

# PLANNING PERFORMANCE FRAMEWORK

Planning and Building Standards Service

West   
Dunbartonshire  
COUNCIL



Scottish Awards for  
Quality in Planning  
2017: Award Winner

July 2018



## Foreword

Welcome to the annual Planning Performance Framework which outlines our performance, showcases our achievements and improvements in 2017-18 and outlines our service improvements for 2018-19.

Last year's Planning Performance Framework was peer reviewed by North Lanarkshire Council who are part of our Solace Benchmarking Group. Good feedback was received and it helped shape the format and content of this year's Planning Performance Framework. They indicated that

*“the layout and style of the report made it a nice, straightforward document to read and the inclusion of compliments received throughout the text demonstrated connections with the users of the service.”*

This year we moved into our new office building in the heart of Dumbarton town centre. It is good to work in a modern purpose built high quality and carefully restored office building, which reflects the high expectations of the Planning Service and the Council.

Our key regeneration sites continue to make significant progress with work commencing on a number of sites.

Construction work has started on the housing on Dumbarton waterfront and the footpath connections from this site to Dumbarton Castle. The marine works around the basin at Queens Quay are near completion and the road infrastructure works have commenced within the last few weeks. Of particular satisfaction, has been the approval of the healthcare building which was subject to 2 years of extensive pre - application discussion and will be a focal point and landmark feature on Queens Quay, setting the standard in terms of quality design and placemaking ambitions. It is hoped that these high quality developments will change the perceptions and economic fortunes of the area.

The Council continues to face increasing challenging financial constraints and this is difficult to balance when the area is starting to be regenerated which the Council will hope to lead to economic growth in the future. This year, we have set up the Place and Design Panel which is detailed further in this document. This is a very important step for West Dunbartonshire as we acknowledge the role that quality development can play in the regeneration of the area. To date, 5 Panels have taken place and it is growing from strength to

strength with each Panel under the leadership of our Place and Design Officer. This new way of addressing place-making ambitions in an area with significant economic challenges is innovative and is getting a lot of interest from other Planning Authorities and outside organisations. We have received much support from Irene Beautyman at the Improvement Service and it is good to have her enthusiasm and support behind this important project. I hope you enjoy reading our journey to date.

A number of new people have joined the team. Ashley Mullen - the Place and Design Officer, Emma Mullen - the Antonine Wall HLF Project Manager, Erin Goldie - the new Team Leader of Development Management, Maureen McIntyre, the new Compliance Officer and James Hall and Matthew Spurway joined the Forward Planning team.

All bring new ideas, enthusiasm and substantial experience from their previous authorities or roles. It is good to have them part of the team.

It is always very nice to receive recognition for the hard work that our teams carry out and it was good to receive two awards in the Scottish Quality Awards in Planning



2017 for the Bowling Arches project and for affordable housing development in Alexandria town centre in the Place category. These important regeneration projects have been detailed in previous Planning Performance documents and an update has been provided in this document. This year, we have also been shortlisted in the 2018 Awards for the unique Clydebank Leisure Centre and for our innovative involvement of elected members at the pre application stage.

I was also asked to answer the Q&A Public Enquiries in the Scottish Planner about what has been the biggest inspiration or influence on my career and why is planning important. It was a privilege to be asked about my views on planning and the planning system. In April 2018 I also became the Manager responsible for the Environmental Health Service. I look forward to this new challenge and to assist in adding value to this service.

I hope you enjoy reading about our achievements and I would welcome any feedback.

*Pamela Clifford*

Pamela Clifford

Planning, Building Standards and  
Environmental Health Manager

July 2018

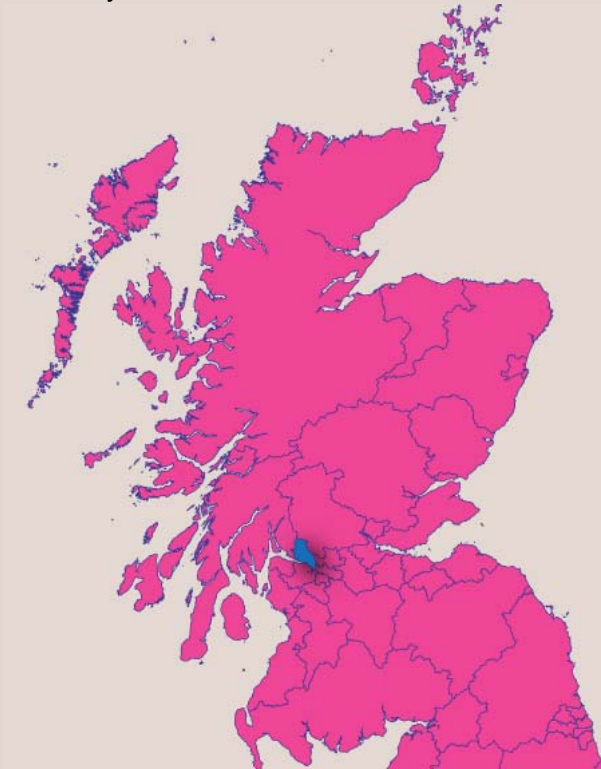
[pamela.clifford@west-dunbarton.gov.uk](mailto:pamela.clifford@west-dunbarton.gov.uk)



# Introduction

## Context

West Dunbartonshire is one of the smallest local authorities in Scotland with just over 90,000 residents and is made up of rural, urban and waterfront areas. The Planning Authority excludes parts of Balloch and the countryside to the east and west of Loch Lomond which forms part of Loch Lomond and the Trossachs National Park Planning authority area.



## Our Vision

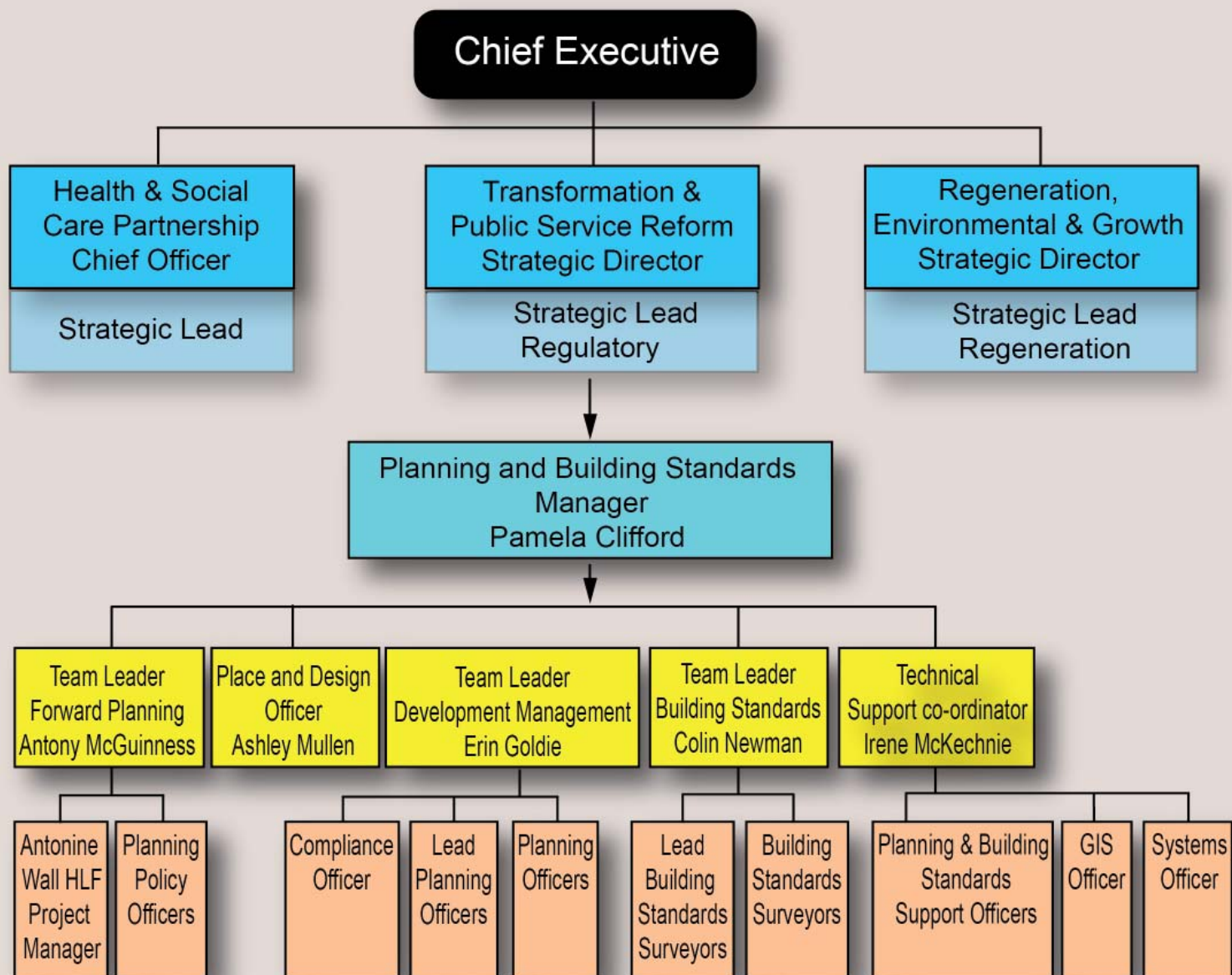
“ West Dunbartonshire Council will deliver high quality services led by priorities identified by the communities of West Dunbartonshire in an open and transparent way”.

The Strategic Plan 2017-2022 sets out the vision and direction for Council services over the next 5 years. It will inform the delivery of Council Services and provide a context for decision making at a service level. The strategic priorities will be delivered through the Service Delivery Plans and those of the Strategic Partners in the Community Planning Partners. Key strategic priorities:

- ☐ Strong local economy and improved job opportunities
- ☐ Supported individuals, families, carers living independently and with dignity
- ☐ Meaningful engagement with active, empowered and informed citizens who feel safe and engaged
- ☐ Open, accountable and accessible local government
- ☐ Efficient and effective frontline services that improve the everyday lives of residents

The Planning Service is identified as a lead service in delivering the first priority of a strong local economy and improved job opportunities through the local development plan, the Place and Design Panel and the planning application process.

The Local Development Plan Proposed Plan (2016) has remained at the proposed plan stage. Presently the Proposed Plan for Local Development Plan2 is due to go to Committee in September 2018 and then out for consultation.

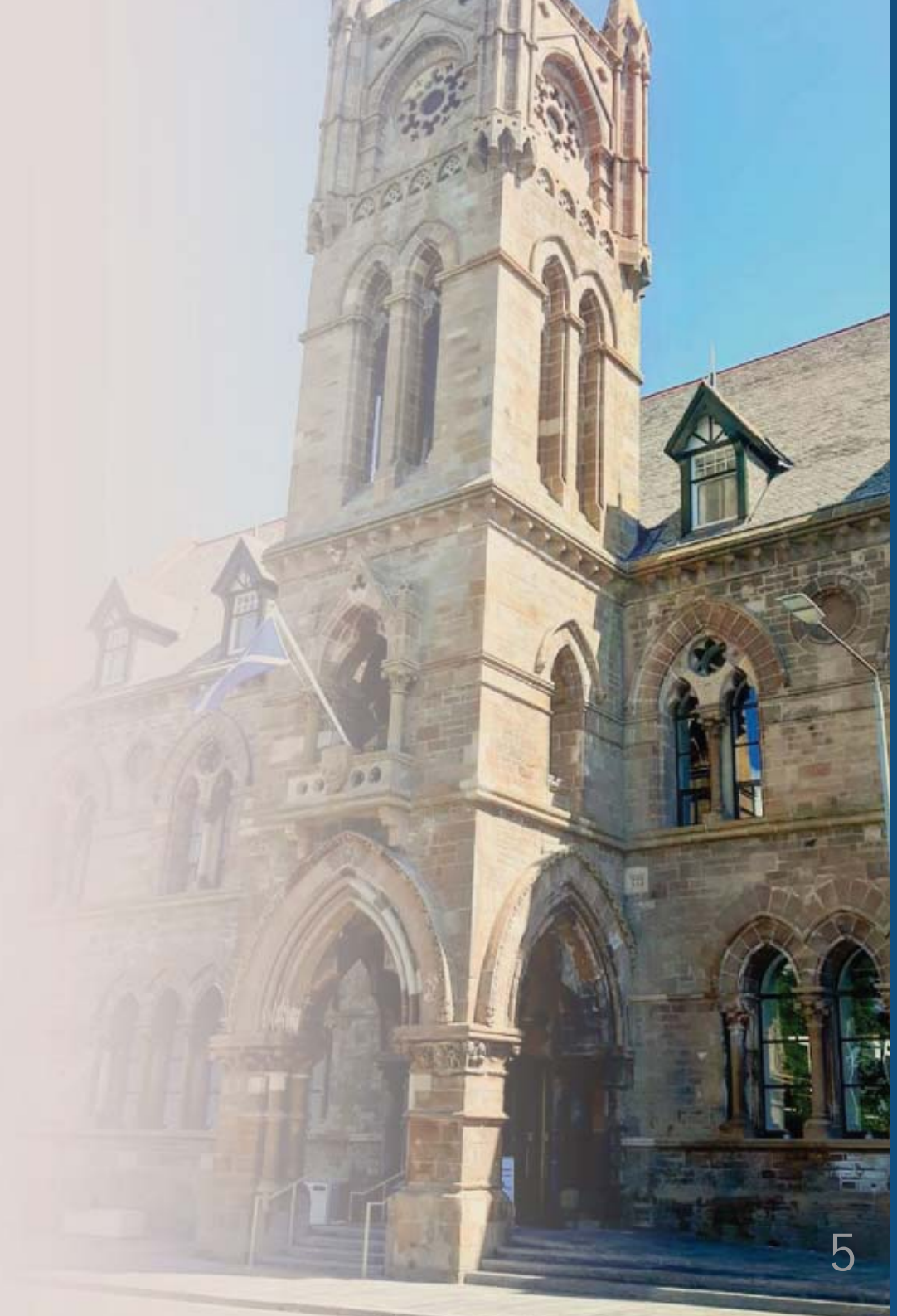


## Planning Performance Framework

The Planning Performance Framework (PPF) is seen as a measure of continuous improvement and a way of promoting the good work the Service is doing over the year to meet the objectives of the Scottish Government and the Council. The general format is determined by the Template and Guidance Notes issued in April 2018. The PPF has been designed to be flexible and to evolve as experience grows.

The Scottish Government assess the Planning Performance Framework against a set of performance markers. These markers give an indication of good performance, good practice and help to identify priority areas for improvement action. In order to demonstrate the importance of meeting the 15 Performance Markers, these have been identified against the evidence within the report. In addition a Performance markers checklist is contained in Appendix 2.

The case studies throughout the Report give examples of how good practice and quality development has been achieved resulting in a high performing planning service.





## Part 1: Qualitative Narrative and Case Studies

### Quality of Outcomes

#### West Dunbartonshire Place and Design Panel

In last year's Planning Performance Framework the Council had just agreed to commit funding to the setting up of a Design Panel for 3 years to lift the standards of quality build in the West Dunbartonshire area. The Place and Design Panel was launched in August 2017 at an event supported by the Improvement

Service and attended by over 80 delegates where the aims and objectives of the Design Panel were presented to a wider council audience and to other local authorities, public and private sector organisations.

The Place and Design Officer, Ashley Mullen, was appointed in September 2017 and Ashley has been working to set up the Panel by getting the support of key organisations such as the Scottish Government, the Improvement Service,

Architecture and Design Scotland (ADS), Homes for Scotland, Glasgow and Strathclyde Universities as well as architects, landscape architects and planners. The research conducted by the Place and Design Officer was further supplemented by elected member training demonstrating the contribution of good design and a Skills and Criteria Event held in October 2017. At the event representatives of the wide ranging support network attended a round-table workshop to discuss the range of skills necessary for the successful operation of the Panel and the criteria used for the Panel workshops.

The 'Place and Design Panel' was named such, in recognition that the activities and undertakings of the Design Panel would be uniquely derived on a project by project basis and specific to West Dunbartonshire. It would proceed to a workshop format that is collaborative and in the spirit of early engagement, (pre-pre application advice) and co-creation. The writing of the [Terms of Reference and Governance](#)<sup>1</sup> and subsequent approval at Committee (December 2017) was an important step in framing the operations and core ethos of the Place and Design Panel.



Place and Design Panel

*'The provision of objective, professional advice to designers, developers and other council services will be the primary core purpose of the Place and Design Panel. Driving high quality design of the built environment and the urban context in which it sits is the critical consideration for all development projects coming before it. An enabler, not an obstacle maker. The Panel will work collaboratively with developers, architects and contractors and assist in the design process to see that those projects contribute to a culture of quality and a high standard of design excellence.'*<sup>1</sup>

It was important from the outset that the Place and Design Panel had its own identity to distinguish it from other Planning and Council documents. The Place and Design Officer designed the key graphic format and motif that will accompany all Place and Design Panel documents, making them clearly distinguishable, easily identifiable and symbolising the ethos of the Panel together with a motto. Inspiration was taken from an award winning WDC affordable housing project which is a local example of excellent design and placemaking. (Footnotes)<sup>1</sup>

Terms of Reference and Governance. West Dunbartonshire Council. Committee Approval 2017



Clydebank Bandstand



Clydebank Townhall



'Creating quality development inspired by people'

Membership of the Panel is made up of professionals working in the disciplines of architecture, planning, landscape architecture, urban design, engineering and infrastructure. Ecologists, historians, Conservation and Heritage experts, artists and access specialists are amongst the additional expertise that can be offered to a panel sitting.

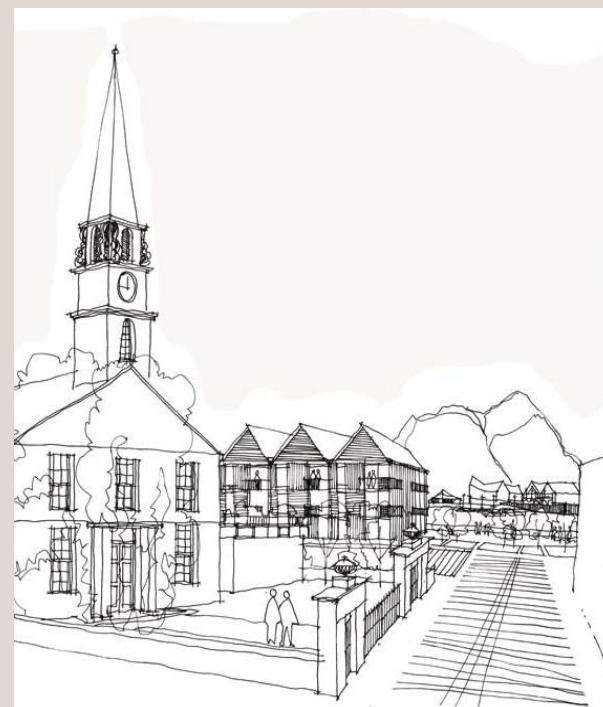
Allowing the alignment of specialist skills to speak to the needs of the development brought to the Panel was established as an important factor in the review process, supplementary to the Council's regulatory approval process, where a specific issue could be identified and resolved at a very early stage with the right input from the Panel.

Sitting in early March for the first time, the Panel has now convened 5 times bringing proposals that are diverse in nature, scale, prominence and at different stages of design - the new Clydebank Health and Care Centre, Council affordable housing projects, the Design Policies for the next Local Development Plan and Conservation Area Appraisals.

Each Panel sitting is different due the nature of the proposals coming before it

and some of the proceedings have already been revised in keeping with the spirit of the iterative way we want the panel to develop in time. The views of those attending and the panellists are actively sought following each Panel to give an evaluation of what worked well and what did not. The experiences and lessons gleaned from each sitting have been used to shape and inform the workings of future Panels. For example; it quickly became apparent that asking a panellist to Chair did not lend itself well to the collaborative nature of the Panel sitting. The workings and lessons learned to date will be reported to the Place and Design Panel Monitoring Board in September 2018.

The work of the Place and Design Officer and the Place and Design Panel is steadily assisting the move towards a coordinated Council position in terms of quality design and places. **(Performance markers 3, 10, 11, 12 and 13)**





*'One of the most satisfactory elements for me was the informal nature of the meeting that allowed general discussion between Presenters and Panellists.*

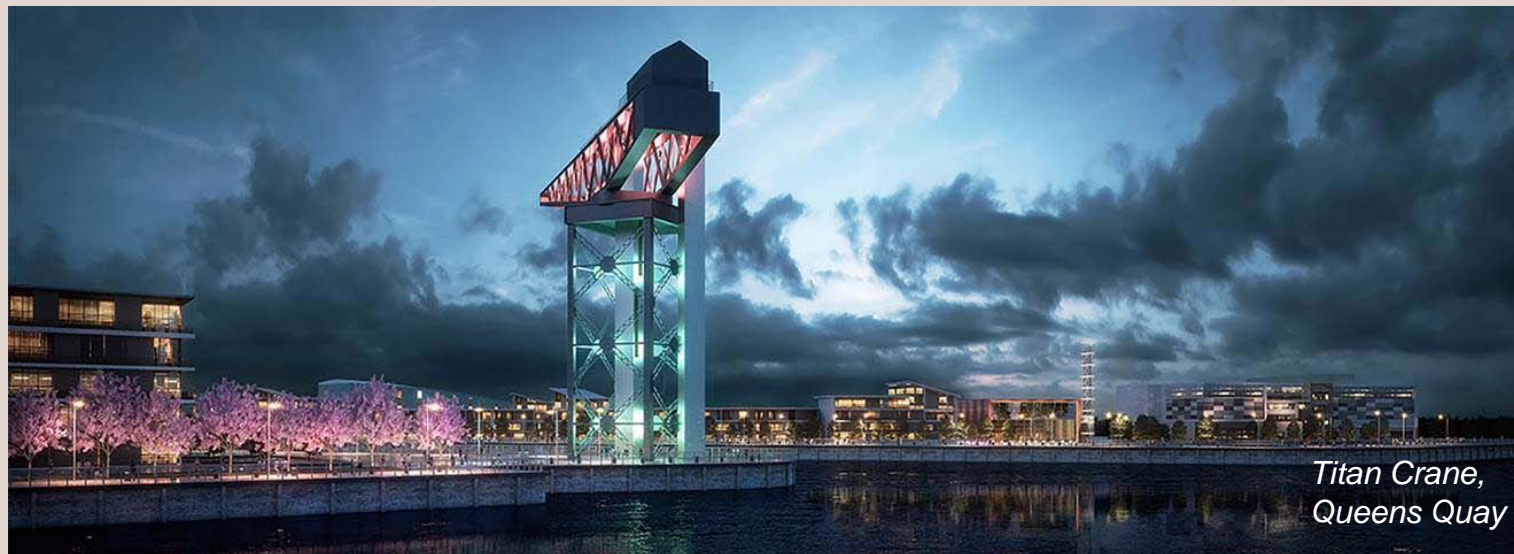
*This however can only be achieved with a relatively small number of Panellists as too large a Panel would involve going round the table and inviting each Panellist to ask one question. This happens in some of the larger Panels and should be avoided if possible*

*I think the Panel meeting achieved the objective of a workshop process'*

James Spence Watson – B.Arch. Dip.LD. Dip.TP. RIBA. FRIAS. CMLI. MRTPI - Landscape Institute Scotland - panellist

*'The welcome and overall approach at the panel meeting was very friendly, welcoming and the spirit was very collaborative between Council officers and panel members. Overall excellent. The organisation prior to the meeting and during was also excellent. The information we received in advance of the meeting was of a high quality and gave a good overview of the detail and context of what we were there to discuss. The format of introduction/ site visit/completion of presentation and then open discussion was good – and allowed panel members the opportunity to develop their thoughts and questions without launching straight into discussions. Again excellent format and clearly outlined on the day.'*

Craig Jardine, BA Hons. MRTPI - panellist

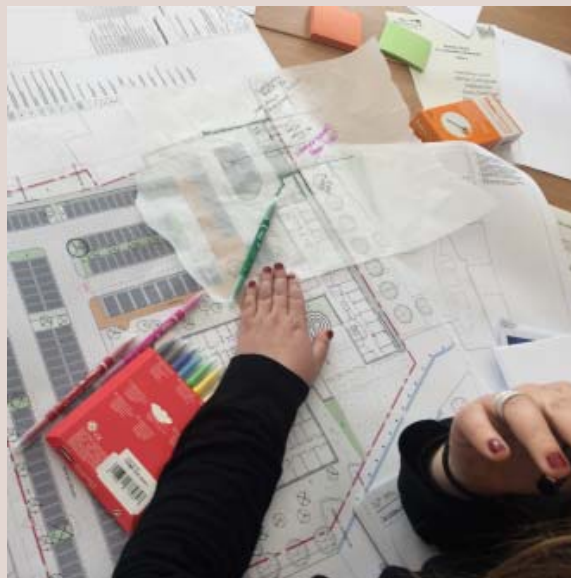


## Queens Quay

Queens Quay is one of Scotland's largest and best waterfront development opportunities and is seen as a key catalyst for the transformation of Clydebank. The vision for Queens Quay is an outstanding vibrant mixed use development that will connect the town centre to the waterfront for the first time and change the economic fortunes of Clydebank. The Queens Quay site has featured in previous Planning Performance Framework documents and this year works around the basin and on the road infrastructure have commenced. Key developments which have received planning approval are a state of the art Healthcare centre and the new Energy Centre. These are detailed further below.

Given the importance of the site and due to the number of different developers involved in its development, Queens Quay coordination workshops have taken place and are led by the Council's Place and Design Officer. The workshops have sought to address the landscape and urban realm strategy for the wider site to ensure that each development takes cognisance of the other and that the quality in materials and overall design is suitably addressed across the site.

Queens Quay Coordination Workshop



The workshops have been well attended by developers and their architects. Feedback from those attending have highlighted that the workshops are a very worthwhile and productive exercise. After a workshop, a summary of the key points together with any action points that should be taken forward are circulated to those who attended. More workshops are planned in the future as work commences on the public realm, landscaping and construction on the various consented developments.

*"It was useful to understand our project in the context of the wider proposals and was a worthwhile session. At my table at least for discussions between the project managers and landscape architects for both the carehome and health centre, as they could directly address the boundary conditions between the two sites and how people may moved between them (one of the areas which required thought, as identified by yourselves)".*

Shona Common Architectural Assistant  
ADF Architects for the energy centre.



## Health and Care Centre – Catalyst for Change

Located at the head of the basin at Queens Quay, the health and care centre will become a focal point and landmark feature, which will set the standard for Queen Quay, in terms of quality of design and place making ambitions. As a result, it has been subject to substantial stakeholder engagement to ensure that the building design and its surroundings meet very high aspirations. The design of the building has undergone a long and robust design process in terms of quality and placemaking and both the building and its surroundings have been developed to improve the health and well-being of Clydebank. Aspirations have been set very high to achieve an outstanding development and due to the significant pre application engagement, when the application was submitted, it was processed in just over 8 weeks. As the foundry once stood on the site where the new health and care centre will sit, the most appropriate metal for reference in the building design is steel. The proposed use of Corten steel is a “nod” to the industrial past of the site and, at the same time, will provide an eye catching feature. The surrounding environment is as important as

the building with the NHS recognising that the creation of natural surroundings both inside and outside improves people’s health and well-being. An Art and Environment Strategy has been developed by Wide Open (an arts company) and artist Jim Buchanan. This has led to the activation of outside spaces and two courtyards with five artworks to trace the history of the tracks. The Planning Service has also recently agreed to work in partnership with the University of Glasgow on the Interdisciplinary Interface Innovation Leadership Fellowship titled “Therapeutic placemaking as a pathway to improved

public health: Realising our health and care centres of the future.”

The proposed research project brings together academics, planning and NHS professionals and architects, and seeks to examine how NHS sites of health and care provision, and the life-chances of the people that they serve, can be improved through the practice of therapeutic placemaking. It will particularly focus on the new health and care centres proposed for Clydebank and Greenock and whether they will change the health and well being of these communities.

*Visualisation of Health Care Building*



## Energy Centre

The largest District Heating System in Scotland, which will be owned and operated by the Council, and will help to meet national climate change and decarbonisation targets and assist in reducing fuel poverty. It will capture heat from the River Clyde and supply it to homes, the health care centre, care home and businesses on Queens Quay with the intention to extend it to the college, leisure centre and the Golden Jubilee hospital in the future. Given the prominent location of

the energy centre its design has been subject to detailed discussions in order to create a high quality innovative design and a visitor attraction on the waterfront. The building has been designed not only to be functional but to be of interest to the public in terms of its operations. Its main design quality will be through the use of high quality materials and these have been agreed during the planning application process. It will be a metal clad building with a large window framing a view of the interior and inner workings of the energy centre. The same black polished brick which is a

particular feature of the leisure centre will be used on the basecourse of the building. A particular feature of the energy centre is a chimney flue encasement of 33 metres in height, which is slightly less in height than the adjacent Titan Crane. It will be clad in a proprietary skin of gold mesh panels and will provide a very dramatic feature to the simple design of the adjoining building and a referencing point for the future of Clydebank.



*Visualisation of Energy Centre, Queens Quay*

### *Example materials*





## Aligning Community and Spatial Planning

With the Planning Bill setting out a new requirement for development plans to better align with community planning objectives and for the Local Development Plan to take into account the local outcome improvement plan (LOIP), the Council and the Scottish Government have collaborated in a lead practice pilot project to consider how community and spatial planning can link to achieve effective and coordinated engagement focused on planning for place that improves outcomes for residents. This work has helped to test planning review



proposals in practice, share learning and inform future guidance beyond the Bill. The work was recently presented at the national Development Planning Forum and has been published as one of a series of lead practice case studies (Scottish Government: May 2018).

The Council has now moved to base its responsibilities around place. The Local Outcome Improvement Plan entitled “the Plan for Place” sets the direction for how we will take forward what we do around place. The ambition is to make better lives and align budgets around a place-based approach to achieve more. This has involved corporate governance and aligning

partner/ agency budgets.

Local Development Plan 2 will implement the spatial planning vision of the Local Outcome Improvement Plan and by linking these key documents together will help to inform the action programme and what each plan takes forward in terms of delivery.

Consultations have been realigned to reduce fatigue on communities. The “Your Place, Your Plan” brand is our approach to reducing consultation and has been developed to enable a single conversation about place. Integrating resources has allowed for a wider range of skills to be in the same place to engage and deliver



around Place. The respective teams within the Council and Community Planning Partners have also been trained in the Place Standard, facilitation to enable officers and Community Planning Partners to have conversations about place with communities using the place standard, place and design panel, and design workshops. This has enabled a more visual and integrated discussion about place and enables information to be linked into wider areas of work that our Community Planning Partners undertake, as well as, other Council Services. As part of the initial conversations with our communities about place, we undertook a series of Your Place, Your Plan engagement events. These events took place during the 12 week

consultation period of the Main Issues Report. The information and consultation responses gained from these events have led to a better evidence base for the Local Outcome Improvement Plan Locality Plans and the forthcoming Local Development Plan 2.

Progress is reported on a regular basis to the Community Planning West Dunbartonshire Management Board, the Community Alliance Board and the Flourishing Delivery & Improvement Group. Next steps involve the production of a delivery strategy of how the approach will be taken forward, reported through the Delivery & Improvement Group 2018/19 action plan. **(Performance marker 10)**



'Clydebank Can' Community Consultation Event

The Strategic Director for Regeneration, Environment and Growth – Richard Cairns stated that:

*“West Dunbartonshire Council is excited to be leading this innovative work on aligning spatial and community planning with a focus on planning for place. The ambition of this work aligns well with the commitments of Council and our aspiration to be an organisation focused on delivering improved outcomes with our residents. The creation of single local plans focused on communities (geographical) which are recognised by services and residents is a significant step forward on this aspiration and supports the direction of the Planning Bill.”*

### Scottish Quality Awards in Planning 2017

The project to develop Bowling Basin and a development of affordable housing within the town centre of Alexandria won awards at 2017 Scottish Quality Awards in Planning in the “Place “ category.

The ongoing Bowling Basin project is run by Scottish Canals in partnership with the Council. The SQAP judges were impressed with the work achieved so far, adding “ It was a delight to see what had been accomplished through the commitment of all parties involved as well as careful application of limited, but continued funding. “

Of the 11 houses and 44 flats at Alexandria the judges said they considered it to be “a good solid social housing development using a sensitive palette of materials. The scale blended in well along the High Street, as well as supporting some bold regeneration within the town centre and positioning social housing at the heart of the place.”

Both projects were subject to extensive pre-application discussions and the community has had a real input into both these projects, particularly through the Bowling Basin charrette process. The Bowling Basin project and the residential development at Alexandria are provided in further detail in Planning Performance Framework July 2017.







Bowling Harbour

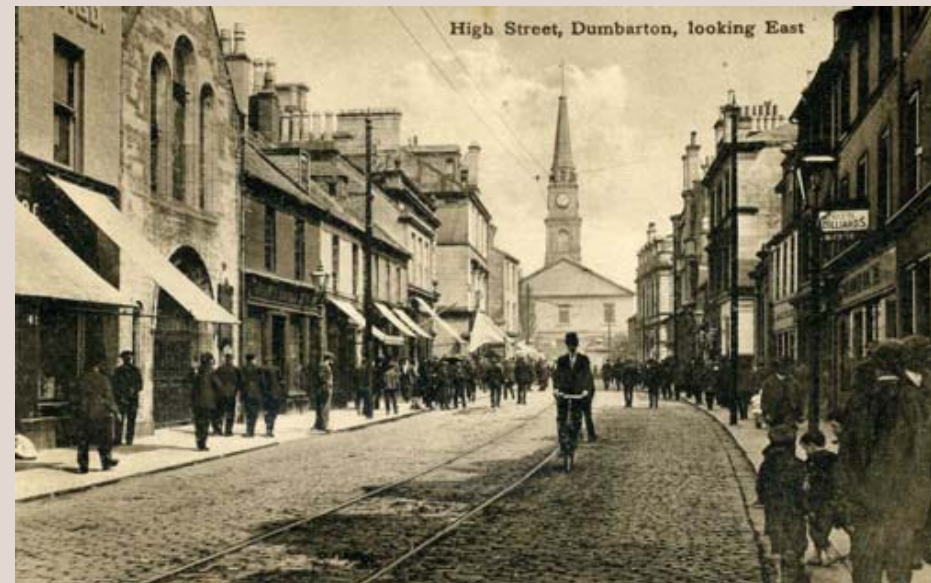


## Potential Designation of a Conservation Area in Dumbarton Town Centre

The 2014 Dumbarton Town Centre and Waterfront Revised Urban Strategy identified the potential for a conservation area in the town centre, based on the heritage quality of the area and the opportunities to release funding for improvement work.

Dumbarton's history dates back to the Iron Age, with the town growing up around the ancient fortress on Dumbarton Rock. The town centre is of medieval origins and the High Street, in particular, retains much of its medieval street pattern; the curve of the street following that of the adjacent River Leven. There are 23 listed buildings (6 'A' listed), located mostly around High Street, Church Street and Station Road. There are many other unlisted buildings of significant interest and quality, however many have suffered from insensitive changes, loss of original fabric and a general lack of maintenance and investment. This has accelerated in the past 15 years as vacancy levels have increased with the decline of retail on the High Street.

A Conservation Area would form the first part of restoring and regenerating the heart of Dumbarton, helping to revitalise the High Street and reconnect it to the riverside. Once designated, it is expected that the Council will explore the possibility of developing bids for a CARS scheme to unlock funding to enhance, restore and reuse key parts of the new conservation area, recognising that the heritage of the town centre is a superb asset to drive the regeneration of the town.



*Historical Image -Dumbarton Hight Street*

## Community Biodiversity Park

Following demolition of a former school site to the north of Clydebank town centre, substantial contaminants were found across the site and following public consultation in 2016 on the future use of the site, the concept of a community park was derived. Working alongside consultants, the Council's Regeneration team and the Contaminated Land Officer, this concept was further developed with extensive pre-application community consultation and

engagement. Planning permission was granted in Spring 2018 to redevelop the 2 hectare site as an area of public open space with a community garden, a network of footpaths, play equipment and biodiversity landscaping with the design being based on the principles of inclusive access and creating a safe environment. The park will also be used for forest school activities by local schools and the wildlife corridor and habitat network from the neighbouring cemetery will be extended

into the site through the planting of native species and those that attract bees and butterflies.

This project is being part funded by Scottish Natural Heritage through the Green Infrastructure Fund and is a good example of collaborative working both within the Council and with outside organisations to facilitate the reuse of brownfield land and to achieve a good outcome for the local area. **(Performance markers 3 and 12)**



## Quality of Service and Engagement

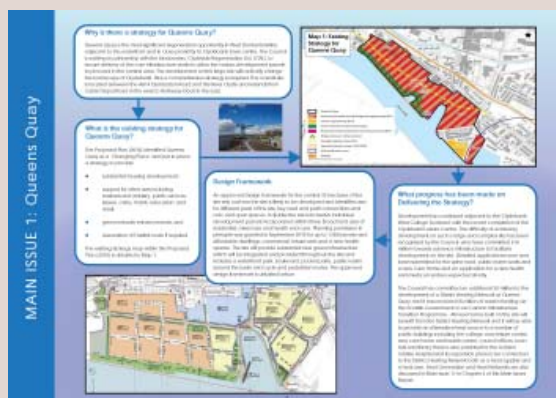
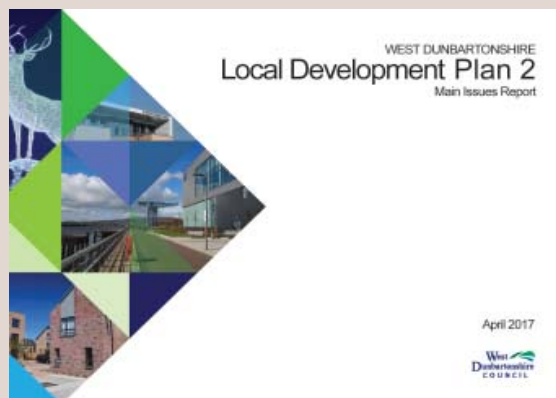
### Local Development Plan 2: Main Issues Report

Published for consultation in June 2017, the Main Issues Report focussed on three main themes - Delivering our Changing Places, Strengthening Our Communities, and Economy and Climate Change and Infrastructure. Within these themes, there were 18 main issues which were aimed at delivering development on the ground, creating new and strengthening existing places and contributing to the establishment of green and sustainable infrastructure.

The Report was written and designed to be easy to read and to inform residents, stakeholders and developers of the progress that has been made on our key regeneration sites and what the Council's preferred options are to take development/sites forward. The Main Issues Report was presented in a less formal way and presented in a story-book style with the use of a high number of visuals to encourage engagement in the Main Issues Report

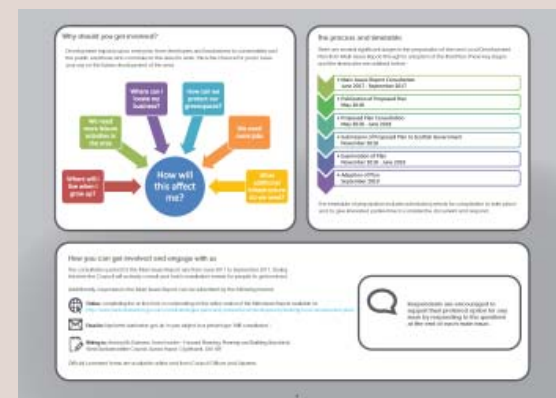
stage.

Prior to the preparation and publication of the Main Issues Report, Elected Members were consulted on a ward basis on what they viewed as the Main Issues for their areas. Also stakeholders were also consulted regarding their key issues at this



pre MIR stage.

Over the 12 week consultation period, between 30 June and 30 September 2017, a number of comments were received by individuals and communities on how easy the Main Issues Report was to read and understand.



Extract of MIR



*“Silverton and Overtoun Community Council has a membership of 8. 4 councillors have read the Main Issues Report for LDP 2. All agreed that the MIR report was an excellent example of clarity, accurate information, good graphic and photographic presentation and design, and rational and well evidenced arguments for and against various options suggested for the various Main Issues.”*  
Rose Harvie, Silverton and Overtoun Community Council.

Seven formal engagement events were also held during this time: in Clydebank, Dumbarton and the Vale of Leven with a final session being held in Clydebank Town Hall on a Saturday for those people who could not attend any of the other sessions. These consultation sessions were undertaken in conjunction with the Community Planning Team, as well as, partners from Community Planning. Over 100 members of the public, including school children, gave their views on the Main Issues Report through the consultation events.

Sixty-seven formal responses were received which is considered to be a reasonable level of response. The majority

of the responses generally supported the preferred option for each of the Main Issues. The responses to the Main Issues Report were presented to Planning Committee on 21 March 2017 in a Schedule 4 format. This approach was undertaken to ensure that the responses received to the Main Issues Report would be in the same format of those received at the Proposed Plan stage.

### Proposed Plan

Two separate Elected Members workshops were held to discuss the contents of the new Plan. These sessions were well attended by the Members, including the Leader, Provost, Depute Provost and Convener and Vice-Convener of the Planning Committee. The views of the members have assisted the Forward Planning team in moving towards finalising the Proposed Plan. Consultation on the Draft Proposed Plan was also undertaken with the Key Agencies and other Council Services over a 4 week period in May/June 2018.

The Proposed Plan is scheduled to go to Planning Committee for approval in September 2018 and then out for its representation period. It is intended to adopt Local Development Plan 2 in September 2019 which is in accordance with the Development Plan Scheme (September 2017).

As part of the preparation of a Local Development Plan 2, the Council proposes to adopt current planning guidance on Dumbarton Waterfront Path, Clydebank Business Park and Pay Day Lending and Betting Shops and the Antonine Wall World Heritage Guide as Supplementary Guidance. As these documents remain up-to-date, they will be re-consulted upon as required by current legislation and will form part of Local Development Plan 2 on adoption of the guidance.

New guidance on Green Infrastructure and Design will also be produced as Supplementary Guidance, as will, the revised Renewable Energy Guidance. Other guidance such as Conservation Area Appraisals, Charrette Report and the Kilpatrick Hills Local Landscape Area: Statement of Importance will remain as non-statutory guidance.





*Antonine Wall*



## Rediscovering the Antonine Wall

This is the first multi partner heritage project whereby five local authorities are working together with Historic Environment Scotland to increase the awareness and understanding of the Antonine Wall World Heritage Site and to better connect communities and visitors to the Wall. West Dunbartonshire Council is acting as lead authority.

The Stage 1 application to the Heritage Lottery Fund was approved in March 2017 and the Antonine Wall Project Manager was appointed in August 2017. This ambitious and unique project will be delivered over 3 years and will involve capital projects in each local authority area in addition to a series of community, education and volunteering projects amongst different communities along the length of the wall. A series of projects were agreed by the Antonine Wall Steering Group comprising officers from all of the partner authorities and Historic Environment Scotland.

Project elements will include:

- ☐ Installation of five replica Roman distance slabs
- ☐ Creation of five Roman themed playparks
- ☐ A series of community led engagement projects
- ☐ Reshooting of a 1960s film charting the route of the Wall
- ☐ Creation of a 21<sup>st</sup> Century Legion volunteer workforce
- ☐ Outreach programme taking themes and stories related to the Wall to hub museums
- ☐ Creation of school resource packs.



*Consultations with Primary School Students*

The Stage 2 application was submitted to the Heritage Lottery Fund in June 2018, with the decision due in September 2018. The project has been informed by an extensive process of consultation with local communities, schools and stakeholders in each of the five local authorities. If successful, the project will have a value of approximately £2.1m and will run from 2018 to 2021. **(Performance marker 12)**



## Clydebank Can

Supported by the Scottish Government's Making Places Initiative and in partnership with Scottish Canals 'Clydebank Can' is a community led design project. It is focused on the Forth and Clyde Canal and aims to transform the Canal and its surroundings into a high quality multi-functional area aimed at bringing people and activity back into Clydebank Town Centre and reconnecting people with the Canal. It also sits within the Council's broader 'Your Place, Your Plan' approach, which is linked to aligning community planning and spatial planning.

During the 'Your Place, Your Plan' consultation events, residents from the Clydebank area highlighted that there was a lack of facilities, recreational opportunities, affordable housing, accessibility and activity within the town centre especially during the evening. The 'Clydebank Can' project was developed out of these consultation responses to give residents, businesses and stakeholders the opportunity to influence and design activities, projects and plans, which will make the most of the Canal and Town Centre. The project is also building on the

work undertaken on the previous Clydebank Town Centre Charrette (2015) and updating it.

The project has engaged with over 300 people through a wide range of different consultation techniques including an activity day at the canal entitled 'Afternoon at the Bandstand', a business breakfast, a Place Standard walk and 3 formal community design workshops, which were led by the appointed consultants. Officers have been able to develop their community engagement skills through facilitating sessions with school children, delivering pop up events within the Clyde Shopping

Centre and at a 'Community Funday' as well as supporting the consultants on the workshop days.

The project had a particular focus on tackling inequality by giving local people a voice, especially young people and hard to reach groups. There have been major successes in engaging with young people (from nursery school age through to secondary pupils) through drawing what their experience of the canal was, through to what they would like to see in the town centre and along the canal. Another successful engagement tool was utilising the bespoke model which allowed



*Community Consultation*

participants to “build” their ideas for key sites within the town centre and along the Canal.

A group of residents from Syria were also empowered to take part in the community design process by providing Arabic speaking facilitators, an interpreter and crèche facilities at one of the workshops. The Syrian residents emphasised the importance of ensuring proposals are inclusive to the whole community during the workshop session.

The outputs from the consultation activity are currently being brought together with residents views informing the preparation of the emerging Locality Plan for the Clydebank Canal communities. The Forward Planning, Communities and Regeneration teams are excited about taking the ideas and proposals forward in a partnership with stakeholders and the community. The knowledge and skills learned through “Clydebank Can” can be applied to other joint consultation activities and processes throughout the Council area.

*“The Clydebank Can project has been enlightening for us, as a major business at the heart of Clydebank it has given us an insight into people perception and aspirations. It is no surprise that everyone is in agreement that there is a lot that needs to be addressed to make the whole infrastructure of Clydebank a vibrant and flourishing town. Various Initiatives for how this can work have been inspiring. It is evident that the team heading up the project have put in a lot of work, they have listened to what has been said and how this can be delivered, to ensure that the key principals are addressed.”*

Sandra Carmichael, Deputy Centre Manager, Clyde Shopping Centre

*The Clydebank Can has provided the community of Clydebank and professional workers within Clydebank an opportunity to express their ideas and vision for the canal and the town itself. With a mixture of ‘walkabouts’, models, discussions and workshops. Clydebank Can has provided a range of exercises to tease out the opinions of local people.*

Alan Karas, Community Connector, Clydebank Housing Association



## Conservation Area Appraisals

Following on from the Kirktonhill Conservation Area Appraisal, which was detailed in last year's Planning Performance Framework 2016/17, the Scottish Civic Trust was commissioned by the Council in February 2017 to undertake appraisals of the remaining conservation areas: High Dalmuir, Knoxland Square and Lusset Road/Mount Pleasant Drive. These conservation areas had not been reviewed since their designation 25-40 years ago, and were often tightly drawn around a core historic area. In most cases there was potential to extend their boundaries to better reflect and protect the character and heritage of the area.

The most significant changes to the Conservation Areas was the inclusion of the remainder of the original historic suburb of Knoxland into the Knoxland Square Conservation Area. It also proposed the inclusion of tenements on the northern side of Glasgow Road and Dumbarton East Railway Station. Lusset Road, Old Kilpatrick Conservation Area proposed the inclusion of Kilpatrick Railway Station which is of similar age to earlier properties in the conservation area and an opportunity for

future restoration.

The appraisals were published for a 12 week consultation period. A series of drop in information sessions were held at each location in November and December 2017. These sessions were widely advertised through the Council's website, social media and leaflets were posted to all affected residents. The exhibitions were attended by approximately 38 local residents. Most comments received strongly supported the

proposed extensions and there was a general interest in how being part of a conservation area could help to improve the area and reconnect people with their local heritage. The Conservation Area Appraisals will be material consideration in the determination of future planning applications affecting these Conservation Areas and will be reflected In Local Development Plan 2. **(Performance marker 11)**



*Conservation area, Knoxland Square, Dumbarton*



## New Dumbarton Football Stadium

The vision of Dumbarton Football Club is to be successful at the highest level of football in Scotland at which it can be both financially viable and sustainable.

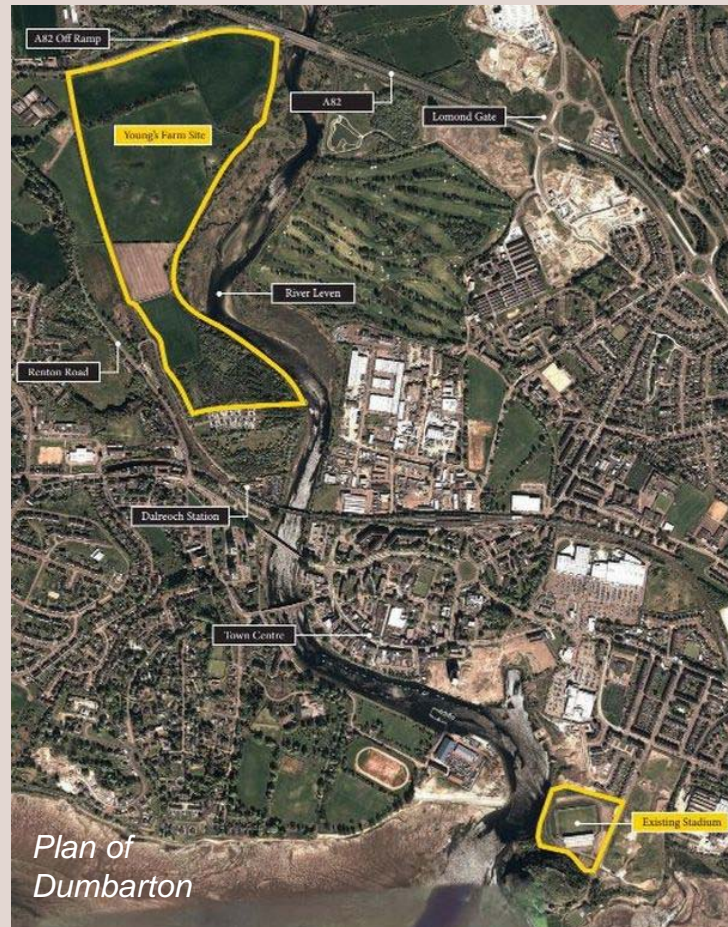
The Club also wished to play a wider role in the community and contribute to health, social well-being and the economy. The Football Club considered it necessary to relocate to a new site which would allow a new and larger stadium to be built.

Through the site search process over the last 5 years, the Football Club have engaged extensively with the Planning Service with various submissions to the last Local Development Plan review process which resulted in the Proposed Plan being supportive of investigating a new stadium at Young's Farm. During the discussions, a processing agreement was drafted, however it was not taken forward by the applicant. At the time, the new stadium was to be funded by the sale of their existing site together with limited enabling development on the

new site including a hotel, and events/conferencing facilities and sports related uses such as a gym, and sports pitches. Following further detailed analysis on how much the stadium would cost and how the

relocation could be financed, it was found that the value associated with the existing site was significantly below what was needed to fund the build of a new stadium in its entirety. The outcome of this process was that the new stadium development included residential development at the Young's Farm site.

A planning application was submitted in June 2017 which sought permission for the new stadium, training and sports facilities and enabling development of up to 300 houses. Whilst the Council was supportive of a new community sports hub for Dumbarton, the enabling development was contrary to green belt and housing policies of Clydeplan, the adopted local plan and Proposed Plan. The application was refused by Council in March 2018. Throughout the extensive pre application consultation and during the processing of the application information requests from consultees or the Planning Service regarding transport, flooding, natural heritage, and policy issues were always clear and proportionate to the applicant. **(Performance markers 2 and 3)**



## Governance

### Council Governance:

**Planning Committee** – continues to meet on a monthly basis with the exception of July. In 2017/18, 20 applications were determined by Planning Committee. A total of 13 site visits took place for applications subject to objection or if the application is of local significance. The Committee considered 18 reports on matters such as

the response to the written call for evidence on the Planning Bill, responses to the Main Issues Report, the Antonine Wall HLF project, Place and Design Panel Terms of Reference, consultation on retail expansion to Braehead and Renfrew bridge call-in update. One application for a new stadium for Dumbarton Football Club was presented and determined by the full Council. The Planning Manager also attends, on a regular basis, the

Infrastructure and Regeneration Committee to provide input into regeneration initiatives and development proposals.

### Corporate working across services–

Regular meetings continue to take place with the Community Planning team, Housing Services, Roads Service, Regeneration and Asset Management colleagues along with more frequent catch-ups on specific matters. The Planning Manager has a monthly catch up with the Strategic Lead for Regeneration to ensure that both planning and regeneration priorities are taken forward in a coordinated way.

### Major Application Meetings –

The fortnightly meetings between the Planning Manager and senior Planning Policy and Development Management staff continues to be a very valuable way to discuss the progress of major planning applications or locally significant applications. Our regeneration colleagues have also attended a number of meetings either to be updated or to provide information regarding specific applications or developments.





These meetings allow issues to be discussed in an open matter which facilitates the early determination of planning applications with Committee dates being programmed in at these meetings.

**Exxon Project Board** - Planning continues to be represented on the Project Board and gives advice and support in terms of the City Deal project and is a member of the Glasgow City Region: Land use Portfolio Group which meets every quarter and it inputs into its work.

**Annual Review of Quarries and Landfill sites** - This report is presented to the Planning Committee on annual basis and was presented to September Planning Committee following the annual monitoring of the 2 quarries and 2 landfill sites within the Council area. It provides an update of the progress of works on site and highlights any issues which require to be addressed and the future operations on site.



## Elected Member Pre Application Meetings

The elected member briefing has become strongly embedded in the process and it works alongside the pre-application service offered by planning officers and the recently formed Place and Design Panel.

Developers have welcomed this contact with elected members as it highlights issues at an early stage of the process which has facilitated improvements to the quality of the development and early decisions.

The new Clydebank health and care centre sited on the Queens Quay was presented to the elected member pre application meeting in early 2018. A number of design and operational issues were highlighted at this early stage which allowed officers and the applicant to hear the issues first hand. The issues raised at the elected member briefing were also presented to the Place and Design Panel for their views.

Feedback from the health and care team:

*“It is refreshing to be invited to present a scheme in the form of a briefing to the planning authority and elected members. The process provides a fantastic opportunity to hear first hand of the local issues as designs are being developed. This process provides developers with an early understanding of the key issues to be addressed which in turn supports effective and efficient overall project planning.”*

Gary Smithson Senior Project Development Manager Hubwest Scotland

*“The briefing process was extremely useful for such a politically sensitive location. It allowed the design team insight into the issues that may have otherwise remained unclear until the planning committee meeting was held. It also afforded elected members the opportunity to ask questions directly of the design team, hence streamlining the process.*

*The design team have been able to respond to all of the comments raised by the elected members prior to the committee date. In some instances this has involved augmenting design proposals to better address some of the items raised. This will hopefully result in a building proposal that fully meets the needs of the people whom the elected members represent.”*

Jonathan McQuillan Associate Anderson Bell Christie

Other developments presented to elected members at the pre application stage are Connecting Clydebank and the community park for the former St Eunans school site which is detailed in this document. The Connecting Clydebank project is a direct action from the Clydebank Town Centre Charrette Action Plan developed in 2015 and aims to create an improved connection and public realm across the A814 Glasgow Road. This proposal was of particular interest to all elected members which encouraged good discussion on the main issues and allowed the future application to address these matters. **(Performance marker 3)**



## Enforcement Charter and Compliance Officer

The Council has recognised the importance of enforcement, by the appointment of a part-time Compliance Officer in November 2017. Since then, a new approach to prioritise enforcement inquiries has been introduced. How an inquiry is prioritised depends on the nature of the alleged breach, the potential significance of its effects and the relative sensitivity of the site. Category 'A' has been defined as high priority, 'B' is medium priority and 'C' is low priority. Time periods for the Compliance Officer to visit the site and follow up with an investigation are dependent on the priority status with high priority being turned around within 5 working days or sooner, if necessary. The priority approach has ensured inquiries are properly recorded and managed and is further explained in our Enforcement Charter, that has recently been updated and approved by Planning Committee.

As well as the introduction and explanation of the priority approach, a new section on High Hedges has been included in our updated Enforcement Charter providing

brief guidance on what steps are required before making application, as well as, the provision of a link to the full guidance.

Since coming into post, the Compliance Officer has recorded 74 inquiries, all of which required follow up investigation. One Breach of Conditions Notice was issued and a Listed Building Enforcement Notice was prepared but not issued as the works rectified prior to the service of the notice. Two High Hedge Notices were issued which resulted in one instance of direct

action being resolved prior to the deadline in the notice.

Having a dedicated Compliance Officer has made efficiencies within the team allowing officers to focus more on pre-application enquiries and application work. Officers do, however, provide some support to the Compliance Officer given the part time arrangement of this post and to ensure they are kept up to speed and have skills in this area of work which results in a more resilient service.



## Digital Presence

### Review of Development Management Processes

E-planning was implemented nearly 10 years ago and at that time, processes were put in place to deal with the receipt, registration and processing of planning applications. Although the original processes have been slightly changed overtime to meet new requirements and issues, they have not been significantly been reviewed. A comprehensive review of the existing procedures was instigated in late 2017.

A working group consisting of a lead planning officer, system officer and technical support officers was set up to review the existing processes and identify where improvements could be made. Some of the issues that were identified included duplication of work, unnecessary delays, use of more paper than is necessary and lack of staff training in order to fully utilise electronic ways of working and processes.

New processes have been implemented and the first step of this process was for

additional training on planning legislation to be given to technical support staff to increase their understanding of the Planning process. Technical Support Officers have been given further responsibly during the registration and validation process reducing the need for Planning Officers involvement at the initial stage.

The implementation of new processes has resulted in a more streamlined and efficient service for customers providing more time for Planning Officers to focus on planning applications.

### eDevelopment

We continue to work collaboratively with the Scottish Government and other Councils in terms of developing our digital services. 81% of applications received in 2017 have been submitted via the eDevelopment.scot portal. We continue to attend, input and support the regular Scottish Government's Digital Task Force meetings and input to improvements to eDevelopment in terms of a new case handling system.

The Technical Support team continues to meet regularly with the ICT Business Partner to resolve issues relating to

processes, GIS and the development of new technology and new ways of working.

### Social Media Presence

This year our social media presence has been developed in order to communicate key projects and to raise the profile of the service. Twitter has provided a platform to reach out to prospective customers, our communities, local businesses and investors to share information on planning consultation events, the work of the Place and Design Panel, progress being made on key developments and decisions made by the Planning Committee. Twitter has also been used as a networking tool to develop our relationship and connections with other planning authorities,

stakeholders, local businesses, community groups and young people. A number of our Elected Members and Senior Managers closely follow us on Twitter so it has proven to be an effective way of communicating the highlights of our service journey.

In less than four months, our following on Twitter has increased from circa 150 to over 300 followers. 'Clydebank Can' public consultation was widely shared across Twitter with tweets being viewed over 2500



Our work on social media is part of a wider initiative within the Planning Service to embrace the Scottish Government's digital agenda in reforming public services. In March this year, a digital working group was set up that has generated ideas for the year ahead such as blogging on good news stories, planning decisions and progress being made on key regeneration sites. The information and links on our webpage will be reviewed to make it more user friendly and to assist in reducing telephone enquiries thereby making efficiencies. It is proposed that the Place and Design Panel will have its own webpage in order that developers are aware of the role of the Place and Design Panel, dates of the panel meetings and includes Panel reports.



## Corporate Geographic Information System (GIS)

Widely used by Planning and Building Standards as well as other Council Services for storing, analysing and mapping data.

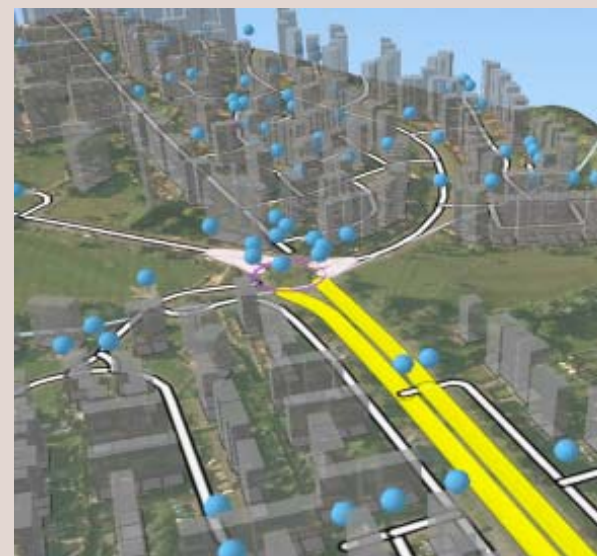
A business case to justify the replacement to a more efficient and robust GIS system was developed this year in order to take advantage of rapidly evolving GIS technology and to give better service delivery. This included a swot analysis of existing and alternative systems and a benchmarking exercise with neighbouring Councils which included a visit to East Dunbartonshire Council to view their GIS system.

Approval is now in place and the final specification for procurement is presently being prepared. It is essential that any new system supports ease of data sharing, integrates with other systems and supports mobile/flexible working. Discussions have

also taken place with the Council's Customer Transformation team who are giving residents/customers greater access to wider Council services such as school catchment areas, Council tax accounts, street lighting faults.

A new digital data and mapping system will play a critical role in not only how the Local Development Plan and other policy documents are presented in terms of layout and the final production of documents, but also on how data is shared, collated and analysed.

The Corporate Address Gazetteer (CAG) is administered and managed by Planning and Building Standards which is linked into the One Scotland Gazetteer (OSG) and continues to be promoted across the Council with close liaison with the Improvement Service. **(Performance marker 12)**







*Dumbarton*



## Financial Governance

### Financial Management

The service budget continues to be monitored on a monthly basis by the Manager and Service accountant. This year work has been undertaken around planning application income and the costs of the service with the Service accountant.

A more robust system has been implemented for developer contributions received through the “Our Green Network” Guidance and it was approved by the Planning Committee in September 2017

Planning fee income for 2017/18 was £268,000. There is still increased pressure on the revenue budget which is heavily weighted towards employee costs. A Lead Planning Officer who works exclusively on regeneration applications is financed through regeneration budget and assists in meeting the regeneration and development pressures. The main payments are to Clydeplan, West of Scotland Archaeological Service, Ordnance Survey and the Green Network Partnership.



## Our Green Network Supplementary Guidance







### Developer Contributions

Developer Contributions from planning applications have been taken for a number of years within West Dunbartonshire, for green network enhancements and parking improvements. All of the payments received relate to residential developments, with the majority of developer contributions being sought in relation to the provision or upgrading of open space or green network enhancements, usually where onsite

provision was not possible or appropriate. A small number of contributions have been made to address shortfall in parking provision in town centre locations.

The developer contribution fund is managed by the Forward Planning Team and in September 2017, in conjunction with our Service Accountant, a new system of collecting, distributing and monitoring developer contributions was introduced to make the system simpler, more transparent and more robust. This new system involved

more streamline collection and enhanced evaluation and appraisal of the specific project, which requires to be funded from developer contributions and an annual report to the Planning Committee detailing the amount of developer contributions received and how it has been spent. This year, developer contributions were taken for single houses to large scale residential developments in line with Our Green Network Planning Guidance.  
**(Performance marker 11)**

## Culture of Continuous Improvement

### Kings Cross Collaborative Study Trip

In February 2018 Officers and Elected members from West Dunbartonshire Council and the Improvement Service embarked on a collaborative study visit facilitated by the Scottish Government Planning and Architecture Directorate.

The focus of the visit from the perspective of the Council was to learn from the successful delivery of a regeneration project with striking similarities to Queens' Quay.

The Kings' Cross development shares common characteristics; it covers 67 Acres and Queens Quay is 80 acres, each is an industrial heartland with a rich colourful past; the history is a big part of what makes the place special and the use of a Design Review Panel to deliver a quality development and to assist development proposals in achieving and demonstrating the very highest levels of design consideration. These have been achieved at Kings Cross and are objectives that we wish to achieve on the Queens Quay site.

The study visit provided an opportunity to learn from good practice that included getting more by way of design quality from national housebuilders, working with heritage assets, long term legacy planning, integrating mixed use and activating spaces **(Performance marker 13 sharing good practice )**



*Kings Cross  
affordable  
housing*

On visits to the offices of Camden Council and the developer Argent, the officers discussed in detail the importance of placing an emphasis on quality development, of strong leadership and long term stewardship that are the key elements in achieving the best outcomes in quality design and places.



*Kings Cross scale model*





*"We are about quality"*

Ed Jarvis - Head of Urban  
Design Team, London  
Borough of Camden

Our whole party had the opportunity to take lessons from those learned by Camden and Argent in terms of the management of large scale masterplans over a long period of time.



*Kings Cross collaborative  
study visit*





## Meeting the Place Making Agenda

Planning Services has agreed with the Professor in Urban Studies at Glasgow University to collaborate on a PhD research project examining how the Council is equipped to meet the Scottish Government's key priorities for place-making in recognition that the Council are investing in the Place and Design Panel and elevating the importance of design quality in the built environment. In September of this year the Research student will start the initial research year in advance of the full 3 year PhD course. The student will work in our office one day per week and support the activities of the Place and Design Officer whilst undertaking the collaborative Doctorate under the supervision of the Planning and Building Standards Manager and Professor in Urban Studies.



*Innovative place making examples*



## Collaborative working

### Clydeplan

The Council continues to work collaboratively with the Clydeplan team by contributing to the Housing Need and Demand Survey; providing information for the Housing Supply Target; providing information on business and industrial and retail figures and other data and information. Work has started on HNDA3. This year, the ex Convenor of the Planning Committee, Councillor Lawrence O'Neill, became the new chair of Clydeplan. Officers continue to participate in the Steering Group, Heads of Policy Group and Topics groups. Recent discussions have involved the implications of the Planning Bill and how regional planning and the proposed regional partnerships could be taken forward within the City Region and in line with the Economic Strategy.

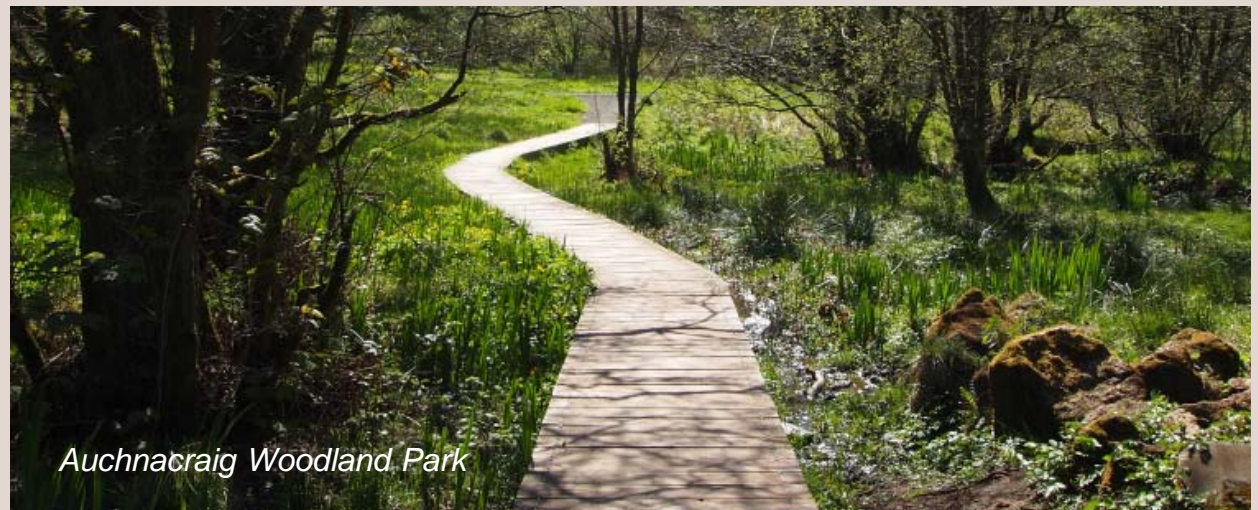
### Glasgow and Clyde Valley Green Network Partnership

The Council continues to be a partner with the other 7 Glasgow and Clyde Valley authorities, the Forestry Commission, SNH, SEPA, Scottish Enterprise and the Glasgow Centre for Population Health. The Glasgow and Green Network Partnership

are managing the demonstration projects for the Building with Nature pilots in Scotland of which this Council is one. Within the Clydebanks Strategic Delivery Area, three Forestry Commission funded woodland management plans for Auchentoshan, Auchnacraig and Faifley Knowes woodlands and an Access Study for a route from the Clyde to the Kilpatricks, have now been delivered. The recommendations from each are being reviewed to identify actions which will be taken forward by this Council or by other stakeholders.

### West of Scotland Archaeology Service

The Council continues to be a partner of the West of Scotland Archaeological Service. This shared service maintains the Historic Environment Record and offers quality Development Management advice in respect of archaeological resources. The Council has been very supportive of the work to remodel the service to make it more cost effective and to meet the needs of the partner Councils.



### Scottish Canals Liaison Meetings

The Planning and Building Standards and Regeneration Services continue to have 6 weekly liaison meeting with Scottish Canals to discuss progress on projects at Bowling Basin and on other related items focussed on the Forth and Clyde Canal. These meetings are extremely useful and are an example of a strong working relationship with a key regeneration partner.



Clydebank  
Canal





### Our Benchmarking Partners

The West of Scotland Planning Benchmarking Group comprising of East Dunbartonshire, East Renfrewshire, Inverclyde, North Ayrshire, Renfrewshire and West Dunbartonshire continues to meet every 3-4 months with high attendance levels. The meetings allow for the sharing of experiences and of best practice in a cost effective way. This does not necessarily lead to standardisation of practice, but allows for legislative interpretation and practice of practical issues to be shared. The meetings are minuted and chaired by the host Council and this year a wide range of topics were discussed including the authorities' Planning Performance Framework, the Planning Bill, the validation process, Health Impact Assessments, District Heating Systems and Section 75 obligations. Appendix 1 includes the full list of topics discussed at the meetings in 2017/18. In addition to the formal meetings, the participants also use the email list as a 'forum' for quickly asking questions and obtaining advice on areas of uncertainty.

Collaborative officer training has been progressed this year with two well attended

training days held by the Benchmarking Partners at Clydebank Town Hall on design and at the award winning Saltcoats Town Hall on the natural and built environment. Both events were supported by the Improvement Service and it is intended that events will take place in Greenock and East Dunbartonshire this year.

The Council also participates in the national (SOLACE) benchmarking group (including Glasgow City, Edinburgh, Dundee, Aberdeen, Falkirk, North Lanarkshire and East and West Dunbartonshire Councils) which is held twice a year to discuss the Planning Performance Frameworks.

Joint working also occurred with Stirling Council and Loch Lomond and Trossachs National Planning Authority this year whereby a workshop was held to share experience and knowledge of major developments. It was good to hear about how other authorities were dealing with major developments and to share experience and ideas. All who attended found it was worthwhile and it was agreed to do a similar workshop in the near future. **(Performance marker 13)**

## Investing in People

### 16 Church Street Dumbarton – New Council Office

This year we have been preparing for the move to 16 Church Street Dumbarton. Since the move to Aurora House in March 2015 the service has been more electronic and has worked within a hot-desk environment with more flexible working. The new office at 16 Church Street is purpose built flexible office space and reuses the grade A listed building façade. Its transformation from a derelict building into a modern, efficient and effective new state of the art workplace of the future is outstanding and welcomes residents, visitors and 500 employees. The new building includes a multi-use civic space, training and meeting rooms to the front and a new office building to the rear as well as a new Council chamber. The Planning and Building Standards team have been heavily involved in the design of this new building in order to ensure it meets very high standards of design and expectations.

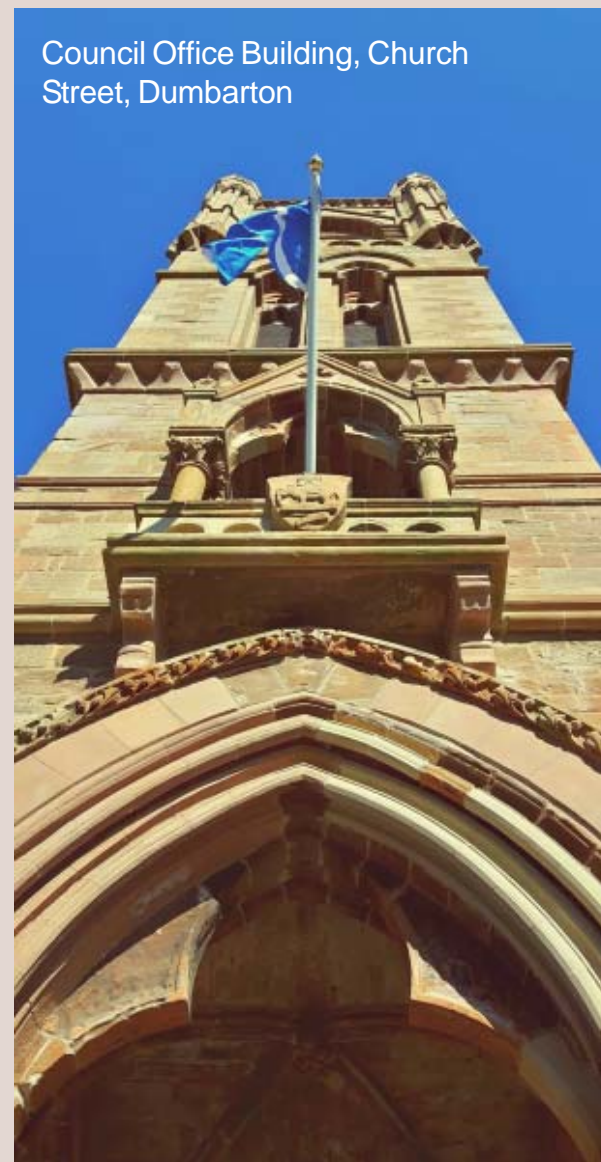
During the run up to the move the staff were fully involved. This took the form of workshops looking at Service Requirements, questionnaire with the nominated Change Champion reporting

back to the individual Services, teams and regular Manager meetings. With the majority of Council services located in this building it will allow greater cross service working as well as providing easy access to the Council Chamber and key Council services.

The Council is also encouraging staff to use more sustainable means of travel, with 10 spaces for electric vehicles and 10 accessible car parking spaces provided within the 195 space car park. Storage for 80 bikes has been provided and the Council has developed a Green Travel Plan to promote healthier and cost effective ways of commuting, which included free rail travel for all employees for the first month when working out of 16 Church Street Dumbarton.

The new Council office at 16 Church Street provides modern fit for purpose office space for a forward-thinking and progressive Council for many years to come. The new accommodation is also seen as a key component in the regeneration of Dumbarton Town Centre.

Council Office Building, Church Street, Dumbarton







Central Atrium,  
Church Street,  
Dumbarton



Church Street, Dumbarton

*It has been amazing to watch the progress at 16 Church Street over the last year or so and it's exciting to know that we are so close to welcoming our residents to the new building. I know that our staff and members of the public will enjoy the facility as it is on a completely different level to the old office at Garshake Road. Even driving through the town centre, it's clear that this building has already changed the landscape and I know it will be a hugely positive addition to Dumbarton.*

Councilor Iain McLaren, Convener of Infrastructure, Regeneration and Economic Development

### People Management

This year the Council replaced the Performance and Development Plan (PDP) with the more flexible “Be the Best Conversations “ whereby aims and objectives are reviewed throughout the year with regular one to ones. External training events attended by Planning and support staff include training on the Place Standard, Design Training, Community Planning, Facilitation training, One Scotland Mapping Agreement Annual Conference, IDOX Template training, eDevelopment annual meeting. One of our support officers also achieved an HNC qualification in Construction Management this year.

HOPS events were frequently supported including the annual conference, Development Management and Development Plan Sub-groups as well as supporting the annual Chief Planner’s event and workshops held by the Scottish Government on the Planning Bill.

The Planning Manager is a member of the Performance and Practice Sub-Committee and will be Vice Chair of this Sub-Committee from June 2018 and will be a member of the Executive of HOPS.

New elected members were trained on the

planning system and the Councillors Code of Conduct in late May. The Council applied and received an elected member training award from the Scottish Government. This was used to train elected members on the Place Standard and design standards. The Convenor and Vice Convenor of Planning and former Convenor were taken to Kings Cross to view quality development and design on the ground. Bite-size training for elected members has been introduced after the Planning Committee which is an improvement that we picked up from our peer review with North Lanarkshire Council.

A strong collaborative relationship has been developed with the Improvement Service who have supported the Council in setting up the Design Panel, being part of the interview panel for the appointment of the Place and Design Officer and acting as a mentor and providing training for elected members on the Place Standard.

A newsletter organised by the Technical Support Co-ordinator and Technical Support Officer was circulated in December to all the team members providing a more informal update about the new members of staff and interesting

events that were taking place within the Service and Council.

### Service Development Day

The Service Development day was held this year in the new Clydebanks Leisure Centre with stunning views over the Clyde, attended by all Planning and Building Standards officers. A number of new officers have joined the team and the service day was an opportunity to provide a more detailed introduction and to inform the wider team of their work. The day began with an inspiring talk from the Place & Design Officer Ashley Mullen who detailed the aspirations of the Design Panel and she explained the role that the Design Panel will play in the Queens Quay site and other development sites. Emma McMullen, Project Manager of the Antonine HLF Wall Project, outlined the aims of the project and the intention to build Roman inspired play parks in the 5 local authority partner area. A workshop on the delivery plan and service improvements for 2018/2019 took place which has informed this Performance Framework document and the delivery plan. Team building also occurred when we were able to experience the sensory activity room in the Leisure Centre.



The day was also attended by the Strategic Lead for Regulatory Services Peter Hesselst and Martin Keeley the new Environmental Health Manager who will be responsible to the Planning and Building Standards Manager.

Our guest speaker was Susan Fulton, Inclusive Design Officer from East Ayrshire Council who provided a great insight into how design can have a huge impact on people with disability and special needs. Susan also brought along adaptations so we could experience the limitations that visually impaired people face on a daily basis. It spurred conversation among the tables regarding the importance of design and how these specific needs are not always at the fore front of architects/ designer minds.

Erin Goldie, the new Team Leader in Development Management, did a short session on how we could increase our digital presence and the benefits and outreach of social media. The day concluded with the officers who had visited Kings Cross sharing their experience. A display board showed examples of some of the outstanding buildings and public space/ realm from the Kings Cross and Stratford visit.

*"I just wanted to say how much I enjoyed yesterday. Because I do quite a unique job I don't often get involved in the work of others in the department so it was great to hear about other projects. It was also really good to do some teambuilding exercises and generally have some downtime with colleagues. Nothing like this has been organised in the other authorities I have worked for in the past."*

Emma McMullen Project Manager of the Antonine HLF Wall Project



Planning and Building Standards Service Day

## Part 2: Supporting evidence

### Quality of outcome

Terms of Reference of Place and Design Panel

<https://www.west-dunbarton.gov.uk/media/4314971/x-planning-building-standards-place-and-design-officer-design-panel-place-and-design-panel-terms-of-reference-and-governance.pdf>

Protocol on pre application advice (Protocol 1)

[https://www.west-dunbarton.gov.uk/media/4313073/facilitating\\_appropriate\\_development\\_inc\\_protocols\\_3-4.pdf](https://www.west-dunbarton.gov.uk/media/4313073/facilitating_appropriate_development_inc_protocols_3-4.pdf)

Protocol on Liaison meetings (Protocol 2)

[https://www.west-dunbarton.gov.uk/media/4313073/facilitating\\_appropriate\\_development\\_inc\\_protocols\\_3-4.pdf](https://www.west-dunbarton.gov.uk/media/4313073/facilitating_appropriate_development_inc_protocols_3-4.pdf)

Committee reports

<https://www.west-dunbarton.gov.uk/council/councillors-and-committees/minutes-agendas-and-reports/>

Spatial /Community Planning links

<http://www.west-dunbarton.gov.uk/planning-building-standards/your-place-your-plan/>

### Quality of service and engagement

Protocol on Processing Agreement (Protocol 4)

[https://www.west-dunbarton.gov.uk/media/4313073/facilitating\\_appropriate\\_development\\_inc\\_protocols\\_3-4.pdf](https://www.west-dunbarton.gov.uk/media/4313073/facilitating_appropriate_development_inc_protocols_3-4.pdf)

Conservation Area Appraisals

<https://www.west-dunbarton.gov.uk/planning-building-standards/conservation-areas/>

Main Issues Report

<https://www.west-dunbarton.gov.uk/media/4312826/main-issues-report.pdf>

Proposed Plan

<https://www.west-dunbarton.gov.uk/council/strategies-plans-and-policies/local-development-planning/local-plan/>

Development Plan Scheme

<http://www.west-dunbarton.gov.uk/media/4313519/development-plan-scheme-and-participation-statement-2017-with-appendix.pdf>

Committee reports

[www.west-dunbarton.gov.uk/council/councillors-and-committees/minutes-agendas-and-reports/](http://www.west-dunbarton.gov.uk/council/councillors-and-committees/minutes-agendas-and-reports/)



## Governance

Elected members pre application procedures (Protocol 3)

[https://www.west-dunbarton.gov.uk/media/4313073/facilitating\\_appropriate\\_development\\_inc\\_protocols\\_3-4.pdf](https://www.west-dunbarton.gov.uk/media/4313073/facilitating_appropriate_development_inc_protocols_3-4.pdf)

Planning Enforcement Charter

<https://www.west-dunbarton.gov.uk/media/4314867/planning-enforcement-charter2018-web.pdf>

Committee reports

[www.west-dunbarton.gov.uk/council/councillors-and-committees/minutes-agendas-and-reports/](http://www.west-dunbarton.gov.uk/council/councillors-and-committees/minutes-agendas-and-reports/)

## Culture of continuous improvement

West of Scotland Archaeology Service

[www.wosas.net](http://www.wosas.net)

Committee reports

[www.west-dunbarton.gov.uk/council/councillors-and-committees/minutes-agendas-and-reports/](http://www.west-dunbarton.gov.uk/council/councillors-and-committees/minutes-agendas-and-reports/)

Appendix 1 Topics discussed at Benchmarking Group 2016/17

## Part 3: Service Improvements 2018-19

In the coming year we will:

- Review and streamline eDevelopment workflow/ systems and provide training if necessary;
- Procure and implement a new GIS/mapping system;
- Publish the next edition of the Planning and Building Standards newsletter;
- Consider designating Dumbarton Town Centre as a Conservation Area;
- Set up a Monitoring Board to assess the progress and actions of the Place and Design Panel and report to Planning Committee;
- Review the Planning website and implement changes;
- Encourage further and wider use of social media through blogging;
- Implement new Committee report format;
- Set up a webpage for the Place and Design Panel and place all reports on it;
- Speak to other Planning Authorities about the Place and Design Panel;
- Review Environmental Health Protocol;
- Review enforcement processes and procedures;
- Hold annual Service Day;
- Hold “Be the Best “ conversations;
- Formulate and implement an elected member training plan;
- Prepare and publish locality plans in conjunction with the Performance and Strategy and Communities Teams based around place;
- Review, prepare and publish new Design Guidance in line with the new design policies in Local Development Plan 2: Proposed Plan;
- Take forward the implementation of projects associated with the outcomes of the Clydebank Can Community Led Design Workshops and work in conjunction with Scottish Canals and other Council Services to take forward the community projects;
- Prepare new Supplementary Guidance based on the Clydebank Can Community Led Workshops and the Clydebank Town Centre Charrette (2015);
- Form an Internal Urban Design (or Place) Steering Group to monitor capital and other projects for the Place and Design Panel.





*Place and Design Panel assessment  
of the potential for a Conservation  
Area within Dumbarton Town Centre*

## Delivery of our Service Improvement Actions in 2017-18

Committed improvements and actions	Complete?
<b>Undertake training on the Place Standard Tool to Planning Officers and Community Planning Partners</b> The Planning for Place Programme Manager of the Improvement Service gave a Place Standard 'Training for Trainers' session to a number of services within the Council and Community Planning Partners.	Yes
<b>Deliver workshops to communities on the Place Standard Tool</b> The Place Standard has been used within the "Your Place Your Plan" events and has been used within the Clydebank Can project for communities in Linnvale and Whitecrook within Clydebank.	Yes and Ongoing
<b>Investigate greater integration of Community Planning and Forward Planning using place as a focal point</b> Work has commenced on aligning and integrating community and spatial planning. Community Planning West Dunbartonshire has agreed to base the integration on place and the Forward Planning and Community Planning teams are currently working on an implementation strategy and actions. See case study on aligning community and spatial planning for further information	Yes and Ongoing

<b>Consult and implement Conservation Area Appraisals for High Dalmuir, Clydebank, Knoxland Square, Dumbarton, Lusset Road and Mount Pleasant Drive Old Kilpatrick.</b> The consultation has been undertaken - see case study for further information. Planning Committee have asked for revisions to be made to the conservation area boundaries and these are currently being investigated.	Partial
<b>Consider designating Dumbarton Town Centre as a Conservation Area.</b> This work has commenced with the report presently being reviewed. See case study for further information.	Yes and Ongoing
<b>Review the "Our Green Network Planning Guidance" in line with the recent work carried out regarding developer contributions to the Green Network</b> This work is on-going in relation to the preparation of Local Development Plan 2: Proposed Plan. In conjunction with the Glasgow and Clyde Valley Green Network Partnership, it is intended to have the guidance reviewed and consulted upon in the forthcoming months.	Ongoing
<b>Review and streamline eplanning workflow and systems and provide necessary training</b> See case study on streamlining Development Management processes and the work is ongoing	Ongoing



<b>Committed improvements and actions</b>	<b>Complete?</b>
<b>Review GGP and investigate other mapping systems</b> <i>A business case to justify the replacement to a more efficient and robust GIS system was developed this year and a benchmarking exercise with neighbouring Councils which included a visit to East Dunbartonshire Council to view their GIS system took place. See case study on GIS for further information.</i>	Yes
<b>Implement new Committee report format</b> <i>Work has commenced on this, however due to staff resources a new Committee report layout has not been implemented.</i>	Partial
<b>Hold an annual Planning and Building Standards Forum</b> <i>This did not occur due to other commitments in terms of setting up the Place and Design Panel and Service Day.</i>	No
<b>Review enforcement processes and procedures</b> <i>The new Planning Compliance Officer has commenced revising the processes and procedures and an updated Enforcement Charter has been published. See case study for further information.</i>	Ongoing

<b>Set up Design Forum</b> <i>The Place and Design Officer was appointed in September 2017 and the first Place and Design Panel was held in early March. A case study is detailed fully in the quality of outcomes section.</i>	Yes
<b>Review Environmental Health Protocol</b> <i>This has not happened due to other commitments in terms of the Place and Design Panel and Queens Quay.</i>	No
<b>Publish a Planning and Building Standards newsletter</b> <i>This has been done with a newsletter published in December 2017 and another newsletter to be issued Summer 2018.</i>	Yes
<b>Hold 'Be the Best' conversations</b> <i>All staff have had "Be the Best " conversations</i>	Yes

## Part 4: National Headline Indicators (NHIs)

### A:NHI Key outcomes - Development Planning:

Development Planning	2017-18	2016-17
<b>Local and Strategic Development Planning:</b>		
Age of local/strategic development plan(s) at end of reporting period <i>Requirement: less than 5 years</i>	<b>8 years and 0 months</b>	<b>7 years and 0 months</b>
Will the local/strategic development plan(s) be replaced by their 5 <sup>th</sup> anniversary according to the current development plan scheme?	<b>N (see explanation in context section)</b>	<b>N (see explanation in context section)</b>
Has the expected date of submission of the plan to Scottish Ministers in the development plan scheme changed over the past year?	<b>Y-later (see explanation in context section)</b>	<b>N (see explanation in context section)</b>
Were development plan scheme engagement/consultation commitments met during the year?	<b>Y</b>	<b>Y</b>

	2017-18	2016-17
<b>Effective Land Supply and Delivery of Outputs</b>		
Established housing land supply	<b>5,398 units</b>	<b>5,772 units</b>
5-year effective housing land supply programming	<b>1,697 units</b>	<b>1,753 units</b>
5-year effective land supply total capacity	<b>3,551 units</b>	<b>3,607 units</b>
5-year housing supply target	<b>1,150 units</b>	<b>1,150 units</b>
5-year effective housing land supply (to one decimal place)	<b>7.4 years</b>	<b>7.6 years</b>
Housing approvals	<b>271 units</b>	<b>469 units</b>
Housing completions over the last 5 years	<b>1,010 units</b>	<b>1,060 units</b>
Marketable employment land supply	<b>30.84 ha</b>	<b>30.84 ha</b>
Employment land take-up during reporting year	<b>0 ha</b>	<b>6.28 ha</b>



## Contextual Statement

As detailed in the 2016/17 Planning Performance Framework, the Planning Committee took a final decision in April 2016 to decline a recommendation of the Examination Report and therefore the Local Development Plan remains unadopted and remains at Proposed Plan stage. Work commenced shortly after on the preparation of the next Local Development Plan.

The preparation of Local Development Plan 2 has been moving forward, the Main Issues Report stage has been completed after a 12 week consultation period between 30 June and 30 September 2017. The Proposed Plan is scheduled to be submitted for approval to Planning Committee in September 2018, which represents a 4 month delay from the timeframe publicised in the September 2017 Development Plan Scheme. This is primarily due to a number of factors. The Open Space audit required for the Plan has been delayed due to detailed discussions with Greenspace and the timeframe for the Glasgow and Clyde Valley Green Network Partnership to take this forward and complete the Green Infrastructure Supplementary Guidance. The Business and Industrial Review, undertaken by consultants, which informs the Proposed Plan, was also subject to delay due to the initial poor response rate to the business survey that was issued as part of the review. This resulted in the survey having to be re-issued to achieve a better response. It is intended to submit the Proposed Plan to the Scottish Government for an examination before the end of the year with the intention to adopt the Plan in September 2019, as detailed in the Development Plan Scheme which has not changed. Staffing resources have also impacted on the timeframe

for the publication of the Proposed Plan, as over the course of 2017/18, three experienced team members have left the Council; one was due to retirement. The time taken to replace these members of staff has had an impact on the progress of the Proposed Plan.

Housing figures are based on the finalised 2017 Housing Land Audit (base dated 31/3/2017). Comparison figures are from the finalised 2016 Housing Land Audit (base date 31/3/2016). Housing approvals are for the year ending 31 March 2018 and include all housing approvals on sites of 4 or more units, including changes of house types, permissions in principle and in detail. Housing completions are for the 5 year period ending 31 March 2018. Employment land figures are based on the 2018 industrial and business land monitoring (base date 31/3/ 2018).

B: NHI Key outcomes – Development Management:

<b>Development Management:</b>	<b>2017-18</b>	<b>2016-17</b>
<b>Project Planning</b>		
Percentage and number of applications subject to pre-application advice	<b>45%</b>	<b>43.30%</b>
Percentage and number of major applications subject to processing agreement	<b>0%</b>	<b>14.30%</b>
<b>Decision Making</b>		
Application approval rate	<b>94.30%</b>	<b>97.90%</b>
Delegation rate	<b>90.60%</b>	<b>91.50%</b>
Validation	<b>60%</b>	<b>56%</b>
<b>Decision-making Timescales</b>		
Major Developments	<b>18.3weeks</b>	<b>23.4 weeks</b>
Local developments (non-householder)	<b>11.8weeks</b>	<b>10 weeks</b>
Householder developments	<b>7weeks</b>	<b>6.8 weeks</b>
<b>Legacy Cases</b>		
Number cleared during reporting period	<b>7</b>	<b>2</b>
Number remaining	<b>8</b>	<b>8</b>

C: Enforcement activity

	<b>2017-18</b>	<b>2016-17</b>
Time since enforcement charter published / reviewed Requirement: review every 2 years	<b>1 month</b>	<b>12 months</b>
Complaints lodged and investigated	<b>74</b>	<b>64</b>
Breaches identified – no further action taken	<b>40</b>	<b>45</b>
Cases closed	<b>59</b>	<b>25</b>
Notices served	<b>1</b>	<b>2</b>
Direct Action	<b>0</b>	<b>0</b>
Reports to Procurator Fiscal	<b>0</b>	<b>0</b>
Prosecutions	<b>0</b>	<b>0</b>



## Contextual Statement

This year there was a reduction in the processing time for major development by 5 weeks with major applications being processed in just over 18 weeks which compares very favourable to the Scottish average of 33.4 weeks. This is due to extensive discussions at the pre-application stage and highlighting issues at this early stage so they can be addressed before the application is submitted. Major applications include two applications for Queens Quay, a new stadium for Dumbarton Football Club, which is included within other constraints, and the Waterfront path at Dumbarton Waterfront. All these applications had complex issues to resolve. The average local development application process time has increased by just under 2 weeks. This has been due to a number of more complex local developments which required amendments or due to requiring a legal agreement for financial contributions to the open space/green network. Local developments without a legal agreement were processed within an average time of 8.9 weeks which is under the Scottish average. Householder developments remain largely consistent with last year with applications being processed within 7 weeks and lower than the Scottish average of 7.3 weeks.

There is a slight decrease in both the approval and delegation rates but both remain above 90%. Legacy cases were reduced by 7 cases and remain at 8 legacy cases outstanding.

The Enforcement Charter has been updated and greater priority has been given to enforcement now that there is a Compliance Officer.

The number of local reviews and appeals continues to remain low compared to overall numbers of applications determined.

## Part 5: Official Statistics

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

<b>Timescales</b>	<b>2017-2018</b>	<b>2017-2018</b>	<b>2016-2017</b>
<b>Overall</b>			
<b>Major developments</b>	<b>4</b>	<b>18.3weeks</b>	<b>23.4 weeks</b>
<b>Local developments (non-householder)</b>	<b>87</b>	<b>11.8weeks</b>	<b>10 weeks</b>
Local: less than 2 months	(43.7%)	<b>6.2</b>	<b>6.8weeks</b>
Local: more than 2 months	(56.3%)	<b>16.1</b>	<b>16.5weeks</b>
<b>Householder developments</b>	<b>126</b>	<b>7weeks</b>	<b>6.8weeks</b>
Local: less than 2 months	(81.7%)	<b>6weeks</b>	<b>6.5weeks</b>
Local: more than 2 months	(18.3%)	<b>11.2weeks</b>	<b>11.3weeks</b>
<b>Housing developments</b>			
<b>Major</b>	<b>2</b>	<b>18.2weeks</b>	<b>24weeks</b>
<b>Local housing developments</b>	<b>22</b>	<b>10.6weeks</b>	<b>12 8weeks</b>
Local: less than 2 months	(36.4%)	<b>6.3weeks</b>	<b>7.3weeks</b>
Local: more than 2 months	(63.6%)	<b>13.1weeks</b>	<b>21.3weeks</b>
<b>Business and industry</b>			
<b>Major</b>	<b>1</b>	<b>18.9weeks</b>	<b>n/a</b>
<b>Local business and industry</b>	<b>19</b>	<b>9.1weeks</b>	<b>8.5weeks</b>
Local: less than 2 months	(63.2%)	<b>5.4weeks</b>	<b>6.4weeks</b>
Local: more than 2 months	(36.8%)	<b>15.4weeks</b>	<b>12.2weeks</b>
<b>EIA developments</b>	<b>0</b>	<b>0weeks</b>	<b>2 weeks</b>
<b>Other developments</b>	<b>37</b>	<b>9.1weeks</b>	<b>7.8weeks</b>
<b>Major</b>	<b>1</b>	<b>17.7weeks</b>	<b>n/a</b>
<b>Planning/legal agreements</b>	<b>37</b>	<b>9.1weeks</b>	<b>7.8weeks</b>
Major: average time	<b>0</b>	<b>n/a weeks</b>	<b>23.7weeks</b>
Local: average time	<b>4</b>	<b>12.4weeks</b>	<b>55.6weeks</b>



B: Decision-making: local reviews and appeals

Type	Total number of decisions	Original decision upheld			
		2016-17		2015-2016	
		No.	%	No.	%
Local reviews	0	0	n/a	0	n/a
Appeals to Scottish Ministers	3	1	33.3%	1	25%

## Part 6: Workforce Information

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

Staff	Headcount	FTE
Development Management	6	5.5
Development Planning	3.5	3.5
Enforcement	1	0.5
Specialists	2	2
Other	2	2

Staff Age Profile	Headcount
Under 30	1
30-39	4
40-49	9
50 and over	3

*Development Management team comprises 6 staff of which 1 is part-time. 4 members out of 6 the RPTI qualified. The Forward Planning team comprises 4 staff of which 1 post is part-time. All members of the team are RPTI qualified. The Planning and Building Standards Manager is also RPTI qualified.*

The Planning and Building Standards Service sits under the Strategic Lead for Regulatory within the Directorate for Transformation and Public Service Reform. Regulatory Services include Legal, Committee and Environmental Health Services. From April 2018 the Planning and Building Standards Manager is now responsible for the Environmental Health Service. A service structure is provided at the front of this Performance Framework. The Planning Service is divided into three team –Development Management, Forward Planning and Technical Support. This year there has been a new Team Leader for Development management, and this team has now a part-time Compliance Officer and an additional 3 days per week Lead Planning Officer post which is financed from the Regeneration budget to concentrate on regeneration projects. The Forward Planning team lost three experienced team members; one was due to retirement. The time taken to replace these members of staff has had an impact on the work of this team. The Technical Support team who also support Building Standards have remained largely consistent from last year in terms of staffing numbers.



## Part 7: Planning Committee Information

Committee & Site Visits	Number per year
Full council meetings	12
Planning committees	11
Area committees	N/A
Committee site visits	13
Local Review Body	0
LRB site visits	0

## Appendix 1 – West of Scotland Benchmarking Group 2017-18

### Benchmarking

The Benchmarking Group consists of participants from the following Councils: East Dunbartonshire, East Renfrewshire, Inverclyde, North Ayrshire, Renfrewshire & West Dunbartonshire. The Group normally meets every 3 – 4 months and met three times in 2017-18 as follows: 10<sup>th</sup> May 2017 (at East Dunbartonshire); 10<sup>th</sup> August 2017 (at East Renfrewshire); and 17<sup>th</sup> November 2017 (at Inverclyde). The meeting due to be held in Spring 2018 at North Ayrshire was postponed due to adverse weather. The meetings are minuted, with the host council, chairperson and minute-secretary rotating around the councils.

A wide range of topics were discussed at these meetings, including:

- |  |   |
|--|---|
| 1.The authorities' Planning Performance Frameworks           | 15.The handling of AMSC applications  |
| 2.The Planning Bill  | 16.The controls on biomass boilers  |
| 3.The use of an increase in planning fees                    | 17.The district heating objections from SEPA  |
| 4.The High Hedges legislation and a solicitor interpretation | 18.The fees for stopping up orders  |
| 5.The adoption of SuDS                                       | 19.The issues arising from cross boundary applications                                |
| 6.The Forestry Commission and felling licences               | 20.Staffing levels within each authorities' planning service                          |
| 7.The new EIA regulations and cumulative impact,             | 21.Enforcement resources that are available   |
| 8.The part approval/part refusal of an application           | 22.The use of shared service, including how the Councils obtain archaeological advice |
| 9.The validation process                                     | 23.How the Councils undertake elected member training                                 |
| 10.The Health Impact Assessments                             | 24.High hedges procedures including direct action                                     |
| 11.The Schemes of Delegation                                 | 25.How the Councils review their Tree Preservation Orders                             |
| 12.The Officer training programme                            | 26.The form and content of reports of handling and decision notices                   |
| 13.The LFR returns   |   |
| 14.The S75 obligations                                       |   |



## Appendix 2 - Performance Markers

### DRIVING IMPROVED PERFORMANCE

	Performance Marker	Evidence
1	Decision making: authorities demonstrating continuous evidence of reducing average timescales for all development types	The average timescale for major development is 18.3 weeks (Scottish average of 33.4 weeks); local (non householder) development is 11.8 weeks (Scottish average of 10.7 weeks) and householder development is 7 weeks (Scottish average of 7.3 weeks). Source <a href="https://www.gov.scot/Topics/Statistics/Browse/Planning/Publications/PlanningApplicationStatistics1718">https://www.gov.scot/Topics/Statistics/Browse/Planning/Publications/PlanningApplicationStatistics1718</a>
2	Project management: offer of processing agreements or other agreed project plan) made to prospective applicants in advance of all major applications and availability publicised on planning authority website	Protocol on Processing Agreement <a href="https://www.west-dunbarton.gov.uk/media/4313073/facilitating_appropriate_development_inc_protocols_3-4.pdf">https://www.west-dunbarton.gov.uk/media/4313073/facilitating_appropriate_development_inc_protocols_3-4.pdf</a> Processing agreements offered to all applicants of major development and important local development. A processing agreement drafted for one application but never signed by the applicant –Case Study on Dumbarton Football Club
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	Protocol on Pre application advice <a href="https://www.west-dunbarton.gov.uk/media/4313073/facilitating_appropriate_development_inc_protocols_3-4.pdf">https://www.west-dunbarton.gov.uk/media/4313073/facilitating_appropriate_development_inc_protocols_3-4.pdf</a> Case Studies: Place and Design Panel, Queens Quay, Health and care centre, Energy Centre, Community Biodiversity Park, Connecting Clydebank, Dumbarton Football Club –clear and proportional requests Planning Guidance, Elected Members Pre-Application Meetings.
4	Legal agreements: conclude (or reconsider) applications within 6 months of ‘resolving to grant’ * * this will require production of supporting guidance, following wider stakeholder input	Four legal agreements were associated with applications for residential development where a developer contribution towards local open space provision or associated green infrastructure was provided. See planning guidance below. <a href="https://www.west-dunbarton.gov.uk/media/4309581/our-green-network-supplementary-guidance.pdf">https://www.west-dunbarton.gov.uk/media/4309581/our-green-network-supplementary-guidance.pdf</a>
5	Enforcement charter updated / re-published	Case Study : Enforcement Charter and Compliance Officer Enforcement Charter updated April 2018 approved by June Planning Committee and published July 2018.
6	Continuous improvements: - show progress/improvement in relation to PPF National Headline Indicators - progress ambitious and relevant service improvement commitments identified through PPF report	Case Study : Local Development Plan 2 : Main Issues Report and Proposed Plan Development land statistics broadly stable. See Housing Land Supply 2017: <a href="http://www.west-dunbarton.gov.uk/media/4313352/housing-land-audit_2017.pdf">http://www.west-dunbarton.gov.uk/media/4313352/housing-land-audit_2017.pdf</a> Decision making timescales reduced for major development by 5 weeks, slight increase for local, however, this was due to 4 applicants requiring legal agreements. Without legal agreements applications were processed within an average time of 8.9 weeks, which is under the Scottish average. Householder developments were processed within 7 weeks and lower than the Scottish average of 7.3 weeks. <a href="https://www.gov.scot/Topics/Statistics/Browse/Planning/Publications/PlanningApplicationStatistics1718">https://www.gov.scot/Topics/Statistics/Browse/Planning/Publications/PlanningApplicationStatistics1718</a> Enforcement Charter is up to date- see case study Good feedback from developers/service users. See elected member pre-application briefings and Queens Quay case studies. Good progress was made on last years service commitments – see delivery of our service improvement actions 2017-18 and also our service improvements 2018-19 detailing our commitments for the coming year.

## PROMOTING THE PLAN-LED SYSTEM

	Performance Marker	Evidence
7	LDP (or LP) less than 5 years since adoption	Eight years since Local Plan adoption. See Proposed Plan case study for further information - making good progress on Local Development Plan 2.
8	Development plan scheme demonstrates next LDP: - on course for adoption within 5-year cycle - project planned and expected to be delivered to planned timescale	Most recent Development Plan Scheme, <a href="http://www.west-dunbarton.gov.uk/media/4311226/development-plan-schemeand-participation-statement-2017.pdf">http://www.west-dunbarton.gov.uk/media/4311226/development-plan-schemeand-participation-statement-2017.pdf</a> , relates to Development Plan Scheme for Local Development Plan taken to September 2017 Planning Committee. New Development Plan Scheme to September 2018 Planning committee.
9	Elected members engaged early (pre-MIR) in development plan preparation	Pre-MIR Elected Member Ward meetings and workshops into the Main Issues Report. See case study: Local Development Plan 2 : Main Issues Report
10	Cross-sector stakeholders, including industry, agencies and Scottish government, engaged early (pre-MIR) in development plan preparation	Wide range of stakeholder engagement pre-MIR (Scottish Water, SEPA, SNH etc) See case study: Local Development Plan 2 : Main Issues Report
11	Production of regular and proportionate policy advice, for example through supplementary guidance, on information required to support applications	Guidance for three Conservation Areas is currently in preparation. See case study on High Dalmuir, Knoxland Square (Dumbarton) and Lusset Road and Mount Pleasant Drive (Old Kilpatrick) Conservation Areas. Preparation of the new Green Infrastructure Guidance and review of existing Guidance has also commenced. See case study on Local Development Plan 2. Planning guidance on renewable energy, payday lending and betting shops, residential design guidance, Dumbarton Waterfront path and Clydebank Business Park remain in force and will be adopted as Statutory Supplementary Guidance as part of LDP2. <a href="http://www.west-dunbarton.gov.uk/council/strategies-plans-and-policies/local-development-planning/other-guidance-and-information/">http://www.west-dunbarton.gov.uk/council/strategies-plans-and-policies/local-development-planning/other-guidance-and-information/</a>



## SIMPLIFYING AND STREAMLINING

	Performance Marker	Evidence
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)	<p>See case study: Protocols on pre-application advice, processing agreements, liaison meetings and elected member involvement in pre-application discussions: <a href="https://www.west-dunbarton.gov.uk/media/4313073/facilitating_appropriate_development_inc_protocols_3-4.pdf">https://www.west-dunbarton.gov.uk/media/4313073/facilitating_appropriate_development_inc_protocols_3-4.pdf</a></p> <p><a href="#">Place and Design Panel Terms of Reference and Governance 2017</a></p> <p>Case studies :Place and Design Panel, Queens Quay workshops, Community Biodiversity Park, corporate Geographic Information System (GIS), Aligning Community and Spatial Planning, Antonine Wall HLF Project, eDevelopment.scotland, Major Application meetings, corporate working across services, West of Scotland Archaeology Service, Exxon Project Board, Financial Management, Elected Member Training, Clydeplan, Glasgow City Region: City Deal, Glasgow and Clyde Valley Green Network Partnership and Scottish Canal meetings.</p>
13	Sharing good practice, skills and knowledge between authorities	<p>Case Study evidence – West of Scotland Benchmarking Group, Solace Benchmarking Group, Joint working with Stirling Council &amp; Loch Lomond and the Trossachs National Park, Antonine Wall HLF Project, Kings Cross collaborative study trip, Lead proactive work with Scottish Government. Aligning spatial and community planning. <a href="http://www.west-dunbarton.gov.uk/planning-building-standards/your-place-your-plan/">http://www.west-dunbarton.gov.uk/planning-building-standards/your-place-your-plan/</a></p>

## DELIVERING DEVELOPMENT

	Performance Marker	Evidence
14	Stalled sites/legacy cases: conclusion/withdrawal of planning applications more than one-year-old	Progress being made to clear legacy cases. All applicants have been contacted with 7 legacy cases cleared during the year.
15	Developer contributions: clear expectations - set out in development plan (and/or emerging plan,) and - in pre-application discussions	Main contributions expected are towards the green network. See case study: Developer Contributions and <a href="https://www.west-dunbarton.gov.uk/media/4309581/our-green-networksupplementary-guidance.pdf">https://www.west-dunbarton.gov.uk/media/4309581/our-green-networksupplementary-guidance.pdf</a>





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## OTHER FORMATS

This document can be made available on request in alternative formats such as large print, Braille, audio tape or computer disc as well as in five community languages.

本文件也可應要求，製作成其他語文或特大字體版本，也可製作成錄音帶。

अनुरोध पर यह दस्तावेज़ अन्य भाषाओं में, बड़े अक्षरों की छपाई और सुनने वाले माध्यम पर भी उपलब्ध है

ਇਹ ਦਸਤਾਵੇਜ਼ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਵਿਚ, ਵੱਡੇ ਅੱਖਰਾਂ ਵਿਚ ਅਤੇ ਆਡੀਓ ਟੇਪ 'ਤੇ ਰਿਕਾਰਡ ਹੋਇਆ ਵੀ ਮੰਗ ਕੇ ਲਿਆ ਜਾ ਸਕਦਾ ਹੈ।

درخواست پر یہ دستاویز دیگر زبانوں میں، بڑے حروف کی چھپائی اور سننے والے ذرائع پر بھی میسر ہے۔

هذه الوثيقة متاحة أيضا بلغات أخرى والأحرف الطباعية الكبيرة وبطريقة سمعية عند الطلب.



Scottish Awards for  
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