

South Ayrshire Planning Performance Framework 2022 - 2023

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COUNCIL
Comhairle Siorrachd Àir a Deas
Making a Difference Every Day

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Introduction

This is South Ayrshire's twelfth Planning Performance Framework and it provides an opportunity to report on how the Service has performed, what areas of work it has contributed to and led. It also identifies Service improvements for 2023/2024. The Council Plan 2023-2028 sets out the Council's vision through high level objectives and outcomes including a place-based focus on the wellbeing of our communities and environment that can be achieved through promoting a shared understanding that encourages services and partners to work collaboratively to achieve improved outcomes. The work of the Planning Service is key in the delivery of the Council's vision and the ongoing green and economic recovery process.

As we move forward, we will continue to embrace new ways of working, learn from good practice, work strategically and collaboratively, and create opportunities to influence, grow and make a difference. Yet again there has been a good level of performance in the last 12 months across all teams despite vacancies. The challenges have highlighted the knowledge, commitment and versatility of the Planning Service as well as the determination to deliver a high performing and quality Service to South Ayrshire.



Part 1: Qualitative Narrative and Case Studies



Performance updates from previous Planning Performance Framework and new reports from this year

Local Development Plan

We are proud to report that Local Development Plan 2 was adopted on 31 August 2022. This is discussed further in case study No. 11 and supported by information provided under 'National Headline Indicators'.

[Local development plan 2 - South Ayrshire Council \(south-ayrshire.gov.uk\)](https://www.south-ayrshire.gov.uk)

Key Marker - 77 (LDP less than 5 years old)

Enforcement

The Council's planning Enforcement Charter remains relevant and was updated and adopted in January 2023.

[SAC Enforcement Charter \(2023\) \(south-ayrshire.gov.uk\)](https://www.south-ayrshire.gov.uk)

It continues to be a particularly useful document for the service and members of the public alike, as it sets out for South Ayrshire how the enforcement process works, the service standards and how complaints are investigated and the appeal process. The Charter also outlines how the Council will carry out pro-active enforcement, as opposed to simply being reactive. The service continues 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.

This reporting period has been particularly challenging across this area of work as the Compliance Supervisor had been on long term absence since September 2021 until August 2022 and the associated Enforcement Officer retired in March 2022. This area of work has been partly absorbed by the Development Management planning staff who also have their own caseload of planning applications. We are proud of the commitment and resilience shown amongst the team and their combined efforts and co-operation to ensure that an enforcement service is still being delivered and meeting the expectations of our

communities. We consider this to be epitome of a high-quality planning service.

Communication with the Planning Enforcement Forum has continued and shows collaborative working together with other Scottish Planning Authorities and agencies and sharing expertise.

Consideration and review of resourcing across enforcement is ongoing with a view to building in resilience ensuring that we can continue to deliver a high - quality planning service. We look forward to providing an update on this in the next reporting period.

Key marker - 5 (Enforcement Charter published and less than 2 years old)

Early collaboration with applicants and consultees

Work has been undertaken in this reporting period to clearly set out to our customers the circumstances in which we will offer pre-application advice which includes:

- Proposals for sites allocated as development opportunities in the South Ayrshire Local Development Plan 2
- Proposals for 'Major' developments as defined by The Town and Country Planning (Hierarchy of Development) (Scotland) Regulations 2009.
- Proposals for electricity generating stations, overhead powerlines, pipelines, and associated infrastructure including pre-application enquiries from the Scottish Government Energy Consents Unit.
- Proposals by Services of the Council; e.g., for local authority housing or land sales.
- Any enquiries received that the Planning Service considers would be appropriate to deal with under the formal pre-application process, including proposals raising new or significant issues meriting early consideration through this process.

The Service will advise applicants though the pre-application process and, in the response, whether consultation with consultees is necessary and has been undertaken and will

incorporate any advice offered. The Service will also advise whether a processing agreement is recommended (this is required for all major developments) and what developer contributions are required, if any together with how these should be secured e.g., through a legal agreement.

[Guidance Note - Pre-Application Enquiries \(south-ayrshire.gov.uk\)](https://www.south-ayrshire.gov.uk)

[Guidance Note - Processing Agreements \(south-ayrshire.gov.uk\)](https://www.south-ayrshire.gov.uk)

Further references to the benefits of our pre-application service are captured in case studies numbered 2, 4, 5 and 6.

Case studies 2, 4, 5 and 6 were also the subject of processing agreements.

The Service also has an online Pre-application form for applicants that sets out what should be submitted to accompany pre-application submissions. A link to this is also provided.

[Pre-Application Enquiry Form \(south-ayrshire.gov.uk\)](https://www.south-ayrshire.gov.uk)

The Council's general enquiry process also provides advice to customers with regards prospective applications or whether planning permission is required for a proposal. These smaller scale enquiries are usually dealt with through this route.

[Planning Enquiry & Enforcement - My South Ayrshire \(south-ayrshire.gov.uk\)](https://www.south-ayrshire.gov.uk)

Key marker - 2 (project management) and 3(early collaboration)

Developer Contributions and Bonds

This is the one area that has not been concluded at the time of writing this PPF. The officer that was the lead on this has left the Council and it now sits under the responsibility of the Place Planning Co-ordinator – Development Management. There were previously two DM co-ordinators and now there is one and it has been realised that further support is needed for this post. A re-structure is therefore currently being progressed and corporate agreement has been reached in the reporting period to create

a small team that will deal with developer contributions, bonds enforcement and monitoring. This team will be tasked with creating guidance for the Council on developer contributions and bonds and managing the process together with working with other services of the Council such as Legal and Finance. This area of work has clearly progressed since the last reporting period but not yet concluded because of several factors including resourcing issues across the enforcement service and a new Assistant Director – Planning and Development joining the Council earlier this year and has since been involved in the discussions to progress this important area of work.

The Service continues to advise applicants through the preapplications process when developer contributions will be required in accordance with our LDP2 policy. Our online guidance makes it clear that we will advise applicants through the pre-app process (section 4.2 of the guidance).

[Guidance Note - Pre-App Enquiries \(south-ayrshire.gov.uk\)](https://www.south-ayrshire.gov.uk)

- An internal working group incorporating Planning, Legal and Finance Services which reviews the collection and expenditure of contributions has facilitated:
- streamlining the mechanisms and process,
- timescales for collection of developer contributions,
- standardised payment periods for contributions types, and
- payment requirements within legal agreements to help improve the collection of contributions.

It has been agreed in the reporting period that an annual report on developer contributions be presented to the Leadership Panel of the Council and thereafter made available on the Council's website. This will improve transparency in the process and assist in dealing with Freedom of Information Requests.

We hope the above demonstrates the tangible progress we are making in this area.

Key marker –15 (Developer Contributions – clear expectations)

Corporate working across Services and with stakeholders and partners

The Planning Service continue to work closely with other Service areas of the Council including:

- 6 weekly meetings with Education Services to discuss proposed developments, education provision and capacity and any requirements for financial contributions for developers towards education.
- monthly meetings with the project team for the Ayrshire Growth Deal Space Port proposal – see case study 2.
- The Service also continues to meet with Elected Members at the Planning Liaison Group on a quarterly basis to discuss topical and procedural matters.
- The Service also continues to meet with Housing Services to discuss any housing related projects under the Council’s protocol arrangement for the delivery of Council housing; this involves the Council utilising their permitted development rights. The Planning Strategy and Development Management Teams provide pre-application type advice in this regard and arrange for consultation with external bodies where required.
- In this reporting period, the Service has produced guidance for the public and Elected Members on how we are dealing with the matter of Short Term Lets – please see this below which is a link to this guidance on our webpage. The Service has also worked closely with the Licensing team of Housing Services to agree a strategy in dealing with Short Term Let licenses and associated planning permission, where it’s required. New online guidance has been produced by both Services working together in a collaborative way – see below. Applicants, when applying for a short term let license, are required to complete an operational statement containing all the planning relation information that the Service needs to determine if planning permission is required; when the Licensing Team consult the Planning Service, they include the operational statement which contains all the information the Service need to enable a response. This is saving

time and minimising cases where the Planning Service request further information from licensing as it is being provided upfront as part of the licensing application and operational statement. We have effectively streamlined the process and by working together, we have created a ‘one stop shop’ for applicants which has improved customer experience.

[Short Term Lets.pdf \(south-ayrshire.gov.uk\)](https://www.south-ayrshire.gov.uk/short-term-lets)

[Short Term Let Licensing Scheme South Ayrshire - South Ayrshire Council \(south-ayrshire.gov.uk\)](https://www.south-ayrshire.gov.uk/short-term-let-licensing-scheme)

- The Service meets with Historic Environment Scotland and SEPA every six months to discuss any cases of relevance, the effectiveness of the consultation process and any matters of national policy. The meeting with SEPA in March 2023 focused on the implications of National Planning Framework 4 for SAC and SEPA.

Key markers – 11 (relevant and up to date policy advice) and 12 (corporate working across services)



Sharing good practice, skills and knowledge

- The Service attends all Heads of Planning subcommittee meetings for Development Management and Development Planning and enjoy participating and learning from the discussions on topical issues.
- The Planning Service exchanged their draft PPF for this year with our peer review partner, East Ayrshire Council. EAC provided positive feedback and comments that we were able to learn from and incorporate into our final version for submission. The Service enjoyed peer reviewing EAC PPF, sharing feedback and views and the collaborate process we undertook.
- SAC was represented at the annual HoPS conference this year where matters such as community wealth building, the nature crisis and NPF4 were discussed.
- The Planning Service attends the Prestwick Aerospace Operational Group meetings. This group is industry lead but includes partners, including the Council's Planning Service, to support delivery of projects needed for sector growth including the space port which is part of the Ayrshire Growth Deal.

Key markers – 13 (sharing good practice, skills and knowledge)

Social Housing Development, Green Street, Ayr Town Centre

Case Study 1



Case Study Title:
Social Housing Development, Green Street, Ayr Town Centre
Location and Dates:
<p>An application for planning permission in principle (Council Reference: 21/01114/PPP) was received in November 2021 to seek consent for a residential development use on a brownfield site situated on Green Street, Ayr town centre. The site related to the former 'Jewsons' builders merchant yard which had closed in 2019 and remained vacant and disused since then.</p> <p>The application was submitted on the 11th November 2021 and following the submission of additional information which was needed to justify the proposed use (which was a departure from the use the site was identified for in the LDP), the application was taken up to the Council's Regulatory Panel on the 3rd February 2021 where it was approved by the Panel in line with the Planning Services recommendations.</p>
Elements of a High-Quality Planning Service this study relates to:
<ul style="list-style-type: none"> • Quality of outcomes • Quality of service and engagement
Key Markers:
<p>1- Decision-making 3 Early collaboration</p>
Key Areas of Work:
<ul style="list-style-type: none"> • Regeneration • Town Centres • Placemaking
Stakeholders Involved:
<p>Authority Planning Staff Regulatory Panel</p>
Overview:
<p>In the Council's LDP, the site formed part of a larger business and industrial zoning designation and so following submission of the application, consideration had to be given to the fact that the application sought consent for a different use which could potentially deplete the availability of business and industrial land in South Ayrshire.</p> <p>Following careful review, the Planning Service considered that a residential use would be an appropriate alternative land use and that the opportunity to deliver a provision of up to 40 affordable housing units (contributing towards affordable housing supply deficit) and the placemaking benefits of having such a development in an accessible town centre location, merited support for the application. Crucially, it was viewed that all of this could be achieved without an adverse impact upon the availability of business and industrial land. A robust case was made by the Planning Service and presented to the Regulatory Panel evidencing why an alternative use from the land use allocation in LDP2 would be acceptable alongside setting out the opportunity for</p>

the site. This included a carefully balanced assessment of the housing supply targets of the Council and Scottish Government which allowed the non-compliance with the land use designation of the LDP to be considered an acceptable 'departure' alongside a well-considered assessment of the placemaking opportunities including the 20-minute neighbourhood concept given the sites proximity to Ayr town centre and its accessibility by foot and public transport. The Panel agreed with our recommendations and approved the application at the Regulatory Panel siting in February 2022.

From the outset and whilst cognisance was to the fact that we were dealing with an application for the principle of a residential development on the site, the Planning Service were at the same time looking to achieve a high-quality development solution which maximises the harbour waterside location, provided a strong street frontage and presence and used high quality design and materials which are appropriate for the mixed-use location. Through the use of bespoke planning conditions attached to the planning permission in principle application, the Planning Service was able to put across our expectations and vision for the site and this contributed towards the justification for being able to support the principle of development in the context of some of the policy constraints. These conditions attached to the earlier permission are now driving the development standard for the site and the Planning Service remain in regular and continual dialogue with the applicant and architect as it progresses towards a detailed approval of matters specified in conditions application.

Goals:

Firstly, we consider that successfully navigating and securing planning permission in principle for an affordable housing development on the site for 40 units (despite the initial policy stance of the LDP) will help to maximise the opportunity to unlock the potential of the site and help progress towards the physical regeneration of this longstanding redundant, vacant, brownfield site which is situated in a strategic marine and town centre accessible location. Secondly, through the effective use of bespoke and tailored planning conditions attached to the planning permission in principle application (which seek to direct and drive the expectations of the standard of development) alongside ongoing engagement and discussions between the Planning Service and applicant and their architect, it is intended that the final affordable residential development achieved on this site will be of an extremely high standard and set the tone for the standard of placemaking and design for future development in Ayr town centre.

Evidence of the progress made can be seen from visualisations and design detail that we have been presented with since the earlier approval and included as part of this case study. This includes building lines with a strong street dual frontage and accessible flatted units with sawtooth roof arrangements, reflecting a modern and contemporary design. High quality natural materials are also proposed including a mix of weathered facing brick and composite fibre cladding for elevational treatments which will benefit the sites industrial past and be robust enough for its harbour/maritime location.

Outcomes:

As set out above, a carefully considered and presented case has been successfully presented to the Council's Regulatory Panel which justified why the site would be more suitable for affordable housing than remaining part of a wider business and industrial zoning, with this best evidenced by the fact Planning Permission in Principle for an affordable housing development of up to 40 units has been approved at the Council's Regulatory Panel in February 2022.

The Planning Service now continues to work closely and collaboratively with the applicant and their architect as they look to finalise the residential detailed design in line with the conditional requirements attached to the earlier application. We anticipate the submission of an 'Approval of Matters Specified in Conditions' application in the coming months.

Name of key officer

Ross Lee - Supervisory Planner and Erin Goldie - Place Planning Coordinator

Ayrshire Growth Deal Projects
Mangata and Prestwick Spaceport Developments
Case Study 2

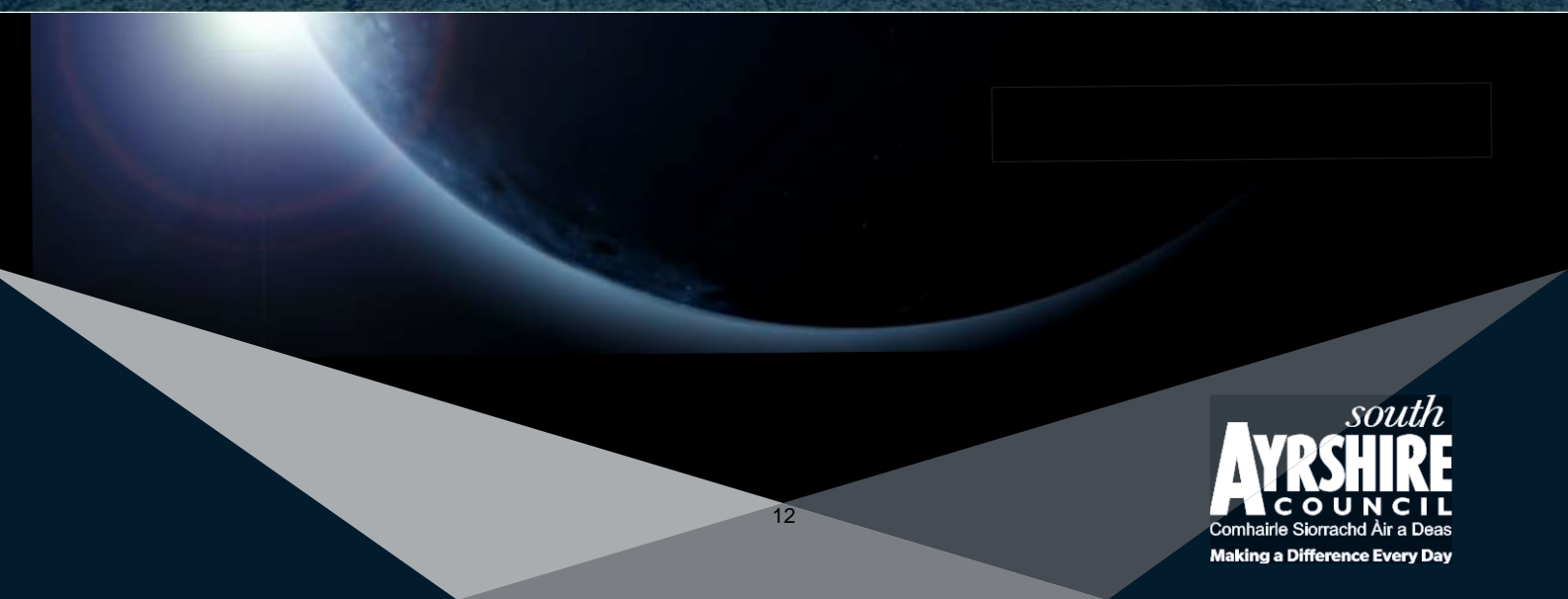


Prestwick Spaceport



PROPOSED BUILDING VISUAL

MANGATA



Case Study Title:

Ayrshire Growth Deal Projects – Updates on Mangata and Prestwick Spaceport Developments

The Ayrshire Growth Deal is a partnership being driven forward by the Scottish Government, the UK Government and East, North and South Ayrshire Councils. The Deal presents a major opportunity to strengthen the Ayrshire, Scottish and UK economies. Here is how South Ayrshire Planning Service is contributing to the delivery of two key Growth Deal projects:

The Prestwick Spaceport is one of Europe's leading spaceport developments and is set to become a vibrant hub for the horizontal launch of satellites. The proposed development comprises of infrastructure and associated facilities at land neighbouring Glasgow Prestwick Airport to develop an operational base from which designated launch service provider(s) will undertake the campaigns to launch the satellites into Earth orbits from an offshore launch location, to which launch vehicles (LVs) will be transported from Prestwick Spaceport (PSP) by a carrier aircraft.

The Mangata development and application relates to the erection of a facility for the manufacture, testing and operations of electronic and telecommunication equipment; including car parking, telecommunications area, services yard, roads, landscaping and ancillary services.

Location and Dates:

Prestwick Spaceport

A pre-application was first submitted to the Council in September 2021 alongside an EIA Screening Opinion Request. Following review of the EIA Screening Opinion Request, it which concluded that the proposed development did not require the submission of an EIA Report and an evidenced response was issued accordingly within the statutory timeframes.

For the pre-application, given the nature of the use of some of the potential technical and environmental considerations for the development, the case officer for the pre-application engaged extensively with stakeholders (16 different consultees in total), and this included detailed dialogue with Health and Safety Executive, SEPA, Transport Scotland and the Aviation bodies. This informed considerations and the feedback from consultees fed into the final response to compliment the planning assessment undertaken by the case officer.

Following on from the pre-application response being issued, a Proposal of Application Notice (PAN) Reference 22/00014/PAN was submitted in January 2022. Cognisance of the level of interest in the development, the Planning Service worked with the applicant to secure a suite of consultation activity which would best facilitate community engagement. This included an online platform and website alongside, two in-person full day interactive events in the sizeable terminal of Glasgow Prestwick Airport adjoining the site. The PAN response was subsequently approved in the statutory timescales.

Mangata – Electronic and Telecommunication Equipment Facility, land adjacent to 1 Dow Avenue, Monkton

As this proposal constituted a 'Major' development under The Town and Country Planning (Hierarchy of Developments) (Scotland) Regulations 2009, it was necessary for the development to undertake statutory pre-application consultation. Under the Town and Country Planning (Development Management Procedure) (Scotland) Regulations 2013 ("the DMRs) a Proposal of Application Notice was validated in April 2022 and approved in the same month by the Council's

Case Officer acting under delegated powers. Although a formal pre-application was not pursued by the applicant for the proposed development, the Planning Service entered into early dialogue with the agent and various meetings were held prior to the submission of the application.

A Screening Opinion was issued in November 2022 which concluded that the proposed development did not require the submission of an EIA Report.

Planning application 22/01021/APPM was validated on 8th December 2022 and a Processing Agreement was issued to the agent on 14th December 2022 outlining consultees and setting out clear timescales for the assessment. The Processing Agreement was signed by the agent on 22nd December 2022 with the stated intention to take the application to Regulatory Panel by 1st March 2023. However, due to the requirement for the submission of further information to allow for a full assessment to be undertaken, a 2nd Processing Agreement was issued on 10th February 2023 and signed by the applicant on 22nd February 2023, with the stated intention to take the application to Regulatory Panel by 11th May 2023. The application was approved at Regulatory Panel on 11th May 2023. The site was allocated in LDP2 for aerospace and digital infrastructure use, with the planning approval therefore bringing forward a development of an appropriate nature for the area and which also has the potential to attract further inward investment to the locale.

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

- Quality of outcomes
- Quality of service and engagement
- Governance

Key Markers:

- 1 Decision-making
- 2 Processing agreements
- 3 Early collaboration

Key Areas of Work:

- Masterplanning
- Economic Development

Stakeholders Involved:

Key Agencies (Scottish Enterprise)
Authority Planning Staff

Overview:

The Prestwick Spaceport project and development has taken progressive steps forward and has now gone through a full Pre-application, Proposal Application Notice (PAN) and an Environmental Impact Assessment (EIA) Screening Opinion process. Each of these have been processed efficiently by the Planning Service to ensure we play our role in the progression of the wider project and add value where appropriate. This site and development represent one of the Council's key Ayrshire Growth Deal projects and if completed, it is hoped that it will act as a catalyst for further aviation and technology development in the locality. In recognition of this, the Planning Authority have worked closely with the applicant and their design team and discussions to date have been extensive and involved a suite of internal and external stakeholders.

The Mangata project is ‘further down the road’ than the Prestwick Spaceport proposal, with dialogue between stakeholders being key in bringing the development proposal to the point where a full planning assessment has now been undertaken and resulted in the granting of planning permission at the Regulatory Panel (Planning) in May 2023. The development represents a key investment by Scottish Enterprise in the aerospace industry in South Ayrshire, with up to 300 high skilled jobs across a range of disciplines being created.

Goals:

As set out above, a detailed and comprehensive pre-application response has been issued by the Planning Service for the Prestwick Spaceport with the aim of this to provide direction on the planning policy framework and material planning considerations, consultee views and input and expectations in terms of the requirements for a future planning application.

Dialogue has continued on from the issuing of the Pre-application response, with the Planning Service showing commitment to facilitating ongoing communication with key stakeholders to the planning process (including SEPA, the Health and Safety Executive, Transport Scotland) to make sure planning matters are being appropriately considered and addressed. Meetings involving members of the Planning Service and the design and project team have also been taking place on a monthly basis for over a year now and these continue to ensure direct lines of communication remain strong. The Planning Service recognise that undertaking all of these processes and committing a large amount of officer time to these prior to the submission of any formal application has and will be beneficial in ensuring that all stakeholders are informed and aware of the proposals and their role and expectations. In turn, it is hoped that this will help streamline the processing of the formal planning application when it is submitted.

Similar to the Spaceport project, the Mangata development represents one of the Council’s key Ayrshire Growth Deal projects and it is hoped that it will act as a catalyst for further aviation and technology development in the locality. With planning permission having already been granted, it is envisaged that work on site will be starting imminently, bringing hundreds of high skilled jobs to the area, together with supporting existing aerospace supply chain industries in the locale.

Outcomes:

For the Prestwick Spaceport, the detailed design of the development is now nearing completing having been guided throughout by the Pre-application process. We now anticipate that a masterplan major scale planning application for the Prestwick Spaceport development could be lodged in the coming months and when the application is submitted, this will represent the end of an extensive, committed and collaborative Pre-application dialogue which has been facilitated by the Planning Service. This ‘front loading’ process will allow for a well-considered and fit for purpose planning application submission.

Although no formal pre-application was submitted by the applicant for the Mangata proposal, the Planning Service was in regular dialogue with the agent prior to the PAC process and although an unexpected issue was raised by Prestwick Airport during the assessment of the planning application, the Planning Authority worked with the agent/applicant to address the concerns raised, with the application being approved at Regulatory Panel in the most timeous manner possible.

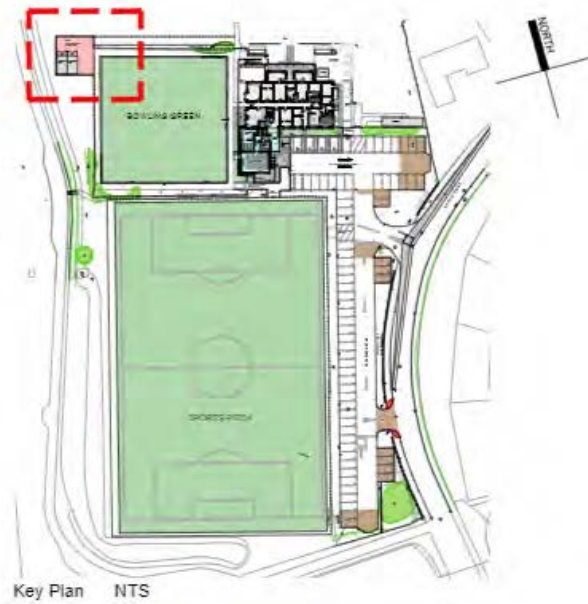
Name of key officers

Ross Lee - Supervisory Planner and Alastair McGibbon - Supervisory Planner

Cambusdoon Sports Club

Alterations and extension to existing clubhouse

Case Study 3



VIEW FROM CAR PARK LOOKING TOWARDS NEW CLUB ENTRANCE



VIEW LOOKING TOWARDS NEW 2 STOREY EXTENSION

Case Study Title:
Planning App ref. 22/00698/APP: Alterations and extension to existing sports clubhouse.
Location and Dates:
Cambusdoon Sports Club located at 2 Burns Wicket, Alloway, Ayr. Planning permission granted by the Council's Regulatory Panel December 2022.
Elements of a High-Quality Planning Service this study relates to:
Quality of outcomes
Key Markers:
1 Decision-making
Key Areas of Work:
<ul style="list-style-type: none"> • Greenspaces • Placemaking • Local Development Plan policies
Stakeholders Involved:
Members of the public Authority Planning staff/ Planning Committee
Overview:
<p>Cambusdoon Sports Club was constructed in 1997 as part of the adjacent housing estate. The Club was integral to the original housing development masterplan and Planning policy requirements to include community facilities. The club has evolved to become a multi-functional sports ground which comprises Alloway Bowling Club, Ayr Cricket Club, Cambusdoon Football Club and various other social, recreational and fitness groups.</p> <p>Planning permission was sought for alterations and extension to the existing clubhouse including an external viewing balcony. The proposals included upgrading of the car park layout, formation of a new main vehicular entrance, additional parking provision for patrons and bicycle racks. The priority of the club was to maximise and provide efficiencies of the existing facilities to meet changing membership requirements, so as to safeguard the various age groups / genders and disabled access needs which would allow the club to thrive at its current location.</p> <p>The sports club is sited in close proximity to the Alloway Conservation Area and tourist attractions associated with Robert Burns, Poet. The Burns Museum, Burns Cottage, Alloway Old Kirk, the Brig o'doon, and Poet's Path. The proposals had to be carefully considered so as not to adversely impact the established tourist attractions in terms of their setting, character or appearance, but also to consider any impact on residential properties within the adjacent estate.</p>

The proposed alterations and extension to the clubhouse represent a contrast to the original building in terms of its modern use of materials and contemporary design. It is recognised that the proposals did not necessarily need to replicate its surroundings, with the challenge being to ensure that all new development respects, enhances and has a positive impact on the area. The Service worked closely with the applicant through the application process to ensure that the proposals were subsidiary in scale and massing to the existing building and offered a design solution which did not compete with the original building and could be visually absorbed against the backdrop and massing of the original building. The use of high-quality modern materials (metal standing seam roof, zinc and timber effect clad walls and grey polyester powder coated aluminum windows and doors) were also secured through the planning application process and breaks up of the main elevation of the original building by introducing different materials and varying fenestration heights and adds interest to the streetscape whilst ensuring that the design integrates well with surrounding development. On this basis, the final proposals were considered to have a positive impact and could be successfully integrated into the character, appearance and setting of the locale.

The sports club also recognised issues with on-road parking, given the location adjacent to tourist attractions, and that main access road served both the club and adjacent residential estate. The proposals included changes to the existing layout of the associated car park so as to create a 'one way' system. In addition to the alterations to the entrance of the car park, a further 20 car parking spaces (including disabled spaces) were proposed, as well as the provision for bicycle racks, given the Club's close proximity to footpaths and cycle paths. It is considered that the applicant, Cambusdoon Sports Club, recognise their responsibility to positively address the matter off road parking/ congestion, (although parking demand is not as an exclusive result of the club and is rather the result of cumulative activities in the area), and made provision within the proposals to alleviate and improve congestion experienced within the area which all has a positive impact on the locale.

Goals:

To achieve an appropriate extension for the sports club that could enhance the offering to the community and further contribute to health and wellbeing opportunities. The goals of the Planning Service were to work with the developer to ensure a scheme that was appropriate for the site and area, taking account of the sensitive location close to the Conservation Area and surrounding residential properties; this was particularly important for the siting and height of the external viewing platform and ensuring neighboring amenity was protected. The build proposed was contemporary in comparison to the existing build so securing appropriate material finishes has been important so that the two harmonise.

Outcomes:

Works are about to commence on site, and are on schedule to be completed prior to the Open Golf tournament to be held at Royal Troon Golf Course in summer 2024.

Name of key officer:

Dianne Lewis - Planner

Carrick Community Education Campus, Maybole

Case Study 4



Case Study Title:
Community Education Campus, Maybole. Erection of community educational campus including; leisure and all weather sports facilities (with floodlights), alterations to road junctions, formation of new access, car parking, coach drop-off, associated landscaping and one wind turbine (17.8 metre tip height).
Location and Dates:
74 to 74 Kirkoswald Road, Maybole. Pre-Application Consultation January 2020 to April 2020. Formal planning application ref. 20/00669/APPM submitted August 2020 and determined December 2020. Discharge of conditions commenced February 2021 and development commenced autumn 2021.
Elements of a High-Quality Planning Service this study relates to:
<ul style="list-style-type: none"> • Quality Outcomes • Quality of service and engagement
Key Markers:
<ol style="list-style-type: none"> 1 Decision-making 2 Project management (processing agreement) 3 Early collaboration (pre-application)
Key Areas of Work:
<ul style="list-style-type: none"> • Design • Interdisciplinary working • Placemaking
Stakeholders Involved:
<p>Key agencies Authority Other Staff External Consultants</p>
Overview:
<p>The proposal relates to the development of an education campus to replace the outdated primary and secondary schools on the site of the former secondary school within the village of Maybole. The opportunity was taken to deliver a new swimming pool which will be available for both pupils and the general public as a community facility. The project was coordinated by the Council's Education Service and the design work and day to day project management was undertaken by Council appointed multidisciplinary consultants. The development required close working between the Planning Service, Education Service and the consultants. A series of Pre-Application meetings were held with the Education Service and the independent design team to identify potential issues. These included consideration of the building's scale and massing, material finishes and issues arising from the purchase of additional land for a second playing field and installation of a wind turbine. The site is in a prominent roadside location within the village and is also highly visible from the surrounding countryside. The building is of significant horizontal and vertical scale and from the outset the informal discussions gave particular consideration to how the new building can be assimilated into the immediate townscape and wider landscape setting. Various design iterations were considered in an effort to break up the visual massing of the main building through changes in roof heights and careful selection of exterior finishes. In view of the site's proximity to residential</p>

areas an independent specialist noise consultant was engaged by the Planning Service to advise on the potential issues arising from the operation of the turbine and fixed plant on the roof of the building. The same consultant was subsequently engaged to advise on the planning application and discharge of conditions. The formal planning application was submitted in August 2020 and a processing agreement was concluded between the design team and the Planning Service. The application was taken to the relevant Panel of the Council in December 2020, in accordance with the timescale set out in the processing agreement. Subsequent to the approval, significant budgetary cuts were required reflecting the impact of the pandemic and increases in material costs. Through close negotiation, the effect of the cost reductions on the external appearance of the building were minimised. Retention of the high-quality exterior finishes on key elevations was prioritized in order to not undermine the aesthetic quality of the original design.

Goals:

The key goals were to provide a campus which; meets the needs of the school population, creates a high-quality built environment , supports the regeneration of the village of Maybole, respects the amenity of the surrounding residential areas and adheres to tight budgetary requirements. The provision of a swimming pool for use by pupils and the community will contribute towards opportunities to improve community health and wellbeing.

Outcomes:

The campus is now under construction and the exterior structure of the main building is substantially complete. Views of the building, both within the village and from the surrounding countryside, confirm its prominence and vindicate the efforts made to minimise the visual massing and the insistence on retention of high quality exterior finishes. Local public reaction to the appearance of the new landmark building has been favourable and once the new facilities, including the new swimming pool, are operational they will add significantly to the attractiveness of Maybole as a place to live.

[Take a 3D virtual tour of Maybole Community Campus - South Ayrshire Council \(south-ayrshire.gov.uk\)](https://www.south-ayrshire.gov.uk)

Name of key officer:

Alan Edgar – Supervisory Planner

Erection of Residential Development, Land at Westport, Tarbolton Case Study 5



Proposed Residential
Development,
Westport / Hallrig
Tarbolton

Case Study Title:
Erection of residential development, ancillary roads services, landscaping, drainage infrastructure and other associated works (90 dwellings, 23 of which are affordable units) 25% affordable housing provided on site.
Location and Dates:
Land at Westport, Tarbolton Allocated housing site within LDP2 As this proposal constituted a ‘Major’ development under The Town and Country Planning (Hierarchy of Developments) (Scotland) Regulations 2009, it was necessary for the development to undertake statutory pre-application consultation. Under the Town and Country Planning (Development Management Procedure) (Scotland) Regulations 2013 (“the DMRs) a PAN was validated in June 2021 and approved in July 2021 by the Council’s Case Officer acting under delegated powers. The planning application could then be submitted no sooner than 12 weeks following the validation date The planning application was validated on 3 rd May 2022 and a Processing Agreement was issued to the agent on 27 th May 2022 outlining consultees and setting out clear timescales for the assessment. The Processing Agreement was signed by the agent on 13 th June 2022 with the stated intention to take the application to Regulatory Panel by 15 th September 2022. The application was taken to Regulatory Panel on 15 th September 2022.
Elements of a High-Quality Planning Service this study relates to:
<ul style="list-style-type: none"> • Quality of outcomes • Quality of service and engagement
Key Markers:
1 Decision-making 2 <i>Project Management</i> - Processing agreements 3 Early collaboration
Key Areas of Work:
<ul style="list-style-type: none"> • Design • Affordable Housing
Stakeholders Involved:
<ul style="list-style-type: none"> • Local Developers • Authority Planning Staff
Overview:
The application site comprised of land which was largely the allocated TAR1 site in LDP2 and extended to an area of approximately 5.2 hectares. The development involved the erection of 90 dwellings which comprised a mixture of bungalows and two storey houses. 23 of the units were to be affordable.

The site also included the benefit of a supplementary guidance Design Brief to support the allocation of housing which set out key constraints and parameters for consideration as part of the development. These outline parameters were taken into consideration on the overall design analysis process. The key ambitions outlined included:

- Houses along the northern boundary should face outward in order to establish a visual relationship with the existing settlement.
- Houses should be restricted to 1.5 storeys in the most prominent part of the site (western and south-western areas) in order to reduce the visual impact of the development on the existing surrounding area and to minimise the impact upon the landscape setting of the village.
- Vehicular access to the site should be taken via Croft Street to the north and Westport to the south.
- Open space provision, and contribution to local amenity in line with the Council guidance

Initial proposals were submitted to South Ayrshire Council as pre-application 21/01101/PREAPP in January 2022. The pre-application response was issued in March 2022 and highlighted the following key points:

1. The principle of the development was generally consistent with the spatial strategy policy. However, it was noted that the application site extended beyond the allocated site to the north. The extension beyond the allocation would require to be justified in a future planning application, particularly in respect to how this would impact on the visual impact on approach to the village from the north.
2. 90 units was considered to be acceptable, 23 of which proposed to be affordable units. The affordable units should be provided on-site, rather than payment of commuted sum.
3. Proposed housing mix acceptable.
3. With regard to the Housing Site Design Brief, the following key points were noted:
 - Justification would be required (within a Landscape appraisal) to reason the chosen layout along the northern boundary
 - Justification required for proposed height of dwellings if higher than 1.5 storeys in the most prominent parts of the site.

Discussions subsequently continued between the Planning Service and the applicant and a planning application was submitted in May 2022 which was assessed in a timeous manner as a result of the extensive pre-application discussions.

Goals:

Scottish Planning Policy (SPP) stated that the planning system should contribute to raising the rate of new house building by identifying a generous supply of land for the provision of a range of housing, including affordable housing, in the right places. Affordable housing was defined in the SPP as housing of a reasonable quality that is affordable to people on modest incomes. The Planning Service therefore has a key role to play in the provision of affordable housing. It is considered that this case study has evidenced a plan led system providing affordable housing (social rented) in action – the application site was allocated in the LDP for residential use.

Outcomes:

The earliest possible engagement with the Planning Service generally results in any potential layout or design issues being highlighted at an early stage in the process and allows for comments to be considered prior to the submission of a formal planning application. These pre-application discussions informed the application process and resulted in the planning application being determined timeously. It should be noted that there was no Regulatory Panel over the summer recess in the months of June, July and August.

Allocating sites for residential use within the LDP is crucial in order for the Council to deliver affordable housing. This application successfully delivered the approval of 23 affordable housing units.

The developer is currently working with the Service to discharge pre-start planning conditions.

Name of key officer:

Alastair McGibbon - Supervisory Planner

Erection of replacement station building and canopy.

Troon Railway Station

Case Study 6



View North-East of new station building



View South-West towards Platform 1 from Platform 2



View of new Passenger Waiting Room



View of new Passenger Waiting Room



New Changing Places facility



View West along Platform 1

IDP Architects LLP



Case Study Title:
Erection of replacement station building and canopy at Troon Railway Station
Location and Dates:
Troon Railway Station 23/00113/PNF – submitted 9 th February 2023 – permitted 21 st February 2023 23/00114/LBC – submitted 10 th February 2023 – permitted 16 th March 2023
Elements of a High-Quality Planning Service this study relates to:
<ul style="list-style-type: none"> • Quality of outcomes and; • Quality of Service and Engagement
Key Markers:
1 Decision Making 3 Early Collaboration
Key Areas of Work:
<ul style="list-style-type: none"> • Conservation • Collaborative Working • Development Management Process
Stakeholders Involved:
Authority Planning Staff Key Agencies General Public
Overview:
<p>The site of the proposed development is platform 1 of the category B listed Troon Railway Station which was completely destroyed by fire in 2021. The adjoining Platform 2 was undamaged by the fire however the connecting roof canopy, a series of low glazed pyramidal roofs that spanned the railway lines, was removed due to structural damage and the impact on the overhead lines. This key transport hub is a short distance from Royal Troon Golf Course and is a crucial sustainable facility for visitors during major golfing events, therefore there was great desire from the R & A , Network Rail the Council and police that the building reinstated and operational to welcome visitors prior to the British Open Golf tournament in 2024.</p> <p>Listed building consent was sought for the erection of a station building in lieu of the fire damaged and now demolished station building on platform 1, and the reinstatement of the pyramidal canopy between the station buildings on platforms 1 and 2.</p> <p>The proposals related to the erection of a replacement station building to platform 1 and reinstatement of the pyramidal canopy over the railway line to connect with the building on platform 2. With regard to the proposed replacement building, it is noted that, externally, the replacement building generally replicated the design, massing, scale and finishes of the fire damaged building removed from site, with only minor changes in respect of fenestration (to meet with operational</p>

requirements and ensure barrier free access) and the absence of chimneys (to remove a maintenance burden). As such, there were no concerns arising from the external appearance of the replacement building, and it was considered that the proposed replacement building did not adversely affect the character, appearance or setting of the remaining building on platform 2. Internally, the layout of the building is much changed in order to meet with the operational needs of the railway operator whilst meeting with accessibility requirements and modern building regulations. Taking into account the total loss of the internal fabric of the building in the fire, that the replacement building generally replicates the previous building, and the requirement for the internal layout to meet current operational requirements, there were no concerns arising from the proposed internal layout of the building.

The applicant (Network Rail) recognised the importance of Troon Railway Station to the people of Troon, in particular the need for the station as an important transport hub for the town, the listed status of the building and the contribution that the station makes to the built environment at the locale, and took full cognisance of the character and setting of the building and its surroundings, alongside operational requirements, when designing the replacement station building.

Public consultation events were also held prior to the submission of applications to the Planning Authority in order to allow the general public to participate in the planning process and shape the proposals.

The Planning Authority was involved in pre-application discussions with the various key agencies and stakeholders at a very early stage following the fire at the station, and played an important role in influencing the formation of the proposals. Three options were presented to the Planning Authority, stakeholders and the general public prior to the submission of applications, and the Planning Authority provided advice as to what would be considered acceptable given the sensitivities and complexities of the site. The preferred option of the Planning Authority was the same as the preferred option of the applicant, other key agencies and the general public, and this was the option that was progressed to approval, therefore the importance of the various pre-application discussions and public consultation events cannot be underestimated.

Goals:

The goal of the Planning Service was to ensure that the proposed replacement station building related well to (and would not compromise the character, appearance and setting of) the undamaged part of the station building on Platform 2, and not compromise the character or setting of the adjacent Troon Conservation Area. This was set against the backdrop of the operational requirements of Network Rail and Scotrail with regard to how modern stations function, and the desire to have the building completed and operational on site prior to the Open Golf tournament in 2024, which is being held at Royal Troon Golf Course. Early collaboration by the Planning Authority was crucial to shape the proposals.

Outcomes:


Works are about to commence on site, and are on schedule to be completed prior to the Open Golf tournament to be held at Royal Troon Golf Course in summer 2024.

Name of Key Officer:

David Hearton – Lead Conservation Planner (Planning Strategy)


Community Council Training Session

Case Study 7



Scotland 2045

Our Fourth National Planning Framework
Draft




National Planning Framework 4

Why is it going to be so important for communities?

- Contains national planning policies
- Will be part of the Development Plan
- Will inform planning decisions at local authority level
- Sets targets for the use of land for housing
- New policy areas/thinking for planning: eg Climate Emergency, Community Wealth Building, Circular Economy, Human Rights

DRAFT



 Scottish Government
Riaghaltas na h-Alba
gov.scot



Case Study Title:
Community Council Training Session
Location and Dates:
15 th February 2023 - South Ayrshire Council offices, County Buildings, Ayr
Elements of a High-Quality Planning Service this study relates to:
<ul style="list-style-type: none"> • Quality of service and engagement • Governance
Key Markers:
Key marker - 6 and 12
Key Areas of Work:
<ul style="list-style-type: none"> • Community Engagement • Development Management Processes
Stakeholders Involved:
Community Council Representatives Authority Planning Staff Authority Licensing Staff
Overview:
<p>A joint session was held between the Council's Licensing Service and Planning Service to provide guidance and training to members of the Community Councils of South Ayrshire. Both Services report to the Regulatory Panel so this was seen as an opportunity to work collaboratively to deliver a quality training opportunity rather than deliver this over two sessions which worked effectively.</p> <p>The Planning session involved a presentation which set out the decision-making processes of the Development Management function of the Planning Service. Matters including the planning application process, the Scheme of Delegation, material considerations, the use of conditions and the planning appeals process were referenced and explained as part of the presentation. The function of Community Council's within the planning process, including the circumstances in which they are required to be consulted and the process for making representations, were also addressed. The Community Council representatives were also advised of where to seek advice from impartial organisations, including Planning Aid Scotland (PAS).</p> <p>The session allowed for discussion between all attendees about areas of concern or those where there has been a lack of understanding in the past. This engagement with Community Councils should result in less areas of confusion and more open dialogue with the Planning Authority moving forward.</p> <p>The training session was well attended by members of the Community Councils and the feedback suggested this was a positive and overall worthwhile initiative.</p>
Goals:
To work collaboratively with other officers from another Council Service to facilitate the sharing of knowledge and understanding with members of the public who represent their Community Council's regarding both the work the Council's Services undertake and the role the Community Council has in these processes.

The session was also a good example of positive community engagement as the session was well attended by members of the various Community Councils of South Ayrshire acting as representatives for residents of their local areas.

Outcomes:

A worthwhile and engaging session resulting in more effective, collaborative working and engagement in future.

Name of key officer:

Craig Iles - Service Lead Planning & Building Standards

One Year On – Russell Dominy’s Journey of professional growth

Case Study 8



Case Study Title:

One Year On – Journey of professional growth

Location and Dates:

(March 2022 – April 2023): A question and answer retrospect of Planning Assistant: Russell Dominy’s initial year within this role, having joined the Place Planning Team (Development Management) in early 2022.

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

- Quality of outcomes
- Culture of continuous improvement

Key Markers:

6 - Continuous improvements

Key Areas of Work:

- Skills Sharing
- Staff Training

Stakeholders Involved

Authority Planning Staff

Overview:

By means of the following Q&A, we reflected on Russell’s experience of his first year within the role as a Planning Assistant at SAC - capturing significant elements of his time in this role, and identifying key opportunities to capitalise upon the growth and development of staff within the Place Planning Team through skills sharing and training.

Please reflect and tell us about your learning journey to date.

Prior to starting in my role as a Planning Assistant, I understood that, while my academic background in environmental management and sustainable development had provided me with a strong understanding of the fundamentals of the planning system and its underlying principles, I would face a significant learning curve in my introduction to the realities of working in development management – in terms of the technical/procedural aspects of the role. In hindsight, however, I have found challenges in areas that I had originally overlooked within the role (e.g. working with members of the public), and others, that I had expected would prove complex and dominate much of my time in the role, being relatively manageable and straightforward (e.g. development of reports of handling).

Having been exposed to a comprehensive variety of development proposals, as well as a multitude of planning scenarios resultant from my experience in handling general planning enquiries from the public on a day-to-day basis, my role over the past year has proven challenging at many points, but not insofar as to extend me beyond my capabilities. This balanced approach to my development has encouraged me to build well beyond my original understanding of the planning system, and doing so in such a way as to help affirm my confidence in the fundamentals and consider new avenues for potential growth. The repeated exposure to a variety of development proposals of a householder scale has been helpful in this regard, however I owe much of my development over the past year to the support provided by my senior colleagues, and their willingness to discuss and share their own knowledge with myself.

What are you most proud of?

Having originally faced difficulties in developing the necessary degree of confidence in my grasp of some of the broader aspects of planning policy, legislation, and procedure, as to provide members of the public with readily available advice regarding their queries, or otherwise regularly contribute to professional discussions with my colleagues, I feel as though my experiences over the past year have allowed me to reach a point where I am able to reliably convey much of this information in an effective and positive manner.

This development, while also helping my communication skills, has made a substantial contribution in helping me define what I personally add to the role. Rather than operating as an individual, reliant upon the assistance of more senior colleagues, I feel as though this flow of support has become less one-sided – having proven that I'm capable of reciprocating this support and becoming more self-reliant in many cases. Which in turn, has enabled me to engage more as a member of the Place Planning team, and become a better colleague.

What are your ambitions and aspirations going forward?

Given my academic background, I would hope to develop along avenues which may create opportunities to work more closely with the operations of the Planning Strategy Team in the long term. However, while I ultimately aspire to work within this sector of planning, I am committed to working within my current role in development management for the foreseeable future, as I fully appreciate that much of the realities of planning and policy implementation can only be wholly understood when experienced by those that apply it. My current role provides me with just such opportunities, as well as a great many other experiences, which can only serve to benefit my growth into the future – both as a planner and as an individual.

What do you see as the most helpful forms of support you receive in your role? What else could SAC Planning Service do to support you?

The support I have received from my colleagues over the past year has been immense, and I strongly believe it has been the outstanding factor in my development within the role. This form of “passive” support, where I have the opportunity to briefly share and discuss planning matters and concerns with colleagues, enables me to pick up on useful insights that I may otherwise have been overlooked, in addition to gaining assurances of the quality of my own work. In effect, this form of support has been at the core of my on-the-job learning experience. I believe that a regularly maintained schedule of weekly/biweekly clinics – functioning as open forums to discuss ongoing planning matters across the Place Planning team – would only serve to facilitate this level of communication and the benefits it offers across the team.

Goals:

In June of 2022, I set the following development goals for progression within my role as Planning Assistant:

- (a) Familiarise myself with the processes and systems associated within my role, in terms of the general administration of tasks within the department and how the development management team interacts with the broader SAC organisation (e.g. regulatory panels).
- (b) Experience increasingly more complex and varied planning applications to help build up a more effective knowledge base.
- (c) Cultivate a broad range of experiences within the Development Management team, to help form a basis for any of my future applications for membership with RTPI.
- (d) In the long-term, seek opportunities to specialise in areas where I can better draw upon my prior experience and knowledge in relation to renewable/low-carbon energy technologies, and managing development within built heritage environments. Whereby, I will be able to support SAC's efforts to effectively adapt and respond to the challenges of sustainable development.

Outcomes:

With regards to the goals set out above, I feel I have achieved limited to moderate success in these areas over the past year.

Considering the goals set out in points (a) and (b), I believe I have acclimatised well to my role, having familiarised myself with standard planning procedures and the wider remit of the Planning Service beyond that of my own. Additionally, I have experienced a reasonably wide variety of householder planning proposals, and while those assigned to me are typically limited in their complexity, they have provided me with a strong knowledge base from which to draw from in my handling of each application.

In terms of points (c) and (d), as I have primarily focused on developing my capabilities in tasks more specific to my role over the past year, acquiring an effective knowledge of the fundamentals of development management, rather than the operations the wider Planning Service, there have been limited opportunities for me to develop my skills beyond that of my established role. However, as I progress within my role and improve upon my workflow, I intend to seek out more opportunities to expand my current skillset beyond that of my current role.

Name of Officer:

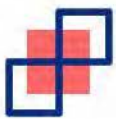
Russell Dominy – Assistant Planner

Netcall Telephony Software

Case Study 9



AI-powered Automation & Customer Engagement



Liberty Create:
Low-code platform

Team it, Build it. Build almost any app you can dream up. It's tailor-made for citizen developers but includes all the functionality that seasoned pros rely on.

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Free-up people. Use software robots to increase accuracy, quality and scalability while reducing human error.

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Contact centre solutions

Unite and engage. Track and improve agent performance and connect all your communications channels in one feed. This is the tech that made us famous.

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Liberty Connect:
Omnichannel messaging

Go digital. Exchange messages with your customers over almost any digital channel, and add chat bots to your comms stack.

[Learn more](#)

Case Study Title:
Netcall Telephony Software
Location and Dates:
20 September 2022 - South Ayrshire Council offices, County Buildings, Ayr / virtual
Elements of a High-Quality Planning Service this study relates to:
<ul style="list-style-type: none"> • Governance • Quality of Service and Engagement • Culture of continuous improvement
Key Markers:
12 – Simplifying and Streamlining - corporate working across services 6 – continuous improvement
Key Areas of Work:
<ul style="list-style-type: none"> • Process Improvement • Collaborative Working
Stakeholders Involved:
General public Authority Planning Staff
Overview:
<p>Previously, all telephone calls that the Planning Service received came through our general enquiry line and routed directly to our Administration Team to 'field' the calls to the appropriate officer/team.</p> <p>As a result of responding to Stage 1 complaints from members of the public it was identified that the current phone system/process set-up was antiquated, and it did not fully utilise the technology available to the Council to help streamline call handling.</p> <p>We engaged with colleagues in our Customer Services section to help us shape and deliver a smarter way of handling calls, by learning from their approaches, experience and use of digital telephony software ('Liberty Netcall'). By working collaboratively with colleagues in Customer Service, we were able to re-design our existing process for the benefit of all stakeholders; and improve our customer journey.</p> <p>When a stakeholder makes a call to the Planning Service, they are first greeted with choice menu to help filter the calls to ensure they get to the right colleague quicker. This reduces the burden on administration staff and alleviates any potential frustration from callers arising from having to speak to numerous people before they arrive at the person they need. The phone system also gives the opportunity to those who do not wish to wait to either leave a voicemail or contact us via email.</p> <p>The software also allows staff to see other staff presence and visualise data (e.g. call waiting times, no. of calls taken, etc.) in an 'at a glance' format on a dashboard. This has been particularly helpful for staff when transferring calls in a remote-working environment as they can see colleagues' availability to take a call from the call dashboard.</p> <p>We also have access to real-time information/live reports/dashboards which allows management (and officers) to view how we are performing against our Service Level Agreements;</p> <p>SLA 1 – aim to answer 70% of calls within 60 seconds</p>

SLA 2 – aim to answer 90% of calls within 120 seconds

For the period prior to the deployment of Netcall, this information was not captured, and we were unable to gauge our performance. However, following the deployment, we have been able to see that we consistently meet our SLA1 target. We, in future, could also use this data to inform where improvements in performance (in relation to call handling) are required. Continuing to meet the SLA1 target is an indicator of a quality customer service, by meeting expectations of customers.

This demonstrated South Ayrshire Council's commitment to providing a quality customer service.

Goals:

The key goal of this work was to improve the customer journey, as we had adapted the way we work post-COVID, and how could we deliver a quality front-line service in a remote capacity. A secondary goal to this was to improve and streamline the system/processes that officers would have to follow in order to deliver the front line service.

Outcomes:

- By working collaboratively with colleagues in a different service, we were able to grow our working relationship with colleagues elsewhere in the Council; and learn from their 'best practice' to shape and re-design our service to meet the needs of our customers and stakeholders
- Customer feedback towards accessing and engaging with the Service has improved; as customers had highlighted that it was difficult at times to reach an officer via telephone
- It improved officer attitude towards front-line tasks as there was a reduction in the need for manual input by calls having to be 'fielded' by individual officers; as we made better use of technology to deliver our Service

Name of Key Officer:

Shane Stirling - Admin Officer

Microsoft Teams Deployment

Case Study 10



Microsoft Teams

Regulatory Panel Posts Files Regulatory Panel Rep... 2023 Panel Timetabl... Meet

+ New Integrate ... All Items ...

Panel Date	Reference No	Site Address	Associated Files	Created By	Upload date	Service Recomm...	Panel Decision
23/06/2022	21/00772/PPP	Former Alexanders Sawmill site, Heathfield Road, Ayr		McGibbon, Alistair	30/01/2023	Refusal	Refusal
23/06/2022	22/00093/APP	VICTORY PARK AND PAVILLION SOUTH PARK AVENUE		Clark, David	30/01/2023	Approval	Approval
23/06/2022	22/00227/FUR	PROPOSED DWELLINGHOUSE C150 FROM A77T JUNCTION NORTH		Clark, David	30/01/2023	Approval	Approval
23/06/2022	22/00195/APP	PLOT 1, KNOCKENDALE FARM C95 FROM B730		Clark, David	30/01/2023	Approval	Approval
23/06/2022	22/00164/APP	WATER PIPE ADJACENT TO GREGG BRIDGE B734 FROM A714		Moyle, Eimear	30/01/2023	Approval	Approval
23/06/2022	22/00042/APP	Knockcorral U4 From C1 Junction Near Craig Via Balbeg And		Lee, Ross	30/01/2023	Approval	Approval
23/06/2022	22/00042/APP	LAND ADJACENT TO BORNED HILL A759 FROM		Clark, David	30/01/2023	Approval	Approval

Case Study Title:
Microsoft Teams Deployment
Location and Dates:
June 2022 - South Ayrshire Council offices, County Buildings, Ayr / virtual
Elements of a High-Quality Planning Service this study relates to:
<ul style="list-style-type: none"> • Governance • Quality of Service and Engagement • Continuous improvements
Key Markers:
12 - simplifying and streamlining – corporate working across services 6 – continuous improvements
Key Areas of Work:
<ul style="list-style-type: none"> • Process Improvement • Staff Training
Stakeholders Involved:
Authority Other Staff Authority Planning Staff
Overview:
<p>South Ayrshire Council has finalised its roll-out and deployment of Microsoft 365 and Teams. As part of the Planning Services' uptake, we took advantage of the new product suite to review older processes and developed our own 'Microsoft List' to handle Committee Reports which Officers are presenting to the Council's Regulatory Panel (Planning).</p> <p>Officers can now submit their draft reports via a bespoke Microsoft List; which is also supported by Power Automate in the background. When submitting draft reports, the officer is able to populate key 'at a glance' data on the list and initiate a two-tier approval (Co-ordinator and Service Lead) automatically, as the Power Automate workflow runs automatically in the background.</p> <p>This process has streamlined an otherwise inefficient, older, and 'clunky' process of having to rely on sending various iterations of the same report to different recipients via email and saving manual copies in shared drives. Instead, now, all relevant parties to the reports are able to work collaboratively on documents within Lists and the Power Automate workflow manages approvals, and all key information in relation to the document and its approval status is now available at a glance.</p> <p>This demonstrates South Ayrshire Council's positive approach to utilising digital technologies for the benefit of staff and our customers through streamlining, making efficiencies and improving organisation.</p>
Goals:
The primary goal was to improve and streamline the system/processes that officers would have to follow in order to process applications, as we adapted processes to accommodate the remote working capacity of the Service. A secondary goal was to improve the efficiency on timescales for reports being submitted to decisions being issued, as this has a direct impact on our

reported/monitored performance statistics. This is also a way to properly audit reports and continually monitor Council planning decisions.

Outcomes:

- Increased Officer familiarity with and confidence in using a new software (and processes)
- We have been able to expand the scope of the process to include more items which require approval/sign-off prior to issuing
- Application processing timescales has improved with the deployment of the streamlined process
- Clear auditing record of all reports and monitoring of Council planning decisions

Name of Key Officer:

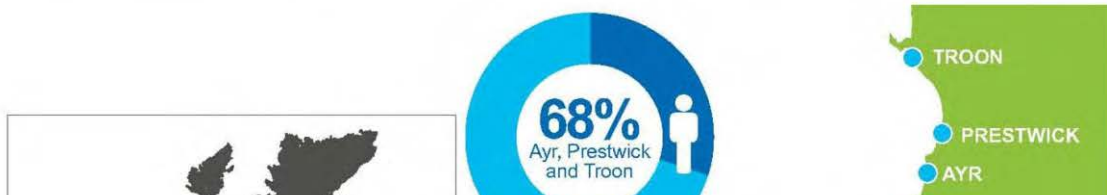
Shane Stirling – Admin Officer

Adoption and Implementation of Local Development Plan 2

Case Study 11



Chapter 1. SETTING THE SCENE



South Ayrshire Council

Communities

The Communities Chapter of the LDP seeks to focus on two main issues – our town centres, and places to live – residential development, both of which are central elements to the overall Plan Strategy. The chapter includes policies on (inter alia):

- Town centres
- A hierarchy of retail locations
- The Heathfield Commercial Centre (Including the Heathfield Retail Park)
- Land for housing
 - Village and rural housing
 - Affordable housing (often referred to as rented housing or low cost housing)
 - Social housing and the estates of Belleisle, Rozelle



Case Study Title:
Adoption and Implementation of Local Development Plan 2
Location and Dates:
February 2022 – March 2023
Elements of a High-Quality Planning Service this study relates to:
<ul style="list-style-type: none"> • Quality of outcomes • Culture of continuous improvement
Key Markers:
6 – Continuous Improvements. 13 – simplifying and streamlining 7 – LDP less than 5 years old
Key Areas of Work:
<ul style="list-style-type: none"> • Local Development Plan & Supplementary Guidance. • Development Management Processes
Stakeholders Involved:
Authority Planning Staff Authority Other Staff Key Agencies Local Developers General Public
Overview:
<p>Over the course of the last year the Planning Strategy team successfully put in place the arrangement for the adoption of South Ayrshire Local Development Plan 2 (LDP2) following receipt of the Report of Examination, the approval of its associated Action Programme, a review of the Development Plan Scheme, and a focus on the preparation of linked Supplementary Guidance.</p> <p>The Report on the Examination for LDP2 was submitted to the Council on 10th January 2022, with conclusions that subject to recommended modifications, the Council may progress to make the necessary arrangements for its adoption. The Report confirmed that at that time, the provisions of the Draft National Planning Framework 4 did not carry sufficient weight to alter the reasoning and conclusions of the Examination. Further work on this matter was however necessary following publication and adoption of NPF4 February 2023 (as highlighted in separate Case Studies)</p> <p>The Council considered the Examination report, and necessary modifications at a meeting held in March 2022. Final adjustments were made to the Environmental Report, report on the Appropriate Assessment of the Plan were undertaken and the Notice of Intention to Adopt the Plan was submitted to Scottish Government on 7th April 2022. Confirmation from Scottish Government was received on 30th June that no Direction would be issued. Consequently, the council was able to proceed to adopt the plan in accordance with the provisions of the Town and Country Planning (Scotland) Act 1997.</p> <p>Council formally Adopted the South Ayrshire local Development Plan 2, with effect from 31st August 2022, with the Council’s Planning web pages updated accordingly.</p> <p>However, the Examination Report highlighted the requirements to progress work on a proportionate Transport Assessment for the Strategic Road Network, and recognised the</p>

appropriateness of progressing Supplementary Guidance associated with the Development Plan. These have formed key projects over the last 12 months.

Goals:

To undertake all the actions and processes to achieve the smooth and swift adoption of the South Ayrshire Local Development Plan 2, following receipt of the Report of Examination, and to follow up on recommended steps coming out of the Report.

Outcomes:

During the year LDP2 was formally adopted and two Supplementary Guidance documents were prepared, consultation undertaken and progressed to adoption. Namely, part 1 of the 'Housing Site Design Brief SG', and the SG 'Maintaining an Effective Housing Land Supply'. These followed an extensive programme of stakeholder and public engagement and consultation to develop the policies.

The second part of the Housing Site Design Brief Supplementary Guidance, for South East Ayr, will provide detailed guidance for the development of a substantial urban expansion area of approx. 160hectares, including the provision of approximately 2700 new homes, commercial and community facility focussed neighbourhood centre, primary school and sustainable transport routes, all set within a comprehensive landscape framework. As befitting a project of this scale, significant informal consultations have taken place with stakeholders, and the formal statutory consultation on the draft SG commenced in March 2023.

The proportionate Transport Assessment has been progressed, working with the Ayrshire Roads Alliance, consultants and the ongoing involvement of Transport Scotland to provide guidance and oversight. The outcome of the assessment is anticipated mid-2023.

The Action Programme for LDP2 and updated Development Plan Scheme (DPS) were approved at a meeting of the Council in December 2023, setting out and confirming the schedules for drafting and consulting on the preparation of Supplementary Guidance within the Statutory transition period for Plan Preparation under the provisions of the 2019 Town and Country Planning (Scotland Act). The DPS also set out the different stages, phases of consultation and engagement with various stakeholders, and anticipated timescales for the preparation of the next Local Development Plan (LDP3), indicating that the Plan can be adopted within 5 years of the previous LDP.

Name of Key Officer:

Adrian Browne – Lead Local Development Plan Officer
James Hall – Planning Strategy Co-ordinator

NPF4 Implementation and LDP2: The New Development Plan

Case Study 12



National Planning Framework 4



Case Study Title:
NPF4 Implementation and LDP2: The New Development Plan.
Location and Dates:
January 2023- April 2023
Elements of a High-Quality Planning Service this study relates to:
<ul style="list-style-type: none"> • Quality of outcomes • Culture of continuous improvement
Key Markers:
6 Continuous Improvements 13 Simplifying and streamlining
Key Areas of Work:
<ul style="list-style-type: none"> • Local Development Plan & Supplementary Guidance. • Development Management Processes • Collaboration and discussion with other local authorities
Stakeholders Involved
Authority Planning Staff Other Local Authority Staff
Overview:
<p>With the publication and adoption of National Planning Framework 4 (NPF4), the Scottish Government clarified that in the event of any incompatibility between a provision of NPF4 and a provision of a LDP, whichever of them is the later in date of adoption is to prevail. NPF4 was adopted less than 6-months after the South Ayrshire local Development Plan, but nonetheless those provisions are still applicable.</p> <p>NPF4 introduced a series of principles for the development plan which provide in effect, a series of policies which have been determined by the Scottish Government as being appropriate and capable of implementation across all of Scotland, including its cities, the countryside, and its island and remote rural areas. Notwithstanding, Scottish Government does recognise that there may be circumstances where alternative policy approaches may be justifiable.</p> <p>Given the range of policy changes and areas of potential incompatibility it was vitally important that such areas were swiftly identified and that the Planning Service agreed an updated development plan position, which could be implemented by Development Management Staff.</p>
Goals:
<p>The goal of the Planning Service was to ensure that planning applications were being handled in a way that was compliant with NPF 4 policy and to resolve any issues relating to conflicting policies. The aim of the piece of work was to produce an easily understood internal guide for all Planning Officers to highlight where NPF4 introduced changes to policy or areas of incompatibility, and what that meant for an updated policy position and the determination of planning applications.</p>
Outcomes:
<p>Potential compatibility issues between NPF4 and the South Ayrshire local Development Plan were identified by the Planning Strategy Team, and a working document representing the practical implications of any incompatibility issues was provided for Development Management Staff. Some specific areas of incompatibility were pin-pointed, with policy consequences and practical applications of the new combined Development discussed at a series of department-wide awareness sessions. Other issues of potential conflict were identified as being more nuanced. One</p>

such issue concerns the use of a cluster policy for the assessment of proposals for new houses in the countryside (more detailed work on rural housing clusters was undertaken in conjunction with other local authorities – see separate case study.)

The collaborative approach and engagement across the service ensured that issues were properly debated, agreed and understood, and this has helped to accelerate the implementation of the updated development plan position. The resulting guidance document and spreadsheet is a useful and accessible guide to flag up areas of change to policies and decision making.

Name of Key Officer:

Adrian Browne – Lead Local Development Plan Officer

Rural Housing Cluster Policy

Case Study 13



Case Study Title:
Research, Collaboration and Workshops with other authorities to interpret NPF4 rural housing policies.
Location and Dates:
March 2023 – Study of other local authorities LDP and SG documents. April 2023 – Meetings with other local authorities and preparation of report.
Elements of a High-Quality Planning Service this study relates to:
<ul style="list-style-type: none"> • Quality of outcomes • Culture of continuous improvement
Key Markers:
6 Continuous Improvements. 13 simplifying and streamlining.
Key Areas of Work:
<ul style="list-style-type: none"> • Local Development Plan & Supplementary Guidance. • Rural Housing • Collaboration and discussion with other local authorities
Stakeholders Involved:
Authority Planning Staff Other Local Authority Staff
Overview:
<p>As a result of the adoption of National Planning Framework 4, research was required to better understand how best to operate the NPF4 rural development policy as part of the development plan, alongside the Council’s own rural housing policies in its Local Development Plan 2. In particular, it was considered necessary to consider potential conflicts between the Council’s rural housing cluster policy and new priorities highlighted in NPF 4, which didn’t appear to specifically support rural housing cluster expansions. Issues were raised when an application proposed new housing which would result in breaching council limits on cluster expansion of more than 50%. The application was ultimately approved as it met NPF 4 requirements to re-use brownfield land, however the case highlighted the need for a clear position to be adopted on elements of rural policy.</p> <p>South Ayrshire’s initial position was that NPF 4 superseded local guidance in relation to rural housing issues and that applications that complied with these policies were likely to be acceptable. It was considered necessary to understand the conflicts and compatibilities between NPF 4 and LDP2 policies in order to form a clear basis to determine future rural housing applications.</p> <p>It was decided that a combination of desktop studies and arranging workshop discussions with other Councils would be valuable to understand different how different planning authorities were</p>

interpreting and implementing NPF4 rural policies, and whether it was viable to continue operating a housing cluster policy. Other authorities were contacted accordingly (see 'outcomes' below).

A brief initial check of other local authorities' LDPs was undertaken in order to identify which shared similar policies to South Ayrshire. All councils that directly addressed rural housing clusters or groups within their LDP or other relevant guidance were contacted for a response. Questions raised included any issues that they were currently experiencing regarding the application of NPF 4 along with local policies, any difficulties where there was a potential conflict between different NPF policies and whether each authority was of the opinion that due to the absence of cluster policies being mentioned within NPF 4 meant that such policies may now possibly be obsolete.

Goals:

The goal of the Planning Service was to ensure that applications relating to rural housing were being handled in a way that was compliant with NPF 4 policy and to address any possible concerns relating to competing policies with different requirements. The aim of the research was to produce a report or briefing note detailing the position of other councils in order to better justify South Ayrshire's approach to handling rural housing applications, specifically when there may be a greater risk of cluster expansion above the limits targeted by council policy.

Outcomes:

Email responses were received from almost all contacted authorities detailing their stance and understanding of policy in relation to NPF 4. From there, a set of meetings and workshops were held with Falkirk, East Ayrshire, and Moray Councils. These meetings facilitated a collaborative effort from authorities to better understand rural housing procedures as a result of NPF 4 and to provide assurance that most authorities were following a similar process.

It was identified through these workshops and conversations that most local authorities were in a similar position and shared similar views to South Ayrshire's approach to rural housing. In relation to rural housing cluster policies, it was a shared view that NPF4 does not preclude the continuing use of such policies, and that LDP policies are likely to still provide important local guidance towards the management of small building groups, where these policies do not otherwise contradict the guidance and objectives of NPF 4. The Council will continue to monitor its cluster policy and will review decisions that come out of the Scottish Government DPEA Unit to determine if there are any additional or new considerations in the future that require to be taken account of.

Name of Key Officer:

Craig Zirmer – Planning Assistant (Planning Strategy)

Esri project

Case Study 14

ESRI

We make the world's most powerful GIS software

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Three councils to test new uses for GIS

31/03/22



Mark Say
Managing Editor
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Topics



Three local authorities are to run pilot projects using geospatial technology to support the planning process under a funding competition run by geospatial information system (GIS) supplier Esri UK.

The South Ayrshire Council project will examine how a community consultation platform with new methods of engagement can help to improve community involvement in local development plans.

Planning technician Gordon Wilson said: "Our vision is to build on the work already done by South Ayrshire in creating its LDP2, developing new apps and information to create a local plan community engagement and consultation hub, which will be more accessible, as the majority of people are now online."

Making process easier

Esri's head of sector for land, property and planning Stephen Croney commented: "By combining each council's domain expertise with our team of geospatial experts, the pilot projects will explore new and efficient approaches to problems all designed to help make the planning process easier for everyone."

Geospatial data provides the common language to join different data together

Advisory board as a forum for local planning and goals.

Home | Urban Space | Planning and redevelopment

UK local authorities roll-out pilot projects to modernise planning processes

Planning and redevelopment 31 Mar 2022 by SmartCitiesWorld news team

It follows a competition that revealed several common planning challenges including community engagement, use of 3D and managing developer contributions more efficiently.



South Ayrshire Council

South Ayrshire Council's project will examine how an innovative community consultation platform with interactive methods of engagement can help further improve community involvement in Local Development Plans – the Proposed South Ayrshire LDP2, in the first instance.

"The objective is to create a space to keep our community engaged and informed to strengthen our relationship with our stakeholders, in order to reach better planning outcomes," said Gordon Wilson, planning technician at South Ayrshire Council. "Effective public engagement can lead to better plans, better decisions and more satisfactory outcomes and it can help to avoid delays in the planning process, too.

"Our vision is to build on the work already done by South Ayrshire in creating its LDP2, developing new apps and information to create a local plan community engagement and consultation hub, which will be more accessible, as the majority of people are now online."

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Net-zero Smart Neighbourhood planned for Chicago metro area

Case Study Title:
ESRI Pilot - Digital Engagement Consultation and Document Platform
Location and Dates:
February 2022 - ongoing
Elements of a High-Quality Planning Service this study relates to:
<ul style="list-style-type: none"> • Quality of outcomes • Culture of continuous improvement
Key Markers:
6 – Continuous Improvements. 13 – simplifying and streamlining.
Key Areas of Work:
<ul style="list-style-type: none"> • Local Development Plan & Supplementary Guidance. • Development Management Processes • Public consultation
Stakeholders Involved:
Authority Planning Staff Authority Other Staff Key Agencies Local Developers General Public
Overview:
<p>Following innovative prior use of the ESRI software including StoryMap and consultation tools in the early production stages of Local Development Plan 2, the Planning Service submitted a bid to become an ESRI 'pilot project' to make more innovative use of the ESRI products. The submission was successful and South Ayrshire Planning Service was one of just 3 Councils across the UK selected to produce a pilot project with ESRI, and was granted access to the premium ESRI Hub products.</p> <p>With the help of the ESRI development team the Planning Team managed to establish a vision of how the process used previously for the LDP could be improved and could create a customised Local Development Plan community engagement platform; a space to keep South Ayrshire's citizens engaged and informed to strengthen the local planning authority's relationship with our community and stakeholders, and hopefully reach better planning outcomes.</p> <p>The team used the content and processes from LDP2 for the project pilot as a demonstration tool to establish proof of concept for the vision, and concentrated on the Call for Sites consultation stage and its corresponding site submissions.</p>
Goals:
To make innovative use of the ESRI ArcGIS Hub software to create a more sophisticated, slicker, engaging and eye-catching LDP consultation platform for the LDP, to take forward into the LDP3 process.
Outcomes:
Through Hub Premium the team developed an LDP 'landing page' highlighting the LDP process promoting up and coming events and public meetings. A simple, one-step 'follow' button allows member of the public/organisations/developers/stakeholders to be automatically registered so they are informed of progress through different stages of the LDP process and are kept up to date with

any changes to the LDP hub page.

We also developed an Early Engagement page encouraging LDP citizens to get involved with the LDP process. We asked for their say on what they felt were the main planning issues within their community. The creation of this page included interactive map-based survey through Survey 123. People can add and view live comments and tag issues in their local communities. An interactive map was created visually highlighting the issues and policy engagement hotspots.

The platform was also used to create a 'Call for Sites' survey to ask the public, stakeholders, community groups and house builders to submit land allocation proposals for housing. Unlike the postal or email submissions in the first LDP: in LDP 2 it was possible digitally by using ERSI interactive mapping so that the stakeholder could plot their site themselves on Sweet ArcGis which is an app for data collection with built-in configurable data quality checks - helping users capture and edit accurately first time, every time.

We used experience builder to link different maps and surveys together in one page for stakeholder consultations. This will keep all information together with regard to stakeholder comments plus the sites they commented on. Stakeholders can also upload supporting documents.

A Local Development Plan Dashboard was also created where we could see all the information together on one page showing the sites selected, stakeholder assessments, public comments and any infographics which is created with the survey. In dashboard a planning officer can assess the site and run a report on the selection process. This part was previously created separately in MS Excel and the information was copied and pasted into the database.

The collaboration was a good experience between ESRI and South Ayrshire Planning service with both organisations working well together and understanding the end goal regarding the submission outcome. The Pilot Project has established exciting new ways of producing, consulting and engaging stakeholders and the public within the LDP process and has created a ready digital 'Hub' platform that will be invaluable for driving further innovation in the forthcoming LDP3.

We have succeeded in our vision to create a community engagement and consultation platform which will be more accessible to all as an increasing majority of people are online. We aspire to engage widely and listen carefully to what stakeholders have to say about the vision for how communities will grow and develop in the future within South Ayrshire.

We will launch the LDP3 in October using the LDP hub platform and a good gauge of the hub's success will be to record how many followers and community members, we will receive. The more people interested improves confidence in the fairness of the planning system. Engagement needs to be meaningful and to occur from the earliest stages in the planning process to enable community views to be reflected in development plans and individual development proposals and producing this innovative LDP hub platform will achieve this.

Name of Key Officer:

Gordon Wilson – Planning Technician
Gareth Hansbury-Brough – Information Assistant

Part 2: Supporting Evidence

Location	Evidence
<p>Page 5 Pre-application enquires</p>	<p>Guidance Note - Pre-Application Enquiries (south-ayrshire.gov.uk)</p> <p>Pre-Application Enquiry Form (south-ayrshire.gov.uk)</p>
<p>Page 58 Scheme of delegation</p>	<p>Scheme of Delegation (Planning) (south-ayrshire.gov.uk)</p>
<p>Page 5, How we handle and promote processing agreements</p>	<p>Guidance Note - Processing Agreements (south-ayrshire.gov.uk)</p>
<p>Page 58 New Council planning pages on website</p>	<p>Planning - South Ayrshire Council (south-ayrshire.gov.uk)</p>
<p>Page 4 Enforcement Charter</p>	<p>SAC Enforcement Charter (2023) (south-ayrshire.gov.uk)</p>
<p>Page 4 Local Development Plan 2</p>	<p>Local development plan 2 - South Ayrshire Council (south-ayrshire.gov.uk)</p>
<p>Page 72 Information for customers on the handling of planning applications</p>	<p>PROCEDURES FOR THE HANDLING OF PLANNING APPLICATIONS (south-ayrshire.gov.uk)</p>
<p>Page 12 Ayrshire Growth Deal</p>	<p>About The Deal Ayrshire Growth Deal</p>
<p>Page 21 Maybole Community Campus</p>	<p>Take a 3D virtual tour of Maybole Community Campus - South Ayrshire Council (south-ayrshire.gov.uk)</p>
<p>Page 6 Licensing and planning guidance on Short Term Lets</p>	<p>Short_Term_Lets.pdf (south-ayrshire.gov.uk)</p> <p>Short Term Let Licensing Scheme South Ayrshire - South Ayrshire Council (south-ayrshire.gov.uk)</p>
<p>Page 5 Online forms – planning enquiry and enforcement</p>	<p>Planning Enquiry & Enforcement - My South Ayrshire (south-ayrshire.gov.uk)</p>

Customer Feedback

I would just like to express our sincere thanks to Ross for the way that our Pre-Application Planning Enquiry and follow up meetings has been dealt with.

The response received was extremely thorough, and provided the clear advice & clarification that we needed to enable us to progress with a forthcoming planning application.

We work on a nationwide basis throughout Scotland, England and Wales, and have over the last 49 years had contact with most planning authorities in Britain.

Our experience with you as the Planning Officer and also your colleagues David Hearton, Erin Goldie and Craig Iles has at all times been extremely professional, helpful and positive.

Thank you

Lambe Planning & Design Ltd

Emma – thank you for your work in getting the consent out to us for the access near Hillhouse Quarry. It is very much appreciated by myself and the project team.

Network Rail

We wish to extend our thanks to you Dianne for a very professional presentation of our project to the Panel. The brief discussion during the Case Presentation was relevant I understand and, we certainly have no issues with the conditions...

Iain Kirkpatrick Associates Limited

I must say that we have been delighted with the attitude and approach of your planning team. We could not have asked for them to engage with us in a more proactive and positive manner and each of them has been a credit to you.

The Cairnhill Group

'Thank you very much for all your help... We really appreciate your help with this issue.. You are all brilliant in your department, Pleasant, helpful and communicative, and we are truly grateful to you for all your first class assistance ...'

South Ayrshire Resident



Culzean Castle

Case Study Topics	Issue covered in case studies	Case Study Topics	Issue covered in case studies
Design	Case Study 4, Case Study 5	Interdisciplinary Working	Case Study 4
Climate		Collaborative Working	Case Study 6, Case Study 9, Case Study 12, Case Study 13
Conservation	Case Study 6	Community Engagement	Case Study 7, Case Study 14
Biodiversity		Placemaking	Case Study 1, Case Study 3, Case Study 4
Regeneration	Case Study 1	Design Workshops/ Charrettes	
Environment		Place Standard	
Greenspace	Case Study 3	Performance Monitoring	
Town Centres	Case Study 1	Process Improvement	Case Study 9, Case Study 10
Masterplanning	Case Study 2	Project Management	
Local Develop Plan & Supplementary Guidance	Case Study 3, Case Study 11, Case Study 12, Case Study 13, Case Study 14	Skills Sharing	Case Study 8
Housing Supply		Staff Training	Case Study 8, Case Study 10
Affordable Housing	Case Study 5	Online Systems	
Economic Development	Case Study 2	Data and Information	
Enforcement		Digital Practice	
Development Management Processes	Case Study 6, Case Study 7, Case Study 11, Case Study 12, Case Study 14	Transport	
Planning Applications			

Part 3: Service Improvements



Service Improvements 2022 - 2023	Evidence improvements have been achieved Key marker - 6
1) Review and identify improvements to the Scheme of Delegation and seek approval thereafter	The Scheme of Delegation was updated in January 2023 following approval from the Scottish Government. It is available to view on the Council's website: Scheme of Delegation (Planning) (south-ayrshire.gov.uk)
2) Review and improve current Planning Web Site to make it more user friendly	Significant work has been undertaken in the reporting period to move to a new website and review all planning webpages to make the content more focused, user friendly, up to date and relevant; this can be evidenced using the following link to the planning pages. Work will continue into the next reporting period to identify and implement further website improvements. Planning - South Ayrshire Council (south-ayrshire.gov.uk)
3) Review guidance to the public on Planning process to make it more user friendly	The Service has updated customer guidance in the reporting period on Pre-application Enquiries and Non-material Variations and this is available on our website: Guidance Note - Pre-Application Enquiries (south-ayrshire.gov.uk) Guidance Note - Non-Material Variations (south-ayrshire.gov.uk) Work will continue into the next reporting period to identify and implement further improvements and guidance for our customers.
4) Implement new call handling system to improve public service	The Service implemented a new call handling system in the reporting period. This is evidenced in the 'Netcall' case study (No.9)
5) Implement online digital forms to improve customer service and recording of information	The Service has implemented online forms for customers. Below is a link to the online enforcement reporting form and planning enquiry forms: Planning Enquiry & Enforcement - My South Ayrshire (south-ayrshire.gov.uk)
6) Implement auditing system for Panel Reports	A new auditing electronic 'MS Teams' system for delegated and committee/panel reports was implemented in the reporting period and this is evidenced in the case study 'MS Teams' (No.10).
7) Improve communication and consultation with the general public	Several template letters have been updated to improve communication with customers and to provide relevant links and signposting of information with the aim to make the templates more informative and improved presentation for recipients. This includes letter templates that are sent to applicants and interested parties with regards information on Panel/ Committee meetings and how they can participate in the process. We have received less phone calls and enquiries since the template has been updated so this suggests improved communication and clarity on the Panel process for our customers. With regards consultation, please see the 'ESRI Pilot - Digital Engagement Consultation and Document Platform' case study (No.14).

Service Improvements 2023 - 2024

1) Continue to review and improve the content of the current Planning Web Site to make it more user friendly and helpful to our customers.

2) Continue to implement the roll out of online digital forms to improve customer service and recording of information.

3) Continue to improve communication and consultation with the general public through website signposting and guidance and the introductions of a customer satisfaction survey to help identify Service Improvements in the future.

4) Complete ongoing review of Developer Contributions (refer to narrative in part 1 of PPF) and Enforcement Service and implement improvements, including a re-structure to provide more of a focused resource on this area of work.

5) Improve online guidance and advice to applicants on ecological matters.

6) Councillor training to support Councillors in their understanding of the planning system and support decision making .



Robert Burns Museum Alloway

Part 4: National Headline Indicators

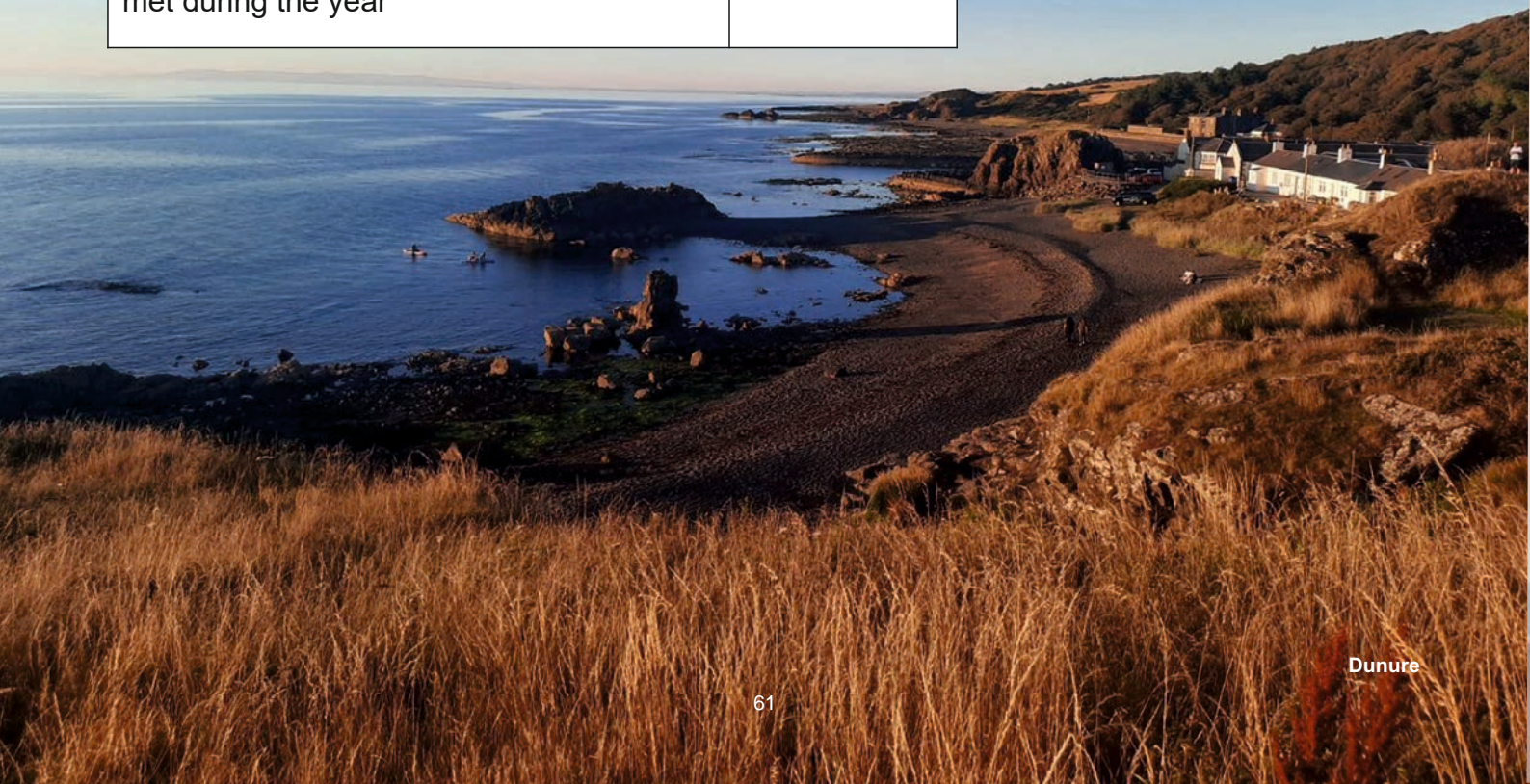


National Headline Indicators: Effective Land Supply and Delivery of Outputs

	2022-23	2021-22
Housing approvals	272 units	
Housing completions over the last 5 years	1389 units (18/19 – 22/23)	1336 units (17/18 - 21/22)
Marketable employment land supply	166.1 ha Basedated to Dec 2019 (finalisation of last audit)	105.4 ha Data only pertains to previous reporting year
Employment land take-up during reporting year	0.492 ha 12-mth period to Oct 2022 (ie consecutive VDLS returns)	0.93 Ha Data only pertains to previous reporting year

Local Development Planning

Age of local development plan(s) at end of reporting period Requirement: less than 5 years	0 years and 7 months
Will the local development plan(s) be replaced by their 5th anniversary according to the current development plan scheme	Y
Has the expected date of submission of the plan to Scottish Ministers in the development plan scheme changed over the past year	N
Were development plan scheme engagement/consultation commitments met during the year	Y



NHI Key outcomes – Development Management

Project Planning	2022-23	2021-22
Percentage and number of applications subject to pre-application advice	3.8% (22)	5.5% (41)
Percentage and number of major applications subject to processing agreement	100% (3)	100% (7)
Decision Making		
Application approval rate	96.0%	93.3%
Delegation rate	96.2%	96.8%
Validation	54.3%	49.5%
Decision-making Timescales		
Major Developments	16.1 weeks	16.1 weeks
Local developments (non-householder)	8.6 weeks	8.2 weeks
Householder developments	7.2 weeks	8.0 weeks
Legacy Cases		
Number cleared during reporting period	0	0
Number remaining	0	0



Ayr Fort Tennis Courts

Enforcement activity

	2022-2023	2021-2022
Time since enforcement charter published / reviewed Requirement: review every 2 years	3 months	27 months
Complaints lodged and investigated	211	122
Breaches identified – no further action taken	146	-
Cases closed	174	150
Notices served	1	7
Direct Action	0	0
Reports to Procurator Fiscal	0	0
Prosecutions	0	0



Souter Johnnie's Cottage, Kirkoswald

Part 5: Official Statistics



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

Overall	2022-23	2021-22	2020-21
Major developments	16.1 weeks	16.1 weeks	N/A
Local developments (non -householder)	8.6 weeks	8.2 weeks	8.5 weeks
Local: less than 2 months	(73.7%)	(65.2%)	(73.3%)
Local: more than 2 months	(26.3%)	(34.8%)	(26.7%)
Householder developments	7.2 weeks	8.0 weeks	7.4 weeks
Local: less than 2 months	(85.8%)	(72.5%)	(77.1%)
Local: more than 2 months	(14.2%)	(27.5%)	(22.9%)
Housing Developments			
Major	N/A	N/A	N/A
Local housing developments	8.0 weeks	8.6 weeks	9.4 weeks
Local: less than 2 months	(76.8%)	(63.0%)	(66.7%)
Local: more than 2 months	(23.2%)	(37.0%)	(33.3%)
Business and Industry			
Major	N/A	N/A	N/A
Local business and industry developments	8.2 weeks	8.5 weeks	7.9 weeks
Local: less than 2 months	(68.1%)	(57.1%)	(78.9%)
Local: more than 2 months	(31.9%)	(42.9%)	(21.1%)
EIA Developments			11.4 weeks
Other Consents As listed in the guidance(right)	6.0 weeks	7.1 weeks	6.3 weeks
Planning/legal agreements			
Major: average time	N/A	N/A	N/A
Local: average time	N/A	N/A	35.5 weeks

Decision-making: local reviews and appeals

	Total number of decisions	Original decision upheld			
		2022-2023		2021-22	
Type	No.	No.	%	No.	%
Local reviews	10	3	30.0	12	38.7%
Appeals to Scottish Ministers	3	3	100.0	2	28.6%

Part 6: Workforce Information



South Ayrshire Council Planning Service

	Tier 1 Chief Executive	Tier 2 Director	Tier 3 Assistant Director	Tier 4 Service Lead
Head of Planning Service			1	1

RTPI Chartered Staff	Headcount
Place Planning (Development Management)	7
Planning Strategy (Development Planning)	3
Service Lead/Assistant Director	2

Staff Age Profile	Headcount
Under 30	4
30-39	5
40-49	10
50 and over	9



Part 7: Planning Committee Information



Committee & Site Visits	Number per year
Full council meetings	2
Planning committees	11
Area committees	0
Committee site visits	2
Local Review Body	14
LRB site visits	0



Appendix 1: Performance Markers

	Performance Marker	Measure	Policy background to marker	Part of PPF report best suited to evidence this marker
1	Decision making: authorities demonstrating continuous evidence of reducing average timescales for all development types		Official statistics and PPF reports	NHI Scottish Government Official Statistics We consider that we have performed well over the reporting period; this view is formed when comparing to our performance previously and nationally.
2	Project management: offer of processing agreements (or other agreed project plan) made to prospective applicants in advance of all major applications <u>and</u> availability publicised on planning authority website	Y/N	Modernising the Planning System (Audit Scotland); SG website / template	Please refer to statistics section of this PPF and Part 1. Case studies no.2, 4, 5 and 6 were all subject to processing agreements. Our online guidance promotes the use of processing agreements. Guidance Note - Processing Agreements (south-ayrshire.gov.uk)
3	Early collaboration with applicants and consultees on planning applications: -availability and promotion of pre-application discussions for all prospective applications - clear and proportionate requests for supporting information	Y/N Examples	White Paper; Delivering Planning Reform; Planning Reform Next Steps	We have clearly promoted and set out circumstances in which we encourage pre-application engagement, and this is covered in part 1 of this PPF. This is also set out on our website guidance including clear and proportionate information we would require to be submitted with a pre-application. Guidance Note - Pre-Application Enquiries (south-ayrshire.gov.uk) Evidence and the benefits of pre-application are discussed in case studies 2, 4, 5 and 6.
4	Legal agreements: conclude (or reconsider) applications within 6 months of 'resolving to grant' ³	Reducing number of live applications more than 6 months after resolution to grant (from same time last year)	Official statistics; PPF reports; evidence of delays to major developments	Our advice in our handling planning applications document for the public clearly sets out: <i>Legal agreements: these must be concluded within 6 months of a 'minded to grant' determination or applications will require to be reconsidered if this has not been concluded in the timescale. This is in the interests of applicants, interested parties and the Service in ensuring that applications are determined, and legal agreements</i>

				<p><i>concluded within a reasonable timescale.</i></p> <p>Section 10 (Paragraph 10.4) of Procedures for the Handling of Planning Applications (south-ayrshire.gov.uk) sets this position out.</p> <p>The Service had no legal agreements in this PPF reporting period as per our statistics.</p>
5	Enforcement charter updated / re-published	Within 2 years	Planning Act (s158A)	<p>This was updated and published following Scottish Government approval in January 2023. A narrative around enforcement is provided in Part 1 above.</p> <p>SAC Enforcement Charter (2023) (south-ayrshire.gov.uk)</p>
6	Continuous improvements: -progress ambitious and relevant service improvement commitments identified through PPF report	Progress on all commitments	Delivering Planning Reform; PPF Report	<p>We have progressed on all commitments this reporting period as captured in the 'Service Improvements' section above.</p> <p>Our Service improvements for 2023/24 are captured above and we have also referred to ongoing improvements across enforcement and the area of developer contributions and bonds which will be delivered by a re-structure (refer to part 1 of this PPF).</p> <p>Part 1 of this PPF also discusses Service Improvements across the topics covered.</p>
7	LDP (or LP) less than 5 years since adoption	Y/N	Planning Act (s16); Scottish Planning Policy	<p>Our LDP2 was Adopted on 31 August 2022 and is therefore less than 5 years old.</p> <p>Case study 11 covers the Adoption of LDP2.</p>
8	Development plan scheme demonstrates next LDP: - on course for adoption within 5-year cycle	Y/N	Planning Act (s16); Scottish Planning Policy	<p>As set out in NHI Outcomes and in Case Study 11, the next LDP is on course to be delivered to planned timescales, within 5 years of the last Plan.</p>

	- project planned and expected to be delivered to planned timescale			
9	Stakeholders including Elected Members, industry, agencies, the public and Scottish Government are engaged appropriately through all key stages of development plan preparation	Evidence of activity		Case Study 11, in particular, highlights how important engagement and consultation with a wide range of stakeholders and public and private organisations was throughout the preparation of the current LDP, and supplementary guidance, and will be within the preparation of the next Plan (LDP3).
10	No longer applicable – gap kept for data continuity			
11	Production of relevant and up to date policy advice	Evidence of activity		As highlighted in case studies 12 and 13, we have been working collaboratively with other Councils and internal stakeholders to produce up to date policy advice on how to interpret and implement NPF4, alongside our LDP2, as part of the new development plan system. As set out in the Development Plan Scheme, we have also programmed the production of new and updated supplementary guidance.
12	Corporate working across services to improve outputs and services for customer benefit (e.g. protocols; joined-up services; single contact; joint pre-application advice)	Examples from the year		Please see Part 1 of the PPF where this is evidenced.
13	Sharing good practice, skills and knowledge between authorities	Evidence of activity to pass on and adopt good practice	Delivering Planning Reform; Planning Reform Next Steps	SAC and EAC peer reviewed draft PPF's this year. This is covered in Part 1. Also covered in Part 1 in SAC participation in HoPS sub- committee groups with other authorities. Case study 13 is also relevant.
14	Stalled sites/legacy cases: conclusion/withdrawal of planning	Reducing number of applications more than		We are pleased to report that we have no legacy cases this reporting period.

	applications more than one-year-old	one-year-old (from same time last year)		
15	Developer contributions: clear expectations - set out in development plan (and/or emerging plan,) and - in pre-application discussions	Y/N examples		As per our pre-application guidance below, we advise all applications if developer contributions will be required. Guidance Note - Pre-Application Enquiries (south-ayrshire.gov.uk) A further narrative around this area of work is provided in Part 1 of this PPF.

PERFORMANCE MARKERS REPORT 2021-22

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>Major Applications Your average timescales of 16.1 weeks is faster than the Scottish average of 44.6 weeks. RAG = Green</p> <p>Local (Non-Householder) Applications Your average timescales of 8.2 weeks is faster than the previous year and faster than the Scottish average of 13.5 weeks. RAG = Green</p> <p>Householder Applications Your average timescale of 8.0 weeks is slower than the previous year but is faster than the Scottish average of 8.7 weeks and the same as the statutory timescale . RAG = Green</p> <p>Overall RAG = Green</p>
2	<p>Processing agreements:</p> <ul style="list-style-type: none"> offer to all prospective applicants for major development planning applications; and availability publicised on website 	Green	<p>You encourage processing agreements for all major developments and only 1 major development in this reporting period did not involve a processing agreement. RAG = Green</p> <p>Information about processing agreements is on your website. RAG = Green</p> <p>Overall RAG = Green</p>
3	<p>Early collaboration with applicants and consultees</p> <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 	Amber	<p>You note that your pre-application service has been suspended due to resourcing issues however your service continues to engage in pre-application discussions for major development RAG = Amber</p> <p>You have noted that you have pre-application enquiry form online that details information required to be submitted for pre-application process to proceed. RAG = Green</p> <p>Overall Green = Amber</p>

4	Legal agreements: 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)	Green	You did not determine any applications with legal agreement without processing agreements during the reporting period.
5	Enforcement charter updated / re-published within last 2 years	Red	Your enforcement charter was 27 months old at the end of the reporting period. You have noted within your report the reasons for the delay in the update and have detailed how the enforcement service is still being delivered
6	Continuous improvement: <ul style="list-style-type: none"> progress ambitious and relevant service improvement commitments identified through PPF report 	Amber	You have only completed 1 out of 5 of your improvement commitments with 3 of the 4 remaining commitments progressing and 1 delayed due to staff vacancies. progressing but not yet concluded. You have identified 7 service improvements for the next year across a range of areas.
7	Local development plan less than 5 years since adoption	Red	Your LDP was 7 years 9 months old at the end of the reporting period but we note that the LDP2 has been adopted as of August 2022.
8	Development plan scheme – next LDP: <ul style="list-style-type: none"> project planned and expected to be delivered to planned timescale 	Green	As your Plan was adopted after the end of the reporting period, the next DPS will be published in line for the next years report.
9 & 10	LDP Early Engagement <ul style="list-style-type: none"> stakeholders including Elected Members, industry, agencies, the public and Scottish Government are engaged appropriately through all key stages of development plan preparation. 	N/A	
11	Policy Advice Production of relevant and up to date policy advice	Green	Your report states that you continually monitor council decisions and LRB processes to establish if any guidance or training is required.
12	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)	Green	You have stated that you provided support to other Council Services in the delivery of the Council's Capital Programme. In addition, planning advice and policy support was provided in relation to ongoing project development work associated with the Ayrshire Growth Deal.
13	Sharing good practice, skills and knowledge between authorities	Green	Your reports note that you undertook peer review of draft PPFs with Stirling Council and continue to engage in HOPS Sub Committee meetings.
14	Stalled sites / legacy cases: conclusion or withdrawal of old planning applications and reducing number of live applications more than one year old	Green	You have cleared 3 case during the reporting year, with no cases still awaiting conclusion.
15	Developer contributions: clear and proportionate expectations	Red	Your developer contributions guidance is still awaiting adoption which was the case for past 3 years. It was noted

	set out in development plan (and/or emerging plan); and in pre-application discussions		<p>that this was one of your service improvements for 2021-22 which has progressed however due to change in Senior Management, not yet concluded. RAG = Amber</p> <p>It is not clear within your report if developer contributions are discussed during your pre-application engagement. RAG = Red</p> <p>Overall RAG = Red</p>
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SOUTH AYRSHIRE COUNCIL
Performance against Key Markers

Marker		13-14	14-15	15-16	16-17	17-18	18-19	19-20	20-21	21-22
1	Decision making timescales									
2	Processing agreements									
3	Early collaboration									
4	Legal agreements									
5	Enforcement charter									
6	Continuous improvement									
7	Local development plan									
8	Development plan scheme									
9 & 10	LDP Early Engagement-om	N/A	N/A	N/A		N/A	N/A	N/A	N/A	
11	Regular and proportionate advice to support applications									
12	Corporate working across services									
13	Sharing good practice, skills and knowledge									
14	Stalled sites/legacy cases									
15	Developer contributions									

Overall Markings (total numbers for red, amber and green)

	Red	Amber	Green
2012-13	3	6	4
2013-14	2	5	6
2014-15	1	7	5
2015-16	0	4	9
2016-17	1	2	12
2017-18	1	2	10
2018-19	0	2	11
2019-20	2	5	6
2020-21	1	5	8
2021-22	3	2	8

Decision Making Timescales (weeks)

	13-14	14-15	15-16	16-17	17-18	18-19	19-20	20-21	21-22	2021-22 Scottish Average
Major Development	50.7	26.0	42.6	-	13.9	5.1	7	-	16.1	44.6
Local (Non-Householder) Development	7.9	8.7	7.0	7.1	7.7	6.6	7.2	8.5	8.2	13.5
Householder Development	6.4	7.1	5.9	6.6	7.1	6.8	6.5	7.4	8.0	8.7

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 نابینا افراد کے لئے ابھرے حروف، بڑے حروف یا آڈیو میں مہیا کی جاسکتی ہے اور اسکا مختلف زبانوں میں ترجمہ بھی کیا جاسکتا ہے۔ رابطہ کی تفصیلات نیچے فراہم کی گئی ہیں۔

本信息可应要求提供盲文，大字印刷或音频格式，以及可翻译成多种语言。以下是详细联系方式。

本信息可應要求提供盲文，大字印刷或音頻格式，以及可翻譯成多種語言。以下是詳細聯繫方式。

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

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

Faodar am fiosrachadh seo fhaighinn, le iarrtas, 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

www.south-ayrshire.gov.uk