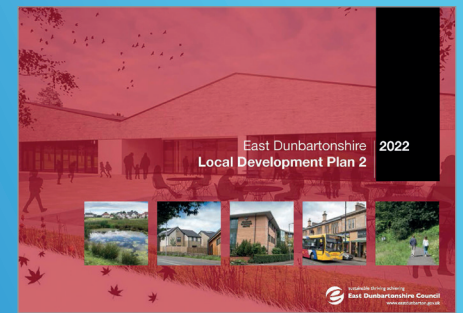


Planning Performance Framework 2022 - 2023



Introduction

We are pleased to present East Dunbartonshire Council's 2022/23 Planning Performance Framework (PPF) Report. Over the course of the year there have been some substantial policy changes for both the Development Management and Land Planning Policy team adapt to - the adoption of both National Planning Framework 4 and our own Local Development Plan 2. In addition, engaging with the ongoing permitted development review and adapting to the changes it brings is an ongoing workstream. All of this is in the context of organisational changes to adapt to new ways of working following COVID-19 restrictions. Despite the challenges, the service continues to operate well in an environment with significant public and political interest in planning.

The Development Applications (Development Management) Team continue to have a busy portfolio with high numbers of planning and related applications being assessed and enforcement cases pursued. The majority of the year has seen relatively stable staff numbers with a full team in place for Quarters 3 and 4 which compared to previous years is unusual. The decision making timescales described in Part 4 show considerable improvement as a result, with the figures for major developments, local developments and householder developments all significantly improved from 21/22.

For the Land Planning Policy Team, this has been a year with a number of significant milestones and changes. The Council's second LDP – LDP2 – was adopted in November 2022, followed by an Action Programme in 2023. In addition to the LDP2, a range of new or updated Supplementary and Planning Guidance documents were published in summer 2022 and early 2023 following extensive consultation and engagement. This year also saw the completion and publication of the Council's first Circular Economy Strategy, delivering on a key action within the Economic Development Strategy and Economic Recovery Plan. Considerable progress has also been made on a new Active Travel Strategy, including the publication of an evidence report, while a new Parking Management Plan was published in summer 2022.

The wider Land Planning and Development Service which incorporates Sustainability Policy, City Deal, Town Centres and Regeneration, and Traffic and Transport have also continued to experience busy periods in their own areas. Sustainability Policy in particular have a challenging task in preparing the Council's Climate Action Plan which sets out how the national carbon reduction targets are to be met as an organisation and local authority area.



Contents

Part 1 – Qualitative Narrative and Case Studies	4
Part 2 – Supporting evidence	15
Part 3 – Service improvements	17
Part 4 – National Headline Indicators (NHI)	22
Part 5 – Scottish Government Official Statistics	26
Part 6 – Workforce Information	29
Part 7 – Planning Committee Information	31
Part 8 – Key Performance Markers 2022 - 23	33

Part 1 – Qualitative Narrative and Case Studies

Quality of Outcomes

Delivery of Community Facilities

During 2022/2023 a number of significant Council projects have been completed including a new Additional Support Needs School within the Waterside area of Kirkintilloch and a replacement Leisure Centre in Bearsden (see case study 2). The Development Management team continue to work closely with Major Assets who project manage the delivery of these projects. Monthly meetings are scheduled between Major Assets, Development Management and Building Standards to raise and resolve any issues arising on specific projects. The result is an effective working relationship and the delivery of these locally high profile and important projects on time but in compliance with all relevant planning and building standards requirements. 2023/24 will see a number of significant projects progressing to planning application stage including the substantial refurbishment and extension of a B listed school, the final phase of a by-pass/development road to the east of Bishopbriggs and a housing and outdoor pursuits centre development on a long-standing brownfield site in Twechar. Extensive early pre-application is held on each of these projects with a case officer assigned early in the process to ensure as straightforward an application process as possible.

Kirkintilloch Business Gateway

Our 2021/22 PPF included a case study on the provision of a masterplan which promoted the development regeneration of the above area of vacant and under-utilised land in Kirkintilloch. This was adopted in summer 2022 and appears to already be stimulating development within the masterplan area. Applications have now been received for retail development and a care home, both of which were uses supported by the masterplan, on sites which had lain vacant for a considerable period of time. Pre-application advice has also been requested for other appropriate business uses on other parcels of the masterplan area. To further encourage proposals to come forward, the Development Applications team have agreed a flexible approach to charging for pre-application advice with proposals supported by the masterplan within this area and others identified as regeneration priorities not requiring the usual fee.

Quality of Service and Engagement

Pre-application Advice. We continue to offer a daily duty service which primarily provides free advice on permitted development, making an application, enforcement and general interpretation of planning policy. If more detailed, project specific advice is required, then we do have a pre-application advice service which attracts a fee. We have detailed guidance on this process

available on our website which outlines the fees and the level of service that can be expected for that fee.

City Deal

As the Council's City Deal projects progress to more advanced stages, a number of consultation exercises have been held to engage with the community and seek engagement on the draft proposals. Engagement exercises have been held regarding the design of a new town centre civic space within Bishopbriggs and the draft masterplan for the regeneration of the Westerhill area of Bishopbriggs.

Hybrid Council Meetings

Planning Board, Local Review Body and Place Neighbourhood and Corporate Assets meetings began to be held on a hybrid model during 2022/23 and are broadcast on the Council's Youtube channel. The transition to this from the previous entirely virtual model has been very successful, and as well as allowing greater flexibility to Members and Officers, allows the public to engage well with the process with online viewing figures for these meetings remaining high as well as some attendance in the Committee Chambers. Briefing sessions with members are held virtually prior to the Planning Board meeting on each agenda item. It is useful for Members to be fully informed on the proposals and also useful for Officers to be aware of concerns Members may have. A significant decline in the requests for site visits has been evident following the introduction of these briefings indicating that they are successful in providing the Members with the necessary information to make a decision. As these briefings are virtual, they are more time efficient for all involved and sustainable than a physical site visit so this trend is welcome.

Land Planning Policy

The Land Planning Policy team has progressed with updating the suite of planning guidance which has included stakeholder engagement with a variety of interested parties (see case study 4). The team has also been working with internal and external partners on a Circular Economy Strategy which has now been adopted by the Council.

Governance

Team Structure

New roles within the Development Management and Development Planning teams have been created in partnership with the GradPlus project. This has resulted in two posts being created which are aimed at people under the age of 29 with a relevant degree but who are underemployed. The posts are permanent in the structure but temporary for two years for the candidate with the intention being that they gain sufficient relevant experience within that time to progress their careers and utilise their qualifications. As well as supporting young people in commencing a career in planning, the posts will be of great benefit to the function of both teams. By supporting the Planning Officers with tasks like history searches, licensing consultations, certificates of lawfulness etc. the GradPlus role will allow Officers to spend less time doing these administrative tasks and more on the tasks that require their professional expertise. As of 31 March the posts were finalised and being advertised on MyJobScotland and the Council's social media.

NHS Contributions Agreement

Following the adoption of East Dunbartonshire's Local Development Plan 2 and the associated planning guidance on Developer Contributions, there is now a requirement for residential and care home developments to contribute towards primary healthcare. These contributions differ from the already established developer contributions towards affordable housing, open space and education in that the contribution will not be spent by the Council. To govern this process a legal agreement has been drafted and agreed with Greater Glasgow and Clyde Health Board which defines the process and the responsibility of each party to allow transfer of these funds. These contributions are now being received from developers and managed and monitored in line with the new legal agreement.

Elected Member Training

Following the Local Government elections of May 2022 there was a significant turnover in Elected Members within East Dunbartonshire. As a result, the makeup of the Planning Board and Place Neighbourhood and Corporate Assets Committee changed with a large number of new members with no previous planning experience or knowledge. Extensive training was organised to ensure that new and existing members were well equipped to fulfil their duties as members of these committees. An external solicitors firm with a specialism in training was appointed to carry out the bulk of this and provided members of the committee with an overview of the planning system and their role within it. The Team Leaders for Development Management and Development Planning

also held sessions where the work of both teams was introduced along with an explanation of how the various aspects of the planning system are applied locally. A further session for members of the Local Review Body was also held to explain the responsibilities of that role. Attendance from the new members in particular at these sessions was high and they have engaged quickly with their new roles as a result.

Culture of Continuous Improvement

Enforcement

For a number of years enforcement cases received have exceeded the number closed leading to an unsustainable situation where the number of active cases was continually growing. Considerable work has been put into this area to attempt to reduce the number of new cases being opened and increasing the number being closed. Our new enforcement charter introduces a number of measures to aid with this and this is described in more detail in Part 3, but a number of procedural measures have also been introduced to improve performance and streamline the process. For example, a standing item on the weekly enforcement team meeting has been created to consider amenity cases, which as a suburban area are a relatively common case type. In line with our recently revised Enforcement Charter, complainants are now required to submit at least one photograph to demonstrate the amenity issue they are complaining about. This is then discussed at our weekly meeting allowing a speedy group decision on whether the issue merits further action. While a relatively small change to practice, this allows many of these cases to be closed within a very short timeframe and creates greater consistency in decision making in one of the areas of enforcement requiring the greatest subjective judgement.

National Planning Framework 4

The Land Planning Policy Team has been assisting the transition to using National Planning Framework 4 by producing a Technical Note for Elected Members, a briefing note for internal services on how to use NPF4 alongside the adopted Local Development Plan 2 and setting out early work programming for Local Development Plan 3.

Improving use of Digital Tools

The Land Planning Policy Team has been increasing its use of different digital tools to ensure that any published planning data, information and documentation is presented in a way that is easy to understand and fully accessible for people of all abilities, regardless of planning knowledge or

expertise. This includes, for example, simplification of mapping and background information, eliminating jargon, more effective use of GIS and StoryMap and ensuring that all information is fully accessible in line with the Accessibility Regulations 2018.

Part 1: Case Studies

Case Study Title:	
1 - Bishopbriggs Enforcement Case	
Location and Dates:	
Bishopbriggs, East Dunbartonshire – January 2022 to January 2023	
Elements of a High-Quality Planning Service this study relates to:	
<ul style="list-style-type: none">• Quality of outcomes• Quality of service and engagement	
Key Markers:	
5 – Enforcement Charter	
Key Areas of Work:	
<ul style="list-style-type: none">• Enforcement	
Stakeholders Involved:	
<ul style="list-style-type: none">• General Public	<ul style="list-style-type: none">• Authority Planning Staff
Overview:	
<p>In April 2022 a complaint was investigated from a resident in Bishopbriggs alleging that a fence had been erected at a residential property that caused a reduction in visibility for drivers and enclosed land in communal ownership.</p> <p>Following a site visit it was established that a fence had been erected to the side of a dwelling on a corner plot which exceeded the height of 1 metre allowed by permitted development rights in such a location.</p> <p>In addition to the operational development of the fence, researching the approved landscaping plan and historic aerial images for the development established that a change of use had occurred from open space to domestic garden ground through enclosure of a previously landscaped verge.</p>	



Comments from the Council's Roads Traffic Team were also sought and the advice provided was that the fence did interfere with driver visibility at a junction and should be removed immediately.

Given the potential harm to both road safety through reduced visibility and the character of the area through the enclosure of the landscaped open space it was considered expedient to pursue enforcement action.

Goals:

The intention of pursuing an enforcement case was to restore the area of land to its previous condition i.e. an unenclosed area of open space. By achieving this, improved visibility at the junction would be restored as would the contribution to the character of the area from the landscaped verge as part of the network of similar landscaped strips around the wider development.

Outcomes:

When the homeowner was advised of the breach and necessary works to resolve the situation in May 2022, they initially queried the need for planning permission and the Council's remit and the enforcement officer took time to explain the situation in terms of both the change of use and fence height. Following extensive communication in the form of both emails and meetings on site, the homeowner did ultimately express a willingness to resolve the situation and move the location of the fence. However, they requested more time to complete these works due to a bereavement in an overseas family member and a lack of funds to pay contractors. Given the circumstances formal enforcement action was delayed to allow a suitable period of time for the homeowners to be ready to carry out the work. There then followed a further lengthy period of communication with the homeowner until October 2022 when they were advised that the breach remained unresolved, a more than reasonable time for completion of the works had already been allowed and the Council now intended to proceed with formal enforcement action. On receipt of this the homeowner did complete the works to move the fence back. The fence was not moved entirely back to the line of the original curtilage so there remains a technical breach of planning control. However, as the re-provision of a landscaped verge removed the harm caused by the works it was not considered expedient to pursue further.

While relatively small in scale the above case study exemplifies many of the standards set out in the Council's Enforcement Charter. It is therefore a useful example of our Enforcement Officers applying a pragmatic, customer focussed approach which addresses breaches causing harm without needlessly expending resources on breaches which do not. Extensive engagement was held with the offender and reasonable concessions given taking account of personal circumstances. Ultimately however there was a breach of planning control which caused significant harm to the surroundings so it was very much in the public interest to continue to pursue. This was done and the result has achieved a considerable benefit to nearby residents and users of the local road network.

Name of key officer

Jim Jamieson – Enforcement Officer

Case Study Title:

2 - Kilmardinny Masterplan

Location and Dates:

Kilmardinny Development Site, Bearsden - 2004 to present

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

- Quality of outcomes

Key Markers:

- 3 – collaboration with applicants and consultees on planning applications
- 12 – corporate working across services
- 15 – Developer contributions: clear expectations

Key Areas of Work:

- | | |
|------------------|---------------|
| • Masterplanning | • Placemaking |
|------------------|---------------|

Stakeholders Involved (please select the main stakeholders - 1 to 2 options maximum):

- | | |
|--------------------|-------------------------|
| • Local Developers | • Authority Other Staff |
|--------------------|-------------------------|

Overview:

The Kilmardinny site within the town of Bearsden has been a long term allocated housing site within a number of versions of the Local Plan/Local Development Plan. The subject of an outline planning permission dating from 2004 and numerous subsequent planning applications up to 2021, it included development of both market and affordable housing by a consortium of housebuilders and the Council. In addition, a replacement Council leisure centre (the Allander Leisure Centre) was proposed.



Goals:

The regeneration of a large brownfield site within a sustainable location to provide new homes and open space was the primary aim of the masterplan. In addition to this the provision of a new Allander Leisure Centre to be partly funded by developer contributions from the housing developers was a key aim. Substantial improvements to a nearby large roundabout (the Canniesburn Toll) were also required to be funded by developer contributions from the masterplan area.

Outcomes:

Within this reporting period a number of key milestones of the masterplan have been achieved including:

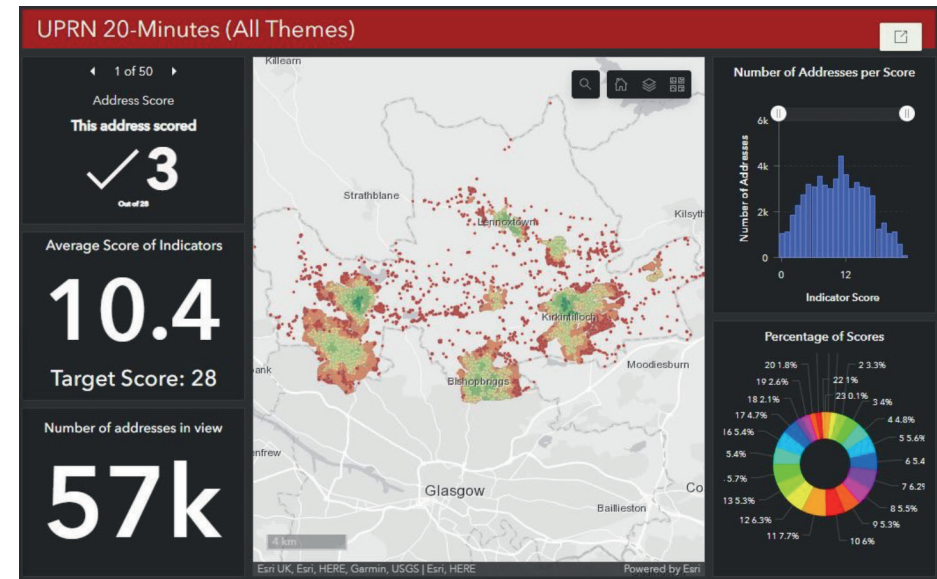
- The completion of the final houses within the residential development and completion of the landscaping, play space and other infrastructure.
- The completion and opening of the new Allander Leisure Centre which benefited from around £6 million pounds of developer contributions. As well as providing a modern high standard leisure centre, this development also includes the Kelvin Bank Resource Centre which provides support to adults with a learning disability.
- Consultation has been carried out on the proposed designs for the Canniesburn Toll roundabout which is entirely funded by developer contributions from the masterplan site. This intends to signalise the roundabout, improve its function for active travel users and provide new SUDS features to resolve surface water drainage issues.
- The Kilmardinny Masterplan coming to fruition is now delivering multiple benefits to the existing community and new community who occupy it.

Name of key officer

Multiple officers within Development Planning and Development Management.



Case Study Title:
3 - 20 Minute Neighbourhood GIS Tool Development
Location and Dates:
May 2022 - Ongoing
Elements of a High-Quality Planning Service this study relates to:
<ul style="list-style-type: none"> • Quality of outcomes • Quality of service and engagement • Governance • Culture of continuous improvement
Key Markers:
12 -Corporate working
Key Areas of Work:
<ul style="list-style-type: none"> • Digital Practice • Data and Information
Stakeholders Involved:
<ul style="list-style-type: none"> • Authority Planning Staff
Overview:
<p>The Land Planning Policy and GIS Teams have been working together to produce a mapping tool to assist the implementation of local living and the 20 minute neighbourhood concept in East Dunbartonshire. The tool uses the heat map technique to provide baseline information demonstrating how well or not areas within East Dunbartonshire are faring in terms of the 20 minute neighbourhood concept. The GIS based tool has been created by inputting the locations of daily needs/ assets and matching these with catchment buffers for each facility.</p> <p>The various daily needs that have been incorporated into the tool have been taken from the list of potential daily needs in Policy 15 of NPF4 and an initial judgement on local context, quality and suitability has been made. The coverage of assets has been captured by using the GIS Network Analyst tool to create buffers radiating from each asset location. The walking distances used to create the buffers have been determined through a more flexible approach than simply applying a rigid 20 minute return journey and takes into account the nature of the need/ service being provided. For example, when accessing a local shop with a limited offer of goods a 5 minute walk each way</p>



has been used, whereas a supermarket with a larger offer would have greater coverage and therefore a 10 minute walk each way has been applied.

The daily needs within the tool have been categorised into five groupings (see below) with separate GIS layers allowing the user to focus on particular types of assets to gain a further understanding of potential strengths and weaknesses.

Economy and Movement	Education & Lifelong Learning	Food and Civic Services	Healthcare & Housing	Physical Activity
<ul style="list-style-type: none"> • Regular bus service access • Train station access • Local employment • Digital connectivity 	<ul style="list-style-type: none"> • Nursery education • Primary education • Secondary education • Libraries and cultural venues 	<ul style="list-style-type: none"> • Local food shopping • Local dining • Daily services (Council Hubs/ Post Offices etc.) • Recycling facilities 	<ul style="list-style-type: none"> • Primary healthcare • Dental services • Housing for ageing • Housing affordability 	<ul style="list-style-type: none"> • Open space and public realm • Play spaces for younger children • Leisure centres (for all ages and abilities) • Team sport

Goals:

When the Council reviewed the Draft of NPF4 it became apparent that not only would authorities be required to incorporate the principles of 20 minute neighbourhoods into new generation LDP's, but also that upon adoption of NPF4 the concept would become a material consideration in determining planning applications sooner rather than later. This then led to conversations about how the Council could be ready on both fronts and the information and evidence that would be required as a starting point for devising a local approach to 20 minute neighbourhoods in East Dunbartonshire. The goal of the project was therefore to test the capabilities of the Council's GIS system and set up a mapping tool that would provide a baseline of how East Dunbartonshire's communities are currently fairing in terms of the 20 minute neighbourhood concept. This would provide initial data and information to:

- Act as a starting point for discussions with wider Council services, communities and other external stakeholders on how the concept should be implemented taking into account local context; and
- Support decision-making on planning applications until such time that a local approach is embedded into the LDP.

Outcomes:

An initial run of the tool is now available for the Development Applications team to use informally in the assessment of planning applications. A short 'How to Guide' accompanying the tool has also been prepared. When applying Policy 15 of NPF4 Case Officers will be able to use the tool to identify general strengths and weaknesses that can be investigated further through consultation with other services, analysing other sources of information such as the East Dunbartonshire Assets Map and feeding in responses to the application from the local community.

The draft Guidance published by the Scottish Government on Local Living and 20 minute neighbourhoods is very clear that wider cross authority working and engagement with communities is essential to ensure that the approach to local living reflects local aspirations and leads to effective delivery on the ground. The tool provides a starting point for discussions on what local living should look like in East Dunbartonshire and will be updated to reflect ongoing updates to the approach. A working group of Officers from across the Council and Health and Social Care Partnership has recently commenced, at which the tool was very well received, and will oversee the development of the approach to 20 minute neighbourhoods as part of the work to prepare the next LDP. The group will also be a place to share best practice and ensure that wider Council activities beyond the planning process are contributing to local liveability. Engagement with communities will be also undertaken at an appropriate point(s) in the LDP process.

Name of key officer

Stewart McNally – Policy Planner
 Jack Masson and Justice Osei Akoto- GIS Team

Case Study Title:	
4 - Planning Guidance – Green Infrastructure and the Green Network / Water Environment & Flood Risk	
Location and Dates:	
Online September to October 2022	
Elements of a High-Quality Planning Service this study relates to:	
<ul style="list-style-type: none"> • Quality of outcomes • Quality of service and engagement • Governance • Culture of continuous improvement 	
Key Markers:	
Note which key markers 1-15 this case study relates to 11	
Key Areas of Work:	
<ul style="list-style-type: none"> • Local Develop Plan & Supplementary Guidance 	<ul style="list-style-type: none"> • Digital Practice
Stakeholders Involved:	
<ul style="list-style-type: none"> • Key Agencies 	<ul style="list-style-type: none"> • Authority Planning Staff
Overview:	
<p>This work involved a review of existing Supplementary Guidance on ‘Green Infrastructure and Green Networks’ and also the preparation of new Planning Guidance on the ‘Water Environment and Flood Risk’. The process required extensive collaboration with key partners both internally and externally, including agencies and local community groups. It also involved a comprehensive review and analysis of recent legislative changes on the subjects, including relevant guidelines that have been established at a national level, notably by key agencies such as SEPA, Nature Scot and Scottish Water.</p>	

Goals
<p>Together, the guidance documents are intended to support the delivery of a higher quality natural and built environment that is more resilient to the effects of climate change. Specifically, the Water Environment and Flood Risk guidance aims to ensure that new development protects and enhances the quality of watercourses on or related to the site, avoids flood risk on site, reduces flood risk off site and includes appropriate sustainable drainage systems with multifunctional benefits. The Green Infrastructure and Green Network guidance is aimed at strengthening green infrastructure and the green network, supporting biodiversity and health & wellbeing outcomes for local communities.</p> <p>The guidance will also help to meet the objectives of the Local Outcomes Improvement Plan (LOIP), and in particular Outcome 5 which aims to ensure that “our people experience good physical and mental health and wellbeing with access to a quality built and natural environment in which to lead healthier and more active lifestyles”.</p> <p>Finally, the presentation of the documents online helps to improve transparency and accessibility of planning information for all users. This forms part of a new approach being taken forward by the wider Council, driven by statutory Accessibility requirements. Hard copies of the guidance have also been placed in all public libraries within the local authority area for those who would prefer to view a physical copy.</p>





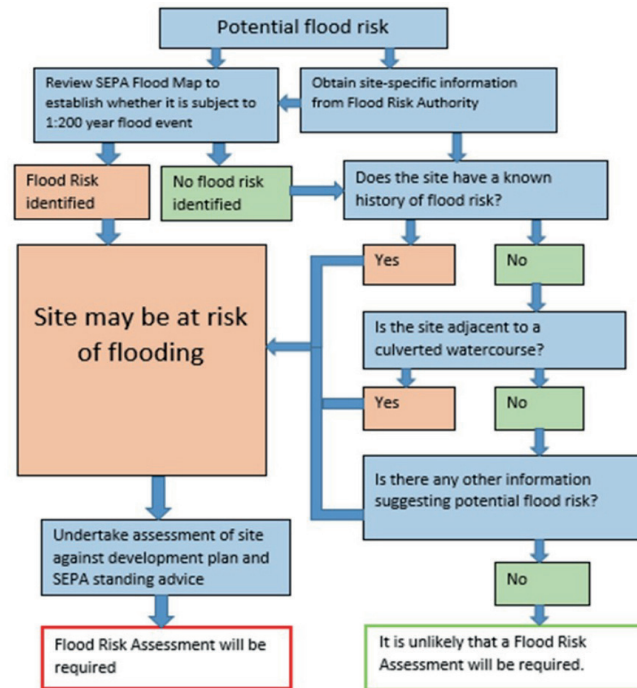
Figure - Green Infrastructure Enhancements, Lenzie Moss

Outcomes:

The production and consultation of this guidance has demonstrated the importance of presenting complex and detailed guidance in a way that is easily accessed and understood by members of the public. Ensuring that the guidance is able to be accessed directly on the Council website, rather than provided as a downloadable PDF, has led to increased visibility of the guidance. Further work on improved the design and layout of the webpage, including better use of graphics and images, will be explored during the lifespan of these two pieces of guidance, and any future guidance notes.

Name of key officer

Stewart McNally (Green Infrastructure and the Green Network)
Richard Todd (Water Environment and Flood Risk)



sustainable thriving achieving
East Dunbartonshire Council
www.eastdunbarton.gov.uk

eg council tax, benefits...

Save time. Do it online: Pay Report Request NEWS MyEDC Leisure and Culture Health

A B C D E F G H I J K L M N O P Q R S T U V

Residents / Planning and Building Standards / Planning Advice and Services / Water Environment and Flood Risk - Planning Guidance / Water Environment and Flood Risk - Planning Guidance

Water Environment and Flood Risk - Planning Guidance

Introduction

This Planning Guidance is intended to support implementation of the East Dunbartonshire Local Development Plan (LDP). The relationship between the LDP, Supplementary Guidance and Planning Guidance is established in Scottish Government Circular 6/2013 and summarised in the table below.

Document	Purpose and scope
LDP	Sets out the Council's policies for the development and use of land, including community strategies, which identify opportunities for development, for the period up to 10 years from adoption. This guidance supports LDP 2017 and LDP2. This guidance refers to

Part 2 – Supporting evidence

Part 2: Supporting evidence

- East Dunbartonshire Local Development Plan webpage - <https://www.eastdunbarton.gov.uk/residents/planning-and-building-standards/planning-policy/local-development-plan-2>
- Planning Guidance webpage - <https://www.eastdunbarton.gov.uk/residents/planning-and-building-standards/planning-policy/planning-guidance>
- Planning Enforcement Charter March 2023 - <https://www.eastdunbarton.gov.uk/residents/planning/enforcement> This has been updated with the aim of improving processes and streamlining the consideration of cases. It has also been influenced by the feedback of customers who have raised issues where parts of previous versions were unclear.
- Our website provides guidance for prospective applicants with details of our daily duty service and also guidance notes on pre-application advice which clearly set out the process and fees applicable. <https://www.eastdunbarton.gov.uk/residents/planning-and-building-standards/pre-application-advice-non-material-variations-and>
- Processing agreements are also encouraged on our website and offered as part of pre-application advice: <https://www.eastdunbarton.gov.uk/eplanning>

Checklist for Part 2: Qualitative Narrative and Case Studies

Case Study Topics	Issue covered by case study (pg no.)	Case Study Topics	Issue covered by case study (pg no.)
Design	✓	Interdisciplinary Working	
Climate change		Collaborative Working	
Conservation		Community Engagement	✓
Biodiversity		Placemaking	✓
Regeneration		Design Workshops/ Charrettes	
Environment		Place Standard	
Greenspace		Performance Monitoring	
Town Centres		Process Improvement	
Masterplanning	✓	Project Management	
Local Develop Plan & Supplementary Guidance	✓	Skills Sharing	
Housing Supply	✓	Staff Training	
Affordable Housing		Online Systems	✓
Economic Development		Data and Information	✓
Enforcement	✓	Digital Practice	
Development Management Processes		Transport	
Planning Applications	✓		
Other: please note			

Part 3 – Service improvements

Part 3: Service improvements

Service improvements in the coming year

In the coming year we will:

- Improve the use of digital tools and alternative methods for presenting policy documents on the Council’s website, including using Storymaps and interactive survey tools.
- Prepare detailed ‘how to’ notes for various aspects of the enforcement process and ensure a full suite of templates for enforcement notices are up to date and available to generate from the Uniform module. With our longest standing and most experienced Enforcement Officer due to retire in the near future this must be a priority for this year to ensure as much of that experience as possible is passed on to future enforcement officers.
- Ensure all Development Management Planning Officers gain substantial experience of a committee setting (either LRB or Planning Board). With a number of new planners starting in the last six months the number of staff with experience in this area has declined and there is a need to ensure new staff are exposed to a committee environment in a supportive manner and at a pace they are comfortable with to gain this vital skill.

Committed improvements and actions	Complete?
<p><i>Carry out a substantial overhaul of our Enforcement Charter. The number of enforcement cases received annually is high and exceeds the number of cases closed annually. It is therefore not sustainable to continue in this manner and a review of the enforcement service generally is required. As the document that defines the way this service will operate the Enforcement Charter is a logical starting point for this process. While it is regularly updated a more substantial overhaul is required to achieve the following aims:</i></p> <ul style="list-style-type: none"> ○ <i>Define a precise list of what types of breaches will not be accepted as new enforcement cases to reduce Officer time spent investigating issues which are not significant and allow more focus on the higher priority breaches.</i> ○ <i>Provide a target end date to all investigations where a decision will be made on whether formal action is justified and the case closed to reduce the number of undetermined legacy cases.</i> <p>Actions carried out in 22/23 The previous Enforcement Charter was fully reviewed and consultation held with the enforcement team to identify concerns with the current version and opportunities to improve it. Customer feedback from both complainants and offenders was also taken into account and influenced a number of changes. The following are the main changes to previous versions of the charter:</p> <ul style="list-style-type: none"> • Streamlining of the document by moving large amounts of information into appendices. While much of the wording of the previous charter provided very useful information to the reader its inclusion in the main body of the document made it quite cumbersome and risked important information being harder to locate. The main body of the charter is now focussed on the service standards customers can expect and what is required of them when submitting a complaint. 	<p>Yes</p>

Committed improvements and actions	Complete?
<ul style="list-style-type: none"> • Introduction of a fee uplift for retrospective applications as allowed by Section 6 of the Town and Country Planning (Fees for Applications)(Scotland) Regulations 2022. The charter clearly sets out how much the fee uplift is and in what cases an application will be exempt from the uplift. • A clearer description of the process for dealing with breaches of planning control relating to a recent or ongoing application (for example breaches of conditions on ongoing construction sites). These are dealt with initially by the Planning Officer rather than through an enforcement case and only referred to enforcement where formal action is required. Complaints had been received from customers that this process wasn't clearly explained previously so these comments have been taken on board and the process now more clearly defined by the charter. • The requirement for advertisement and amenity complaints to be accompanied by a photograph to show the issue. In many cases this allows a decision to be made without the need for a site visit. Many advertisements will require consent by virtue of the location of the advert so often no measurements are required to decide that there is a breach of planning control. Likewise amenity cases do not always require a site visit to determine if further action is required and a decision can be made based on the submitted photograph. These cases are discussed at our weekly enforcement meeting to further streamline the process and ensure consistent decision making. • An end date of six months for a case to be concluded. While more complex cases may well take longer than this having a clear timeframe for the majority of cases allows us to minimise the number of active legacy cases. • Clearer definitions of the types of breach that are treated as priority cases and also a clear list of the types of complaints that we do not intend to investigate. 	

Committed improvements and actions	Complete?
<p><i>In April 2022 we introduced our Validation of Planning Applications – Customer Charter. The primary aims of this document are to increase the number of applications that are valid at the point of receipt and to provide a more efficient validation service that benefits customers, development management planners and consultees. Throughout 2022/2023 the results of this need to be monitored to determine its effectiveness and the document reviewed as necessary. Key indicators to measure its success include:</i></p> <ul style="list-style-type: none"> ○ <i>The percentage of applications valid on receipt.</i> ○ <i>The percentage of applications validated or invalidated within five working days.</i> ○ <i>The number of applications put on 'stop the clock' for missing drainage or flooding information (the charter requires this prior to validation for certain sizes of development).</i> <p>Actions carried out in 22/23 The figures below indicate the performance of the validation process throughout the reporting period following the new charter being introduced in April 22.</p>	

Month	% of applications valid on receipt	% of applications validated within 5 days
April 22	38	0
May 22	36	0
June 22	44	0
July 22	46	0
August 22	40	16
September 22	42	2
October 22	51	0
November 22	45	23

Month	% of applications valid on receipt	% of applications validated within 5 days
December 22	45	24
January 23	49	18
February 23	61	56
March 23	41	30
Year Average	45	13

Previous year totals for comparison:

Year	% of applications valid on receipt	% of applications validated within 5 days
19/20	45	15
20/21	47	16
21/22	47	7

The introduction of a requirement for drainage information to be provided for certain scales of applications has undoubtedly had an effect on the number of invalid on receipt with a notable downturn in valid applications after the introduction of that. However, this is expected to be temporary as regular applicants become more aware of this requirement. While it has made more applications invalid for this period it has undoubtedly improved the assessment of the applications once valid with far fewer applications delayed while drainage information is sought. These figures suggest further work is undoubtedly needed on assisting applicants with submitting valid applications and the publication of the charter has not to date greatly improved this issue. The validation team also had vacancies for much of 22/23 so the figure for percentage of applications validated/invalidated within 5 days will have been affected by that. The validation process will continue to be monitored and any opportunities to improve it identified.

Committed improvements and actions	Complete?
<p><i>We are experiencing a very high number of duty calls for relatively simple queries, particularly around permitted development and the process of submitting a planning application. The planning pages of our website have not been reviewed in a number of years and with a number of piecemeal additions to meet operational or statutory changes since then they have become a bit disjointed and not overly user friendly. A review of these pages is therefore required to ensure that all information is there and that users are clearly directed to the correct information. As well as providing a better service to customers this should ease the time spent on answering these queries by duty planners</i></p> <p>Actions carried out in 22/23 The existing website has been mapped and a proposed map with a more logical and useable layout prepared. This is designed to more clearly direct customers to the most frequently asked questions and allow responses to duty enquiries to easily signpost callers to the correct information. The scope of the project has been expanded to include the Building Standards Service given similar issues they experience. A joint working group of both teams has been set up to ensure a cohesive approach and keep the project moving. The Council’s website design team have also been included in the project and have provided details of their current and forthcoming requirements. The project is therefore on course for the remodelled website to be introduced in early 23/24</p>	Yes

Committed improvements and actions	Complete?
<p><i>Produce a comprehensive project plan for LDP3 following the finalisation of the regulations and guidance. This will include producing a Project Initiation Document using PRINCE2 approach and a detailed Consultation Strategy. The team will consider the range of innovations needed to fulfil the vision of the Planning (Scotland) Act 2019.</i></p> <p>Actions carried out in 22/23</p> <ul style="list-style-type: none"> A detailed PID has been finalised, outlining the rationale for producing Local Development Plan 3 (LDP3) and the methodology which will be followed. It also sets out risks, quality management and project organisation. It provides an overview of consultation that will be carried out, with a more detailed consultation strategy produced separately. In addition to this, the Land Planning Policy team has commenced work on evidence scoping, based on draft LDP guidelines set out by the Scottish Government, and reflecting the type of evidence that will likely be required for the future Evidence Report. Finally work has progressed on a new Development Plan Scheme and Participation Statement, setting out a timetable for the LDP3 preparation process and outlining a proposed methodology for engaging with key stakeholders and the wider public. Consultation on this is scheduled for May and June 2023. 	Yes
<p><i>Finalise the suite of planning guidance associated with LDP1 and LDP2.</i></p> <p>Actions carried out in 22/23</p> <ul style="list-style-type: none"> Significant progress has been made in finalising the suite of planning guidance associated with the LDP. The Green Network and Green Infrastructure Supplementary Guidance has been updated to reflect the most recent policy context, including NPF4, and re-adopted. New guidance has been prepared and adopted on the Water Environment. The Unsubsidised Affordable Housing guidance has been removed as this is no longer relevant since the adoption of LDP2. The Air Quality guidance has also been updated to reflect the de-designation of Bearsden Air Quality Management Area. The only guidance requiring further work and updating now relates to the Historic Environment. 	Yes

Part 4 – National Headline Indicators (NHI)

Part 4: National Headline Indicators (NHI)

A: NHI Key outcomes - Development Planning:

Development Planning	2022/23	2021/22	Guidance on what to include
Local and Strategic Development Planning:			
Age of local development plan(s) at end of reporting period	LDP – 0 years and 4 months	LDP – 4 years and 1 month	<i>Number of years and whole months passed starting from date(s) existing local or strategic development plan(s) were adopted / approved.</i>
Requirement: less than 5 years	SDP - removed	SDP – 4 years	
Will the local development plan(s) be replaced by the 5th anniversary according to the current development plan scheme?	Yes ¹	No	<i>Using the development plan scheme in force on 31 March at the end of the reporting year, is the expected adoption/ approval date of each plan less than five years after the date the current plan was adopted/ approved?</i>
Has the expected date of submission of the plan to Scottish Ministers in the development plan scheme changed over the past year?	No	No	<i>Comparison of the development plan scheme at the start of the reporting period with the one in force at the end of the reporting period</i>
Were development plan scheme engagement/ consultation commitments met during the year?	Yes	Yes	<i>Both the timing and nature of engagement should be considered here. Exceeding the commitments given in qualitative terms should not be seen as requiring a negative response. However, commitments missed by more than a month should be reported and justified.</i>

¹ Based on 5 years from the adoption of NPF4.

Effective Land Supply and Delivery of Outputs			
Housing approvals	246 units	183 units	<i>Total number of units (all tenures) consented during the reporting period.</i>
Housing completions over the last 5 years ²	1,455 units	1,385 units	<i>Total number of new homes (all tenures) completed over the preceding five-year period.</i>

² Based on preliminary figures for the 2023 Housing Land Audit

Effective Land Supply and Delivery of Outputs			
Marketable employment land supply	10.87 ha	20.92 ha	<p><i>This indicator will usually be captured by a business or employment land audit on an annual basis. The most up-to-date figure should be given, with the base date also reported.</i></p> <p><i>Marketable employment land – land which as well as meeting business requirements, such land should have a secure planning status, be serviced or serviceable within 5 years, and be accessible by walking, cycling and public transport.</i></p> <p><i>SPP (2014) para 101 (http://www.scotland.gov.uk/Resource/0045/00453827.pdf).</i></p>
Employment land take-up during reporting year	0.0 ha	0.1 ha	<p><i>Quantity of land removed from the marketable supply due to the start of work on site during the reporting year (or the most recent 12-month period available), specifying the period concerned.</i></p>

B: NHI Key outcomes – Development Management:

Development Management:	2022/23	2021/22
Project Planning		
Percentage and number of applications subject to pre-application advice	1.1 % 7 applications	0.2 % 2 applications
Percentage and number of major applications subject to processing agreement	2 applications -100%	0 applications - 0 %
Decision Making		
Application approval rate	95%	95.4%
Delegation rate	98.6%	97%
Validation	44.2%	47%
Decision-making Timescales		
Major Developments	11.1 weeks	49.1 weeks
Local developments (non-householder)	12.5 weeks	14.8 weeks

Development Management:	2022/23	2021/22
Householder developments	7.6 weeks	9.7 weeks
Legacy Cases		
Number cleared during reporting period	16	18
Number remaining	32	34

C: Enforcement activity

	2022/23	2021/22
Time since enforcement charter published / reviewed Requirement: review every two years https://www.eastdunbarton.gov.uk/residents/planning/enforcement	0 months	10 months
Complaints lodged and investigated	98	120
Breaches identified – no further action taken	92	87
Cases closed	100	91
Notices served	6	0
Direct Action	0	0
Reports to Procurator Fiscal	0	0
Prosecutions	0	0

Part 5 – Scottish Government Official Statistics

A: Decision-making timescales (based on 'all applications' timescales)

Timescales	2022/23	2021/22
Overall		
Major developments	11.1 weeks	49.1 weeks
Local developments (non-householder)	12.5 weeks	14.8 weeks
<ul style="list-style-type: none"> Local: less than 2 months Local: more than 2 months 	74.3% 25.7%	51.5% 48.5%
Householder developments	7.6 weeks	9.6 weeks
<ul style="list-style-type: none"> Local: less than 2 months Local: more than 2 months 	88% 12%	67% 33%
Housing Developments		
Major	11.1 weeks	19.9 weeks
Local housing developments	23.9 weeks	29.1 weeks
<ul style="list-style-type: none"> Local: less than 2 months Local: more than 2 months 	69.2% 30.8%	39.1% 60.9%
Business and Industry		
Major	N/A	N/A
Local business and industry developments	23.9 weeks	29.1 weeks
<ul style="list-style-type: none"> Local: less than 2 months Local: more than 2 months 	69.2% 30.8%	39.1% 60.9%
EIA Developments	N/A	N/A
Other Consents		
<ul style="list-style-type: none"> As listed in the guidance (right) 	6.6 weeks	8.6 weeks
Planning/legal agreements		
<ul style="list-style-type: none"> Major: average time Local: average time 	11.1 weeks 69.8 weeks	69.4 weeks 51.3 weeks

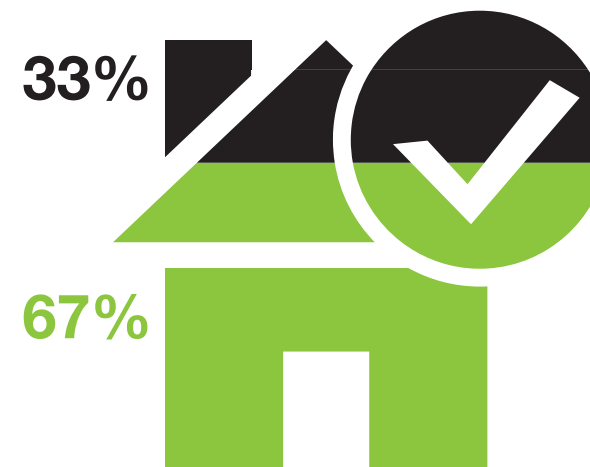
2022/23

Householder developments 7.6 weeks
Local: Less than 2 months 88%
Local: More than 2 months 12%



2021/22

Householder developments 9.6 weeks
Local: Less than 2 months 67%
Local: More than 2 months 33%



B: Decision-Making: Local Reviews and Appeals

	Total number of decisions	Original decision upheld			
		2022/23		2021/22	
		No.	%	No.	%
Local reviews	13	9	69.2	13	86.7
Appeals to Scottish Ministers	11	3	27.3	2	33.3

C: Context

Within this reporting period a small number of very long-standing legacy applications with legal agreements were determined. In one case the application dated back to 2018 so the local housing and local non-householder figures average decision making times are skewed as a result.

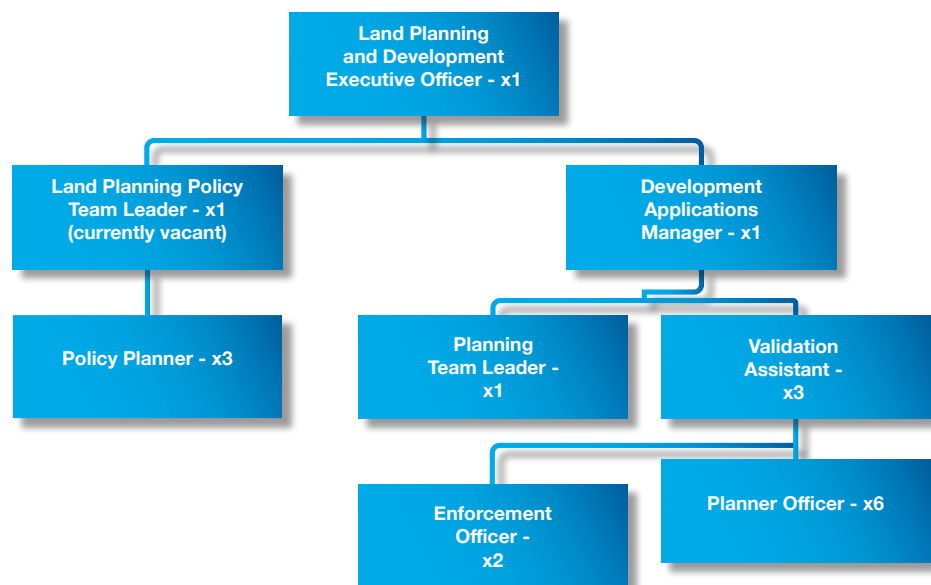
Part 6 – Workforce Information

Part 6: Workforce Information

	Tier 1 Chief Executive	Tier 2 Director	Tier 3 Head of Service	Tier 4 Manager
Head of Planning Service			✓	

Staff Age Profile	Headcount
Under 30	3
30-39	5
40-49	7
50 and over	5

RTPI Chartered Staff	Headcount
Chartered staff	11



Staff Structure

Noting the roles and job titles of staff within the planning authority hierarchy.

Executive Officer – Land Planning and Development

Strategic management of all planning and related functions.

Development Applications Manager

Management of both development management planning, enforcement and building standards functions.

Team Leader – Development Applications

Supervision of development management functions including reviewing and approving all reports of handling, preparation of committee papers etc. Also responsible for management of enforcement function.

Development Applications Planner

Involved in all aspects of development management working including planning applications, appeals, listed building consents, advertisement consents etc.

Enforcement Officer

All aspects of planning enforcement including serving notices, direct action and procurator fiscal referrals.

Validation Assistant

Involved in all aspects of registering new planning applications and enquiries including scanning paper plans, neighbour notification and creating digital records.

Team Leader – Land Planning Policy

Management and supervision of the LDP preparation process. The post is also responsible for the Council’s economic development and transport policy functions.

Policy Planner

Involved in preparation of Local Development Plans and associated guidance.

Part 7 – Planning Committee Information

Part 7: Planning Committee Information

The template below allows the information on the number of meetings and site visits during the reporting period to be recorded in a consistent format, additional guidance on what to include is within the template itself.

Committees & Site Visits	Number per year
Full Council meetings	9
Planning committees	7
Area committees	n/a
Committee site visits	2
Local Review Body	6
LRB site visits	3

Part 8 – Key Performance Markers 2022 - 23

No:	Performance Marker	Measure	Policy Background to Marker	Part of PPF report best suited to evidence this marker
	Driving Improved Performance			
1	Decision making: authorities demonstrating continuous evidence of reducing average timescales for all development types	Evidence of improvement within Part 4.	Official Statistics and PPF reports	Part 4 – Substantial Improvements to decision making timescales notable from previous year
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	Yes	Modernising the Planning System (Audit Scotland); SG website / template	Part 2 – Link to section of website offering processing agreements.
3	Early collaboration with applicants and consultees on planning applications: <ul style="list-style-type: none"> • availability and promotion of pre-application discussions for all prospective applications • clear and proportionate requests for supporting information 	Yes	White Paper; Delivering Planning Reform; Planning Reform Next Steps	Part 2 – Link to section of website containing pre-application advice. Part 1 – Quality of Service and Engagement describes efforts to advise and engage with applicants. Quality of Outcomes section also describes ongoing engagement with the Council's Major Assets team who are a regular applicant for council projects.
4	Legal agreements: conclude (or reconsider) applications within 6 months of 'resolving to grant' ³	Reducing number of live applications more than 6 months after resolution to grant (from same time last year)	Official statistics; PPF reports; evidence of delays to major developments	Part 4 – Improvements to decision making timescales for local and major housing developments, the vast majority of which require a legal agreement to secure developer contributions.
5	Enforcement charter updated / re-published	Within 2 years	Planning Act (s158A)	Part 2 – Link to current enforcement charter Part 3 – Improvement action completed to substantially overhaul the enforcement charter.
6	Continuous improvements: <ul style="list-style-type: none"> • progress ambitious and relevant service improvement commitments identified through PPF report 	Progress on all commitments	Delivering Planning Reform; PPF Report	Part 3 – All service improvements proposed in the previous PPF completed and proportionate new service improvements proposed for 23/24.

No:	Performance Marker	Measure	Policy Background to Marker	Part of PPF report best suited to evidence this marker
Promoting The Plan-Led System				
7	LDP (or LP) less than five years since adoption	Y/N	Planning Act (s16); Scottish Planning Policy	NHI Quality of Outcomes Quality of service and engagement
8	Development plan scheme demonstrates next LDP: <ul style="list-style-type: none"> on course for adoption within five-year cycle project planned and expected to be delivered to planned timescale 	Y/N Y/N	Planning Act (s16); Scottish Planning Policy	NHI Quality of Outcomes Quality of service and engagement
9	Stakeholders including Elected Members, industry, agencies, the public and Scottish Government are engaged appropriately through all key stages of development plan preparation	Evidence of activity		Quality of Service and Engagement Governance
10	No longer applicable – gap kept for data continuity			
11	Production of relevant and up to date policy advice	Evidence of activity		Quality of Service and Engagement
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)	Examples from the year		Part 1 -Quality of Service and Engagement demonstrates engagement with other teams. The Governance section also describes a new legal agreement concluded with the local health board to define the processes and responsibilities in relation to primary healthcare developer contributions. Part 3 – Joint improvement with Building Standards Team described in one of the completed service improvements.
13	Sharing good practice, skills and knowledge between authorities	Evidence of activity to pass on and adopt good practice	Delivering Planning Reform; Planning Reform Next Steps	Culture of continuous improvement

No:	Performance Marker	Measure	Policy Background to Marker	Part of PPF report best suited to evidence this marker
Delivering Development				
14	Stalled sites/legacy cases: conclusion/withdrawal of planning applications more than one-year-old	Reducing number of applications more than one-year-old (from same time last year)		Governance
15	Developer contributions: clear expectations - set out in development plan (and/or emerging plan,) and - in pre-application discussions	Y/N Examples		Quality of service and engagement

Planning Performance Framework 2022 - 2023



Other formats

This document can be provided in large print, Braille or on CD and can be translated into other community languages. Please contact the Council's Communications Team at:

East Dunbartonshire Council, 12 Strathkelvin Place, Southbank,
Kirkintilloch, G66 1TJ Tel: 0300 123 4510

本文件可按要求翻譯成中文，如有此需要，請電 0300 123 4510。

اس دستاویز کا دور خواست کرنے پر (اردو) زبان میں ترجمہ کیا جاسکتا ہے۔ براہ مہربانی فون نمبر 0300 123 4510 پر رابطہ کریں۔

ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਮੰਗ ਕਰਨ ਤੇ ਪੰਜਾਬੀ ਵਿੱਚ ਮਨੁੱਖ ਦਾ ਕੀਤਾ ਜਾ ਸਕਦਾ ਹੈ। ਕਿਰਪਾ ਕਰਕੇ 0300 123 4510 ਫੋਨ ਕਰੋ।

Gabhaidh an sgriobhainn seo cur gu Gàidhlig ma tha sin a dhìth oirbh. Cuiribh foin gu 0300 123 4510

अनुरोध करने पर यह दस्तावेज हिन्दी में भाषांतरित किया जा सकता है। कृपया 0300 123 4510 पर फोन कीजिए।

