

APPENDIX I



PLANNING PERFORMANCE FRAMEWORK

ANNUAL REPORT

2013-2014

PLANNING PERFORMANCE FRAMEWORK

ANNUAL REPORT 2013-2014



Part 1: National Headline Indicators (NHIs)

Key outcomes	2013-2014	2012-2013
<p>Development Planning:</p> <ul style="list-style-type: none"> age of local/strategic development plan(s) (full years) <i>Requirement: less than 5 years</i> development plan scheme: on track? (Y/N) 	<p>Age of adopted development plan (both structure and local plans) 7 years.</p> <p>No - DPS (last approved in April 2013) indicates approximately 3 months off target.</p>	<p>Age of adopted development plan (both structure and local plans) 6 years.</p> <p>No - DPS (last approved in April 2013) indicates approximately 2 months off target.</p>
<p>Effective Land Supply and Delivery of Outputs</p> <ul style="list-style-type: none"> effective housing land: years supply effective housing land supply housing approvals effective employment land supply employment land take-up 	<p>Deficit of 185 units per year against annual housing requirement</p> <p>1620</p> <p>343 units, plus further 1917 units due from LDP release sites.</p> <p>Availability of <u>employment land</u> : 141 ha, representing 21% of total available land.</p> <p>Total <u>effective commercial floorspace</u>: 360, 506sqft</p>	<p>Deficit of 222 units per year against annual housing requirement</p> <p>1438 units</p> <p>36 units</p> <p>Availability of <u>employment land</u> : 141 ha, representing 21% of total available land.</p> <p>Total <u>effective commercial floorspace</u>:</p>

	/33,492sqm We have no process for monitoring commercial floorspace delivered.	360, 506sqft /33,492sqm We have no process for monitoring commercial floorspace delivered.
Development Management		
Project Planning		
<ul style="list-style-type: none"> percentage of applications subject to pre-application advice 	26%	11.25%
<ul style="list-style-type: none"> number of major applications subject to processing agreement or other project plan 	6	3
<ul style="list-style-type: none"> percentage planned timescales met 	100%	100%
Decision-making		
<ul style="list-style-type: none"> application approval rate 	92.2%	89.9%
<ul style="list-style-type: none"> delegation rate 	93.3%	93.1%
Decision-making timescales		
Average number of weeks to decision:		
<ul style="list-style-type: none"> major/national developments 	50.7*	29.3
<ul style="list-style-type: none"> local developments (non-householder) 	7.9	9.2
<ul style="list-style-type: none"> householder developments 	6.4	6.2
Enforcement		
<ul style="list-style-type: none"> time since enforcement charter published / reviewed (months) <i>Requirement: review every 2 years</i> 	8 months	1 year/ 11 months
<ul style="list-style-type: none"> number of breaches identified / resolved 	267/237	318/525

Commentary on Part 1 - National Headline Indicators

Planning Applications

South Ayrshire determined 701 planning applications and 255 other consents (eg. listed building) in 13/14. This is a 9% increase in volume of planning applications/consents from 12/13 which were 875. South Ayrshire remains one of the busier planning authorities in Scotland in terms of the volume of planning applications/consents

Over 13/14 South Ayrshire dropped from 2nd fastest Council to determine a planning application to 3rd fastest. This small decline in performance is likely to be a result of the increase in planning applications (9% increase compared to 2.6% nationally) and also the increase in number of prospective applicants seeking pre-application advice 239 in 13/14 compared to 72 in 12/13.

Over 2013/14 the number of major planning applications has more than doubled (from 4 to 9). These are especially complex planning applications and there has been no increase in number of staff dealing with these planning applications and the average length of time South Ayrshire has taken to

determine an application for major development has increased (from 29.3 to 50.7 weeks). However this average is skewed by a planning application related to a windfarm development*. Experience has shown wind energy developments have more protracted timescales due to the proposals changing through the planning application process. When this application is taken out, the average timescale is 26.4 weeks. It is also notable that all major planning applications were determined in a timescale agreed with the applicant.

The Planning Service is keen to promote the provision of pre-application advice and has sought to increase the number of planning applications taking such advice. The increase from 11% (12-13) to 26% (13-14) could be a result of the deliberately more active promotion at architects meetings and in initial approaches made to the Planning Service. There has been a decline in the response times with 53% closed in the target time in 21 days. The reason for the decline in performance is most likely the increase in number of planning applications being determined with the same resources being used to deal with both pre-applications and planning applications.

Development Planning

There has been minor slippage in the Development Plan programme in 2013/14 (approximately 3 months) and there are a number of reasons for this:

- i) Preparation of all documentation associated with the examination, (particularly putting information into the format sought by the Scottish Government) took longer than anticipated, and was completed with limited resources;
- ii) Two long term vacancies within the Development Planning Team. One of these vacancies is now at the stage of recruitment.
- iii) The DPS accounts for an examination lasting 6 months, but the examination lasted to last 8 months.

Housing Land Supply

Land is available for 7,201 housing units (Established Land Supply), plus a further 1,917 units from Proposed LDP housing release sites, which have entered the land supply post April 2014, producing a total Established Land Supply of 9,118 units. As a result, there is a projected effective 5 year housing supply post April 2014 but a deficit of 185 units per annum projected in 13/14. Current market conditions continue to impact on the marketability of some housing sites in the short/medium term, although there are signs that the situation is beginning to improve with the number of housing completions in 13/14 rising to 200 units from 136 units completed in 12/13. It is also evident from site visits that there more housing units are under-construction than was evident in the previous annual site visit survey of 12/13.

Enforcement

The number of enforcement breaches has declined between 12-13 and 13-14. The number of resolved breaches has declined since 12/13, however, the figures for 12/13 related to all complaint cases and not only those where a breach was identified. South Ayrshire have significantly more reported breaches than the average for the 'benchmark' authorities (Annex A refers).

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

<i>Open for business</i>	<p>i) The Planning Service takes steps to pro-actively unlock development proposals that have potential to meet economic or community benefit and development plan delivery. Annex B lists development proposals where an 'unlocking' approach was taken. There were 55 proposals where a unique unlocking approach was taken in 13/14.</p> <p>ii) Further demonstrating a commitment to economic development, 84.2% of non-householder local development applications are determined in less than 2 months (compared to 55.9% at a Scotland level). This represents a 6.5% increase since 2012/13.</p> <p>ii) The Customer Experience Questionnaire 13/14 (Annex D) asked the following three question under the heading of 'Open for Business':</p> <p>Does the Planning Service offer positive support to developers? All applications – 85% yes, Major Development - 80% yes.</p> <p>Does the Planning Service promote an 'open for business' culture within its staff? all applications – 77%, yes, Major Developments – 100% yes.</p> <p>These responses are consistent with 12/13 when 80% of respondents felt that the Planning Service was 'open for business'.</p> <p>iii) Commitment to making decisions in accordance with the development plan – 99% were made in accordance.</p> <p>iv) Priority arrangements are given to development proposals meeting economic or community benefit and development plan delivery, including project management arrangements, single point of contact arrangements and a higher stand of pro-active engagement with key stakeholders, including other Council services.</p>
<i>High quality development on the ground</i>	<p>i) The Customer Experience Questionnaire 13/14 asked: Does the Planning Service promote high quality development on the ground?' All applications 87% yes, Major Developments– 100% yes,</p> <p>This question is new to the 13/14 survey and so there is no time comparisons that can be made.</p> <p>ii) Negotiated improvements to planning applications and value added by the Planning Service as evidenced in Annex C: Report on Value Added. This demonstrates that in all major developments there was improvement and value over and above that involved with simply</p>

		<p>progressing a planning application in the 'regulatory' way.</p> <p>iii) Negotiated improvements with local developments is more difficult to measure. However, a good indicator of added value in local development planning applications is provided from looking at the number of planning applications that would have been refused had they not been withdrawn and resubmitted, taking into account negotiations and advice to change the proposals to secure an approval. 88.2% of planning applications that would have been refused as submitted were then being approved,</p> <p>Together with South Ayrshire's higher than Scotland average approval level, the above information demonstrates that the Planning Service is negotiating high quality development on the ground.</p> <p>iv) The housing land strategy of the LDP has been developed to balance housing growth needs with meeting community needs and having the placemaking of communities as the primary selection reason for housing land allocations. Site Design Briefs will be developed for all housing sites in 2014/15. Site Briefs will be developed with the input of the Planning Forum and local communities.</p> <p>v) During 13/14 finalised versions of Supplementary Guidance (SG) on rural housing, historic environment and extensions and alterations to houses were approved and are now operational in planning application determinations. Additional SG work was undertaken on wind energy, Ayr town centre, education contributions and window alterations as an addendum to the historic environment SG. These are intended to be drafted, consulted on and adopted within financial year 14/15.</p> <p>vi) During 13/14 the Planning Service promoted community understanding of planning decision making, including design considerations through 2 meetings of the Planning Forum.</p> <p>vii) Public consultation was undertaken on draft Conservation Character Appraisals for Dundonald and Kirkswood and these influenced the finalised Appraisals.</p>
<i>Certainty</i>	<p>i) The provision of pre-application advice is actively promoted and the upturn from 11% to 26% is welcomed. The high level of approvals that are able to be made when an application is withdrawn because it cannot be positively concluded at 88% could have resulted in positive submissions first if the applicant had sought (and followed) pre-application advice.</p> <p>ii) 100% of major developments progressed through processing agreements or other project management</p>	

arrangements. The option of entering into a processing agreement is made to all major planning applicants and some local developments (including the 55 that were prioritised in 13/14). All processing agreements are published on the E-planning public website.

- iii) Regular and proportionate policy advice offered. In addition to 15 publications and leaflets guiding potential applicant's the Council has 10 guidance notes with the aim of smoothing the planning application process for a planning applicant e.g Single Point of Contact Protocol.

Regarding developer contributions – affordable housing requirements and play equipment contributions are clearly set out in policy and the requirement for education contributions is set out in the LDP. Although the detail of requirements have not been finalised in Supplementary Guidance (to be finalised in 14/15), in the meantime Planning staff are proactive in advising during pre-application discussions where and how much education contribution is required from different proposals.

The Planning team are keenly aware of the need to keep information requests proportionate and actively ensure that consultee requests for information are contained only those relevant to considering the planning application. In addition a member of the planning team is also leading as an 'innovator' advising the Scottish Government preparation of guidance on 'proportionate information requests'.

- iv) High level of appeals determined by the Department of Planning and Environmental Appeals (DPEA) where the original decision is upheld (63% compared to 53% nationally).

- v) Consistency of decision making within the Council is important in providing confidence to potential investors. Decisions of the Local Review Body are monitored – a high level of overturns would give concern over the consistency of decision making within the Council. 72.7% of Local Reviews upheld the original decision. This is small decline on the equivalent figure of 77.3% for 12/13, but is a significant improvement on 11/12.

- vi) One of the main reasons for delay in the planning application process is because the planning application was not able to be validated at first submission. Guidance notes are provided with the planning application pack, but ultimately it is the responsibility of the applicant to ensure that the application submitted meets with essential statutory requirements. 55% of planning applications were unable to be validated at first submission. This compares to 69.8% in 12/13. The average at a Scottish level is 60%. A workshop was held with architects and agents to provide guidance on how to make a competent planning submission and the

		lower level of invalid submissions is welcomed.
<i>Communications, engagement and customer service</i>	i)	The Planning Service led a workshop with the Community Planning Partnership on 'Community Councils and Planning Applications' which explained how Community Councils can legitimately influence planning applications/development proposals.
	ii)	The Council provides 9 guidance notes for prospective applicants and 19 Supplementary Guideline for development, dealing with guidance on development proposals and procedural matters relating to applications.
	iii)	Planning section of website audited and reviewed (12/13) to ensure it complies with Scottish Government guidance on web information for ease of reference.
	iv)	Service Standards in place and Procedure Note on the Handling of Planning Applications.
	v)	Documentation relating to the LDP examination was hosted on the Council website, with frequent status updates on the examination progress;
	vi)	Tree preservation orders posted on planning pages of Council web site.
	vii)	In 2013/14, the Planning Service received 4 formal complaints, compared with 12 in 2012/13.
	viii)	All EIA screening and scoping opinions represented spatially on public web mapping facility and available on Council web site.
	ix)	The Customer Experience Questionnaire (13/14) indicates that 95% of respondents were either satisfied or very satisfied with the ease with which they could contact the planning officer dealing with their case. Only 5% were dissatisfied. This compares to the 12/13 questionnaire, which highlighted 90% satisfied/very satisfied, while 8% were very dissatisfied.
	x)	The Customer Experience Questionnaire (13/14) indicates that 90% of respondents were satisfied/very satisfied with the way the planning service communicated issues relating to planning applications (compared to 92% satisfied/very satisfied in 12/13). 10% of respondents were dissatisfied; compared to 8% of respondents being very dissatisfied in 12/13.
	xi)	88% of respondents rated the quality of advice given by the Planning Service as excellent or good, which is an 11% increase in rating compared to 12/13 – in particular, 42% considered the quality of advice as excellent, improving on a 23% rating in 12/12. 8% considered the advice given as average (which matches the 12/13 survey); while 4% considered the advice poor/very poor – a reduction from 15% in 12/13.
	xii)	34% of respondents considered the clarity of forms and guidance available online as excellent (compared to 8% in 12/13). Overall, 91% of respondents considered the availability of forms/guidance online as good or excellent (increasing from 83% in 12/13). 2% considered availability of online information as very poor (compared with 0% in 12/13); while those rating online information availability as average fell to 7% in 13/14 – compared to 17% in 12/13.

Efficient and effective decision-making

- i) Over 2013/14 South Ayrshire has been the (joint) third fastest Planning Authority (based on overall average time in weeks) to determine a planning application for a local development (6.4 weeks). In terms of the volume of local development applications determined, South Ayrshire receives 40% more planning applications than the best performing Planning Authority, and 72% more planning applications than the second best performing authority.

Performance is strongest in householder developments with 96.7% of applications determined in less than 2 months. Performance is also strong for non-householder developments with 84.2% of applications determined in less than 2 months. Both of these performance indicators have improved since 2012/13 at 94.4% and 77.7%, respectively.

Over 2013/14 the number of major planning applications has more than doubled (from 4 to 9). Consequently, the average length of time South Ayrshire has taken to determine an application for major development has increased (from 29.3 to 50.7 weeks). This is largely due to only one planning application relating to a windfarm development. Experience has shown windfarm developments have more protracted timescales due to the proposals changing through the planning application process. When this application is withdrawn from the figures, the average is 26.4 weeks. It is also notable that major planning applications were determined in a timescale agreed with the applicant.

South Ayrshire performs best in its 'benchmark' authorities on all of the above indicators (Annex A refers).
- iii) 93% of planning applications are determined under delegation this is consistent with 12/13 and also the average at Scotland level and consistent with the benchmark authorities (Annex A refers).
- iv) The LDP has been steered through an elected member/officer Board. The Board also provides guidance on emerging Supplementary Guidance and other planning policies. LDP governance arrangement will be reviewed in 14/15 to ensure that a wider range of members are involved throughout key stages of the LDP review and to ensure that Development Planning and Community Planning are more interwoven.
- v) The average timescale for determining a planning application involving a legal agreement is now 17 weeks. This is a considerable improvement on 12/13 when the timescale was 44 weeks. There is now, however, only a small number of applications involving legal agreements as the Council is adopting a practice, advised by Scottish Government, of dealing with developer obligations through planning conditions

		rather than legal agreement.
	vi)	At April 2014 there was only one 'legacy' planning application to hand. That planning application (SE Ayr) has subsequently been withdrawn.
<i>Effective management structures</i>	i)	The Planning Service has a management structure that is fit for purpose and ensures that the planning system operates in an intergrated manner with Development Management and Development Planning. Mobile staff structure that enables resources to be deployed to where there are pressures or new priorities.
	ii)	Work programmes and priorities are monitored and managed through Bi-weekly Planning Performance Team meetings.
	iii)	Priorities are identified and managed (Annex B)
	iv)	Established and effective collaborative relationships with key agencies and SAC have satisfied Historic Scotland with management and decision making structures to allow 'Removal of Duty to Notify'.
	v)	Strong collaborative arrangements with other Ayrshire Councils and Dumfries and Galloway – Biosphere, CSGN and windfarms. Also informal sharing of best practice e.g. South Ayrshire advised EAC on its LRB arrangements.
	vi)	Benchmarking with SOLACE families – provided information and initial meeting to enable sharing of better practice from Council's with 'good' indicators. This information is contained in Annex A and has been reflected in overall performance commentary in this PPF. It is notable that on most indicators South Ayrshire performs better than the average for the family planning authorities. It is important to note however that the data in Annex A has been provided for benchmarking purposes and are not always official figures returned by each Council to the Scottish Government and there is likely to be some degree of variation in what is included in data.
<i>Financial management and local governance</i>	i)	Resources are aligned to deliver priorities of the development plan (Annex B Economic and Social Priorities).
	ii)	Service Standards ensure that time and resources are proportionate to the value added from the planning process
	iii)	When comparing the cost of the Planning Service with the average for the 'benchmark' authorities (Annex A), South Ayrshire spends considerably less on Development Management, has fewer staff, but achieves higher fee income than the average (Annex A refers). When comparing these statistics with the other benchmark statistics on performance this demonstrates

that South Ayrshire is achieving best value.

Culture of continuous improvement

- i) The PPF is embraced as an opportunity to identify areas for continuous improvement and has been regularly reviewed within the Planning Management Team. Progress against improvement actions and performance is a standing agenda item on the bi-weekly PMT meetings.
- ii) The feedback from the Scottish Ministers on the PPF 12-13 has been closely reviewed and improvements incorporated into this PPF and improvement actions identified for 14-15, which are included in the Planning Service Team Plan and monitored in Covalent.

Part 3: Supporting evidence

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

[LDP Action Programme](#)

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

[Planning Publications and Guidance](#)

[Service Standard Major Developments](#)

[Pre-application form and guidance](#)

[Pre-application Protocol Guidance](#)

[Planning Protocol Prestwick Enterprise Area](#)

[National Planning Protocol Enterprise Areas](#)

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

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

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

[Documentation Supporting Planning Applications Guidance](#)

[Pre-application Protocol](#)

[Service Standard for Local Developments and Major Developments](#)

[Planning Liaison with Key Internal Stakeholders](#)

[Planning Forum Meeting 2013](#)

Part 4: Service Improvements 2014-15

In the coming year we will:

- Develop a Protocol and arrangements for Elected Member Engagement in Planning Proposals
- Develop a Protocol 'Council as the Applicant'
- Develop Supplementary Guidance on Education Contributions from New Housing Developments
- Establish formalised monitoring/governance arrangements for legal agreements, developer contributions and land restoration
- Develop Design and Placemaking Briefs for all housing allocations of the LDP
- Take part in Benchmarking with COSLA family authorities and reflect on shared best practice, in particular build in benchmark data for Development Planning into the PPF for 14/15.
- Participate in the Scottish Government working group looking at 'proportionate information requests from applicants'
- Participate in the Improvement Service work costing the Planning Service

Delivery of our service improvement actions in 2013-14:

Committed improvements and actions		Complete?
i)	Hold a series of drop-in Planning Forum sessions to develop LDP housing development site briefs in May/June 2014.	Yes – 4 sessions held
ii)	Promote the success of seeking pre-application advice and liaise with Architects Forum to increase the rate of seeking pre-application advice prior to planning application submission.	Yes – workshop held
iii)	Hold a Architect and Agents workshop to provide practical guidance on how to make planning application submissions that are able to be validated at first submission.	Yes - workshop held
iv)	Liaise with newly opened Customer Contact Centre to provide key information: leaflets, guidance notes etc and high profile display of weekly list of planning applications	Yes - Planning Management Team met and improved arrangements in place
v)	Develop 'easy reads' for Supplementary Guidance.	No – priority on LDP. To be undertaken 14/15
vi)	Finalise Single Point Contact Procedure Note	Operational but not finalised
vii)	Hold Elected Member seminar to review 'Development on the Ground' and new policy on rural housing design.	No
viii)	Hold Elected Member seminar on Creating Jobs and Planning	Yes

ix)	Develop Protocols dealing with arrangements when the Council is the planning applicant and internal communication on prospective planning applications.	Partial – drafted
x)	Sample survey of those people/organisations that engaged with the LDP as to the quality of service that was provided.	No – not been appropriate until LDP adopted

PLANNING PERFORMANCE FRAMEWORK
Part 5: Official Statistics
A: Decision-making timescales

Category	Total number of decisions 2013-2014	Average timescale (weeks)	
		2013-2014	2012-2013
Major developments	9	50.7	29.3
Local developments (non-householder)	329	7.9	9.2
<ul style="list-style-type: none"> • Local: less than 2 months • Local: more than 2 months 	84.2% 15.8 %	77.7% 22.3%	6.7 17.8
Householder developments	364	6.4	6.2
<ul style="list-style-type: none"> • Local: less than 2 months • Local: more than 2 months 	96.7% 3.3	6.3 10.0	5.8 11.4
Housing developments			
Major	4	60.6	2
Local housing developments	65	8.1	69
<ul style="list-style-type: none"> • Local: less than 2 months • Local: more than 2 months 	84.6% 15.4%	6.6 16.6	7.0 30.8
Business and industry			
Major	3	41.5	0
Local business and industry	90	7.2	91
<ul style="list-style-type: none"> • Local: less than 2 months • Local: more than 2 months 	86.7% 13.3%	6.4 12.2	6.7 14.6
EIA developments	1	15.4	0
Other consents*	131	3.7	10
Planning/legal agreements**	5	17.1	66.3

Local reviews	22	10.2	23
----------------------	-----------	------	----

* Consents and certificates: Listed buildings and Conservation area consents, Control of Advertisement consents, Hazardous Substances consents, Established Use Certificates, certificates of lawfulness of existing use or development, notification on overhead electricity lines, notifications and directions under GPDO Parts 6 & 7 relating to agricultural and forestry development and applications for prior approval by Coal Authority or licensed operator under classes 60 & 62 of the GPDO.

** Legal obligations associated with a planning permission; concluded under section 75 of the Town and Country Planning (Scotland) Act 1997 or section 69 of the Local Government (Scotland) Act 1973

B: Decision-making: local reviews and appeals

Type	Total number of decisions	Original decision upheld			
		2013-2014 No.	2013-2014 %	2012-2013 No.	2012-2013 %
Local reviews	22	16	72.7%	22	77.3%
Appeals to Scottish Ministers	11	7	63.6%	9	77.8%

C: Enforcement activity

	2013-2014	2012-2013
Cases taken up	435	405
Breaches identified	267	319
Cases resolved	237	525
Notices served***	9	5
Reports to Procurator Fiscal	0	0
Prosecutions	0	0

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

D: Context

Provided in parts 1 and 2

Part 6: Workforce and Financial Information

	Tier 1	Tier 2	Tier 3	Tier 4
Head of Planning Service				X

Note: Tier 1= Chief Executive, Tier 2= Directors, Tier 3= Heads of Service, Tier 4= Managers

		DM	DP	Enforce- ment	Other
Managers	No. Posts	2	1		
	Vacant				
Main grade posts	No. Posts	8.5	4.5	1.5	4
	Vacant	1	2		
Technician	No. Posts		1		1
	Vacant	1			
Office Support/Clerical	No. Posts	3			
	Vacant	1			
TOTAL		15.5	8.5	1.5	5

Note: Managers are those staff responsible for the operational management of a team/division. They are not necessarily line managers.

Staff Age Profile	Number
Under 30	2
30-39	9
40-49	10
50 and over	6.5

Committee & Site Visits*	Number per year
Full council meetings	3
Planning committees	10
Area committees (where	

relevant)	
Committee site visits	2
LRB**	12
LRB site visits	1

	Total Budget	Staff Costs		Income***
		Direct*	Indirect**	
Development management	726,040	639,925	Not yet available	601,243
Development planning	264,790	196,116	Not yet available	
Enforcement		Included in DM figures		
Other	242,391	80,644		
TOTAL	961,014 (net)	916,685		

Notes:

* Direct staff costs covers gross pay (including overtime, national insurance and superannuation contribution). The appropriate proportion of the direct cost of any staff member within the planning authority spending 30% or more of their time on planning should be included in costs, irrespective of what department they are allocated to (for example, legal advice, administration, typing). Exclude staff spending less than 30% of their time on planning.

**Indirect costs include all other costs attributable to the planning service. Examples (not exhaustive) include accommodation, IT, stationery, office equipment, telephone charges, printing, advertising, travel & subsistence, apportionment of support service costs.

*** Include fees from planning applications and deemed applications, and recharges for advertising costs etc. Exclude income from property and planning searches.

Glossary of Terms

Abbreviation/Term	Full Term
DPS	Development Plan Scheme
LDP	Local Development Plan
Effective Land Supply	The part of housing supply (all consents and LDP allocations)that is expected to be built over the next 5 years
SG	Supplementary Guidance
LRB	Local Review Body
Conservation Area Appraisal	Definition of key matters that should be considered in considering the conservation merits of an area and a tool in development management decision making
SOLACE	Society of Local Authority Chief Executives

ANNEX A

**HoPS (Group 2) – East Ayrshire Council, East Lothian, Fife, Moray, Perth & Kinross, Loch Lomond & Trossachs NP, Stirling and South Ayrshire
National Headline Indicators – Development Management**



Authority	% of Applications Subject to Pre-Application Advice			No. of Major Applications Subject to Processing Agreement or other Project Plan			% Planned Timescales Met			Application Approval Rate		
	2011/12 Annual	2012/13 Annual	2013/14 Annual	2011/12 Annual	2012/13 Annual	2013/14 Annual	2011/12 Annual	2012/13 Annual	2013/14 Annual	2011/12 Annual	2012/13 Annual	2013/14 Annual
South Ayrshire	12.5%	11.2%	26%	3	3	6	100%	100%	100%	88.6%	89.9%	91.3%
Average	17.7%	28.0%	28.7%	3.29	4.43	0.13	83.4%	84.9%	39.0%	92.2%	91.5%	92.5%

Authority	Delegation Rate			Average No. of Weeks to Decision: Major Developments			Average No. of Weeks to Decision: Local Developments (Non Householder)			Average No. of Weeks to Decision: Local Developments (Householder)		
	2011/12 Annual	2012/13 Annual	2013/14 Annual	2011/12 Annual	2012/13 Annual	2013/14 Annual	2011/12 Annual	2012/13 Annual	2013/14 Annual	2011/12 Annual	2012/13 Annual	2013/14 Annual
South Ayrshire	94.6%	93.1%	92.0%		21.6	33.8		9.2	7.9		6.2	6.4
Average	89.1%	89.5%	91.5%	62.27	40.57	51.52	22.48	14.41	15.47	9.88	8.25	7.84

Authority	No. of Enforcement Breaches Identified			No. of Breaches Resolved		
	2011/12 Annual	2012/13 Annual	2013/14 Annual	2011/12 Annual	2012/13 Annual	2013/14 Annual
South Ayrshire	449	405	260		525 (including all cases taken up)	237 (only those where a breach was identified)
Average	228.88	182.25	128.57	169.00	223.63	73.50

Additional Indicators – Development Management

Authority	ePlanning: % of Applications Submitted Online			ePlanning Service Costs (including annual support & maintenance charges)			Other IT costs (eg UNiform, software & hardw		
	2011/12 Annual	2012/13 Annual	2013/14 Annual	2011/12 Annual	2012/13 Annual	2013/14 Annual	2011/12 Annual	2012/13 Annual	2013/14 Annual
South Ayrshire		61.5%	58.5%			£23,326.00			
Average	0.41	0.54	0.55	£19,024.78	£18,774.34	£14,077.56	£45,087.65	£50,646.48	£28,100.00

Authority	Number of planning enquiries handled (pre-application only)			Number of formal service Complaints received			Number of Scoping Requests received		
	2011/12 Annual	2012/13 Annual	2013/14 Q1 & Q2	2011/12 Annual	2012/13 Annual	2013/14 Q1 & Q2	2011/12 Annual	2012/13 Annual	2013/14 Q1
South Ayrshire	217	213	117		12	4	4	3	
Average	530	329	189	13	15	8	7	7	1

Staff Numbers (FTE) by grade – admin. technical, officer, team leader, etc.	Total Staff Costs (NI and Pensions, excluding overheads)

	Number of Appeals			Number of Decisions Overturned at Appeal			Number of Local Review Body Cases		
Authority	2011/12 Annual	2012/13 Annual	2013/14 Q1 & Q2	2011/12 Annual	2012/13 Annual	2013/14 Q1 & Q2	2011/12 Annual	2012/13 Annual	2013/14 Q1 & Q2
South Ayrshire	12	9	6	3	2	5	21	23	10
Average	16.0	11.4	6.4	7.3	4.6	5.0	21	21	11.7

	Average Time from Decision to Issue of Decision Notice (days)			Average Time from Receipt to Validation (days)			Number of Invalid Applications			Standard Charge
Authority	2011/12 Annual	2012/13 Annual	2013/14 Q1 & Q2	2011/12 Annual	2011/12 Annual	2012/13 Q1 & Q2	2011/12 Annual	2011/12 Annual	2013/14 Q1 & Q2	2011/12 Annual
South Ayrshire										£100
Average	2.5	2.2	2.0	11.8	11.1	220.0	529	385	210	£98.59

ANNEX B

Unlocking Development: Rolling Log of Significant Proposals 2013-14

Economic Benefit

Description	Location	Stage in Planning Process	Development Plan Priority
Anaerobic digesters 13/00528/PPPM and 14/00282/APPM	Girvan distillery	First scheme and amended scheme Approved	Zoned in SALP
Hotel 13/01119/PREAPP	Belleisle	Pre-app response issued	Principle in accord with DP
Hotel 13/01394/APPM 13/01395/LBC	Belleisle	Processing agreement in place. Outstanding financial info/ parking issues.	No
Retail park 13/00860/FURM	Alexanders Sawmills	Consent issued	No
Holiday park and visitor centre 13/01000/preapp	Lendalfoot	PREAPP comments issued. No further progress (as at 25/02/14)	No
Retail/ mixed use 13/00285/PAN	Ayr High Street	Progress stalled due to non planning reasons	Yes
Retail 13/01143/PAN	Holmston Roundabout	Pan approved. Pre-app discussion. Meeting on 27/2 retail catchment. Application due 16 th May	No
Residential / mixed use leisure	Dalquharran	Application submitted March 2014. Concern from HS and	No

		local community	
Mixed Student halls/ commercial 13/00840/preapp	Station Hotel Ayr	Pre-app advice issued. No further contact as of 15 th Feb 2014	No
Golf course engineering alterations/Improvements in 2 separate applications	Royal Troon Golf Club	Pre-application and 2 planning applications	No
Formation of new fishing loch, club house, storage, parking, landscaping	Carrick Angling Club, Girvan	Lengthy pre-application and 2 planning applications.	No
Alt and extension to factory unit	Burnhead/Cairnhill by Girvan	Pre-application enquiry	No
Siting of static caravans	Crofthead Caravan Park	APP 13/01340/APP. Agreed and Issued	No
Mixed use development comprising residential business retail education hotel leisure health and associated infrastructure including access open space and landscaping 07/01795/OUT	South East Ayr	Back under consideration	No
Morrison's extension, Ayr	Castlehill Road, Ayr		
Heathfield Retail Park major extension	Heathfield Road	PAN 14/00025/PAN issued Jan 2014	No
Plot 9 Care home	Ayr Esplanade	Pre-app	No
Route diversion to facilitate physical works for 2016 Open at Troon	Troon	Route order made and works implemented	No
Route diversion at Hillhouse Quarry to facilitate expansion of	Dundonald	Route order to be made June 2014	No

quarry			

Community/Placemaking Priorities

Description	Location	Stage in Planning Process	Development Plan Priority
Affordable Housing (6 units)	Woodpark Ayr Ref:	Planning application	No
Neptune Works (+/- 300 units) 12/01457/PPPM (8.4 Ha)	West Sanquhar Road, Ayr	PPP Approved. No progress on MSCM	
Auchincruive Mixed use development (including 495 units) 09/01416/PPPM (246 Ha) 13/01332/FURM And 14/00519/MDO	Auchincruive, Ayr	PPP approved (2012) AMSC	
Residential development (110 units) 12/01037/PREAPP (6.5Ha) Full application in Jan 2014	Doonholm Road, Ayr	Second PAN for 12 week period to 12 th Dec 2013	Zoned for residential in SALP
Description	Location	Stage in Planning Process	Development Plan Priority
Mixed Use development 13/01149/PAN (63 Ha) 14/00220/PPPM	Corton, Ayr	PAN for 12 week period to 6 th Jan 2014 At 7/5/14 - Within statutory processing period	Part of STRAT6 site in SALP

Residential development and infrastructure 13/0120/PAN (30.9Ha)	Alton, Ayr	PAN for 12 week period to 13 th Jan 2014	Part of STRAT6 site in SALP
Residential Development 13/00543/PAN 13/01202/PPPM	Coodham	Application withdrawn following advising applicant of concerns. Re-submission likely end march	No
Residential Development 13/00327/PAN 13/01183/PPPM	Cunning Park, Ayr	Processing agreement in place. Refused 20 th Feb panel	No
North East Troon 12/00695/pre-app 12/00779/pre-app	Troon	Progress stalled for non planning reasons	Yes
Doonholm 08/00376/COU	Ayr	Approved but S75 outstanding. Taking to march 2014 panel to refuse	No
Education	Ayr Academy at Craigie estate	Public consultation initiated Oct '13	No
Residential 12/00409/pre-app 13/01203/PAN 14/00112/APPM	Ferguson Street/ greyhound track	PAN for 12 week period to 9 th Jan 2014	No
Residential 14/00048/FURM 14/00052/MSCM	Greenan	Applications submitted. Aim for March Panel	No
Residential development	Wilson Ave/Ottoline	PAN for 12 week period	Allocated housing H\$

13/01189/PAN 13/01266/preapp 14/00175/APPM	Dr Troon	to 9 th Jan 2014 Determination within statutory period	site in SALP
Erection of 6 houses (reduced from 8)	Church Crescent, Dailly	Lengthy pre-application and 2 planning applications.	No
Alterations, COU and erection of 21 dwellings APP and LBC	Old Manse, Main Street, Monkton	APP issued – 31/ 01/2014. LBC to be cleared thro' HS	No
Girvan Multi-Faceted Community Building 13/01265/PAN	Knockcushan Street, Girvan.	Pre- app stage	
Residential Development for 112 Units (84 Private, 28 Affordable) 14/00037/APPM	Doonholm Road, Ayr	20 th March 2014 Reg Panel Approved subject to S75, bonds for play equipment/ landscape and conditions.	Zoned in SALP
Residential Development for 21 units (16 private, 5 AH) 12/01254/MSC	Land at Symington Road North, Symington	Del Approval issued 31.10.13	Zoned in SALP
Residential development 13/01378/PREAPP (6 units)	Crosbie Tower, 139 South Beach, Troon	Pre-app	Principle in accord with DP
Electricity Transmission Line reinforcement. 14/00070/PREAPP	Auchencrosh to Cumbria	Preapp for S37	NPF3 (draft)national development
13/01430/APP	Murdoch's Loan, Alloway, Ayr	Full app	SALP policy conflict
14/00083/PREAPP 14/00424/PREAPP	Mount Hamilton House	Pre-app	Yes (safeguard listed building)

14/00374/PREAPP	Limonds Wynd, Ayr	Pre-app	Accords with DP
09/00514/FUL	Peebles Street Ayr	Negotiation S75	
13/01430/APP	Murdochs Lone, Alloway, Ayr	Approved	No
Description	Location	Stage in Planning Process	Development Plan Priority
Formation of two weather pitches, fencing, lighting etc 14/00501/APP	Marr College playing fields	Consultations issued. Target Panel 19/06/14	Principle in accord with Local Plan
Erection of new secondary school, weather pitches + car parking	New Ayr Academy at Craigie	Pre-app	Principle in accord with Local plan
14/00350/pre-app Erection of football stadium, residential dev	Lochside Rd Ayr	Pre-app	No
14/00351/pre-app residential development	Somerset Rd Ayr	Pre-app	No
Ayr Town Centre Regeneration	Ayr Town Centre	Ongoing work to develop supplementary guidance	Yes
Empty Shops Working Group	Prestwick, Troon, Maybole, Girvan	Ongoing discussions	Yes
Affordable Housing site identification	South Ayrshire, with focus on Prestwick, Troon and Ayr.	Ongoing discussions	Principle in accord with DP. Some sites identified may be contrary to DP.
Seafield House	Ayr	Ongoing discussions	In accord with DP
Erecting plaques for Heritage Closes in Ayr Town Centre	Ayr	Ongoing discussion and design work	In accord with DP

ANNEX C
VALUE ADDED BY THE PLANNING SERVICE TO ‘MAJOR’ PLANNING APPLICATIONS

Explanation

‘Added value’ seeks to measure the extent to which the planning application process negotiates improvements or secures more value rather achieving this by simply processing the planning application in a regulatory manner. It attempts to measure the value that has been added by the Planning Service (and other supporting services e.g. Legal) to a planning application over and above the proposals that would otherwise have been submitted. At present it is only applications falling within the ‘Major’ category of development that is the subject of formal ‘Added Value’ recording by the Planning Service.

Added value for ‘Major’ planning applications in 13/14 is provided below:

During the period 1st April 2013 – 31st March 2014, nine planning applications falling under the category of Major Development were determined.

Added Value Criteria

The table demonstrates value added (by number) to approved Major Development planning applications during both pre-application and assessment of Development proposals.

Added Value Criteria	No of cases	Added Value Criteria	No of cases
Improved Design	2	Noise mitigation	0
Improved Layout	2	Flood Mitigation	1
Open space provision	0	Sustainability	0
Play facility	0	Walking/cycling	0
Residential amenity	1	Road Safety	0
Utility/infrastructure	0	Sustainable transport	0
Visual amenity	1	Affordable housing on site	1
Built heritage	0	Developer contribution-Affordable housing off site	0
Archaeology	1	Developer contribution-Education	0
Ecology	0	Developer contribution-Community Facilities	0
Landscape	0	Aerodrome safeguarding	0
Sustainable Drainage SUDS	1		

Seven out of the nine major planning applications were the subject of formal pre-application engagement, which ensures that applicants receive clear advice and guidance at an early stage on matters such as process, policy and design. For three of the applications, it is considered that pre-application discussions resulted in higher quality development, which makes a positive contribution to the surrounding areas. Pre-application discussions ranged from providing applicants with guidance on procedural and legal matters, through to assistance on detailed masterplan, and design issues. To help provide an illustration of how value has been added a case study is provided below. The case study looks at ‘added value’, including the value secured through an approach of being ‘open for business’ and ‘speedy determination’.

Case Study – Improvement through negotiation, open for business and speedy determination:
Greenan at Dunure Road, Ayr 14/00052/MSCM

Approval of matters specified in conditions of outline planning permission 09/00683/OUT related to a new residential development by MacTaggart and Mickel Homes Ltd

Commentary: The Greenan site, which is a major Greenfield housing release site in the Local Plan, has outline planning permission and a masterplan for residential development granted in 2009. The first phase of 100 houses and care home also has consent for matters specified in conditions for phase 1. The permission 14/00052/MSCM altered the design of the approved houses and replaced the care home with 22 additional houses. The Planning Service's positive approach involved early engagement, holding pre-application discussions and at the request of the Planning Service, improvements were achieved as follows:-

VALUE FACTORS	Example of Improvement
1. IMPROVED DESIGN	House designs to increase passive surveillance (secure by design principles) and to create active frontages for streetscape.
2. IMPROVED SITE LAYOUT	Buildings re-orientated to create visual interest and readily identifiable pinch points and local distinctiveness. Garages re-positioned so as to reduce their visual impact on the street scene
3. VISUAL AMENITY	Applicant was encouraged to alter more of the already consented site layout so as to create a more cohesive street elevation of new dwelling designs.

Open for Business: The positive approach of the Planning Service with early engagement by working closely together, setting out information requirements and having frequent dialogue provided certainty for the applicants in submitting their application. The Planning Service coordinated responses from other relevant Council Services (in particular the Roads and Transportation Service, now the Ayrshire Roads Alliance) to ensure that the amendments still met the aspirations of 'Designing Streets' and the roads guidance and standards. The Planning Service provided advice and support about how to manage the procedural issues involved regarding the outline planning permission, the approved masterplan covering the overall development at Greenan, and the planning conditions (Provision of the care home in a later phase rather than the masterplan requirement for provision within the first phase of development).

To facilitate the applicants' requirement to amend the approved details and masterplan phasing, a twin tracking approach of submission of dual applications i.e. matters specified in conditions application and a further application 14/00049/FURM was recommended and coordinated. Approval at the Regulatory Panel provided the applicants with both permissions at the same time. This streamlined process allowed development to continue on site without interruption.

The applicants' Land Manager commented as follows:

Throughout the planning process the case officer provided constructive feedback at pre-application stage. This gave us the opportunity to formally submit the planning application package with a degree of confidence that we had support from South Ayrshire Council and allowed the council to process our application very quickly and within the timescale targets as set out by the Scottish Government. The MSC application was supported and strengthened by the approved Masterplan that is in place for the whole site. The level of certainty over outcome and timescales achieved throughout planning gave us continuation of build at our Greenan site which in total will accommodate 500 new homes across private and affordable tenures. We have been building new homes in the Greenan area of Ayr for a number of years and with the support of South Ayrshire Council we look forward to continuing to direct investment in this area.

Speedy determination: By having early engagement, lead in timescales for the Regulatory Panel were known, targeted and achieved. The applicants were regularly updated on progress and the processing of the planning application was prioritised. The application was determined within 6 weeks of the submission date.

PLANNING PERFORMANCE FRAMEWORK: 2012-13
FEEDBACK REPORT: South Ayrshire Council



Date performance report due: 30 September 2013
Date of receipt of report: draft - 30 September 2013
final - 27 November 2013

National Headline Indicators

- Your current local plan will be over 6 years old by the time your Local Development Plan (LDP) is scheduled to be adopted in 2014. We note that there has been further slippage and your development plan scheme is not on track. Updating within the 5-year cycle is essential to promote certainty and confidence in the planning system. You should take steps to ensure that your subsequent LDP progresses towards adoption at the earliest possible date through strong project management.
- The comments provided on the deficit in your effective housing land supply are noted and we expect this to be addressed once your LDP is adopted.
- We note that you currently have no process in place to monitor the amount of commercial floorspace delivered. There remain some issues around a standard definition for consistently measuring employment and commercial land supply, which we are working with HOPS to address.
- The percentage of applications subject to formal pre-application advice has dropped slightly since the last reporting period and remains relatively low (11.2%). We welcome your service improvement commitment to promote take-up with agents and architects, and look forward to hearing about the results in your next report.
- With the absence of a complete range of average decision making timescales in your last report, direct comparison with 2011-12 performance has not been possible for all development categories. We have however been able to assess your timescales in relation to the national averages and our comments are made on that basis.
- Your decision-making timescales were again favourable when compared to national figures for major developments, local developments (non-householder) and householder developments. From the information provided we note you have achieved a reduction in timescales for major developments and a slight reduction in timescales for applications subject to legal agreements. With regard to timescales for applications that are subject to legal agreements, we look forward to hearing about the outcomes of your protocol between planning and legal services in your next report.
- We are pleased to see that you have used processing agreements for three major developments, with all determined within agreed timescales. Your next

report should provide a description of the actions you have taken to promote and publicise them. Following recent legislative changes, you may also wish to consider using them for more substantial local developments.

- Whilst your average decision-making timescales are very positive, it is not clear whether any legacy cases for applications more than one year old remain. If this is the case, future reports should provide a description of how you are tackling them and the improvements that you have introduced.
- Your enforcement charter was nearly 2 years old at the end of the reporting period. You should ensure that updates continue to happen within the required 2-year cycle.
- Your enforcement figures show a good record of resolving planning breaches, with a significant number of cases identified and resolved during the period.

Defining and measuring a high-quality planning service

- You have demonstrated a good range of customer-focused activities that applicants and developers will find helpful, and these are delivered in a manner that is welcoming and open for business. This includes the publication of a range of guidance, service standards for major and local developments, single points of contact and the use of protocols for planning applications.
- You have provided evidence of a positive approach to economic development, which is supported by a high standard of proactive engagement for development proposals that provide economic and/or community benefit. The provision of a table showing developments that were given priority was particularly useful. You may wish to supplement this in more detail in your next report with the inclusion of some case studies and you should consider sharing this approach for the benefit of other authorities.
- You have provided good evidence of a service that has developed strong working relationships and is committed to collaborative working through the establishment of a protocol for liaison with internal stakeholders on major and national developments. Your next report should aim to provide a more detailed description of how your protocols and collaborative working ensure that supporting information requests are clear and proportionate.
- Your proactive approach to improving the quality of development through design briefs, supplementary guidance and involvement in town centre improvements and conservation areas is welcomed. We are pleased to see that you are continuing to monitor the value added to developments and this is helpfully supported by the inclusion of case studies illustrating where design improvements have been achieved through the planning process. Your approach to added value is something that you should consider sharing for the benefit of other planning authorities.
- We note with interest that 69.8% of applications were unable to be validated on their first attempt and this will be the subject of forthcoming discussion with architects and agents. You may wish to consider listing the 5 main reasons in your validation guidance or on your website, so that applicants are fully aware of the information that they need to provide.
- The emphasis on providing guidance and information on your website is welcomed, as this can contribute to greater certainty and enhance overall customer experience of your planning service. The high proportion of

applications being submitted online (52.9%) also supports your commitment to electronic communication.

- It was not clear whether you are taking steps to provide clear and proportionate advice on developer contributions. This has been included in the markers of good performance identified by the joint High Level Group on Planning Performance and you should therefore aim to cover this in future reports. Your description should include an indication of how developer contributions are set out in your development plan/supplementary guidance and through pre-application discussions.
- Your customer feedback survey shows generally positive results in the way you deliver your services. While noting that negative feedback was predominantly a result of planning applications that were contrary to the development plan, it was not clear whether any specific improvements have been identified as a result of the issues raised through your survey.
- We are pleased to see that you are continuing to use forums to engage with stakeholders on a variety of matters. It was also encouraging to note that feedback from your agents forum influenced your supplementary guidance on housing conversions.
- We welcome that you have been collaborating with neighbouring planning authorities on a number of planning matters. Future reports should explain how you share good practice and skills, perhaps with the inclusion of case studies.
- You have provided a good indication that effective management structures enable you to monitor performance and respond to priorities. We note that the monitoring of applications which took longer than 2 months, established the main reasons for delay to be committee timescales and officer workload/annual leave commitments. Has this resulted in you reviewing committee cycles and flexible approaches to workload?
- Your report lacked an explanation of the learning culture you have in place for the development of staff, managers and elected members. Future reports should aim to provide a description of how staff development is delivered, alongside a description of training that has been provided.

Service improvements 2012-13: delivery

- You have made good progress on delivering previously identified improvement actions, with some actions ongoing and one carried forward. We look forward to their completion during the following year.

Service improvement commitments 2013-14

- You have again committed to a good range of activities that should help you continue to deliver your service in a manner envisaged under the Planning Performance Framework. We look forward to following progress.

Conclusion

- Your report was well structured and provided a clear indication under each of the headings to support your commitment to a service culture and continuous improvement. The inclusion of informative descriptions of progress made during the reporting year, supplemented by case studies and feedback from your customer survey helps to demonstrate how this has been put into practice.
- Given that your replacement LDP is now beyond the statutory 5-year cycle, it is important that you take all possible steps to adopt it as soon as possible. You should reflect on the process to ensure that potential issues are identified early in the process and slippages are avoided when preparing your next LDP.
- You should continue to promote and monitor the take-up of pre-application advice for all types of development and we look forward to hearing about the progress you have made in your next report.
- Your next report should describe how information requests to support planning applications, and requests for developer contributions are clear and proportionate. This could be supplemented by the inclusion of case studies and feedback.

The feedback in this report is based solely on the information provided to us within your Planning Performance Framework Report covering the period April 2012 to March 2013.

If you need to clarify any aspect of the report please contact us on 0131 244 7148 or email spplanning@scotland.gsi.gov.uk

We hope that this feedback will be of use to you in the preparation of your next report which covers the period April 2013 to March 2014. Please note that we are in discussions with HOPS and COSLA about the potential benefits of bringing the submission date forward, closer to the end of the reporting period. We will let you know as soon as a decision has been made.

APPENDIX

PERFORMANCE MARKERS REPORT 2012-13

Name of planning authority: **South Ayrshire Council**

The High Level Group on Performance agreed a set of performance markers. We have assessed your report against those markers to give an indication of priority areas for improvement action. The high level group will monitor and evaluate how the key markers have been reported and the value which they have added.

The Red, Amber, Green ratings are based on the evidence provided within the PPF reports. Where no information or insufficient evidence has been provided, a 'red' marking has been allocated.

No.	Performance Marker	RAG rating	Comments
1	Decision-making: continuous reduction of average timescales for all development categories [Q1 - Q4]	Green	<p>Decision making timescales for all categories – major, local (non-householder) householder much better than the national average.</p> <p>Full range of timescales not provided, so comparison not possible for local (non-householder) and householder development categories.</p> <p>Further reduction in decision-making timescales for major developments. Slight reduction in timescales for applications subject to legal agreements.</p>
2	Processing agreements: <ul style="list-style-type: none"> offer to all prospective applicants for major development applications; and availability publicised on website 	Amber	<p>Processing agreements offered and used for all three major developments during the reporting period.</p> <p>Report lacks description of how processing agreements are publicised.</p>
3	Early collaboration with applicants and consultees <ul style="list-style-type: none"> availability and promotion of pre-application discussions for all prospective applications; and clear and proportionate requests for supporting information 	Green	<p>Formal pre-application service in place, with take-up and response time (21 days) monitored. Informal pre-application also provided but not currently monitored.</p> <p>Customer survey demonstrates 100% satisfaction level with pre-application and 100% of applications subject to pre-application advice were approved.</p> <p>Protocols in place on pre-application advice and internal consultation to help to ensure clear and proportionate supporting information.</p>

			Future reports would benefit from a more detailed description of how this is achieved.
4	<p>Legal agreements: conclude (or reconsider) applications after resolving to grant permission</p> <ul style="list-style-type: none"> reducing number of live applications more than 6 months after resolution to grant (from last reporting period) 	Amber	<p>Report lacks a description of steps taken to reduce number of live applications more than 6 months old. Protocol in place between planning and legal services to be delivered in 2013/14. This should help to improve future monitoring and reporting.</p> <p>Slight reduction in timescales for applications subject to legal agreements, with average timescale better than national figure.</p>
5	Enforcement charter updated/re-published within last 2 years	Green	Enforcement charter remains up to date - published 23 months ago at the end of reporting period.
6	<p>Continuous improvement:</p> <ul style="list-style-type: none"> progress/improvement in relation to PPF National Headline Indicators; and progress ambitious and relevant service improvement commitments identified through PPF report 	Amber	<p>Further positive progress on reducing decision making timescales.</p> <p>Further slippage in LDP timescales, and LDP not on track with development plan scheme.</p> <p>Relatively good progress on delivering previous service improvement commitments with some ongoing.</p>
7	Local development plan less than 5 years since adoption	Red	Local Plan adopted 2007.
8	<p>Development plan scheme – next LDP:</p> <ul style="list-style-type: none"> on course for adoption within 5 years of current plan(s) adoption; and project planned and expected to be delivered to planned timescale 	Red	<p>Local Plan will be over 6 years old (nearing 7 years) by time LDP is adopted in 2014.</p> <p>Development plan not on track, with some further slippage.</p>
9	Elected members engaged early (pre-MIR) in development plan preparation – <i>if plan has been at pre-MIR stage during reporting year</i>	N/A	
10	Cross sector stakeholders* engaged early (pre-MIR) in	N/A	

	<p>development plan preparation – if plan has been at pre-MR stage during reporting year</p> <p><i>*including industry, agencies and Scottish Government</i></p>		
11	<p>Regular and proportionate policy advice produced on:</p> <ul style="list-style-type: none"> information required to support applications; and expected developer contributions 	Amber	<p>Good range of advice, guidance and protocols in place to support applications, although report would benefit from a more detailed description of how this achieves regular and proportionate information requests.</p> <p>Report lacks description of how developer contributions are considered.</p>
12	<p>Corporate working across services to improve outputs and services for customer benefit (for example: protocols; joined-up services; single contact arrangements; joint pre-application advice)</p>	Green	<p>Report provides good evidence of a culture of corporate working to improve outputs and services for customers. Future reports would benefit from inclusion of case study examples.</p> <p>Priority given to development proposals meeting economic and/or community benefit, with liaison and joined-up working with other council services.</p> <p>Protocols in place for internal management of major applications. Protocol to be delivered in 2013/14 between planning and legal services.</p> <p>Service improvement for 2013/14 to develop protocols when dealing with internal communication.</p>
13	<p>Sharing good practice, skills and knowledge between authorities</p>	Amber	<p>Report refers to working with Ayrshire Councils and Dumfries and Galloway Council on Biosphere, windfarms and green network, but lacks description of how good practice, skills and knowledge is shared.</p> <p>Previous report referred to benchmarking, but no description provided of whether this is continuing.</p>
14	<p>Stalled sites / legacy cases: conclusion or withdrawal of old planning applications and reducing number of live applications more than 1 year old</p>	Amber	<p>Report lacks description of approach to stalled site/legacy cases. It is not clear whether applications more than 1 year old are still in the system.</p> <p>Further progress made in reducing timescales for applications subject to legal agreements, with additional improvements identified for</p>

			2013/14.
15	<p>Developer contributions: clear and proportionate expectations</p> <ul style="list-style-type: none"> • set out in development plan (and/or emerging plan); and • in pre-application discussions 	Red	Report lacks description on approach taken with developer contributions. Future reports need to explain how clear and proportionate expectations are set out in LDP and pre-application discussions.