

To: Planning and Property Policy Board

On: 23 August 2016

Report by: Director of Development and Housing Services

Heading: Renfrewshire Planning Performance Framework 2015 - 2016

1. Summary

- 1.1. The purpose of this report is to inform the Board of the submission made to the Scottish Government of the fifth Renfrewshire Planning Performance Framework.
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2. Recommendations

- 2.1 It is recommended that the Board:
- (i) Notes the Renfrewshire Planning Performance Framework 2015 – 2016 as set out in Appendix 1 submitted to the Scottish Government on the 29 July 2016.
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3. Background

- 3.1. A system of performance management has been established between local authorities and the Scottish Government, whereby every planning authority is asked to produce an annual Planning Performance Framework.
- 3.2. The Planning Performance Framework is not a policy document but gives planning authorities an opportunity to demonstrate continuous improvement, achievements and success.

- 3.3. The framework was developed by the Heads of Planning Scotland to capture and highlight a balanced measurement of planning performance, showing commitment to the following areas:
- Speed of decision making;
 - Certainty of timescales, process and advice;
 - Delivery of good quality development;
 - Project management;
 - Communication and engagement;
 - An overall 'open for business' attitude.
- 3.4. The deadline and format for reporting along with the timetable in which to submit the Planning Performance Framework is set by the Scottish Government.
- 3.5. In its fifth year of reporting planning performance, the Scottish Government altered the reporting framework and all local authorities were required to agree on the performance markers for this year in April/May prior to preparing the Planning Performance Framework.
- 3.6. Furthermore, each planning authority requires to wait until they have received the final year analysis of statistical returns from the Scottish Government before preparing the Planning Performance Framework which are not normally received until the end of May.
- 3.7. The Planning Performance Framework highlight that in relation to the speed of decision making in planning, Renfrewshire Council is performing well in terms of the Scottish average.
- 3.8. Part 2 and Part 3 of the Planning Performance Framework is where the Council demonstrates the evidence of continuous improvement, providing an explanation in support of planning's performance which is highlighted through the selected case studies.
- 3.9. The Planning Performance Framework demonstrates that Renfrewshire Council is committed to improving the service it provides in its role as a Local Planning Authority. It shows the Council's commitment to investing in Renfrewshire by the 'open for business' approach, encouraging sustainable development and positive liaisons with its customers and stakeholders.
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Implications of the Report

1. **Financial** - None
2. **HR & Organisational Development** - None
3. **Community Planning** – None.

4. **Legal** - None
 5. **Property/Assets** - None
 6. **Information Technology** - None
 7. **Equality & Human Rights** - The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report because it is for noting only. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
 8. **Health & Safety** - None
 9. **Procurement** – None
 10. **Risk** – None
 11. **Privacy Impact** - None
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Appendix 1

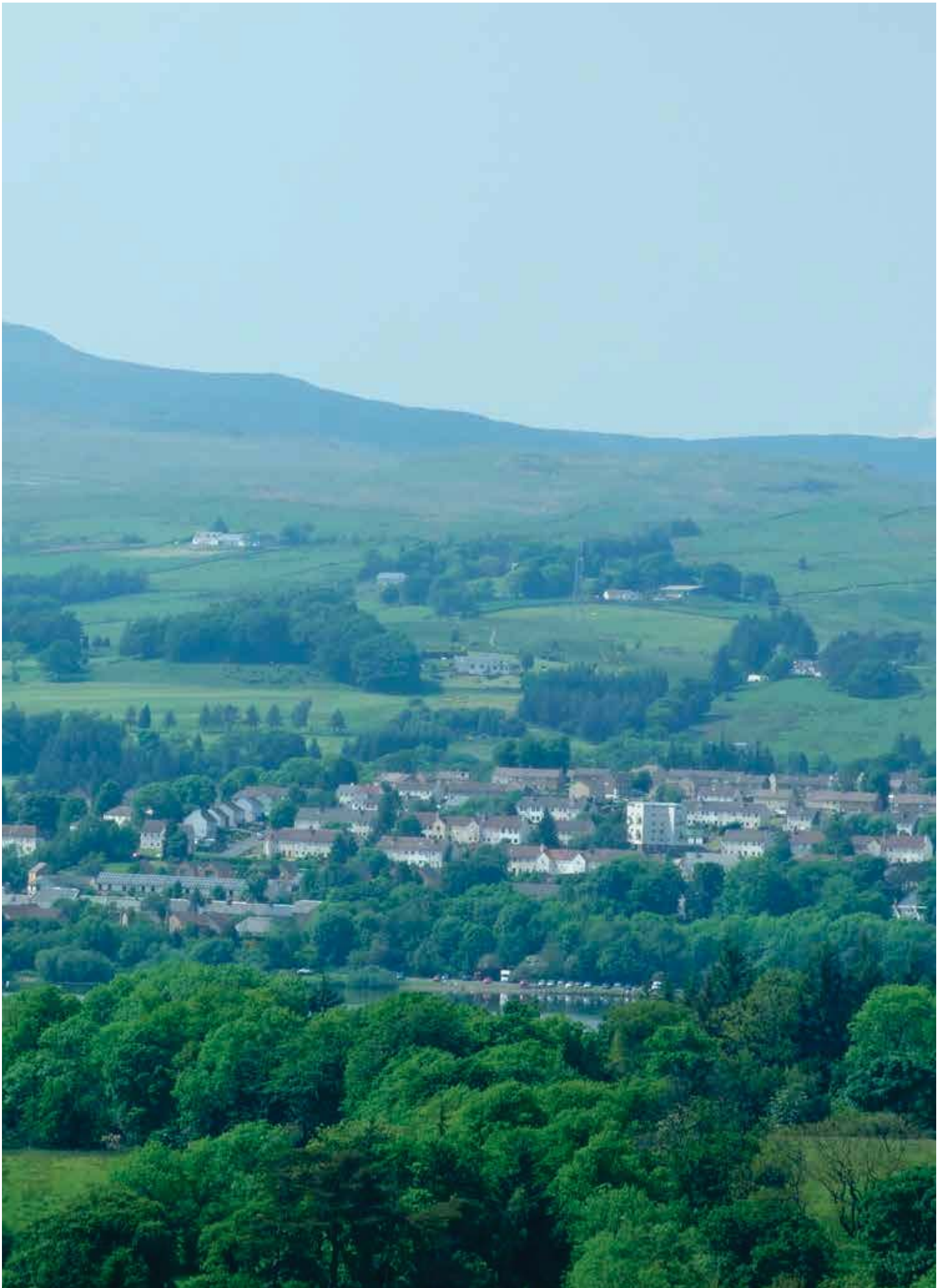
Renfrewshire Planning Performance Framework 2015 - 2016

List of Background Papers

- (a) None
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Introduction

Renfrewshire Council consider that Planning has a key role to play in delivering good quality places for people and communities as well as investors and visitors.

Renfrewshire's Planning Service supports sustainable development and inclusive economic growth in a bid to deliver successful places.

Through joint working, trialing different innovative delivery approaches along with sharing responsibilities with the people and communities to actively assist in enhancing places, Renfrewshire Council is working in partnership to implement the ambition, aspiration and the vision as set out in the Renfrewshire Community Plan.

Understanding of Place

The priorities and outcomes identified in the Renfrewshire Community Plan 2013–2023 are based on a sound understanding of the needs of Renfrewshire's diverse communities.

Planning's role in delivering on the Renfrewshire Community Plan priorities and outcomes is to ensure that an up to date framework of plans, policies and strategies are in place to promote and support good place making as well as efficient and effective decision making on development proposals.

This Planning Performance Framework aims to show how Planning deliver these priorities.

Renfrewshire

Planning Performance Framework

In line with the previous four years of reporting, this Planning Performance Framework measures the quality of Renfrewshire's Planning Service, the level of commitment to delivering on the Scottish Government priorities, the areas where improvements have been made, along with the challenges to continuously improve on performance.

The performance as set out in **Part 1—National Headline Indicators** along with the quality and investment in place making as set out in the case study examples provided in **Part 2—Defining and measuring a high-quality planning service**, demonstrates evidence of Renfrewshire Council's performance over 2015–2016.

An update on the **Future Actions** that were highlighted in last year's Planning Performance Framework 2014–2015 is provided throughout the Report as well as in **Part 4—Service Improvements for Renfrewshire**. Also, within Part 4, is a review of Renfrewshire Council's Performance Markers Report for 2014–2015 along with an update of the Action Plan providing evidence of continuous improvement where it can be evidenced.

This Planning Performance Framework is the fifth assessment framework to be produced by the Council. It covers the period from 1 April 2015 to the 31 March 2016.





Part 1

National Headline Indicators

The following table and commentary details the performance of Development Planning and Development Management highlighting Renfrewshire's ability to meet or exceed statutory or policy targets set by the Scottish Government.

| Key outcomes | 2015—2016 | 2014—15 |
|--|--|---|
| Development Planning: Age of local/strategic development plan(s) (years and months) at end of reporting period Requirement: less than 5 years | Local Development Plan The Renfrewshire Local Development Plan (Adopted 28 August 2014) = 1 year and 7 months (31 March 2016) Strategic Development Plan Glasgow & the Clyde Valley Strategic Development Plan (Adopted 25 May 2012) = 3 years, 10 months | Local Development Plan The Renfrewshire Local Development Plan Adopted – 28 August 2014 = 7 Months (31 March 2015) Strategic Development Plan Glasgow & the Clyde Valley Strategic Development Plan (Adopted 25 May 2012) = 2 years, 10 months |
| Will the local/strategic development plan(s) be replaced by their 5th anniversary according to the current development plan scheme? (Y/N) | Local Development Plan Yes Strategic Development Plan Yes | Local Development Plan Yes Strategic Development Plan Yes |
| Has the expected date of submission of the plan to Scottish Ministers in the development plan scheme changed over the past year? (Y-earlier/Y-later/N) | No—On target | Yes—Earlier |
| Were development plan scheme engagement/consultation commitments met during the year?(Y/N) | Yes | Yes |
| Effective Land Supply and Delivery of Outputs | | |
| Established housing land supply | 9873 units | 9475 units |
| 5 year effective housing land supply | 2813 units | 2951 units |
| 5 year housing supply target | 4023 units | 4136 units |
| 5 year effective housing land supply (to one decimal place) | 3.5 years* | 3.6 years |
| Housing approvals | 778 units | 999 units |
| Housing completions over the last 5 years | 1551 units | 1999 units |
| Marketable employment land supply | 124.7 ha | 130.11 ha |
| Employment land take-up during reporting year | 9.91 ha | 9.59 ha |

| Key outcomes | 2015—2016 | 2014—15 |
|---|--|---|
| Development Management Project Planning | | |
| Percentage of applications subject to pre-application advice | 35% | 40.3% |
| Number of major applications subject to processing agreement | 1 | 12 |
| Percentage planned timescales met | 100% | 100% |
| Decision-making | | |
| Application approval rate | 97.1% | 98.2% |
| Delegation rate | 97.5% | 98.3% |
| Decision-making timescales | | |
| Average number of weeks to decision: | | |
| Major developments | 13.3 Weeks | 10.1 Weeks |
| Local developments (non-householder) | 9.4 Weeks | 8.3 Weeks |
| Householder developments | 7.9 Weeks | 7.2 Weeks |
| Legacy Cases | | |
| Number cleared during reporting period | 3 | 3 |
| Number remaining | 3 | 2 |
| Enforcement | | |
| Time since enforcement charter published/reviewed (months) Requirement: review every 2 years | Published August 2015/Update due August 2017 | Report approved by the Planning and Property Board in August 2015 |
| Number of breaches identified/resolved | 49 breaches identified/35 resolved | 39 breaches identified/31 resolved |

Commentary on National Headline Indicators

Development Plan

The Renfrewshire Local Development Plan was adopted on the 28 August 2014. There are currently one statutory appeal in relation to the adoption of the Local Development Plan lodged at the Court of Session which is in relation to the needs of Gypsy/Travellers.

Work has commenced on the review of the adopted Renfrewshire Local Development Plan. It is anticipated that a Main Issues Reports and supporting documents will be presented to the Planning and Property Policy Board later in 2016.

Development Plan Scheme

Since 2010, Renfrewshire Council have issued the Development Plan Scheme every November.

5 year effective housing land supply – At the 31 March 2016, Renfrewshire Council did not have a 5 year effective land supply. In assisting to reduce this shortfall, Renfrewshire

Council has adopted a Housing Land Supply Supplementary Guidance with a detailed framework to guide the release of additional land. Three planning applications have been submitted through this framework and are awaiting determination at 31 March 2016. The feedback from developers is that they prefer to submit housing sites through the review of the Renfrewshire Local Development, this provides more certainty. To ensure that certainty was provided Renfrewshire council sought to undertake an early review of the local development plan.

The effective housing land supply for Renfrewshire at 31 March 2016 was calculated as follows:

*Using the 2015 Agreed Housing Land Audit = 2813 effective all tenure and Housing Supply Targets from Local Development Plan (1 x 895 + 4 x 782) = 4023 multiply by 5 = 3.5 (rounded up to one decimal place).

Part 2

Defining and Measuring a High Quality Planning Service

The National Headline Indicators that are detailed in Part 1 of the Planning Performance Framework are important indicators in relation to an up to date planning framework and the decision making timescales.

In evidencing how planning delivers a high quality service, Part 2 of the Planning Performance Framework provides the qualitative evidence of performance in terms of the plans, strategies and projects that have been delivered over the past year.

The Scottish Government's Performance Markers have been used to cross-reference and sign post where Renfrewshire Council consider that evidence has been provided in the case studies, highlighting evidence of performance, improvements, future actions and priorities.

Renfrewshire's Planning outcomes are assessed in the following areas:

Quality of Outcomes

Demonstrating the added value delivered by planning. Outlining the high quality development on the ground by creating and shaping places of which we can all be proud.

Quality of Service and Engagement

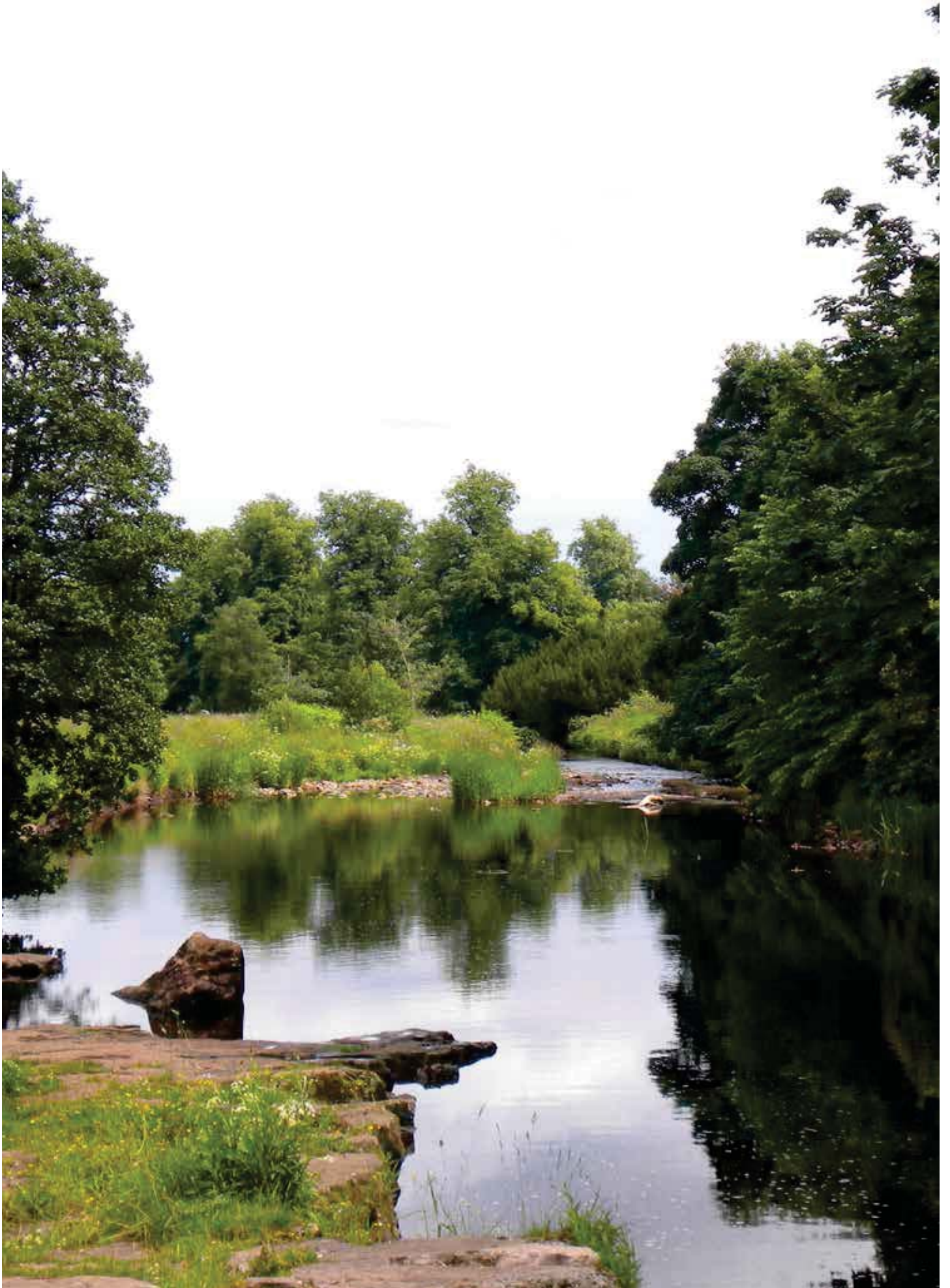
Demonstrating the Planning Service's positive actions to support sustainable growth by being Open for Business. Creating certainty through the consistence of advice, process, engagement and decision-making and delivering a positive customer service. Providing effective communications along with initiatives to work with a range of stakeholders.

Governance

Illustrating how the Planning Service structure's and processes are proportionate, effective and fit for purpose. Ensuring efficient and effective decision-making along with effective management structures and transparent financial management and local governance.

Culture of continuous improvement

Demonstrating a culture of learning and improving.





Renfrewshire Local Development Plan

(Performance Marker 3, 6, 7, 11, 12)

The Renfrewshire Local Development Plan was adopted on the 28 August 2014. It focuses on facilitating investment and supporting sustainable economic growth across Renfrewshire.

In line with Scottish Planning Policy, legislation and regulations, ensuring that there is an up to date planning policy framework in place to provide certainty, the current adopted Renfrewshire Local Development Plan is being reviewed with the Main Issues Report anticipated to be out for 12 weeks consultation in Autumn/Winter 2016.

The main components of the current Local Development Plan remain relevant and central to the delivery of economic growth across Renfrewshire. The Main Issues Report will concentrate on the main changes and the key opportunities for future development as well as ensuring that the next Local Development Plan provides a 5 year effective housing land supply at all times.

In relation to the performance of the Local Development Plan over the last year, it is considered that the Development Plan has provided a framework to meet the Council's aspiration to boost Renfrewshire's population by 5% by 2023. In line with the spatial strategy a number of development sites for housing, business, retail and community uses have been delivered. The Case Studies highlight this delivery.

Case Study—Renfrewshire's Places

Good quality homes have been built in the right places to meet the need and demand in Renfrewshire. Development has been concentrated on existing built-up areas through a mix of previously used sites along with some new greenfield sites aiming to facilitate sustainable development, a low carbon economy and range and choice of housing.

The image above shows the redevelopment of a former care home site in the Renfrewshire village of Houston. This site was identified in the Renfrewshire Local Development Plan for housing and has provided 16 new homes in the middle of the village.



Case Study—Renfrewshire's Economy

The Renfrewshire Local Development Plan focuses on Renfrewshire's assets such as the airport, the strategic road and rail network and successful business and employment areas. Renfrewshire is well placed to take advantage of growth and has identified land for expansion of existing businesses and new investments.

The image above shows new development in Hillington Business Park. The business park is identified in Clydeplan's Strategic Development Plan as a Strategic Economic Investment Location and in the Renfrewshire Local Development Plan as an important Renfrewshire Economic Investment Location. Close partnership working along with the introduction and implementation of innovative planning measures such as Simplified Planning Zones as well as a flexible Development Plan framework has meant that this business park has flourished over the last year.

In line with promoting the 'Town Centre First' principle, Renfrewshire Council are seeking to establish a sense of pride, showing what town centres have to offer, creating a lasting legacy of economic, social and cultural change. The image below shows the difference that can be made by providing new shopfronts for existing uses in the town centre. Changing the appearance of the place bit by bit along each frontage making the area more attractive to do business and visit.





Case Study—Renfrewshire's Environment

Growing the population brings many great opportunities such as increasing local investment, new employment as well as creating an increasing demand for new homes, local services and access to the surrounding environment.

The image above shows the new infrastructure going in at the Community Growth Area in Dargavel Village, Bishopton. As well as new footways, paths, cycle routes and roads, there will also be new school, community facilities, sports facilities and other important placemaking aspects such as a community woodland.

The redevelopment of the former Royal Ordnance Factory in Bishopton has been developed through both the Strategic and Local Development Plans, masterplans, design codes and design briefs and is now certainly taking shape on the ground.

Monitoring of Action

As highlighted in last year's Planning Performance Framework, the future action was to review the current adopted Renfrewshire Local Development Plan. Renfrewshire Council are on track and have undertaken pre Main Issues Report engagement and consultation to assist in the review and ensure the correct Main Issues are identified.

Future action

Continuation of this action is required to build upon the review of the Local Development Plan, consult on the Main Issues, opportunities and changes impacting on the Development Plan as well as the next stage of the Development Plan process.

Case Study—Glasgow City Region City Deal: Renfrewshire

(Performance Marker 6, 13)

The Glasgow City Region City Deal has the potential to deliver significant economic growth, greater connectivity between the region, reinvigorate underused land and enhance opportunities for creating greater places.

A 20 year investment programme, the Glasgow City Region City Deal is central to both Clydeplan's Strategic Development Plan and the Renfrewshire Local Development Plan. From Project to Place, underpinned by a robust governance process and structured project management, the City Deal framework is designed to deliver on the agreed outcomes.

In reviewing the Renfrewshire Local Development Plan, the spatial strategy along with plans, policies and proposals will require to support the delivery of the planned infrastructure investment. There will also be a requirement to ensure that the potential economic and regenerative opportunities resulting from City Deal investment can be realised through a flexible and ambitious development plan framework.

In relation to performance over the year, the Planning Service has worked in partnership with Renfrewshire's City Deal Team assisting in the completion of strategic business cases for Renfrewshire's projects. Bringing together knowledge and information gathered through annual audits, this has also assisted in establishing initial benefits realisation projections. There has also been assistance with visioning and masterplanning to deliver Project to Place as well as Planning being instrumental in developing the Strategic Environmental Assessment for the projects.

Monitoring of Action

In last year's Planning Performance Framework, the aim was that all plans, policies and strategies require to be kept up to date to ensure that the projects identified through City Deal have an update framework to guide development. The review of the Renfrewshire Local Development Plan aims to implement that action, ensuring City Deal projects and future development potential is central to the Development Plan.

Future action

The Planning Service will continue to work alongside Renfrewshire's City Deal team to assist in the development of the best options along with the preparation of the outline business cases for each project as part of the next stage of this ambitious project.





Case Study—Paisley Town Centre Heritage Asset Strategy / Paisley 2021 for UK City of Culture

(Performance Marker 6, 10, 12,)

The Paisley Town Centre Heritage Asset Strategy has been set out in previous Planning Performance Frameworks. Successful implementation of the Asset Strategy is important for all of Renfrewshire as this Town Centre framework will support investment that will promote economic, cultural and social regeneration across Renfrewshire.

The vision set out in this ambitious Asset Strategy is the delivery of a range of projects and developments that could bring about a potential economic benefit of an additional £45 million to Renfrewshire's economy along with the creation of up to 800 jobs.

Each of Renfrewshire's Centres is different and each Centre needs a tailored Centre Strategy to build on the strengths and opportunities. Paisley Asset Strategy is about recognising Paisley as a place and a cultural and heritage destination.

It is this focus on placemaking and a destination centre that makes Paisley an ideal candidate for bidding for the UK City of Culture for 2021. A successful bid would raise the profile of Renfrewshire as a place.

The Asset Strategy and the bid for 2021 has put a spotlight on the Renfrewshire Local Development Plan as the framework which can co-ordinate policy direction, economic growth, investment and placemaking.

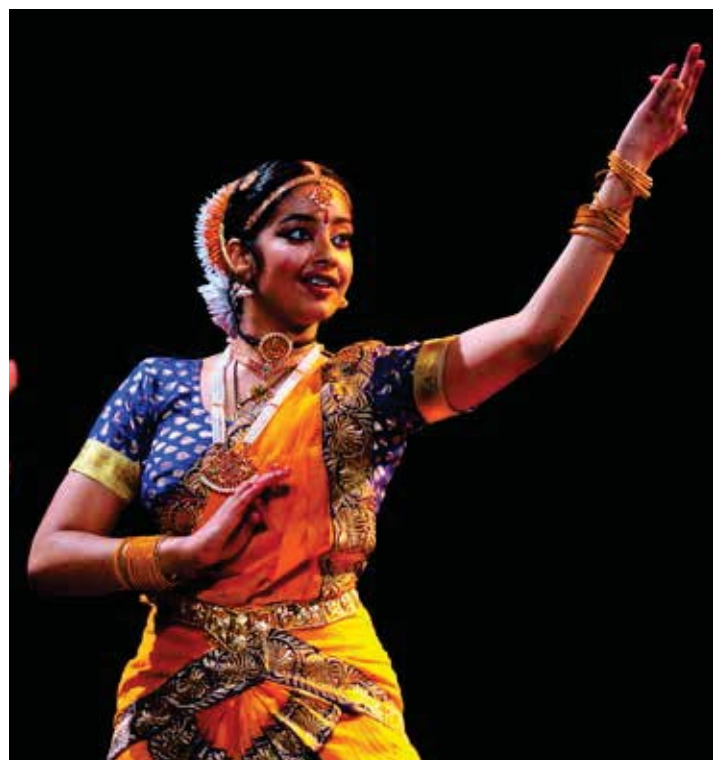
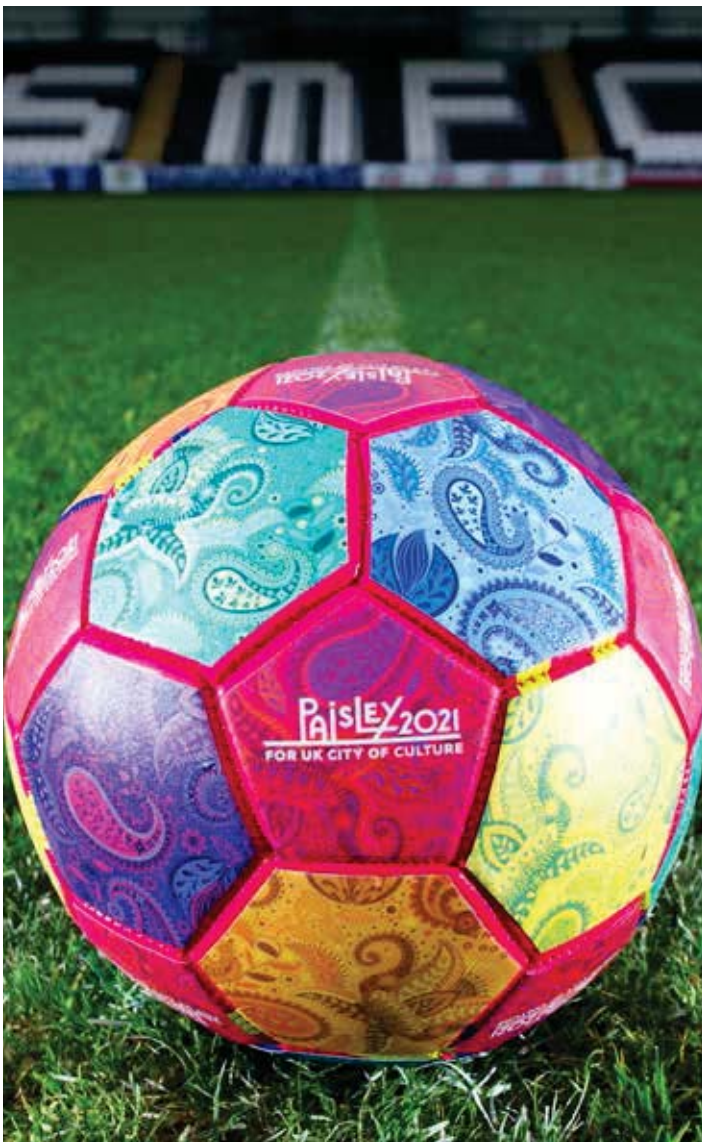
The review of the Renfrewshire Local Development Plan will require to ensure that the framework captures what is required to direct future development, growth as well as preservation, enhancement and placemaking.

Monitoring of Action

Renfrewshire's Planning Performance Framework has continued to detail progress as projects and proposals evolve. All Renfrewshire Council plans, policies and strategies will require to provide a flexible framework to successfully deliver this ambitious vision and programme set out in the Asset Strategy.

Future action

As outlined above, Renfrewshire Local Development Plan will require to provide the strategic framework to capture the importance of culture and heritage through Renfrewshire's Places, Renfrewshire's Economy and Renfrewshire's Environment.





Case Study—Housing Regeneration

(Performance Marker 3, 6, 12)

Renfrewshire Council are determined to use many of the opportunities and assets that are within Renfrewshire to ensure that all of our residents, centres and business thrive. Central to this is improving the existing stock of houses as well as providing a range and choice of new homes across Renfrewshire to meet the needs and aspirations of residents.

The Council along with national/local housing associations and the private sector are working together to create attractive places to live. Great progress has been made in existing places in Renfrewshire. The case studies provide evidence of how these projects have delivered some of the performance markers in the Planning Performance Framework.

Johnstone Castle

The regeneration strategy and framework in place at Johnstone Castle is to rebalance the existing housing stock to reduce the number of flatted/tenemental properties and to provide homes to meet the need and demand of residents.

Both Housing and Planning worked on the regeneration strategy, initial plans and layouts to facilitate high quality development with good urban design encapsulating placemaking principles along with making the best use of housing and land assets in Johnstone Castle. An important

element to the regeneration strategy was early collaboration, community involvement, engagement and consultation with a range of stakeholders right from the start.

The framework for the regeneration strategy came from the Council's Plan, the Renfrewshire Local Housing Strategy and the Renfrewshire Local Development Plan.

Progress on the ground is now taking shape with all partners continuing to work together to facilitate good quality outcomes for Johnstone Castle.

Thrushcraigs

Similar to Johnstone Castle, Thrushcraigs involved the redevelopment of housing and the regeneration of the area to create 70 new affordable homes. This included 56 homes for social rent and 14 homes for shared equity low cost home ownership. Some of the houses were also adapted for wheelchair use.

In partnership with Link Housing Association, the development was to invigorate the Thrushcraigs area through providing a range of different property types and sizes to create sustainable mixed communities.

The development is nearing completion, the new homes not only provide a range and choice within this existing



residential area but they have also been built to include low carbon features such as PV roof panels to assist residents with fuel bills.

Again partnership working as well as strong collaboration between services in the Council has shown how high quality development can be delivered on the ground.

Paisley Town Centre Living

The Council, Housing Associations and the private sector are continuing to deliver new homes in Town Centres. A successful project has been the redevelopment of an important Grade A listed building, the former Arnott's department store in the centre of Paisley.

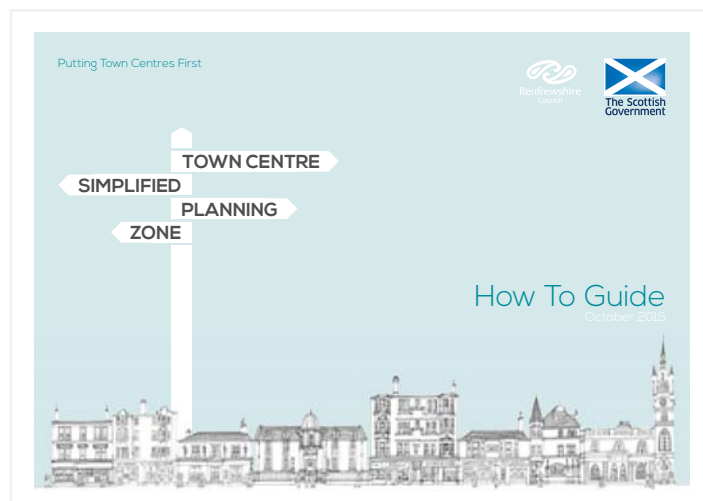
11 apartments have been created by the private sector with 31 new affordable homes consisting of intermediate mid-market rent and shared equity low cost home ownership.

The development has contributed to the wider regeneration of Paisley Town Centre and has been instrumental in the Council's objective of bringing more residents into Town Centres.

As can be seen from the images above, this development has not only successfully delivered new homes across different tenures along with the restoration of a historic and important listed building, it will also bring a new restaurant to the ground floor of the listed building and has encouraged the Housing Association partner to develop a further phase to the site with new flats for social rent.

Future action

The Planning Service through preparing and implementing various plans, proposals and strategies will need to learn from the outcomes on the ground, applying good practice where possible, ensuring lessons learnt from them.



Case Study—Simplified Planning Zones

(Performance Marker 1, 3, 6, 11, 13)

As detailed in the previous Planning Performance Framework, Renfrewshire Council introduced and implemented the first Simplified Planning Zone in Scotland in over 20 years at Hillington Business Park.

Learning from the experience with Hillington Simplified Planning Zone, Renfrewshire Council then prepared and implemented the first pilot Town Centre Simplified Planning Zone in Renfrew Town Centre.

A third Simplified Planning Zone at Westway Business Park, has been requested and the Council will work with the owners to progress the Simplified Planning Zone.

In relation to performance, Hillington SPZ has been an enormous success in the last year with a £3.5million headquarters development delivering 2500 square meters of industrial and business floor space within the Park; a further investment of £5million to deliver 8,000 square metres accommodated within four units centred around a courtyard development. A £8.5million development of the prominent frontage and gateway to Hillington Park is also proposed and in the process of being delivered.

The Hillington Park Simplified Planning Zone has supported development proposals which will deliver over £17million investment in the Park, creating 15,667 sqm of new floorspace and developing over 3.5 hectare of land.

In relation to development in Renfrew Town Centre there has been some new uses moved into the area with a few owners

implementing new shop fronts.

Both Simplified Planning Zones are in the early stages of implementation therefore the progress will continue to be reported in future Planning Performance Frameworks.

In relation to identified actions in last year's Planning Performance Framework, one success has been the Council's production of the Simplified Planning Zone – How to Guide.

Renfrewshire Council consider that this is showing policy in practice, providing good examples of what worked best, top tips for other Council to implement SPZ's. The How to Guide provides advice, timescales and communication strategies that worked well along with those that didn't work so well.

Planning continues to share best practice by appearing at conferences and forums as well as visiting a range of local authorities that may be interested in establishing a Simplified Planning Zones.

Monitoring of action

Renfrewshire Council will continue to monitor the use of the SPZ schemes and will look to implement other innovative planning measures where appropriate.

Future action

The Council have prepared a How to Guide to SPZ's and will continue to assist others who are considering the establishment of an SPZ.



Case Study— Processing Agreements (Major/Local)

(Performance Marker 1, 2, 3, 6, 11)

As highlighting in last year's Planning Performance Framework, Renfrewshire Council have been using processing agreements for major and local developments, particularly in relation to residential developments or more complex proposals.

In terms of the use of processing agreements in 2013/14, two major applications and one local application were subject to processing agreements. In 2014/15 there were four major applications, seven local developments and one other consent which was a complex listed building application. In 2015/16, there has been a drop in the number of processing agreements used. A total of three processing agreements, two for local applications and one major application.

Feedback from developers and applicants regarding the use of processing agreements remains positive, providing the certainty required in relation to timescales. Therefore there is no indication or reason as to why there has been a decline in the use of processing agreements. It is perhaps the case that developers do not require them as the processing of applications are being determined in the timescales as indicated in the pre-application meetings.

Monitoring of Action

Renfrewshire Council continues to monitor the use of processing agreements.

Future action

In line with the Planning Performance Framework for previous years, Renfrewshire Council will continue to monitor the use of process agreements and will continue to promote them for major and local level applications, where appropriate. The Council will also continue to ask developers for their opinion on how the processing agreement system works for them at Renfrewshire.



Applicant Survey

(Performance Marker 1, 6,)

As reported in previous Planning Performance Frameworks, Renfrewshire Council have created an applicant survey and attached a link to the survey to our letter templates, email footers and web pages to gather information about service delivery.

The survey was the first part of a three step approach developed to gather information from users of our service in respect of service delivery; staff skills and also to promote the Planning Service.

Monitoring of Action

In last year's Planning Performance Framework, Renfrewshire Council proposed an action to adapt the Development Management Applicant Survey to include questions on the performance of Development Planning and Building Standards as well as the performance of Development Management. However given the introduction of the changes related to eDevelopment.scot programme which will be a new electronic portal for ePlanning and eBuilding Standards, due to go live in Summer 2016, it was considered that it would be more appropriate to wait until this new system was in place before launching an updated Planning and Building

Standards Applicant Survey.

At the same time as the launch of the new eDevelopment.scot programme, Renfrewshire Council are also transferring to a new internal electronic system for both Planning and Building Standards, from Acolaid to Uniform. Again it was considered that it was best to wait until this new internal electronic system was in place to tailor the new survey to the new improved electronic system.

On-going Action

Once systems are updated and operating efficiently, Renfrewshire Council will launch the new Development Standard Applicants Survey to gauge the performance all of our teams involved in the planning application process from Development Planning, Development Management through to Building Standards and if possible Roads Construction Consent stage. This will be reported in future Planning Performance Frameworks.

Centre Strategies and Action Plans

(Performance Marker 3, 6, 7, 12)

In line with Scottish Planning Policy and the Town Centre First approach, Renfrewshire Council have prepared Centre Strategies, associated Action Plans and Centre Health Checks for Centres in Renfrewshire.

As identified in last year's Planning Performance Framework, the biggest challenge was gaining individuals input in shaping each Centre Strategy.

In relation to the consultation and engagement approach, the following Case Study outlines the approach taken in relation to Erskine Town Centre.

Case Study—Erskine

A Town Centre Charrette was held for 5 days at the start of February 2016, to gather the views of the local community along with the myriad of local groups, to inform the final Centre Strategy and Action Plan and contribute to the review of the Renfrewshire Local Development Plan.

The process has outlined short, medium and long term actions along with highlighting possible partners to take forward and implement the actions.

The general feedback from the charrette process was that many local people wanted to get involved in taking forward the actions identified and that although there were many groups already established in Erskine, perhaps creating a Development Trust or combined community group to deliver on many of the ideas and actions was a way forward for the community of Erskine.

Many of the groups along with other interested stakeholders in Erskine have come together to establish a community group that is able to assist in the delivery of the actions in the Town Centre Strategy.

Monitoring of action

The Council has worked on finalising the Strategies and Action Plan for Renfrewshire Centres through different methods of engagement and consultation. The timeframe for producing the Centre Strategies and Action Plans has slipped, however it is the intention to have all of the Centre Strategies and Action Plans for Renfrewshire's Strategic Centres and Town Centres finalised by the end of 2016.

Future action

The Council will work with partners and a range of stakeholders to implement the action set out in the Centre Strategies.





Case Study— Pre-Main Issues Report Engagement

(Performance Marker 6, 9, 10, 12, 13)

Pre Main Issue Report engagement and consultation is considered a key stage in the development plan process as this ensures early feedback and ideas from a range of stakeholders, communities, Key Agencies, investors, elected members and members of the public.

As part of the review of the current adopted Renfrewshire Local Development Plan a range of consultation and engagement has been undertaken from April 2015 to March 2016. This included the following:

Suggestions for Land Use Change Exercise — April 2015

This exercise allowed interested parties to identify sites across Renfrewshire for consideration in the next Renfrewshire Local Development Plan. The main criteria for suggesting new sites was how sites could fit well within existing places in Renfrewshire.

Developers Day—Oct 2015

An event to show how the Planning Service along with colleagues from Building Standards and the City Deal Team is 'Open for Business'. The event had a range of attendees from Housing Associations, house builders, planners from neighbouring authorities, Clydeplan, business investors, consultants, architects, etc.

There was an update on 'What's happening in Renfrewshire' from the Councils perspective followed by discussion then networking. The general feedback was overall it was a successful day. A summary of the feedback can be found in Appendix 1.

One to One Meetings— Jan to March 2016

In early 2016, the Planning Service held a series of one to one meetings over a eight week period with a wide range of stakeholders including Key Agencies, Housing Associations, land owners, house builders and local businesses.

The meetings proved invaluable in discussing placemaking, resources, infrastructure constraints and emerging issues that require to be considered in the next Local Development Plan. Although very resource intensive, the amount of feedback and knowledge gained from the one to one meetings helped focus the preparation of the Main Issues Report.

Local Housing Strategy Consultation / Housing Providers Forum March/April 2016

As Planning and Housing are now part of the one Service at Renfrewshire Council, the preparation and consultation of the next Renfrewshire Local Housing Strategy was seen as an ideal opportunity to show the linkages and connections between the Local Housing Strategy and both the Strategic and Local Development Plans.

This joint working provided an excellent opportunity to gather ideas from a different and a wider audience, overall benefiting the customer and end user. The single point of contact arrangements were a really interesting exercise and both Planning and Housing staff, learning from each other and sharing good practice.



Case Study—Community Planning Conferences March/April 2016

In partnership with Renfrewshire Council's Community Planning Team and Community Planning Partners, Planning and Housing officers attended, and participated in Community Planning conferences across Renfrewshire, taking the lead in the final conference which was 'Regenerating Renfrewshire's Communities'.

A range of stakeholders, residents, elected members, investors, Development Trust, Community Councils and Community Groups heard presentations and participated in workshops, breakout information sessions and networking. The sessions were all tailored to finding out what the community wants to see prioritised in the many plans, projects and strategies.

Other Consultation/Engagement Opportunities

As well as the details outlined above, there was also significant feedback gained from the consultation on the Centre Strategies, consultation on the updated Access Strategy for Renfrewshire, the Erskine Charrette, attendance at Community Council and Development Trust meetings, as well as an array of other consultation events.

Future action

Continue to build on the Pre Main Issues Report consultation and engagement techniques and aim to ensure that through the 12 week statutory consultation period for the Renfrewshire Main Issue Report this is carried on.



Case Study—Production of Planning Advice Notes

As set out in the Renfrewshire Local Development Plan Action Programme, Renfrewshire Council has produced a number of Planning Advice Notes which include the following:

- Renfrewshire's Places – Residential Design Guide;
- Solar Farm Developments in Renfrewshire;
- Renfrewshire's Householder Development Guidance;
- Hot Food Take Away Guidance;
- House of Multiple Occupation;

In line with Scottish Government Guidance, Renfrewshire Council has kept the Statutory Supplementary Guidance to a minimum by having only two statutory Supplementary Guidance.

Renfrewshire Council's Supplementary Guidance includes a 'New Development Supplementary Guidance' and as requested by the Reporter through the Examination of the Renfrewshire Local Development Plan, the 'Housing Land Supply Supplementary Guidance'.

As issues emerge or as more detail guidance and frameworks are required, Planning Advice Notes or non-statutory planning guidance will be prepared and presented to the Planning and Property Policy Board. Board approval makes the advice notes a material consideration in the determination of relevant planning applications.

Future action

Continue to produce planning advice notes as and when required.



Case Study— Legacy planning applications

(Performance Marker 1, 6, 14)

It was reported in the Planning Performance Framework 2013–2014 of a system that was introduced into the monthly performance to capture applications before they reach 'legacy' status.

During reporting period 2013/2014, four legacy applications were cleared with three remaining at the end of the period. During reporting period 2014/2015, three 'legacy' applications were cleared with two remaining at the end of the period. During the current reporting period of 2015/2016 there were six legacy applications, the Council has cleared three of these applications with three remaining.

Of the three remaining 'legacy' applications, it was considered premature to determine these applications as there has been ongoing discussions regarding the sites which has meant that a final determination of the applications is likely in the near future.

Monitoring of Action

In last year's Planning Performance Framework, Renfrewshire Council made a commitment to investigate whether a trigger could be integrated into the back office system of the planning application programme Acolaid, creating a work flow task which would highlight those applications that were nearing legacy status. Unfortunately this action was not completed. The reason for this is that Renfrewshire Council is in the process of changing its electronic planning system from Acolaid to Uniform. Ensuring successful migration over to this new system is the key priority. Therefore this action will be carried forward to investigate once the new Uniform system is in place.

Future action

Renfrewshire Council will continue to use the performance measure put in place to help reduce legacy applications from the system.



Close working relationship with all services

(Performance Marker 1, 3, 6, 12)

In the previous Planning Performance Framework, Renfrewshire Council reported on cross departmental input that occurs during the pre application stage of the planning process.

What can be seen from the Case Studies is how joint working has increased with the use of lean processes to deliver efficiencies and changes to structures across the Council, deploying more innovative working practices to deliver on the priorities.



Case Study – Preparation of the Renfrewshire Local Housing Strategy and Strategic Housing Investment Programme

In line with the recent changes in structures at Renfrewshire Council, both Planning and Housing are now under the one Head of Service as well as the one Director. Planning and Housing have worked well together across various projects and plans in the past. This new arrangement has presented an opportunity for both Planning and Housing to undertake much more joint working, streamlining processes and sharing of good practice as agendas merge.

The preparation of the Renfrewshire Local Housing Strategy along with the draft Strategic Housing Investment Programme is a good example where this has worked well. Through the involvement of both Planning and Housing in the Housing Need and Demand Assessment and setting the Housing Supply Targets at the Strategic Development Plan level this provided an ideal opportunity for Planning to contribute to the content of the Local Housing Strategy and associated Action Plan. This joint working has also assisted in the preparation of the Main Issues Report for the next Renfrewshire Local Development Plan where the identified local housing needs in the Local Housing Strategy translates into finding a range and choice of housing sites across Renfrewshire to meet the housing land requirements for both affordable and private homes

In identifying sites to meet the housing land requirements, a number of priority regeneration sites were identified. To

gauge the potential plans and timescales for developing these priority sites, a series of discussions with Housing Associations, developers, the Scottish Government and Planning and Housing were undertaken in drafting the framework for the next Strategic Housing Investment Programme. This process therefore provided a degree of certainty that the sites that were identified in the Strategic Housing Investment Programme to meet the outcomes of the Local Housing Strategy were in fact developments that could be delivered and taken forward from plans to delivery on the ground.

The detailed work on the Local Housing Strategy also identified the potential need for an affordable housing policy. Again both Planning and Housing worked together to come up with what seems a reasonable approach to delivering affordable housing based on the evidence presented in the Local Housing Strategy.

Another area of joint working, involved reviewing specialist housing provision, in particular the needs of Gypsy/Travellers. An internal corporate working group has been set up to ensure that this is discussed across all Council Services. The outcomes from discussions not only informs the Action Plan of the Local Housing Strategy and main issues for the next Local Development Plan, it will also feed to a wider Gypsy/ Traveller group that has been set up to review cross boundary issues within the Glasgow and the Clyde Valley and Ayrshire Authorities.



Case Study—Coordination of Active Travel Strategy

In relation to strong collaboration between services, both Planning and Transportation have been working in partnership to prepare the Renfrewshire's Access Strategy and Cycling Strategy.

The consultation and engagement through workshops, discussions, meetings and forums involved a series of conversations with a number of stakeholders and partners from a range of groups. From this a work plan emerged identifying a number of actions which would form the basis of an action plan across both strategies.

As part of this collaborative working, identifying priorities and potential future actions with a range of stakeholders, there has also been joint working in applying for funding from various resource streams to implement projects across Renfrewshire.

This strong collaborative working has also meant that there is a strategic overview of active travel in Renfrewshire, delivering on many of the aims set out in the Council's Community Plan and the land use framework for this active travel overview being delivered through the review of the next Renfrewshire Local Development Plan.

Monitoring of Action

There has been excellent progress on joint working between services in the Council as well as between partners, community groups and a range of other stakeholders.

This has delivered many of the priorities for the Council. However although lean processes are in place it will become more difficult to keep delivering on efficiencies and priorities as resource remain constrained.

Future action

Continue to ensure that structures and process are proportionate, effective and fit for purpose where possible.



Case Study—Benchmarking group

(Performance Marker 6, 13)

As outlined in previous Planning Performance Frameworks, Renfrewshire Council benchmark with various groups including the Heads of Planning Development Planning Sub-Committee, the West of Scotland Planning Benchmarking Group, the National Development Plan Forum and at the strategic level, Development Planning teams benchmark extensively with the eight Councils who prepare the Glasgow & Clyde Valley Strategic Development Plan.

A wide range of topics were discussed at all of these meetings. The meetings allow for the sharing of experiences and best practice. Of particular note this year has been discussions on:

- The Planning Review—the role and scope of National Planning Framework, Scottish Planning Policy, Strategic and Local Development Plans. New tools and innovative working to assist housing delivery and infrastructure capacity. Potential changes to the Development Management system to improve efficiency and transparency;
- Placemaking—ideas shared on increasing placemaking throughout the Planning System. Use of the Placemaking tool and incorporating into more community engagement and consultation;
- The Planning Performance Framework—discussion regarding the feedback reports which the Council's received from the Scottish Government. This allowed the sharing of experiences and practices and learning from best practice elsewhere;
- Planning resourcing—including experiences of making savings and raising income. The Local Government financial settlement implications were raised and charging for pre-application enquiries was also explored. The experience and results from the costing the Planning Service exercise were discussed;

- Staffing levels—considering how to implement more lean processes were explored, allowing Councils to compare staffing and performance statistics in the light of discussions on the profile and practices of each authority;
- Geographical Information Systems—Renfrewshire Council gave a presentation on the QGIS system that they use;
- Agile working—experiences were shared, including the use of shared desks and mobile technology such as tablets. This allows the participants to learn from what works well (or not well) in the other authorities and to design service improvements.

In addition to the formal meetings, the participants also use the email list as a 'forum' for any particular issues arising.

Benchmarking also takes place supporting environmental and technical functions, including through the Glasgow and Clyde Valley Green Network Partnership; the Scottish Outdoor Access Forum; the Scottish Strategic Environmental Assessment Forum; the Local Authorities Historic Environment Forum; the Corporate Address Gazetteer Forum; the One-Scotland Mapping Agreement Group; and the Ordnance Survey User Group. Some of the Councils also participate in the national (Solace) benchmarking families.

Monitoring of Action

The use of online forums between key officers have been an excellent use of resources and allowed for conversation regarding issues to take place as and when required.

Future action

Continue with sharing best practice models and processes. Continue the use of online forums where possible.



Case Study—Service Improvement Plan for Planning

(Performance Marker 1, 5, 6, 11, 15)

Enforcement Charter/Scheme of Delegation

In the previous Planning Performance Framework, it was reported that the Planning Enforcement Charter and Scheme of Delegation had been reviewed and was up to date. This remains the case and both are up to date.

It is considered that the standards set out remain relevant, allowing for a good level of customer service. Both the Planning Enforcement Charter and Scheme of Delegation are timetabled for review next year and this will be highlighted in next year's Planning Performance Framework.

Proposal of Application Notices

Renfrewshire Council has continued to see an increase in Proposal of Application Notices for a range of major planning applications. This is due to the adoption of the Supplementary Guidance on Housing Land Supply in

Renfrewshire where developers are coming forward with large scale housing developments across Renfrewshire.

This process still causes concern for local members as well as the public and others. Renfrewshire Council has continued to carry out training and support for Councillors on various aspects of the Planning system as well as trying to provide as much information on processes and procedures to Community Council or community groups to allow transparency and understanding of this planning process.

Developer Contributions

As indicated in last year's Planning Performance Framework there is at present clear and proportionate advice given in relation to developer contributions throughout the planning process. Developers are required to make good any infrastructure deficits associated with new development.



Through pre-MIR and pre-application meetings, Planning always outline what is expected from developers in relation to creating good developments and adding to the overall place.

The need for a developer contribution policy will be considered in the review of the Renfrewshire Local Development Plan, forming a Main Issue which will require consultation and engagement.

Pre-Application Advice

Renfrewshire Council holds a significant amount of pre-application meetings to ensure that the submission of any application to the Council should aim to address all of the issues/queries raised by the Council, key agencies and other stakeholders at the early stages.

Renfrewshire Council does not charge for the pre application advice service and actively encourages developers to meet and discuss proposals with the Planning Service as early as possible.

Duty Planning Officer System

Renfrewshire Council continues to operate a duty planning officer system where any prospective developer can come into the Council without an appointment and seek advice on their proposal. For more complex proposals, an initial view

will be given by the duty planning officer with the offer of a more formal meeting to help potential applicants through the planning process.

The hours that the duty planning officer system operates has been extended and now operates from 9am–5pm, Monday to Friday.

Local Review Body

Renfrewshire Council have had some challenging local reviews over the past year. To ensure that local members feel confident in dealing with these challenging case, Planning and Legal provided refresher training to members to set out the processes and procedures to be taken into account when being a part of Local Review Body.

Monitoring of Actions

Renfrewshire Council continue to review processes and procedures to ensure that there continues to be improvement.

Future action

The Enforcement Charter and Scheme of Delegation will be reviewed along with the a range of topics for future Councillor training.

Part 3

Supporting Evidence

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

Renfrewshire Local Development Plan

<http://www.renfrewshire.gov.uk/article/2478/Renfrewshire-Local-Development-Plan>

Glasgow and Clyde Valley City Deal

<http://www.renfrewshire.gov.uk/citydeal>

Renfrew Simplified Planning Zone

<http://www.renfrewshire.gov.uk/webcontent/home/services/planning+and+building+standards/development+planning/ptrenfrewtowncentrespz>

Hillington Park Simplified Planning Zone

<http://www.renfrewshire.gov.uk/article/2480/Hillington-Park-Simplified-Planning-Zone>

Renfrewshire's Places

<http://www.renfrewshire.gov.uk/wps/wcm/connect/45dd8837-1ed7-4a5f-9ac0-b190ea68a051/Renfrewshire%27s+Places+-+Web+ +March+2015.pdf?MOD=AJPERES>

Processing Agreements

<http://www.renfrewshire.gov.uk/webcontent/home/services/planning+and+building+standards/planning+applications/ptkrprocessingagreements>

Local Development Plan New Development

Supplementary Guidance

<http://www.renfrewshire.gov.uk/webcontent/home/services/planning+and+building+standards/development+planning/dhrenfrewshirelocaldevelopmentplan>

Housing Land Supply Supplementary Guidance

<http://www.renfrewshire.gov.uk/webcontent/home/services/planning+and+building+standards/development+planning/ptldp-housingsg-callforsites2015>

Renfrewshire's Transition Areas

<http://www.renfrewshire.gov.uk/webcontent/home/services/planning+and+building+standards/development+planning/ptkr-renfrewshiretransitionareas>

Paisley Town Centre Heritage Asset Strategy

<http://www.renfrewshire.gov.uk/webcontent/home/services/planning+and+building+standards/regeneration+projects/pt+-paisleyheritageassetstrategy>

Paisley 2021 for UK City of Culture

<http://www.paisley2021.co.uk/>

Renfrewshire's Centre Strategies

<http://www.renfrewshire.gov.uk/article/3068/Renfrewshires-Centre-Strategies>

Housing Land Audit 2015

<http://www.renfrewshire.gov.uk/article/2485/Strategic-Land-Audits>

Vacant and Derelict Land Survey 2015

<http://www.renfrewshire.gov.uk/article/2485/Strategic-Land-Audits>

Industrial and Business Land Supply

<http://www.renfrewshire.gov.uk/article/2485/Strategic-Land-Audits>

Local Review Body

<http://www.renfrewshire.gov.uk/article/3553/Make-a-planning-appeal>

Development and Housing Service Improvement Plan 2016-2019

<http://www.renfrewshire.gov.uk/article/2067/Service-improvement-plans>

Planning & Property Policy Board

http://renfrewshire.cmis.uk.com/renfrewshire/CouncilandBoards/tabid/62/ctl/ViewCMIS_CommitteeDetails/mid/381/id/20/Default.aspx

Economy and Jobs Policy Board

http://renfrewshire.cmis.uk.com/renfrewshire/CouncilandBoards/tabid/62/ctl/ViewCMIS_CommitteeDetails/mid/381/id/12/Default.aspx

eDevelopment.Scot

<https://www.eplanning.scot/ePlanningClient/default.aspx>

Local Housing Strategy

<http://www.renfrewshire.gov.uk/article/3500/Local-Housing-Strategy>

Strategic Housing Investment Plan 2015–2019/20

<http://www.renfrewshire.gov.uk/article/3500/Local-Housing-Strategy>

Development Planning Guidance

<http://www.renfrewshire.gov.uk/article/3041/Development-Planning-Guidance>

Housing Supplementary Guidance

<http://www.renfrewshire.gov.uk/article/3066/Housing-Supplementary-Guidance>

Planning Enforcement Charter

<http://www.renfrewshire.gov.uk/webcontent/home/services/planning+and+building+standards/planning+applications/pt-afenforcementplanningcontrol>

Scheme of Delegation

<http://www.renfrewshire.gov.uk/wps/wcm/connect/b522f4c8-891d-4364-a509-346df7f96494/fcsSchemeofDelegatedFunctionsOct2013.pdf?MOD=AJPERES&Scheme%20of%20Delegated%20Functions>

Developer Contribution—Local Development Plan

(Page 21)

http://www.renfrewshire.gov.uk/wps/wcm/connect/e9fdf04c-9b46-44da-afb0-c9aa55575bfc/RenfrewshireLocalDevelopmentPlan2014_14%28forweb%29+141021.pdf?MOD=AJPERES

Proposal of Application Notice

<http://www.renfrewshire.gov.uk/wps/wcm/connect/57ef3666-f84e-461c-a963-9f522a5a6739/Processing+Agreement+--+Renfrewshire+Advorsory+Note.pdf?MOD=AJPERESPaisleyTownHeritageInitiative/ConservationAreaRegenerationSchemes>

<http://www.renfrewshire.gov.uk/webcontent/home/services/planning+and+building+standards/regeneration+projects/pt-lcpaisleytowncentrethi-cars>

Scottish Government Planning Authority

Performance Statistics

http://www.gov.scot/Topics/Statistics/Browse/Planning?utm_source=website&utm_medium=navigation&utm_campaign=statistics-topics

Planning Register

<http://pl.renfrewshire.gov.uk/online-applications/>

TellmeScotland

<http://www.tellmesotland.gov.uk/>

Part 4

Service Improvements for Renfrewshire

The following table sets out the Performance Markers Report for 2014 – 15 and Renfrewshire Council's comments in relation to this scorecard.

| No. | Performance Marker | RAG Rating | Scottish Government Comments | Renfrewshire Council Comments |
|-----|---|------------|---|---|
| 1. | Decision-making: continuous reduction of average timescales for all development categories [Q1—Q4] | Green | <p>Major Developments</p> <p>At 10.1 weeks your decision making timescales are 4 times quicker than the 46.4 week national average.</p> <p>RAG = Green</p> <p>Local (non-householder) developments</p> <p>At 8.3 weeks your decision times are slightly quicker than last year's and remain better than the national average of 12.9 weeks.</p> <p>RAG = Green</p> <p>Householder developments</p> <p>Decision making timescales have increased slightly to 7.2 weeks from 6.9 weeks last year. However this remains better than the national average of 7.5 weeks.</p> <p>RAG = Amber</p> <p>TOTAL RAG = Green</p> | No Comment, Renfrewshire Council still perform better than the national average for all categories. |
| 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>Good evidence provided of processing agreements being offered for both major and local applications.</p> <p>12 processing agreements have been completed during the reporting year and all of them met the timescales set out.</p> <p>Availability of processing agreements is published on your website.</p> <p>We also note that you will include a question in your customer survey about applicants experiences of using processing agreements and look forward to reading about that next year.</p> | Renfrewshire Council will continue to use processing agreements where appropriate. |

| No. | Performance Marker | RAG Rating | Scottish Government Comments | Renfrewshire Council Comments |
|-----|--|------------|---|--|
| 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 | Green | <p>Good progress made on offering pre-application discussion for all types of application.</p> <p>Introduction of a protocol with other council services is a positive step. Your website notes that pre-application discussions are intended to add value and should lead to more proportionate requests for supporting information.</p> | Renfrewshire Council will aim to continue good progress with early collaboration with a range of stakeholders. |
| 4. | <p>Legal agreements:</p> <p>conclude (or reconsider) applications after resolving to grant permission</p> <p>reducing number of live applications more than 6 months after resolution to grant (from last reporting period)</p> | Green | <p>Process has been put in place to monitor cases to ensure they do not become legacy cases.</p> <p>Note that you have been trying to use conditions instead of legal agreements where this is possible.</p> <p>No major or local applications decided this year have been subject to a legal agreement.</p> | As in previous Planning Performance Frameworks, Renfrewshire Council aim to reduce complexity. |
| 5. | <p>Enforcement charter</p> <p>updated /re- published within last 2 years.</p> | Green | <p>Enforcement charter less than two years old and revision is due to be submitted to committee for approval in August.</p> | Enforcement charter reviewed and up to date. |
| 6. | <p>Continuous improvement:</p> <ul style="list-style-type: none"> • progress / improvement in relation to PPF National Headline Indicators; and • progress ambitious and relevant service improvement commitments identified through PPF report | Green | <p>Improved timescales for both major and local applications however a slight increase in timescales for householder applications and good performance against other NHIs.</p> <p>A good variety of improvement actions identified for the current year although it is noted that you have carried over a number of actions from 2014-15.</p> | Renfrewshire Council will continue to demonstrate areas of continuous improvement where appropriate. |

| No. | Performance Marker | RAG Rating | Scottish Government Comments | Renfrewshire Council Comments |
|-----|---|------------|--|---|
| 7. | Local development plan less than 5 years since adoption | Green | LDP less than 1 year old. | Renfrewshire Council will aim to keep the Local Development Plan up to date by doing an early review. |
| 8. | Development plan scheme —next LDP: <ul style="list-style-type: none"> on course for adoption within 5 years of current plan(s) adoption; and project planned and expected to be delivered to planned timescale | Green | LDP is on course for adoption ahead of the required 5 year timescale. DPS will be published in November 2015. Further detail on how you will be project managing the plan cycle is requested in future reports. | The next Development Plan Scheme is being prepared and will be published in November 2016. |
| 9. | Elected members engaged early (pre-MIR) in development plan preparation – if plan has been at pre-MIR stage during reporting year | Amber | The report notes early engagement with elected members but does not provide enough detail. | Additional member engagement is committed in the preparation of the next Local Development Plan. |
| 10. | Cross sector stakeholders* engaged early (pre-MIR) in development plan preparation – if plan has been at pre-MIR stage during reporting year | Amber | Strong engagement strategy put in place based on feedback from the LDP process. Please provide further detail in future reports. | Further detail has been provided in the Planning Performance Framework. |
| 11. | Regular and proportionate policy advice produced on: <ul style="list-style-type: none"> information required to support applications; and expected developer contributions | Green | Some strong evidence of how the authority provides certainty for what applicants are required to submit alongside applications through your approach to SPZs, development guides in transition zones, your LDP policies, pre-app discussions and your DM protocol. RAG = Green Your LDP does not have a general developer contributions policy but some information is set out in the infrastructure section of your LDP. RAG = Green | Renfrewshire Council aim to continue this approach and evidence will be provided to show how the Council aim to continuously improve. |

| No. | Performance Marker | RAG Rating | Scottish Government Comments | Renfrewshire Council Comments |
|-----|--|------------|---|---|
| 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 | <p>Strong evidence provided of cross service working on SPZs and pre-app discussions. Also the production of design guides and the Paisley town centre asset strategy.</p> <p>The DM protocol is also a good example of working together to provide certainty for applicants.</p> | More evidence of joint working will be provided. |
| 13. | Sharing good practice, skills and knowledge between authorities | Green | You have presented a good range of activities which you have undertaken including participation in your benchmarking family and of the subjects that have been discussed and some of the outcomes. You have also extended your benchmarking family to be a virtual group which can be used to answer more immediate questions. | Continue to show how joint working across authorities helps Renfrewshire Council improve. |
| 14. | Stalled sites/legacy cases: conclusion or withdrawal of old planning applications and reducing number of live applications more than one year old | Green | <p>You have cleared 3 cases this year and only 2 remain at the end of the reporting period.</p> <p>You have a fully established process for monitoring cases so that they don't become legacy cases. We note that you are investigating how this can be incorporated into your backhouse case management systems to further improve the ease of recording and identification.</p> | Aim to ensure that the Council continue to deal with any potential legacy cases. |
| 15. | Developer contributions: clear and proportionate expectations <ul style="list-style-type: none"> • set out in development plan (and/or emerging plan); and • in pre-application discussions | Green | <p>Your LDP does not have a general developer contributions policy but some information is set out in the infrastructure section of your LDP. Example provided regarding SPG for housing which can be applied flexibly to allow development to proceed.</p> <p>RAG = Green</p> <p>Any developer contributions will be identified during pre-application discussions.</p> <p>RAG - Green</p> | Renfrewshire Council's approach to developer contributions continues to be proportionate. However this approach will be reviewed through the next iteration of the Renfrewshire Local Development Plan. |

Part 4

Service Improvements for Renfrewshire

The following table outlines what Renfrewshire Council set out to achieve in 2015 – 2016 and the progress made on the delivery of these committed service improvements and actions.

| Committed Improvements | Action Required |
|--|--|
| 1. Introduce one-to-one meetings with wider groups to help to improve our service | ONGOING As evidenced in this Planning Performance Framework, Planning have been having one-to-one meetings with service users. This action will continue providing a joined up approach by the Service. |
| 2. Continue to participate in a benchmarking group to refine the role and remit of the group with constituent authorities | ONGOING Continue to attend the benchmarking groups. |
| 3. Continue to participate in other channels of communication such as 'tellmescotland' to promote our initiatives and projects | ONGOING Continue this action as well as look for other channels to publicise information. |
| 4. Continue to promote e-planning and online usage figures on our web pages | ONGOING Figures for 2014/15 and 2015/16 published on our web pages. This action will continue to be updated and will be carried out on a quarterly basis. |
| 5. Review and monitor the percentage of applications subject to pre-application advice that are approved | ONGOING Applications that were invalid on first attempt for reporting period 2014/15 interrogated which shows 28% application invalid at first attempt; 59% applications submitted online through the ePlanning portal and 75% applications had agents acting on behalf of applicant. We will continue with this action and it is our intention to follow this up with one to one meetings with our agents/applicants. |

| Committed Improvements | Action Required |
|--|---|
| 6. Ensure continuous improvement by reviewing the Renfrewshire Local Development Plan and adopting LDP2 in less time than LDP1. | ONGOING The review of the Renfrewshire Local Development Plan has commenced with the preparation of the Main Issues Report and associated documents. |
| 7. Provide a lessons learned report on the Renfrew SPZ pilot project which outlines continuous improvement in process and procedures | ACTION COMPLETE A Simplified Planning Zone best practice/ lessons learned report was prepared by Renfrewshire Council in November 2015. This was launched at the Scotland's Town Partnership. |
| 8. Assess the level of satisfaction from developers in using the new Renfrewshire's Places document | ONGOING This will be undertaken by adding a question to the Development Management questionnaire. |
| 9. Add a question into the Development Management questionnaire regarding satisfaction of using processing agreements | ONGOING Add a question to the Development Management questionnaire. |
| 10. Alter the survey monkey created to monitor the Planning Service | ONGOING Adapt the survey to include feedback from Development management, Building Standards and Development Planning. |
| 11. Electronically monitor legacy cases through the Development Management Planning Application System-Acolaid | ONGOING Investigate whether a trigger can be a feature which is integral to the back office system in the planning application programme Acolaid, creating a work flow task which would be highlighted electronically to the manager. |

Service Improvements for Renfrewshire— Action Plan for 2016–2017

In the coming year Renfrewshire Council will aim to continue to improve the service. The monitoring of actions points in previous Planning Performance Frameworks along with any new action points for 2016 – 17 are provided throughout this Planning Performance framework report.

Part 5

Key Performance Results and Action Plan 2015/2016

A: Decision-making timescales

| Category | Total number of decisions 2015-2016 | 2015-2016 | 2014-2015 |
|---|-------------------------------------|-------------------|-------------------|
| Major developments | 5 | 13.1 Weeks | 10.1 Weeks |
| Local developments (non-householder) | 249 | 9.4 Weeks | 8.3 Weeks |
| Local: less than 2 months | 59.0% | 6.9 Weeks | 6.6 Weeks |
| Local: more than 2 months | 41.0% | 12.9 Weeks | 12.9 Weeks |
| Householder developments | 305 | 7.9 Weeks | 7.2 Weeks |
| • Local: less than 2 months | 82.6% | 7.5 Weeks | 6.7 Weeks |
| • Local: more than 2 months | 17.5% | 9.8 Weeks | 10.3 Weeks |
| Housing developments | | | |
| Major | 4 | 14.4 Weeks | 13.7 Weeks |
| Local housing developments | 36 | 10.4 Weeks | 9.1 Weeks |
| • Local: less than 2 months | 47.2% | 6.9 Weeks | 6.9 Weeks |
| • Local: more than 2 months | 52.8% | 13.4 Weeks | 13.5 Weeks |
| Business and industry | | | |
| Major | 0 | - | 12 Weeks |
| Local business and industry | 16 | 9.2 Weeks | 10.1 Weeks |
| • Local: less than 2 months | 62.5% | 6.7 Weeks | 6.1 Weeks |
| • Local: more than 2 months | 37.5% | 13.3 Weeks | 16.9 Weeks |
| EIA developments | - | - | - |
| Other consents* | | | |
| Listed Bldg + Con. Area Consents | 56 | 10.0 Weeks | 10.3 Weeks |
| Advertisements | 64 | 8.1 Weeks | 6.5 Weeks |
| Hazardous Substance Consents | 2 | 17.4 Weeks | - |
| Other Consents and Certificates | 48 | 6.3 Weeks | 6.4 Weeks |
| Planning/legal agreements** | 1 | 23.1 Weeks | - |
| Major average time | - | - | - |
| Local: average time | 1 | 23.1 Weeks | - |
| Local reviews | 4 | 15.6 Weeks | 13.1 Weeks |

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

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

B: Decision-making: local reviews and appeals

| Type | Total number of decisions 2015-2016 | Original decision upheld | | | |
|-------------------------------|-------------------------------------|--------------------------|-------|-----------|------|
| | | 2015-2016 | | 2014-2015 | |
| | | No. | % | No. | % |
| Local reviews | 4 | 4 | 100% | 3 | 100% |
| Appeals to Scottish Ministers | 5 | 5 | 20.0% | 0 | - |

C: Enforcement activity

| | 2015-2016 | 2014-2015 |
|------------------------------|-----------|-----------|
| Cases taken up | 49 | 39 |
| Breaches identified | 49 | 39 |
| Cases resolved | 35 | 31 |
| Notices served*** | 8 | 10 |
| Reports to Procurator Fiscal | 0 | 0 |
| Prosecutions | 0 | 0 |

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

D: Context

Text box: short contextual statement – focus on reasons/factors which have influenced performance and any increase/decrease

Part 6

Consultation and Engagement

"Useful to hear that Renfrewshire is very much open for business and take a practical approach to development."

"A really worthwhile meeting with planning officers willing to engage with site owners."

"Renfrewshire conveyed very strong messages today."

"Format of event was good with different speakers."

"It's always good to discuss how the council are progressing policy."

JOURNEY TO CONTINUOUS IMPROVEMENT

Q

Do you find this type of engagement valuable?

A

100%

said 'yes'

Q

Overall was the event useful?

A

96%

strongly agreed that our events were useful

Q

How often would you like to be engaged in the future?

A

50%

would like to engage annually

25%

would like to engage twice annually

