

# Planning Performance Framework 8

## 2018-2019

Published August 2019



# About South Ayrshire

By 2041, the South Ayrshire population is projected to be 106,974 – a decrease of 5% compared to the population in 2017. The population of Scotland as a whole is projected to increase by 5%.

The projected change in South Ayrshire is not evenly spread across the different age groups. The number of children aged 0-15 years is projected to decrease by 12% and our working age population by 14%.

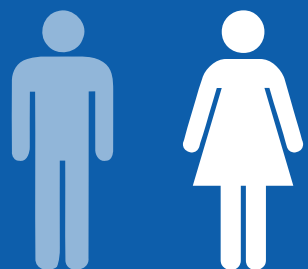
The pensionable age population is, however, projected to increase by 19% by 2041. More dramatically, the South Ayrshire population aged 75+ is projected to increase by 77% by 2041.

These anticipated changes to the population will have considerable consequences for the Council as it strives to ensure social, educational, housing and community services continue to meet the needs of the community.



**112,680**

POPULATION



**48%** **52%**

MALE FEMALE



**25%** over 65

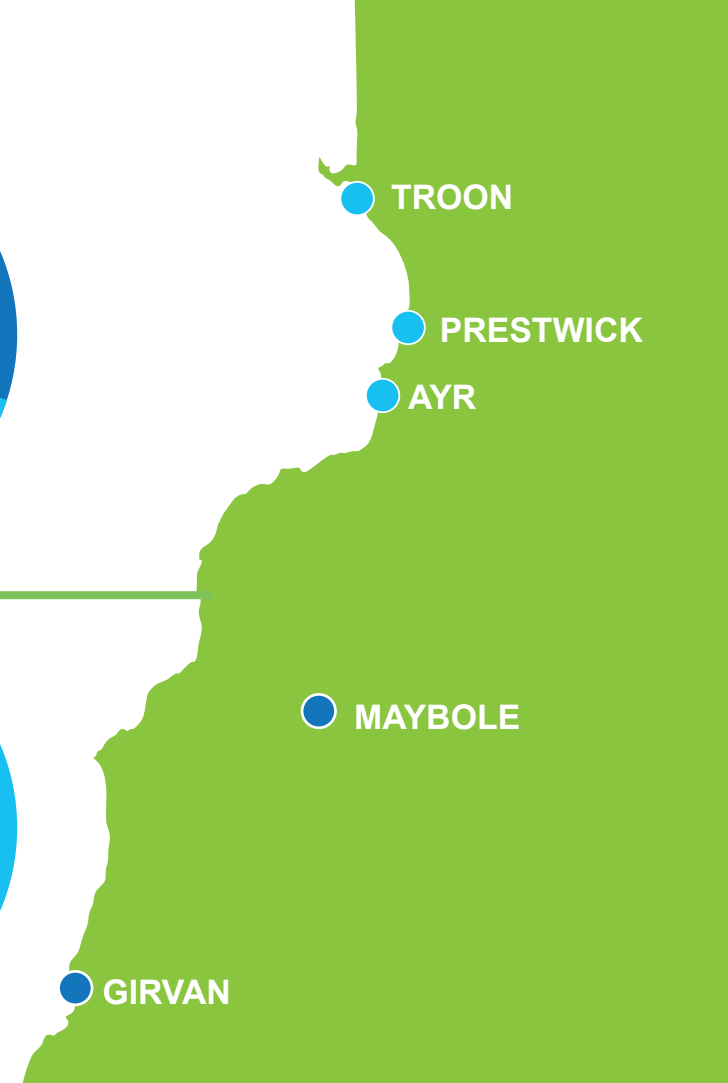
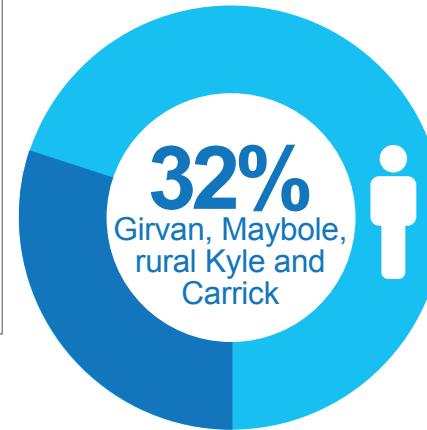
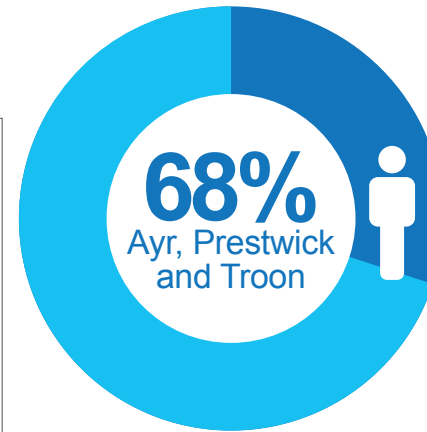
(National average 19%)



**16%** under 16

(National average 17%)

*(Source: National Records of Scotland, 2017 Mid-Year Population Estimates)*



(Source: National Records of Scotland, Small Area Population Estimates 2017)

## About The Council

Elected Members

CONSERVATIVE 12

SNP 9

LABOUR 5

INDEPENDENT 2



Staff



4,435 full-time equivalent  
(at 31 March 2019)

# Our People, Our Place, Our Future



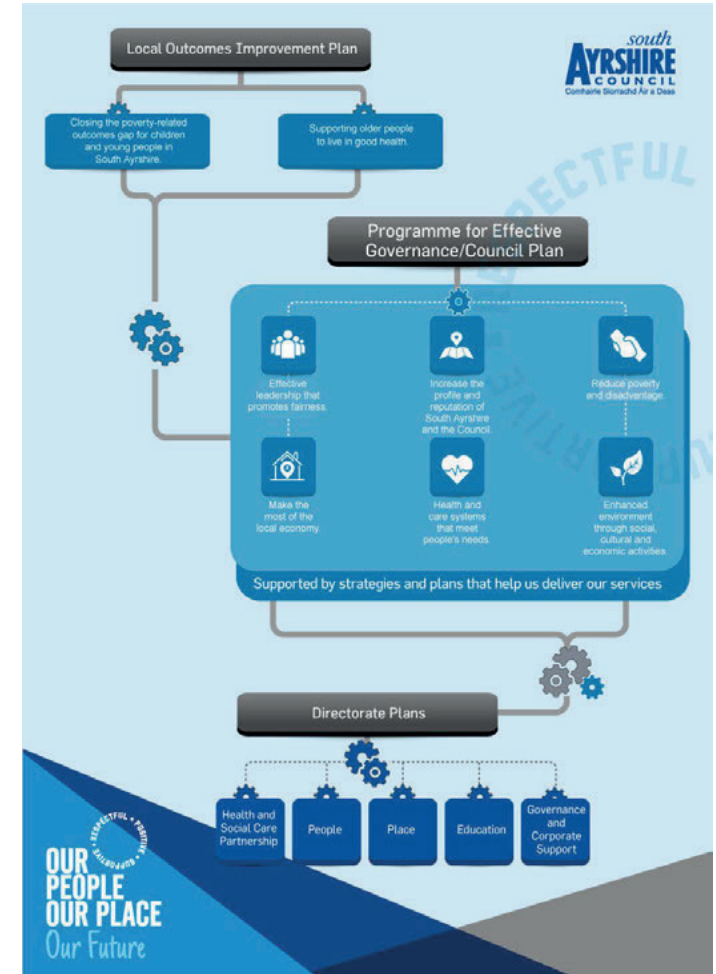
Cllr B McGinley

Welcome to South Ayrshire's eighth Planning Performance Framework. Our people and our places make South Ayrshire a great place to live, work and visit. The Council and its partners have a clear and ambitious vision of what we want to achieve and we have cultivated the leadership and determination to bring these plans to life. As a Council, we want South Ayrshire to be the best it can be and for all people and places to have the opportunity to reach their full potential.

Our Council Plan 2018-2022 sets out the Council's vision for the next four years, with a focus on 'Our People, Our Place' as a framework for good governance. It details the high-level objectives and outcomes we want to achieve for our people and places by 2022.

- The strategic objectives are:
- Effective leadership that promotes fairness;
- Reducing poverty and disadvantage;
- Promoting health and care systems that meet people's needs;
- Making the most of the local economy;
- Increasing the profile and reputation of South Ayrshire and the Council; and
- Enhancing the environment through social, cultural and economic activities.

The Planning Service performs a major role in progressing each of these strategic objectives through its plans, guidance and adopted procedures. By placing our 'people and places' at the centre of our service delivery we constantly drive towards a sustainable environment that is healthy, facilitative and empowering.





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# Introduction



Donald Gillies,  
Director – Place

The eighth Planning Performance Framework for South Ayrshire Councils' planning team allows not only reflection of the work undertaken by applicants and agents, but also the performance of the team in responding to those applications - working with stakeholders and partners to effectively address legislative requirements in determining submissions.

In doing so, the team has to balance working within the landscape of planning legislation and the strategic objectives set out within the 'Our People, Our Place Council Plan 2018-22'.

The Council Plan sets clear direction to ensure we live well, grow well and age well within dynamic towns and rural areas making South Ayrshire the best place it can be, and for all people and places to have the opportunity to reach their full potential. The associated directorate plan for Place details the required service delivery to achieve the outcomes from the strategic objectives.

This Planning Performance Report will form part of the self-evaluation evidence for the team to consider future improvements in service delivery, whilst responding to growing strategic issues at a national and local level, including the Economic Strategy set by the Regional Economic Partnership and the delivery of the Ayrshire Growth Deal.



## Development Planning

Following the conclusion, on 31 January 2018, of engagement on the Main Issues Report (MIR of the replacement South Ayrshire Local Development Plan (LDP2), the Planning Service analysed the responses received from 406 individuals, who made 799 total comments, and conducted an assessment of additional sites suggested through the MIR process. It then prepared a document setting out the Council's Initial Responses to the comments and sites received in respect of the MIR, which was presented to the Local Development Plan Board (a non-decision making Body of elected members of various political parties, constituted to influence development plan preparation) in April 2018 and published on the Planning pages of the Council's web site in May 2018.

In the intervening period, the Planning Service prepared a revised spatial strategy and formulated new and modified topic and area-specific policies for PLDP2, where required, taking cognisance of comments received on the MIR, advice from the LDP Board and changes in circumstances, such as in the Housing Land Supply. It also continued to prepare the Strategic Environmental Assessment Report and Equalities Impact Assessment of LDP2, as well as 2 key SG documents supporting LDP2 - Housing Site Design Briefs and Maintaining an Effective Land Supply - which set out, respectively, the form of development the Council will expect on affordable housing sites and how the Council will remedy any shortfalls in the effective

housing land supply. Furthermore, a consultant was commissioned, in July 2018, to review existing scenic area designations in the adopted Local Development Plan (LDP1) and formulate new Local Landscape Area (LLAs) designations for inclusion in LDP2, in accordance with Scottish Natural Heritage guidance. A workshop, attended by community councils and various interest groups, was held in September 2018, to inform the formulation of the LLAs. A final report identifying the new LLAs was received in December 2018.

Updates on the progress of preparation of LDP2 were issued by e-mail to all contacts on the Council's dedicated Planning Contacts database at each significant stage in the progress of LDP2 and a Bulletin on progress issued to all members in March 2019. Further information on member involvement in the preparation of LDP2 is set out, below, under Elected Member Engagement.

The Development Plan Scheme has been updated and published to take account of necessarily revised timescales.

LDP1 is supported by an extensive range of Supplementary Guidance (SGs) and general guidance, which can be viewed online. Work to review and revise the SGs and Guidance forms an integral element of the preparation of LDP2. In that regard, an updated version of the South Ayrshire Landscape Wind Capacity Study, taking account of new wind turbine typologies and new wind farms, was prepared and published in August 2018.

## Elected Member Engagement

Within this PPF period, 4 LDP Board meetings have been held to discuss response to the MIR and the general thrust of the Proposed Plan of LDP2. Topic specific all member briefings were held on Affordable Housing and the Effective Housing Land Supply. Bulletins on the progress of LDP2 were issued to all members in December 2018 and March 2019. Fortnightly briefing meetings on LDP2 were held with the Portfolio Holder for Planning, at which progress on LDP2 was discussed and ideas exchanged on elements of the content of the Proposed Plan.





### Effective land supply and Delivery of Outputs

Within South Ayrshire, land is available for 7975 housing units (the Established Land Supply), and there is a programmed effective 5-year housing land supply of 2761 units, equivalent to 5.4 years' supply. This exceeds the Local Development Plan land target of 2545 by 216 units. Consents were issued for 588 housing units in the last year.

As in previous years there were no significant additions to the employment land supply and take up of land remains low.

A survey of employment land supply was conducted in 2018 to re-establish a baseline position. From the survey, the area of marketable employment land in South Ayrshire is estimated at 88.4 hectares. Whilst no information on employment land take-up can be provided, no significant business-related development on new sites was undertaken in the previous year.



## Development Management

South Ayrshire continued to be a high performing planning authority specifically in terms of development management performance in 2018/2019. Three highlights of top performance are evidenced by South Ayrshire, as follows:

- Determining all major planning applications within the context of processing agreements. All timescales agreed between the planning authority and applicants were met.
- Being the best performing planning authority in Scotland in terms of average time to process local business and industry planning applications at 6.5 weeks; the national average being 9.1 weeks.
- Processing local housing development applications in an average of only 6.9 weeks; almost half the time taken on average in Scotland at 12.3 weeks

The Council is an active participant in forums, such as HoPS, and shares good practice through this and other less formal means. The Case Study on Marr College is one good example of South Ayrshire Council's positive approach to collaborative working and sharing good practice.





## Priority Projects

The Priority Projects Team is tasked with 3 main areas of work; dealing with all applications for national, major and energy consent development, all planning enforcement and compliance matters and also with providing planning advice to the Council's Local Review Body. The team is made up of a Planning Co-ordinator, 2 Supervisory Planners, a Compliance Supervisor and an Enforcement Officer.

The total application fee income from all applications for major development and energy consent for which decisions were issued (including one withdrawn application) in the reporting year was £227,815.00. It should be noted that several of these were legacy applications. The fees received for formal pre-application advice which was issued in the reporting year was £8,501.00.

## Major developments and energy consents

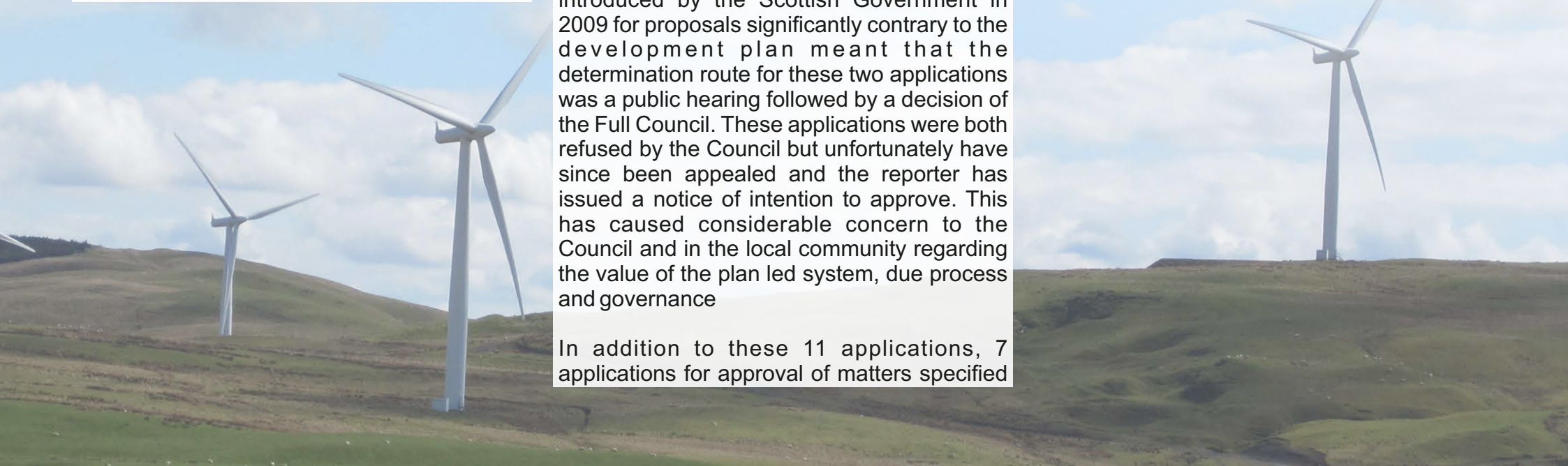
Over the 2018/19 reporting year the Priority Projects Team considered and took through to determination and issuing 11 major development applications for planning permission and planning permission in principle. These applications were for a wide range of development types including; residential development, assisted living apartment complex, mixed commercial and residential, windfarm, retail and waste recycling. Of these 11 applications 8 (73%) were approved and 3 (27%) were refused.

The 3 applications that were refused included one application for a windfarm that was considered to have significant landscape and visual impacts and two (duplicate) applications for the same residential proposal that were considered to be significantly contrary to the development plan. Statutory procedures introduced by the Scottish Government in 2009 for proposals significantly contrary to the development plan meant that the determination route for these two applications was a public hearing followed by a decision of the Full Council. These applications were both refused by the Council but unfortunately have since been appealed and the reporter has issued a notice of intention to approve. This has caused considerable concern to the Council and in the local community regarding the value of the plan led system, due process and governance

In addition to these 11 applications, 7 applications for approval of matters specified

in conditions for major development were determined. All of these applications required consideration by Regulatory Panel and were recommended for approval. 6 of these were for residential developments and one was a Council proposal for an office development, which was rejected by the Regulatory Panel on the grounds of design.

The permission for the assisted living units was the subject of a petition for Judicial Review which was subsequently withdrawn. This involved significant resource in terms of officer time.



## Processing Agreements

All 18 applications for major development and energy consents processed by the Priority Projects Team were the subject of processing agreements and all timescales were achieved. The processing agreement continues to be used as a valuable project management tool which is strongly advocated by the Team in order to be very clear regarding; information requirements, consultee input, key dates, the timeline to determination and post decision arrangements and timescales. The use of the processing agreement together with the Council's Major Development Tracker ensures that all major development is carefully managed and tracked through the application and post determination process.

## Legacy Cases

The definition of legacy cases is where an application is more than one year old. South Ayrshire Council deals with a relatively large number of major developments which are likely to involve complex submissions, potentially EIA and addendums and legal agreements to be concluded regarding matters such as affordable housing and development contributions. All of these factors can cause delay to processing, assessment, determination and the issuing of a decision notice. Consequently the timescale associated with such applications will quickly move in to the new definition of 'legacy'. In the 2018/19 reporting year decision notices on five legacy cases were issued. These had been delayed by factors outwith the control of the

Council specifically because of EIA procedures and waiting for legal agreements to be signed. We were pleased in particular to finally conclude one application which had been with the Council since 2009. This involved returning the application to Regulatory Panel and using pre-commencement conditions rather than a legal agreement. Two legacy cases remained outstanding at the end of the 2018/19 reporting year, one of which is a major quarry application which is subject to an EIA and is still under consideration and the other a residential development awaiting the conclusion of a S75 legal agreement. The Council is not complacent regarding 'legacy' applications and monitors our caseload carefully to ensure that the necessary action is taken to keep applications moving.

## Pre-application Consultation

The number of formal Proposal of Application Notices received has reduced from 10 in 2017/18 to 6 in 2018/19 and these were for residential development with the exception of one which was quarry development. The Priority Projects Team encourages pre-application engagement and operates this through a formal pre-application process for which there is a fee. In the reporting year the maximum fee chargeable was 20% of the forthcoming application fee subject to a ceiling of £800. 14 pre-application enquiries were dealt with in the reporting year for a wide range of major and energy consent developments including; residential, quarrying, bonded warehousing, hydro-electric energy, thermal energy, waste treatment and wind energy.

The wind energy pre-application related to a forthcoming S36 windfarm proposal that the Council will be consulted on by Scottish Ministers. The total fee income from these pre-application enquiries was £8,500.



## Advice to Local Review Body

Over the last three reporting years there has been an increase in the number of cases being considered by the LRB. In 2016/17 there were 20 cases, In 2017/18 there were 25 cases and in the current reporting year there were 31 cases. This continues to be a significant draw on the resources of the Planning Service in receiving and checking new cases and providing planning advice at LRB meetings.

Development type	Review Allowed (overturns)	Review Refused	Review Withdrawn	Total
Householders (excluding heritage)	3	6	1	10
New housing within settlements	2	2	1	5
New housing in the countryside	4	4	0	8
Commercial	4	1	0	5
Heritage (all windows)	3	0	0	3
<b>Total Reviews</b>	<b>16 (52%)</b>	<b>13 (42%)</b>	<b>2 (6%)</b>	<b>31 (100%)</b>

The rate of overturn in the last 3 reporting years was 70% (14 cases) in 2016/17, 44% (11 cases) in 2017/18 and 52% (16 cases) in 2018/19. The table illustrates the broad pattern of LRB decision making in the reporting year. Although these figures relate to a small number of cases it is notable that the LRB has allowed the majority of 'commercial' cases (including a large nursing home and children's nursery) and all cases relating to windows in conservation areas. 6 cases were continued for a site visit and of these, half were subsequently allowed and half were refused. In general terms the

cases that have been overturned have arisen primarily because of different weighting being given to material considerations and a greater willingness to rely on flexibility that may exist in policy wording.

In terms of the administrative and procedural support that the Planning Service provides to the LRB process we have made significant steps forward over this reporting year particularly in terms of e-planning. Although the Planning Service has for many years successfully used e-planning this had not transferred fully across to LRB processes and there were still procedures in place that involved re-scanning of material and double handling of paperwork. The LRB process has now been streamlined to rely entirely on the Uniform Document Management System (DMS)."

In accordance with our aim of continuous improvement, the Council will continue to review the LRB processes and decision making in an attempt to establish if there are any patterns that point to a need for a review of; professional advice, procedure, policy and guidance, delegated decision-making or member training.



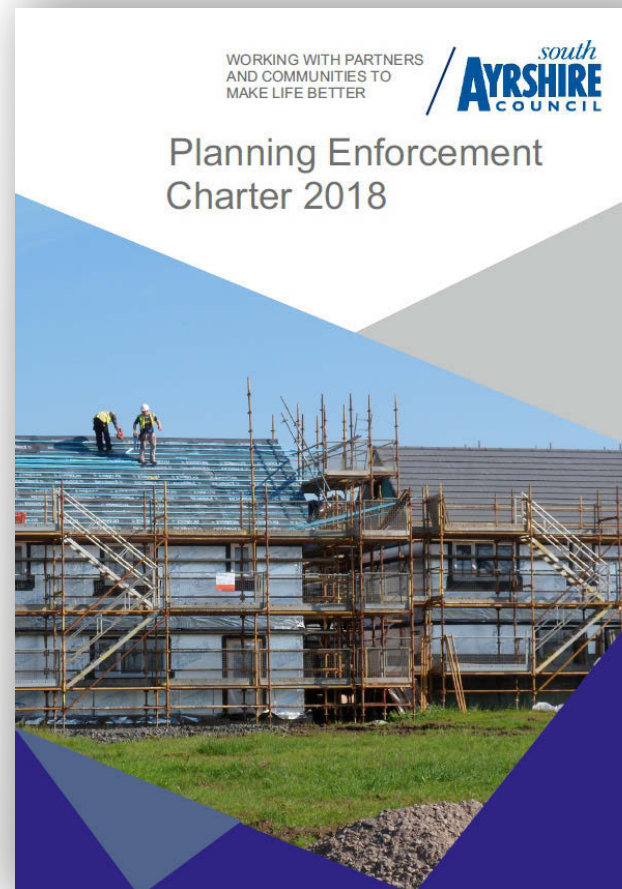
## Enforcement

The number of cases investigated by the enforcement team was 421, a difference of only 1 case to last year. Of those, 251 were taken up (founded) with 234 of the taken up (founded) cases being resolved, this is a substantial increase in the number of cases resolved compared to last year which was 179. The number of Enforcement Notices served was 13 this is at a similar level to the last 2 years.

As in the last 2 years the increased use of S33A Notices (i.e. a notice seeking submission of a retrospective application), and a pro-active approach to unauthorised signage in Ayr town centre, have continued to maintain the increase in Notices served as compared with earlier years.

The Council's Enforcement Charter continues to be a particularly useful document for the Enforcement Team and members of the public alike, as it sets out for South Ayrshire how the enforcement process works, how complaints are investigated and the appeal process. The Charter is reviewed and updated on a biennial basis.

The Charter also outlines how the Council will carry out pro-active enforcement, as opposed to simply being reactive. The Enforcement Team continue to undertake spot checks of Notifications of Initiation of Development and Certificates of Completion of Development and to record this 'pro-active' component of the Enforcement Service.



There have been a number of significant successful outcomes this year including:

- 5 appeals against Enforcement Notices and 1 associated appeal for expenses made to the Scottish Ministers have all been dismissed.
- The Enforcement Team secured the resolution of a 5 year long protracted enquiry into the unauthorised use of residential garden ground, located in a rural area, for general industrial/storage and distribution. This development had the potential for serious road safety risks on a trunk road and had a negative visual impact on the landscape quality of the rural environment. The outcome of a lengthy and positive process of negotiation and action by the Enforcement Team, along with partner Council departments, was the successful relocation of the business to a location already approved for industrial use.



# Part 2: Qualitative Narrative and Case Studies



## Qualitative Narrative Table

Case Study Topics	Issue covered in PPF8	Case Study Topics	Issue covered in PPF8
Design	✓	Interdisciplinary Working	✓
Conservation	✓	Collaborative Working	✓
Regeneration	✓	Community Engagement	
Environment	✓	Placemaking	✓
Greenspace		Charrettes	
Town Centres		Place Standard	
Masterplanning	✓	Performance Monitoring	
LDP & Supplementary Guidance		Process Improvement	✓
Housing Supply		Project Management	✓
Affordable Housing	✓	Skills Sharing	✓
Economic Development	✓	Staff Training	✓
Enforcement		Online Systems	✓
Development Management Processes	✓	Transport	
Planning Applications	✓	Active Travel	✓
Other: Councillor Training			

## Case Study: Application Validation and Collaborative Working on Digital Solutions

This case study examines the work undertaken by the Planning Service within the last year to make improvements around the governance of service delivery.

Two initiatives have secured improvement:

- One has realigned staff resources, which with the assistance of in-house staff training, has empowered administration staff to undertake the validation of planning applications. This has 'freed up' planning officer time to process casework.
- The other has delivered, by way of more collaborative working within the Planning and Building Standards Service, improvement in the delivery of edevelopment at South Ayrshire.

### Application Validation

The level of public engagement and scrutiny of the development management process has increased. This has been facilitated by accessible digital planning services, information requests facilitated by Freedom of Information/EIR legislation and a more formalised and structured Council complaint service. Scrutiny of the processes by which decisions are reached, act as a focus for those seeking to challenge the outcome of planning decisions; rather than the consideration of the

planning merits of a proposal.

Consequentially, demands on case officer time to service a culture of procedural scrutiny has significantly increased.

At South Ayrshire, we therefore looked at the breadth and scope of case officer work and the effectiveness of their time in validating planning applications. Validation is time otherwise spent processing case work. Could the validation of planning applications be handled and processed differently?

The publication of the Heads of Planning guidance on the validation of planning applications proved to be an invaluable resource to facilitate and enable the validation of planning applications being undertaken by planning administration staff. The document sets out clear and concise advice on the validity and registration of planning applications.

Three training sessions were planned, two of which have been delivered by the Planning Co-ordinator (Development Management & Business Change). The first provided an overview of validation, its legislative requirements, the different types of development and how they may be described, location plans, other plans and drawings and documents. The second provided training on HoPs Validation Guidance; identifying drawing

types, scales, site boundaries etc. A third session will shortly be delivered on Fees; including the fee regulations and calculating fees.

The validation of planning applications transferred to our planning administration team in January 2019. The administration team now undertake validation checks and correspond with applicants, when and where, additional information is required. They use the HoPs guidance to illustrate the need for information to be provided and the form and content of its presentation. Once, the administration team have progressed the validation to completion, all applications are then screened by the Development Management Co-ordinator, and registration is then completed and allocation to case officers. No capacity or quality of validation issues have been identified as a consequence and the team is working well to validate applications.

*"I valued the experience validating the various types of applications received by the Planning Service; however, since the transfer of validation back to the Planning Administration team, it has enhanced my own performance and allowed further time to engage with applicants/agents."*

*Planning Officer*

*“The Validation Training sessions has contributed to our ability to validate applications effectively. The sessions provided us all with key knowledge and understanding of technical and legislative areas. I believe I am able to implement the knowledge and guidance into my workload and this is reflected in successful and accurate validation of applications received.”*

*Admin Officer*

### **Collaborative Working on Digital Solutions**

Planning and Building Standards combined services under a single Service Lead in April 2018. Until that time, both, independent of each other, had implemented their own e-digital service delivery – (eplanning in 2009) and (ebuildingstandards in 2017).

The combination of the two services provided an opportunity, within the context of a review of Building Standards, to create a new post of e-development Team Leader. The Team Leader now oversees the management of digital software across both Planning and Building Standards services. (The scope of this role has since expanded so as to manage, corporately across all Council services, a contracted hosted solution; provided by our software supplier, idox).

The benefit of these changes has and will continue to reduce duplication and enhance the sharing of knowledge and staff resources between services. The management of idox

products, led by the edevelopment Team Leader, particularly around service upgrades and fault logging, will 'free up' time by this no longer being resourced within the Planning Service. The experience of refining 'lean' business processes developed within the Planning Service over 10 years of eplanning is available to inform processes within Building Standards and vice versa, it is envisaged that the development of e.g. mobile digital solutions being progressed by Building Standards, can ease their future potential implementation within development management. Planning administration staff have assisted with scanning building warrant files and it is anticipated that greater synergy between the two respective admin teams, (Building Standards and Planning), can be anticipated within the scope of a pending Planning Service review.

**Lead Officer: M.McClelland  
Planning Co-ordinator (Development  
Management & Business Change)**



**Elements of a high quality Planning Service:  
Quality of Outcomes, Quality of service and engagement,  
Culture of continuous improvement**

**Key markers:**

Empowering staff	Upskilling staff
Building resilience	Implementing efficiencies
Proportionate use of staff time and resources	
Using HoPs Guidance to effect positive change	
Sharing resources	Aligning procurement
Sharing knowledge	Collaborative working

**Stakeholders involved:**  
Authority Planning Staff



# Case Study: Use of ICT to Record Path Defects/Repairs and Facilitate Discussion of Access Issues

Whilst outdoor public access is not a statutory Planning function, often being discharged by local authority parks or greenspace services, it is a function that has traditionally been discharged by the Planning Services of South Ayrshire Council and its predecessor authority, Kyle and Carrick District Council, with the Service developing considerable expertise in public outdoor access rights and responsibilities, as well as rights of way matters. The Planning Service's Management Team felt a case study on outdoor access improvement initiatives implemented by the Service would highlight the breadth of work carried out by it.

The Development Planning and Customers Team (DP&C Team) of the Planning Service performs South Ayrshire Council's statutory role as outdoor access authority, under Part 1 of the Land Reform (Scotland) Act 2003 (LRA), and carries within its establishment the post of Outdoor Access Officer. The DP&C Team has developed, manages, maintains and promotes 6 paths networks centred on rural villages (one of which was designed as a public art project), one linear route linking the town of Troon with nearby villages and the South Ayrshire half of the River Ayr Way, designated as one of Scotland's 29 Great Trails. The Team also assists the Ayrshire Rotary Coastal Path Group, which developed and manages the Ayrshire Coastal Path

(another of Scotland's Great Trails that runs through South Ayrshire), in seeking to resolve access issues associated with its use.

As a statutory requirement of the LRA, the Planning Service established (in 2005) and administers the South Ayrshire Local Access Forum (SALAF). SALAF comprises representatives of a wide range of outdoor access interests, including access takers (walkers, cyclists, horse riders and canoeists), farmers, estate managers, community councillors, elected members of the Council, and representatives from NHS Ayrshire and Arran, Forestry and Land Scotland and Police Scotland. It meets quarterly to discuss general and specific access issues affecting South Ayrshire, and provides advice, on request, to the Planning Service or the public in respect of access disputes.

## Goals

The principle aims of applying certain ICT hardware and resources to outdoor access functions were to (1) collect, and store in one place, accurate and up to date locational, photographic and written information on access cases, particularly the condition of core paths and promoted path networks, with a view to preparing a proportionate, planned path maintenance programme and improving efficiency in resolving issues; and (2) to

communicate access issues more effectively and informatively to SALAF members, to improve their understanding of them. Subsidiary aims were to improve efficiency in the deployment of staff and financial resources.

## Outcomes

The Council previously purchased and paid an annual licence for the bespoke Countryside Access Management System (CAMS). However, the system proved 'clunky' and difficult for officers to use, so it was abandoned several years ago, thereby realising a saving of around £2000 per year. This left a void in terms of a spatial system for recording information on access issues. In discussions with the Council's GIS Analyst, she advised DP&C staff of the availability of ESRI on-line resources (ArcGIS Collector and ArcGIS Survey 123), which could be accessed via tablets equipped with SIM cards and used to collect accurate spatial and other data on access issues, such as path defects or obstructions, on site. In areas of no or poor mobile coverage, the information can still be gathered and synchronised with ArcGIS on return to the office. This enables all information on access matters (maps, photos and narrative) to be held in one place.

The GIS Analyst advised that the Council's



Waste Management Service was already employing the technology on refuse collection routes. Accordingly, the DP&C Team's Outdoor Access and Technical Officers accompanied Waste Management operatives on site, to witness how the technology worked in practice. Subsequently, the Planning Service has purchased 2 tablets with SIM cards, which has enabled staff to access the ESRI on-line resource. The technology will now be trialled on site to deal with real access issues and a planned path maintenance programme prepared, based on accurate co-ordinates and condition information for route surfaces and furniture. The Outdoor Access Officer will share her experience of using the technology with colleagues on the West of Scotland Access Officers' Group.

SALAF meetings customarily took place in the evenings, in Council offices. To illustrate and inform Forum members about access issues on the meeting agendas, officers were in the habit of circulating paper copies of maps and photographs at the meetings. However, Forum members often asked questions which could not be answered from the circulated material and officers, having no ability to access case notes, had to defer the matter to the next meeting. When Council offices were closed to the public after 18:00 and the venue for SALAF meetings changed to Alloway Primary School, planning staff decided to explore opportunities for improving the quality and extent of information presented at meetings. After discussion with ICT colleagues, a laptop was configured to connect via WiFi to the Council's internal

network and drives. Employing this laptop at SALAF meetings enables officers to access and display case documents and photographs, as well as the Council's internal planning and environment web mapping application. The application allows officers to zoom into and out of the case location, apply aerial photography and various environmental constraint layers, thus providing SALAF members with better quality, more comprehensive information on which to base their decisions on access issues/disputes. In addition to facilitating more informed decision making, use of the network enabled laptop saves money and time on the printing off of multiple copies of documents and reduces the Service's carbon footprint.

The laptop has since been used at several meetings, with some teething problems. Once these problems have been ironed out and the laptop used for several consecutive meetings, Forum members will be surveyed for their opinions as to its effectiveness in illustrating and helping them to reach decisions on access issues.

**Lead Officer: N.Feggans  
Planning Co-ordinator  
(Development Planning &  
Customers)**



**Elements of a high quality Planning Service:  
Quality of Outcomes, Quality of service and engagement,  
Culture of continuous improvement**



**Key markers:**

Corporate working    Sharing good practice  
Process Improvement

**Stakeholders involved:**

Authority Planning Staff  
Authority Other Staff – GIS Analyst and ICT technicians  
South Ayrshire Local Access Forum

## Case Study: Use and adaptation of listed buildings at Marr College, Troon



This case study examines the work undertaken by the Planning Service in consultation with Historic Environment Scotland (HES) regarding the Council's restoration and extension of Marr College in Troon. Marr College is a category 'B' listed building. The quality of the completed project has been recognised by its inclusion in a series of 5 Case Studies which are reflective of guidance published by HES in April 2019 on the use and adaptation of listed buildings.

[HES Case Study: Extension of Marr College, Troon](#)

The case study period extends from early 2014 through to the opening of the refurbished school building in 2018. The Planning Service became involved in this project through early meetings with representatives of the Council's Property, Education and Roads Services and external consultants who were commissioned to take the project forward. The Planning Service promoted and followed through with formal pre-application advice and engagement to ensure that key consultees (HES, Archaeology, Heritage, Landscape & play, Roads, Environmental Health, Building Standards and EIA) were involved, with site visits where necessary, to ensure that key issues were identified, considered and addressed at an early stage. The 'major' planning application was project managed through the use of a processing agreement to ensure that key information requirements, dates and the timeline to determination were identified clearly. The application was determined at Regulatory Panel within the statutory 4 month period.

### Goals

***To Support sustainable development which sensitively maintains, restores and reuses listed buildings, especially those that provide a sense of continuity and identity for our communities***

Marr College is an important local landmark building which contributes significantly to the sense of identity and continuity in the local community. The Council considers that the historic environment is a crucial part of the area's cultural heritage which can contribute to sustainable economic growth and regeneration. In this particular case, The Planning Service in South Ayrshire is committed to securing sustainable development through its support for development that respects, protects and enhances built and cultural heritage resources and in particular where it can be demonstrated to sensitively maintain, restore and re-use an important listed building (LDP Policies on Sustainable Development and the Historic Environment). This case study exemplifies the goal of sustainable development and high quality outcomes on the ground.





## Outcomes

The Council is pleased that HES has chosen the restoration and extension of Marr College in Troon as a national exemplar of the positive use and adaptation of listed buildings. This reflects our own view that this is a development project which delivered a very high quality outcome on the ground and demonstrates the value of;

- A commitment from all involved in the development process to delivering high quality development and Placemaking,
- A positive, focussed and proportionate pre-application process which identifies and engages with key consultees and leads to a processing agreement which sets out key planning issues, information requirements, key dates and a timeline to determination.

**Lead Officer: A.Cooke**  
**Planning Co-ordinator (Priority Projects)**

In their response to HES on the drafting of the Case Study publication, the project Architect, Colin Allan of BDP, commented;

*“As architects we are extremely proud to have been associated with the 'preservation' and at the same time 'transformation' of Marr College. I personally appreciated the assistance, guidance and positive support we received from HES and SAC Planning Department throughout the design process.”*

*“We welcome opportunities to engage at an early with planning authorities and architects on major projects such as Marr College. This approach enables us to better understand the client's requirements and to assist collaboratively in the development of creative solutions. At Marr College this process informed the sensitive upgrading of the historic school building, demonstrated the need for selective demolition and contributed to the design of a bold, contemporary extension.”*

HES

### Elements of a high quality Planning Service: Quality of Outcomes



#### Key markers:

Design  
Regeneration  
Placemaking

Conservation  
Collaborative working

#### Stakeholders involved:

Historic Environment Scotland





Marr College - photographs courtesy of BDP



# Part 3: Service Improvements



## Committed improvements and actions 2018-2019

1	Progress with idox migration	This item was completed in January 2019 when South Ayrshire Council transferred its e-development Uniform and DMS platforms to a hosted solution, delivered by idox. This ensures business continuity in terms of most up to date versions of software and data being stored on secured servers.
2	Adopt Supplementary Guidance on developer contributions for education.	No. Draft document prepared for consideration by Council's senior management team. Awaiting approval to present to Panel.
3	Commence use of Tree Works module in IDOX, and undertake proactive monitoring of approvals.	No. Work commenced on setting up on-line system for receipt of tree works applications via Uniform. Not completed due to staff shortages.
4	Undertake Review of Planning Service.	No. The Planning Service is scheduled for review in 2019-20.
5	Undertake review of LRB procedures to identify improvements and efficiencies and monitor decisions to assess implications for policy and guidance.	Yes. Significant improvement and streamlining of internal LRB processes achieved through full use of Document Management System (DMS) and move away from paper. Ongoing monitoring and review of LRB decision making.
6	Using the existing Housing Protocol as a template, introduce protocols to achieve improvements in internal projects with other sections of the Council.	This year, we have implemented engagement with the Council's Education Service, particularly in terms of their Early Years development projects. There has been routine contact, reviewing the delivery of each scheme and identifying when and where formal planning applications are required and scheduling timetables for delivery.
7	Review EIA templates to achieve statutory compliance.	Yes. Updated templates to ensure compliance with requirements of 2017 EIA Regulations.
8	Review pre-application service and guidance to provide clarity in pre-application process and efficiencies in the service.	The pre-application service has been reviewed and implemented – which now provides greater clarity in terms of clarification around process and the availability of case officer meetings.
9	Commence use of developer contributions module in Idox to meet audit and governance contributions	Preparatory work undertaken but not fully implemented as yet.



## Committed improvements and actions 2018-2019

SERVICE IMPROVEMENTS 2018-2019	
1	Commence preparation of Supplementary Guidance on Developer Contributions under South Ayrshire Local Development Plan 2
2	Commence acceptance of Tree Works Applications on line, via Uniform
3	Establish nature conservation and planning web page on Service web site
4	Design and implement processing within both Uniform and DMS, so as to comply with our Data Retention Schedule and GDPR legislation
5	Commence review of Planning Service
6	Commence use of developer contributions module in Idox.
7	Review procedures including; handling of planning applications and processes for financial bonding for securing delivery of landscape and play facilities.

# Part 4: National Headline Indicators





Effective Land Supply and Delivery of Outputs		
Established housing land supply	7975 units <i>HLA Year: 2018 Final</i>	8084 units <i>HLA Year: 2017 Final</i>
5-year effective housing land supply programming	2761 units <i>HLA Year: 2018</i>	2476 units <i>HLA Year: 2017 Final</i>
5-year effective land supply total capacity	7266 units <i>HLA Year: 2018 Final</i>	7269 units <i>HLA Year: 2017 Final</i>
5-year housing supply target	2545 units <i>HLA Year: 2018</i>	2545 units <i>HLA Year: 2017 Final</i>
5-year effective housing land supply (to one decimal place)	5.4 years <i>HLA Year: 2018</i>	4.9 years <i>HLA Year: 2017 Final</i>
Housing approvals	588 units	174 units
Housing completions over the last 5 years	1219 units <i>HLA Year: 2018 Final</i>	1045 units <i>HLA Year: 2017 Final</i>
Marketable employment land supply	88.4 Ha (estimate) Survey undertaken in 2018 to re-establish baseline position	Not surveyed As in previous years there were no significant additions to the employment land supply and take up of land remains low. The land supply was not updated within the last year, so no information on employment land take-up can be provided. However no significant business related development on new sites was undertaken in the previous year.
Employment land take-up during reporting year	Not recorded	Not surveyed

## A: NHI Key outcomes- Development Planning:

Local and Strategic Development Planning:	2018-19	2017-18
Age of local/strategic development plan(s) at end of reporting period  <i>Requirement: less than 5 years</i>	South Ayrshire Local Development Plan (LDP1) – 4 years & 6 months Town Centre & Retail Local Development Plan (TCRLDP) – 1 year & 11 months	LDP1 -3 years and 6 months Town Centre & Retail LDP (TCRLDP) – 11 months
Will the local/strategic development plan(s) be replaced by their 5 <sup>th</sup> anniversary according to the current development plan scheme?	LDP1 – No (3 months later) TCRLDP - Yes	Yes
Has the expected date of submission of the plan to Scottish Ministers in the development plan scheme changed over the past year?	Yes - (4 months)	Yes
Were development plan scheme engagement/consultation commitments met during the year?	No For various reasons - both political and resourcing - publication of the Proposed Plan was delayed beyond the DPS target date and the end of the PPF reporting year, so no consultation on the Proposed Plan could take place.	Yes - Timing of the events was later than anticipated, but still within the year. Consultation timescale was extended to account for Christmas break. Development Plan Scheme has been amended to reflect changes to subsequent timescales.

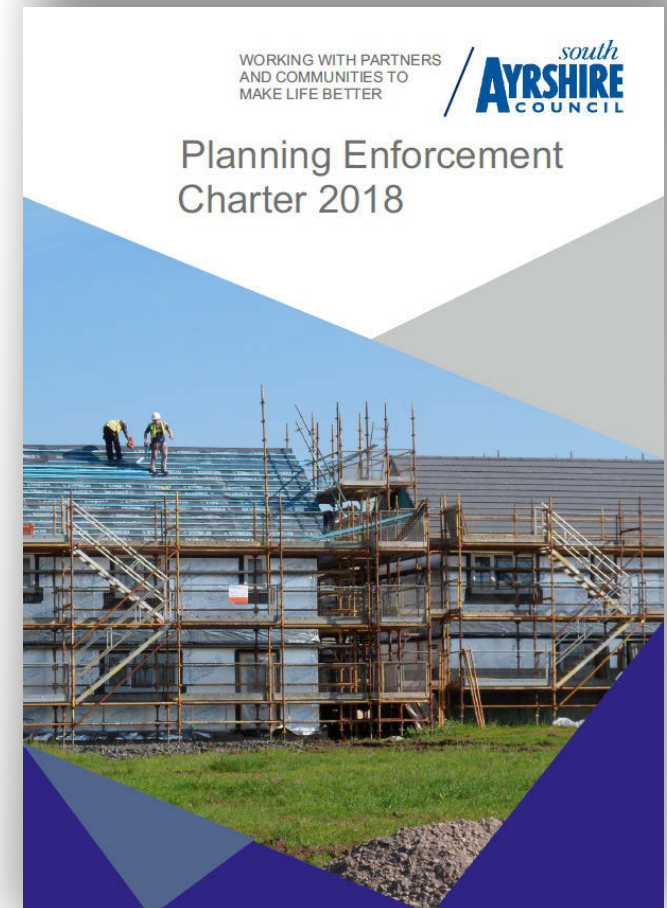


## B: NHI Key outcomes – Development Management

Project Planning	2018-19	2017-18
Percentage and number of applications subject to pre-application advice	9.36% (74)	8.27% (59)
Percentage and number of major applications subject to processing agreement	100 % (11)	80% (8)
Decision Making		
Application approval rate	90.9%	90.6%
Delegation rate	95.5%	96.1%
Validation	47.51%	62.6%
Decision-making Timescales		
Major Developments	N/A	13.9 weeks
Local developments (non-householder)	6.6 weeks	7.7 weeks
Householder developments	6.8 weeks	7.1 weeks
Legacy Cases		
Number cleared during reporting period	5	4
Number remaining	2	5

## C: Enforcement activity

	2018-19	2017-18
Time since enforcement charter published / reviewed	13 months	1 month
Requirement: review every 2 years	Feb 2018	Feb 2018
Complaints lodged and investigated	421	348
Breaches identified – no further action taken	251	252
Cases closed	244	179
Notices served	13	16
Direct Action	0	0
Reports to Procurator Fiscal	0	0
Prosecutions	0	0



## D: NHI Key outcomes

### Commentary

While it is acknowledged that the programming for the second Local Development plan has required adjustment, considerable progress has been made towards the preparation of associated supplementary guidance which will form part of logical and concurrent consultation alongside consultation on the Proposed Local Development Plan, anticipated during late summer 2019.

The Council welcomes the increasing take up of pre-application advice. A pro-active approach to the use of processing agreements has ensured that processing agreements are in place for all applications for major developments and energy consent development. Already good performance in the processing timescales for local development continues to improve. The Council's proactive approach to clearing legacy cases is reflected in the fact that a further 5 were cleared during the reporting year.

The up to date Enforcement Charter and proactive approach adopted by the Enforcement Team is the context for another highly effective year in terms of enforcement with a substantial increase in the number of complaints investigated and cases closed.





# Part 5: Official Statistics



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

Overall	2018-19	2018-19	2017-18
Major developments	11		2
Local developments (non-householder)	309		363
Local: less than 2 months	(90%)	6.6 weeks	(79.6%)
Local: more than 2 months	(10%)		(20.4%)
Householder developments	291		368
Local: less than 2 months	(93.8%)	6.8 weeks	(91.3%)
Local: more than 2 months	(6.2%)		(8.7%)
<b>Housing Developments</b>			
Major			N/A
Local housing developments	99	6.9 weeks	74
Local: less than 2 months	(88.9%)		(70.3%)
Local: more than 2 months	(11.1%)		(29.7%)
<b>Business and Industry</b>			
Major			1
Local business and industry developments	37	6.5 weeks	17
Local: less than 2 months	(89.2%)		(64.7%)
Local: more than 2 months	(10.8%)		(35.3%)
<b>EIA Developments</b>	1		#
<b>Other Consents</b>			
• As listed in the guidance(right)	81	5.1	#
<b>Planning/legal agreements</b>			
• Major: average time	4	N/A*	#
• Local: average time	0	N/A	#

\* All major developments subject to legal agreements were subject to processing agreements



## B: Decision-making: local reviews and appeals

Type	Total number of decisions	Original decision upheld			
		2018-19		2017-18	
		No.	%	No.	%
Local reviews	29	13	44.8	15	57.7%
Appeals to Scottish Ministers	10	6	60	3	50%

## C: Context

### Commentary

The Council continues to improve processing times for local developments and all major developments are project managed through the use of processing agreements. The Council continues to monitor appeal and Local Review Body decision making.

# Part 6: Workforce Information





# South Ayrshire Council Planning Service

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

RTPI Qualified Staff	Headcount	FTE
Development Management	8	8
Development Planning	7	6.8
Enforcement	-	-
Specialists		
Other (including staff not RTPI eligible)	2	2

Staff Age Profile	Headcount
Under 30	1
30-39	10
40-49	7
50 and over	15



# Part 7: Planning Committee Information





Committee & Site Visits	Number per year
Full council meetings	2
Planning committees	10
Area committees	N/A
Committee site visits	0
Local Review Body	14
LRB site visits	6



# Performance Markers

Our report on meeting 18-19 improvements is set out on page 26. In addition we have reviewed our response to the amber and red from PPF6 a commentary is set out in the following table.





No.	Performance Marker	RAG rating	Comments
1	<b>Decision-making:</b> continuous reduction of average timescales for all development categories [Q1 - Q4]	Green	<p><b>Major Applications</b> Your timescales of 13.9 weeks are faster than the Scottish average of 33.6 weeks. <b>RAG = Green</b></p> <p><b>Local (Non-Householder) Applications</b> Your timescales of 7.7 weeks are slower than the previous year, faster than the Scottish average of 10.7 weeks. However, this is within the statutory timescale of 8 weeks. <b>RAG = Green</b></p> <p><b>Householder Applications</b> Your timescales of 7.1 weeks are slower than the previous year and are faster than the Scottish average of 7.3 weeks. However, this is within the statutory timescale of 8 weeks. <b>RAG = Green</b></p> <p><b>Overall RAG = Green</b></p>
2	<p><b>Processing agreements:</b></p> <ul style="list-style-type: none"> <li>offer to all prospective applicants for major development planning applications; and</li> <li>availability publicised on website</li> </ul>	Green	<p>You encourage processing agreements to applications for all major developments. Eight applications were subject to a major processing agreement this reporting year. Your report mentions the creation of the Priority Projects Team who focus on major developments and arrange processing agreements. <b>RAG = Green</b></p> <p>The guidance and a template for processing agreements are available on your website. <b>RAG = Green</b></p> <p><b>Overall RAG = Green</b></p>
3	<p><b>Early collaboration</b> with applicants and consultees</p> <ul style="list-style-type: none"> <li>availability and promotion of pre-application discussions for all prospective applications; and</li> <li>clear and proportionate requests for supporting information</li> </ul>	Amber	<p>You provide a pre-application advice service which is promoted through the website and by staff engaging with prospective applicants. One case study highlights recent developments to your pre-application service, including a shift in approach from proactive to wholly reactive. <b>RAG = Green</b></p> <p>It is not clear from your report how requests for supporting information are kept proportionate and clear. <b>RAG = Red</b></p> <p><b>Overall Green = Amber</b></p>

The Planning Service endeavours at all stages to give clear and proportionate requests for the supply of information within pre-application engagement and this is referenced in our refreshed pre-application guidance document. The Council is not complacent regarding this and will continue to seek ways to ensure that requests for information are clear and proportionate.

4	<b>Legal agreements:</b> conclude (or reconsider) applications after resolving to grant permission reducing number of live applications more than 6 months after resolution to grant (from last reporting period)	Amber	You processed one legal agreement this year and this was slower than the previous year and slower than the Scottish average.
5	<b>Enforcement charter</b> updated / re-published within last 2 years	Green	Your enforcement charter was one month old at the end of the reporting period.
6	<b>Continuous improvement:</b> progress/improvement in relation to PPF National Headline Indicators; and progress ambitious and relevant service improvement commitments identified through PPF report	Green	Your LDP and enforcement charter are up to date. Clear timescales exist for adopting the next LDP. Though your legal agreement was slower than the Scottish average, your decision making timescales, overall, are faster than last years and you have made sufficient progress on reducing the number of sites reaching legacy case status. <b>RAG = Green</b>  You have completed 6 out of 10 of your improvement commitments with the remaining to be continued over the next reporting year. You have identified a range of tangible improvement commitments for the coming year informed by stakeholder feedback. <b>RAG = Green</b> <b>Overall RAG = Green</b>
7	<b>Local development plan</b> less than 5 years since adoption	Green	Your LDP is 3 years and 6 months old at the end of the reporting period.
8	<b>Development plan scheme</b> – next LDP: <ul style="list-style-type: none"> <li>on course for adoption within 5 years of current plan(s) adoption; and</li> <li>project planned and expected to be delivered to planned timescale</li> </ul>	Green	Your report notes that your LDP is still on track for adoption. A delay is noted but it is still scheduled to be adopted within 5 years of the current plan. <b>RAG = Green</b>  Your project plan for the replacement of the development plan is set out in recently updated Development Plan Scheme. The LDP is expected to be updated at the end of 2019. <b>RAG = Green</b> <b>Overall RAG = Green</b>
9	<b>Elected members engaged early</b> (pre-MIR) in development plan preparation – <i>if plan has been at pre-MIR stage during reporting year</i>	N/A	

This year all legal agreements have been related to applications which are subject to processing agreements



10	<b>Cross sector stakeholders* engaged early</b> (pre-MIR) in development plan preparation – <i>if plan has been at pre-MIR stage during reporting year</i> <i>*including industry, agencies and Scottish Government</i>	N/A	
11	<b>Regular and proportionate policy advice</b> produced on information required to support applications.	Green	Following the outcome of your MIR consultation and last year's report, you have developed supplementary guidance documents on developer contributions for education.
12	<b>Corporate working across services</b> to improve outputs and services for customer benefit (for example: protocols; joined-up services; single contact arrangements; joint pre-application	Green	A case study is included in your report which details a liaison with Enterprise Service to work collaboratively across the authority with local employers. Over the reporting year you have restructured your planning service and introduced a priority projects team to take a more proactive approach to major applications.
13	<b>Sharing good practice, skills and knowledge</b> between authorities	Red	The report does not make clear how you have shared good practice, skills and knowledge between authorities. There is a case study relating to the Core Paths Plan, but it is unclear who this has been shared with and no other examples were given.
14	<b>Stalled sites / legacy cases:</b> conclusion or withdrawal of old planning applications and reducing number of live applications more than one year old	Green	You have cleared 4 cases during the reporting year, with 5 cases still awaiting conclusion. Based on this and last year's figures, only 3 reached legacy status during the reporting year. This shows a commitment to reducing the number of stalled sites in your area. Your report notes legacy cases figure within South Ayrshire and explains the context for these. The project management approach being taken to clear these is also detailed.
15	<b>Developer contributions:</b> clear and proportionate expectations set out in development plan (and/or emerging plan); and in pre-application discussions	Green	Your report notes that you have developed Supplementary Guidance on developer contributions which is progressing towards adoption. <b>RAG = Green</b>  Responding to feedback from the previous year's report, you note that developer contributions are routinely discussed. <b>RAG = Green</b>  <b>Overall RAG = Green</b>

This year's report includes steps taken by the Council to evidence its positive approach to collaborative working and sharing good practice including the Case Study on Marr College.

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This information can be made available, on request, in braille, large print or audio formats and can be translated into a range of languages. Contact details are provided below.

درخواست کرنے پر یہ معلومات ناپینا افراد کے لئے اُبھرے حروف، بڑے حروف یا آڈیو میں مہیا کی جاسکتی ہے اور اسکے مختلف زبانوں میں ترجمہ بھی کیا جاسکتا ہے۔ رابطہ کی تفصیلات نیچے فراہم کی گئی ہیں۔

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ਇਹ ਜਾਣਕਾਰੀ ਮੰਗ ਕੇ ਬੋਲ, ਵੱਡੇ ਅੱਖਰਾਂ ਅਤੇ ਸਣਨ ਵਾਲੇ ਰਪ ਵਿਚ ਵੀ ਲਈ ਜਾ ਸਕਦੀ ਹੈ, ਅਤੇ ਇਹਦਾ ਤਰਜਮਾ ਹੋਰ ਬੋਲੀਆਂ ਵਿਚ ਵੀ ਕਰਵਾਇਆ ਜਾ ਸਕਦਾ ਹੈ। ਸੰਪਰਕ ਕਰਨ ਲਈ ਜਾਣਕਾਰੀ ਹੇਠਾਂ ਦਿੱਤੀ ਗਈ ਹੈ।

Niniejsze informacje mogą zostać udostępnione na życzenie, w alfabecie Braille'a, w druku powiększonym lub w formacie audio oraz mogą zostać przetłumaczone na wiele języków obcych. Dane kontaktowe znajdują się poniżej.

Faodar am fiosrachadh seo fhaighinn, le iartas, ann am braille, clò mòr no clàr fuaim agus tha e comasach eadar-theangachadh gu grunn chànanan. Tha fiosrachadh gu h-ìosal mu bhith a' cur fios a-steach.

**South Ayrshire Council  
Contact Centre  
0300123 0900**