2020/21	2019/20	2018/19	2017/18	2016/17
Marketable employment land supply	12.56ha	12.56ha	12.56ha	15.8ha	15.8 ha	13.64ha	17.03ha
Employment land take-up during reported year	0ha	0ha	0ha	0ha	0.63 ha	0ha	0.36ha

B. Development Management - Project Planning

Key Outcomes	2022/23	2021/22	2020/21	2019/20	2018/19	2017/18	2016/17
Number of applications subject to pre- application advice	82	97	196	210	238	225	245
percentage of applications subject to pre- application advice	13%	14%	30%	30%	33%	36%	37.3%
number of major applications subject to processing agreement	0	0	0	0	1	0	1
percentage of major applications subject to processing agreement	-	-	-	-	100	-	50%
Development Management - Decision-making							
application approval rate	91.5%	93%	90.9%	89.1	90.8%	91.7%	89.8%
delegation rate	98.%	98%	98.2%	98.9	97.9%	97.3%	98.7%
percentage of applications valid upon first receipt	35%	47%	46%	55%	53%	53%	48%
Decision-making timescales (average number of weeks to decision): (see note b)							
major developments	53.4 weeks	36 weeks	56.6 weeks	34.7 weeks	21.5	32.6 weeks	45 weeks
local developments (non-householder)	22.3	25.8 weeks	19.7 weeks	14.3 weeks	12.4 weeks	10.5 weeks	10.1 weeks
householder developments	14.5 weeks	14.3 weeks	11.9 weeks	8 weeks	9.3 weeks	7.5 weeks	6.5 weeks
Legacy Cases							
Number cleared during reporting period	6	8	7	4	2	4	6
Number remaining	9 (see note b)	9 (see note c)	8	5	6	1	2

B. Development Management - Project Planning

Key Outcomes	2022/23	2021/22	2020/21	2019/20	2018/19	2017/18	2016/17
Enforcement							
time since enforcement charter reviewed (months)	1 month	2 years and 4 months	12 months	1 month	8 months	1 month	1 year & 9 months
Requirement: review every 2 years							
Complaints lodged to the planning service							
Cases taken up (*)	0	2	0	0	3	27	35
Breaches identified (**)	79	110	139	76	86	96	131
Enforcement cases resolved	26	37	32	74	34	91	143
Notices served (***)	0	0	0	1	0	0	3
Reports to Procurator Fiscal	0	0	0	0	0	0	0
Prosecutions	0	0	0	0	0	0	0

(*) *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 Town and Country Planning (Scotland) Act 1997.*

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

(***) *Includes enforcement notices; breach of condition notices; planning contravention notices; stop notices; temporary stop notices; fixed penalty notices, and notices requiring application for planning permission for development already carried out.*

Notes for Tables

- (a) In 2022/23 we decided 571 planning applications and 75 other applications (total 646) – these figures are marginally lower than the same as last year. The speed of issuing decisions has steadied this year principally due to a stabilisation in resourcing. Following the filling of posts during 2022/23, there is a marked improvement in performance which will be reflected in next year's figures. The Service has also now begun to provide formal pre application advice and is charging for this service. .
- (b) There were 9 legacy cases outstanding without a decision for more than a year on 31st March 2023. One of the cases relates to an application which is subject to the conclusion of a legal agreement. In the other cases consultations, discussions and negotiations have been ongoing in order to try to achieve acceptable developments for the benefit of the community and it is considered preferable to try to move these to a mutually acceptable conclusion rather than rush a decision. An increase in staff numbers will allow progress in relation to the determination of these.
- (c) There were no new housing consents. All development was through the consented masterplanned Strategic Development Opportunity areas.



Scottish Government Official Statistics

5



A. Decision-making timescales

Category	Total decisions 2016-17	Average timescale (weeks) 2016-17	Total decisions 2017-18	Average timescale (weeks) 2017-18	Total decisions 2018-19	Average timescale (weeks) 2018-19	Total decisions 2019-20	Average timescale (weeks) 2019-20	Total decisions 2020-21	Average timescale (weeks) 2020-21	Total decisions 2021-22	Average timescale (weeks) 2021-22	Total decisions 2022-23	Average timescale (weeks) 2022-23
Major developments	2	45	7	32.6	1	21.5	1	34.7	4	56.6	6	36	4	53.4
Local developments (non- householder)														
Less than 2 months	67 (61.5%)	6	51 (60%)	6.5	42 (40.4%)	6.6	38	7	17	6.5	1	5.9	12	7.1
More than 2 months	42 (38.5%)	16.6	34 (40%)	16.6	62 (59.6%)	16.3	54	19.4	65	23.2	75	26.1	79	24.6
Householder developments														
Less than 2 months	439 (86.8%)	5.9	337 (77.7%)	6.2	370 (67.9%)	6.3	411	7.1	211	6.5	96	7.2	94	7.3
More than 2 months	68 (13.4%)	10.6	108 (22.3%)	11.9	175 (32.1%)	15.6	135	10.8	287	16	461	15.7	382	16.3
Housing developments														
Major	2	45	5	32.9	1	21.5	1	34.7	3	59.7	2	31.4	1	59.7
Local: less than 2 months	16 (51.6%)	6.9	9 (42.9%)	6.6	8 (26.7%)	7.4	10	6.4	3	6.9	0	-	3	6.8
Local: more than 2 months	15 (48.4%)	14.2	12 (57.1%)	19.3	22 (73.3%)	15.7	20	23.9	21	26.9	12	36.2	20	25.7
Business and Industry														
Major	0	-	0	-	0	-	0	-	0	-	0	-	0	-
Local: less than 2 months	11 (84.6%)	5.8	5 (71.4%)	6	4 (67.7%)	6.5	4	7.2	5	6.5	1	5.9	4	7.9
Local: more than 2 months	2 (10.4%)	10.4	2 (28.6%)	20.7	2 (33.3%)	11.1	1	10	5	11.6	14	19.4	12	20.8
EIA Developments	0	-	0	-	0	-	1	82.6	0	-	0	-	0	-
Other Consents*	67	5.6	44	9.7	52	7.6	54	13.1	67	12.2	50	18.8	75	18.2

Category	Total decisions 2016-17	Average timescale (weeks) 2016-17	Total decisions 2017-18	Average timescale (weeks) 2017-18	Total decisions 2018-19	Average timescale (weeks) 2018-19	Total decisions 2019-20	Average timescale (weeks) 2019-20	Total decisions 2020-21	Average timescale (weeks) 2020-21	Total decisions 2022-22	Average timescale (weeks) 2021-22	Total decisions 2022-23	Average timescale (weeks) 2022-23
Planning/ legal agreements **	7	24.4												
Major			5	32.9	0	0	1	34.7	1	36.6	1	60.1	2	52.4
Local			2	38.8	5	26.9	4	53.7	0	-	1	65.7	0	-

Notes

* 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

Commentary

Whilst there appears to be little change in the performance of the Service in 2022/23 compared to the previous year, there is now only 1 vacant post within the Planning Service which it is intended will be filled in 2023. The stabilisation in staffing has enabled a more structured approach to Service delivery and a significant reduction in the backlog of planning applications within the system. Although processing times remained high during 2022/23, there is now a marked improvement, which will be reflected in next year's submission.

A higher % of officers decisions were upheld at LRB and 100% of Appeal decisions were upheld.

The adoption of NPF4 has allowed progression of the early stages of LDP3 and the programme and is set out in the Development Plan Scheme which was approved by Council in June 2023.

**B. Decision-making: local reviews and appeals
(original decision upheld)**

Category	2016-17		2017-18		2018-19		2019-20		2020/21		2021/22		2022/23		Total number of decisions
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	
Local Reviews	12	55%	15	62.5%	15	41.7%	11	47.8%	6	50%	11	18%	8	62.5%	
Appeals to Scottish Ministers	4	80%	2	40%	2	75%	2	66.7%	3	75%	2	50%	1	100%	

Workforce Information

6



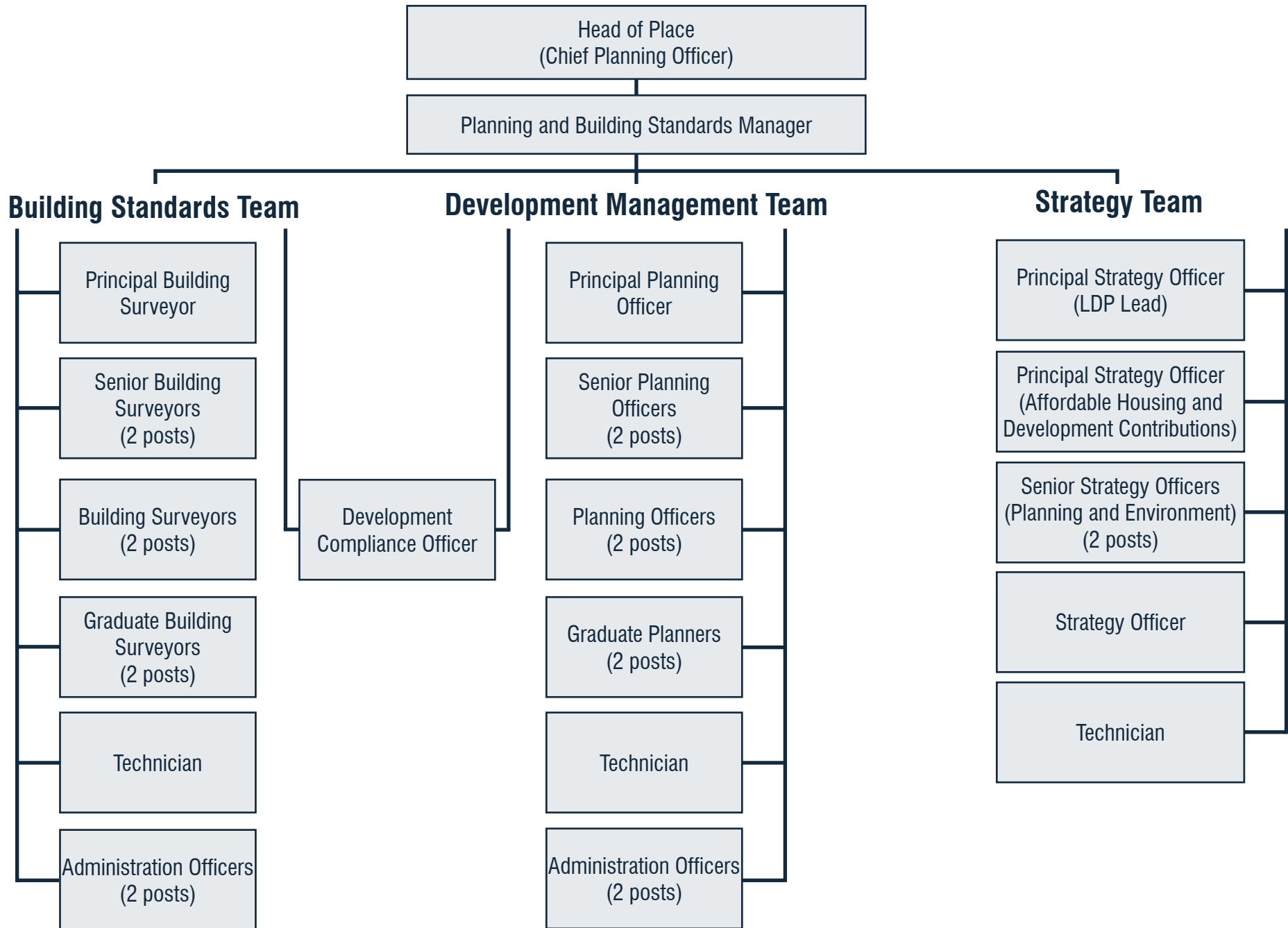
	Tier 1 <i>Chief Executive</i>	Tier 2 <i>Director</i>	Tier 3 <i>Head of Service</i>	Tier 4 <i>Manager</i>
Head of Planning Service			1	1

Staff Age Profile	Headcount
Under 30	1
30-39	3
40-49	5
50 and over	10

RTPI Qualified Staff	Headcount
Chartered Staff	13

Notes

(a) All figures as at 31st March 2023





Barrhead High School

Planning Committee Information

7



Committee & Site Visits	Number per year
Full council meetings	2 (Council sat as Planning Committee for Pre determination Hearing)
Planning committees	7
Area committees	0
Committee site visits	2
Local Review Body	6
LRB site visits	8

Performance Markers

8



Performance Marker	See PPF Section
Driving Improved Performance	
1. Decision making: authorities demonstrating continuous evidence of reducing average timescales for all development types	1.3 4 5A including commentary
2. Project management: offer of processing agreements (or other agreed project plan) made to prospective applicants in advance of all major applications and availability publicised on planning authority website	1.2 (a)
3. Early collaboration with applicants and consultees on planning applications - availability and promotion of pre-application discussions for all prospective applications - clear and proportionate requests for supporting information	1.1 (b) 1.2 (a) 1.2 (d)
4. Legal agreements: conclude (or reconsider) applications within 6 months of 'resolving to grant'	1.2 (e)
5. Enforcement charter updated / re-published	1.1 (g)
6. Continuous improvement: - show progress/improvement in relation to PPF National Headline Indicators - progress ambitious and relevant service improvement commitments identified through PPF report	1.2 (m) 1.3 (g) 1.4 3.2 4
Promoting the Plan-led System	
7. LDP (or LP) less than 5 years since adoption	1.1 (a) 1.2 (g) 4
8. Development plan scheme demonstrates next LDP: - on course for adoption within 5-year cycle - project planned and expected to be delivered to planned timescale	1.2 (g) 1.2 (p) 1.3 (f)
9. Elected members engaged early (pre-MIR) in development plan preparation	1.2 (o)
10. Cross-sector stakeholders, including industry, agencies and Scottish Government, engaged early (pre-MIR) in development plan preparation	1.1 (b) 1.2 (o) 1.2 (s)

Performance Marker	See PPF Section
11. Production of regular and proportionate policy advice, for example through supplementary guidance, on information required to support applications	1.1 (a) 1.2 (b) 1.2 (c) 1.2 (g) 1.2 (i)
Simplifying and Streamlining	
12. Corporate working across services to improve outputs and services for customer benefit (e.g. protocols; joined-up services; single contact; joint pre-application advice)	1.1 (b) 1.1 (c) 1.1 (d) 1.2 (c) 1.2 (i) 1.2 (j) 1.2 (k)
13. Sharing good practice, skills and knowledge between authorities	1.2 (l) 1.2(k) 1.3(m)
Delivering Development	
14. Stalled sites/legacy cases: conclusion/withdrawal of planning applications more than one year old	1.3 (c) 4 (notes)
15. Developer contributions: clear expectations - set out in development plan (and/or emerging plan,) and - in pre-application discussions	1.2 (e)

