

# Inverclyde council

## PLANNING PERFORMANCE FRAMEWORK 2019



## CONTENTS

### INTRODUCTION

3

### PART 1: QUALITATIVE NARRATIVE AND CASE STUDIES

4

### PART 2: SUPPORTING EVIDENCE

24

### PART 3: SERVICE IMPROVEMENTS

28

### PART 4: NATIONAL HEADLINE INDICATORS

31

### PART 5: SCOTTISH GOVERNMENT OFFICIAL STATISTICS

36

### PART 6: WORKFORCE INFORMATION

40

### PART 7: PLANNING COMMITTEE INFORMATION

44

### APPENDIX A : PERFORMANCE MARKERS

46

# INTRODUCTION

Welcome to our 8<sup>th</sup> Planning Performance Framework. The Framework is published annually to record the activities and performance of the Planning Service in Inverclyde.

This year's Framework finds Inverclyde with an up-to-date Local Development Plan, and the replacement Plan having passed through Examination. Development Management performance continues to be above the national average.

This year's case studies set out early stage involvement of the Planning Service in the development of Inverclyde's first (modern) distillery and a transformational public realm scheme for Greenock town centre's West Blackhall Street. Continuing involvement of the Planning Service in active travel and informing young people about planning is also highlighted. Scotland's 2018 Planning Performance Frameworks were used as an educational and development tool in a staff workshop this year.

**Part 1** of the Framework tells the story of the Planning Service's activities in the past year including case studies on development on the ground, development plan and strategy preparation, engagement activities, and training. **Part 2** sets out the evidence and references behind these case studies.

**Part 3** reviews the implementation of the service improvements we set for 2018/19 and sets out service improvements for 2019/20.

**Parts 4 and 5** cover performance, with the former setting out National Headline Indicator data and the latter Scottish Government Official Statistics.

**Part 6** sets out workforce information and **Part 7** information on committee activity in Inverclyde during 2018/19.

**Appendix A** provides evidence and reference points in respect of the performance markers.



Custom House, Greenock

## **PART 1: QUALITATIVE NARRATIVE AND CASE STUDIES**

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QUALITY OF OUTCOMES	Page
Ardgowan Distillery, Inverkip	6
Active Travel Strategy	8
West Blackhall Street Public Realm Project	10
QUALITY OF SERVICE AND ENGAGEMENT	Page
Inverclyde Local Development Plan	12
Bridging the Gap Project	14
Historic and Natural Environment Records	16
GOVERNANCE	Page
Staff Flexibility / Small Team Efficiency / Recruitment	18
CULTURE OF CONTINUOUS IMPROVEMENT	Page
Sharing Good Practice	19
Planning Performance Framework Workshop	20
Conservation Area Appraisals and Heritage Training	22

This section tells the story of the Planning Service's activities in the past year through a series of case studies.





**Case Study Title:****ARDGOWAN DISTILLERY, BANKFOOT, INVERKIP****Location and Dates:**

Inverkip, 2016-ongoing

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

- **Quality of Outcomes**

**Key Markers:**

3 - Early Collaboration

**Key Areas of Work:**

- Design
- Planning Applications

**Stakeholders Involved:**

- Local Developers
- Key Agencies

**Overview:**

Ardgowan Distillery is a project to create a new lowland distillery and visitor centre including retail, a microbrewery, a café and a restaurant, within the combination of new build and the restoration of the existing steadings at Bankfoot, Inverkip in the historic Ardgowan Estate.

Extensive pre-application discussions were held between June and October 2016. Following Planning Service support for the principle of the project, further pre-application meetings involving staff from other Council services were held as part of a 'One Council' approach to discussions.





It is recognised that place, identity and setting is key to marketing the brand and characterising the product; Scottish whisky distilling requires the coming together of pure ingredients which encapsulate the character of the place, consequently part of the visitor experience will include the 'Ardgowan' story. With new build elements required to meet the functionality of a modern distillery, care was taken to ensure that these elements will not combine to dominate the existing steading and dilute its identity and character. This was achieved through using a simple palette of materials and colours together with the design of elevations which address key views both towards and within the site. Restoring the existing fabric of the courtyard building, retention of the original windows and replacement of the concrete and asphalt surfacing with cobbles and setts all combine to create a strong identity which will contribute positively to placemaking by meeting the six qualities of a successful place.

The planning application was submitted in October 2016. After initial objections from Scottish Gas Networks on the potential impact on a high pressure gas pipeline were resolved, the application was considered at the March 2017 meeting of the Planning Board where it was approved unanimously.

Since the granting of planning permission, the Council has continued to work with the applicant as proposals have evolved. This resulted in a revised design for the new build to meet operational needs. This revised planning application

was submitted in March 2018 and ensures the identity, character and placemaking of the original proposal will be carried through.

The development is expected to provide a significant boost to the local tourism industry together with generating long term employment.

#### Goals:

The case study demonstrates how the Regeneration and Planning Service can facilitate the delivery of high quality development which supports the tourist industry and the local economy, together with the creation of a successful place which integrates new development with a rural farm steading setting.

#### Outcomes:

The project to date demonstrates the effective use of detailed pre-application discussion and collaborative working with key agencies and consultees through the planning application process. The applicant is currently working towards being in a position to make a start on site.

#### Contact:

[james.mccoll@inverclyde.gov.uk](mailto:james.mccoll@inverclyde.gov.uk)

**Case Study Title:**

**ACTIVE TRAVEL STRATEGY**

**Location and Dates:**

Ongoing  
Locations across Inverclyde

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

- **Quality of Outcomes**

**Key Markers:**

12 - Corporate working across services to improve outputs and services for customer benefits

**Key Areas of Work:**

- Active Travel

**Stakeholders Involved:**

- General Public
- Authority Planning Staff

**Overview:**

In August 2018, the Council adopted an Active Travel Strategy which set out a vision of making active travel a convenient and attractive choice for every day journeys in Inverclyde. The strategy includes an action plan to achieve this vision, with a focus on governance, behaviour change, marketing and infrastructure improvements,





## Goals:

The Strategy's objectives are to:

- increase the number of walking and cycling trips made for both commuting and leisure purposes by 2022.
- promote the benefits of and opportunities for walking and cycling in Inverclyde through a range of methods.
- achieve a better quality walking and cycling environment with attractive and well-designed spaces and routes.
- lead and promote partnership working to ensure that active travel is high on the agenda in Inverclyde.

## Outcomes:

### Governance

The Council has put in place a governance structure to progress, co-ordinate and monitor delivery of the actions in the Strategy. This includes an overarching Delivery Group, facilitated and chaired by the Planning Service, and a series of project specific groups.

### Behaviour Change

Activities to promote active travel behaviour change continue to be provided through the Council's Smarter Choices, Smarter Places (SCSP) programme, which is funded through the Local Authority element of the Paths for All SCSP fund and delivered in partnership with two local active travel projects; Inverclyde Community Development Trust's 'Community Tracks' and Cycling UK's 'Bothy'. Council input is led by the Planning Service. This year, the SCSP programme delivered a wide range of activities, including cycle maintenance workshops (e.g. Dr Bike), cycle training courses (e.g. Bikeability, Better Biking, Essential Skill, SQA), provision and maintenance of bike banks at primary schools, e-bike demos/drop in sessions, led cycle rides, commuter breakfasts, health walks, and a walking festival. The Planning Service also promoted the Scottish Workplace Journey Challenge within the Council, which contributed to significant

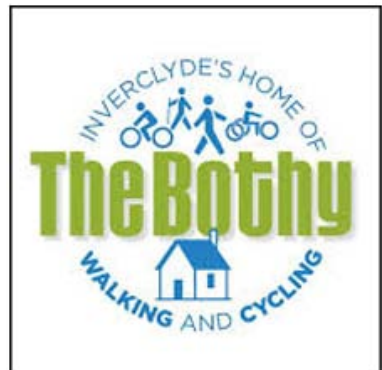
increases in participation from 2018/19, including a 471% increase in participation (80 participants), a 604% increase in number of journeys (1092), and a 717% increase in car journeys replaced (376). The promotion of active travel complements the Proposed Local Development Plan, which requires that new development, where appropriate, provides active travel opportunities and links to the wider walking and cycling networks.

## Contact:

[ashley.hamilton@inverclyde.gov.uk](mailto:ashley.hamilton@inverclyde.gov.uk)

The logo consists of the word "COMMUNITY" in blue, uppercase, sans-serif font, followed by a stylized graphic of a blue and black bicycle chain link, and then the word "TRACKS" in blue, uppercase, sans-serif font.

COMMUNITY  TRACKS



**Case Study Title:****WEST BLACKHALL STREET PUBLIC REALM PROJECT****Location and Dates:**

West Blackhall Street, Greenock. 2018 - ongoing

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

- **Quality of outcomes**

**Key Markers:**

N/A

**Key Areas of Work:**

- Town Centres
- Placemaking

**Stakeholders Involved:**

- General Public
- Hard to reach groups

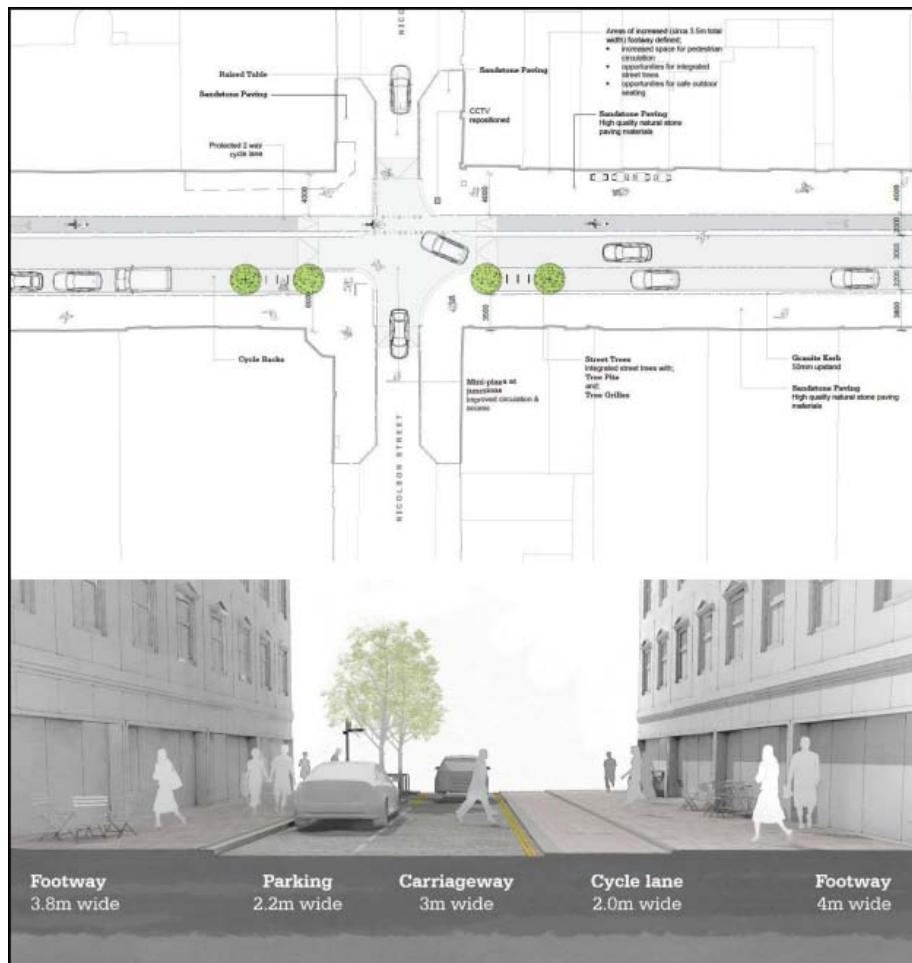
**Overview:**

West Blackhall street is Greenock town centre's traditional style high street, with commercial premises on the ground floor and a mix of commercial and residential uses in upper floors.

The 2016 Greenock town centre charrette identified improving the street's environment as a priority project. This was endorsed by the Council's Greenock town centre regeneration forum and the Council. In 2018, Riverside Inverclyde Urban Regeneration Company appointed a design team led by Ironside Farrar to develop proposals to improve the public realm, and through consultation with traders and town centre users a scheme emerged which introduced quality materials, and simplified traffic flow on and around the street.

As this design was being finalised, Sustrans indicated that it would be interested in joining as a delivery partner, subject to a design review process to develop a scheme which met Sustrans 'Places for Everyone' principles. This would require a more radical re-design, significantly reducing car dominance. The Council and Sustrans sought the traders agreement to proceed with this design review which commenced in March 2019, with the Council's Planning Service taking over as client from Riverside Inverclyde.





### Goals:

The Inverclyde Local Development Plan has a focus on town centres and creating successful places. The West Blackhall Street public realm enhancement project shares these. By enhancing the environment of the town centre's main shopping street, the aim is to create a more attractive and successful place which generates more visitors who stay for longer, and increases spend in the premises on West Blackhall Street, the majority of which are run by local independent traders.

An aim of the design review process is to include a wider range of stakeholders than the first design process, including street users with physical and sensory impairments and young people.

### Outcomes:

A design for the public realm enhancement of West Blackhall Street has been prepared and approved by the Greenock town centre forum. The Sustrans-funded design review is ongoing in 2019, and a decision on what scheme to implement will be taken later in the year with a view to delivery in 2020/21.

### Contact:

[alan.williamson@inverclyde.gov.uk](mailto:alan.williamson@inverclyde.gov.uk)

### Case Study Title:

## INVERCLYDE LOCAL DEVELOPMENT PLAN

### Location and Dates:

April 2018-March 2019

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

- Quality of service and engagement

### Key Markers:

- 7 - LDP less than 5 years since adoption
- 8 - Development Plan Scheme on course within timescale
- 11 - Regular and proportionate policy advice

### Key Areas of Work:

- Local Development Plan & Supplementary Guidance
- Project Management

### Stakeholders Involved:

- General Public
- Authority Planning Staff





## Overview:

The preparation of a new Local Development Plan for Inverclyde continued through 2018/19, keeping the Council on course for having a new adopted plan in place within 5 years of the adoption of the current Local Development Plan. The Proposed Plan was published on 30 April 2019 for a 2 month consultation period running until 29 June. Engagement was promoted through social media, a travelling exhibition and attendance at community council meetings, and generated 572 responses, which was well in excess of the 160 representations on LDP1. The Proposed Plan was written with Development Management team input and a focus on preparing a short and clear document, achieved in just 50 pages and 39 short policies. Following closure of the representation period the programme was tightly managed to enable submission to The Council's Environment and Regeneration Committee by October 2018 and to the Scottish Ministers by November 2018, in line with the Development Plan Scheme. The Council's response to objections was comprehensive resulting in only 4 substantive Further information Requests being received. These were promptly responded to and the Examination Report was received by the Council on 3 April 2019.

## Goals:

As well as providing a vision and spatial strategy for the area, the Local Development Plan is an important development management tool. Maintaining an up to date development plan, and keeping to the timetable for preparation of its replacement has provided the council with a firm basis for planning decisions and appeal statements.

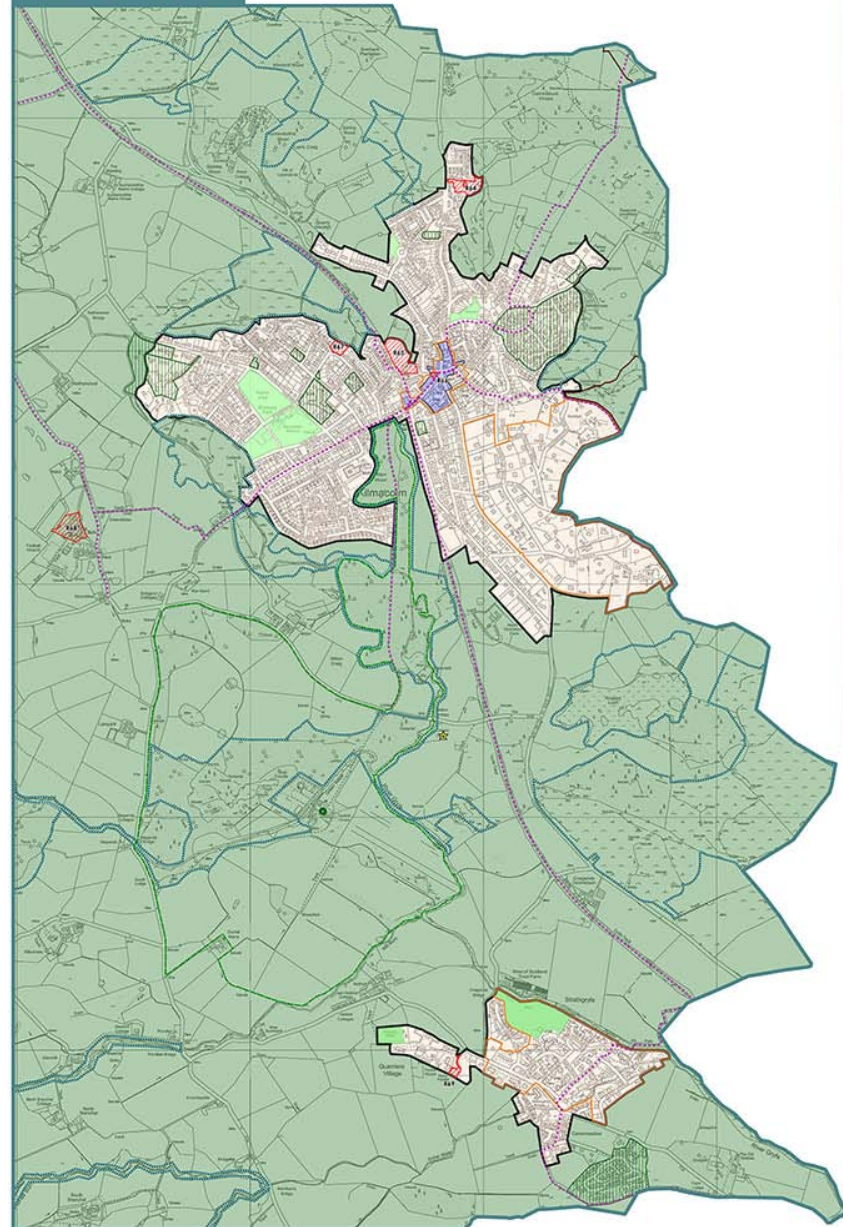
## Outcomes:

The Proposed Local Development Plan was submitted to the Scottish Ministers in line with the Development Plan Scheme timetable and remains on track for adoption within 5 years of the previous Plan's adoption.

## Contact:

[alan.williamson@inverclyde.gov.uk](mailto:alan.williamson@inverclyde.gov.uk)

## KILMACOLM & QUARRIERS VILLAGE



**Case Study Title:****BRIDGING THE GAP****Location and Dates:**

Project based at Inverclyde Academy, Greenock. Throughout 2018/19.

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

- **Quality of Service and Engagement**

**Key Markers:**

12 - Corporate working across services to improve outputs and services for customer benefits

**Key Areas of Work:**

- Greenspace
- Community Engagement

**Stakeholders Involved:**

- Hard to reach groups
- Authority Planning Staff

**Overview:**

Bridging the Gap is a Planning Aid Scotland (PAS) project which seeks to equip young people with the skills and tools needed to engage with town planning, place making and learn about decision making.

PAS liaised with the Council's Planning, Education, and Community Learning and Development services to develop a Bridging the Gap project at Inverclyde Academy. The project sought to encourage pupils to consider their local area and the impact of change on it by engaging them in the design and future management of a greenspace in their local area. PAS ran three workshops with a core group of 12 pupils, with a Council planning officer also in attendance.

The first workshop outlined the history of planning and its role in directing and managing development, with interactive activities used to illustrate how planning effects people's everyday lives and the importance of engaging with the process.

In advance of the second workshop the pupils chose the former Ravenscraig hospital site, which is in close proximity the school and due to be redeveloped for housing, for their project with a focus on how greenspace within the site could be created and managed. The site was chosen with the support of the developer, Link Housing Association. At the workshop, the pupils developed a survey which they used to gather the views of 48 other pupils on greenspace provision. The survey looked at a range of issues including how often young people use greenspace, how satisfied they are with existing local greenspaces, and what they would like to see from the future greenspace within the site.

The third workshop focused on analysis and feedback on the survey results and the development of a civic code for future greenspace provision at the site.

# OUR SURVEY

1. How often do you use Greenspace?
2. What is your opinion on existing greenspace?
- Q3. What do you think the impact of the greenspace will be?
4. Do you think the existing Greenspaces within walking distance from Ravenscraig are wheelchair accessible?
5. What other greenspaces did you find enjoyable (Greenock)?
6. What would you like to see in the greenspace?

## SURVEY THEMES

- Stay Greenland or change the area
- how often do you use GreenSpaces
- give an option on what should be made
- Wheel chair accessibility or to all
- experiences of other GreenSpaces
- What's not out there
- ask favorite type of green space
- what type of impact do you think the GreenSpace will make

### Goals:

The project aimed to engage young people in town planning, promote an understanding of the planning process and its relevance and importance to young people's everyday life. It also aimed to enable young people's views to be taken into account in the future provision of greenspace at the Ravenscraig site.

### Outcomes:

PAS's Youth Programmes Manager, who led the project, has noted that "By having an opportunity to consider the impacts of a new development and its greenspace aspect and then to investigate the expectations and desires of their peers for this space through a social survey, the young participants could understand better the nature of planning and its importance in the context of local democracy and active citizenship".

The survey results on the design of future greenspace provision at the Ravenscraig site have been passed on to the site developer, Link Housing, for consideration.

The project has also established a strong working relationship between the Council's planning service and the PAS Youth Programmes, which should enable future projects to be delivered. This is demonstrated by the PAS Youth Programmes Manager, who noted that the "Council's Planning Policy team showed a lot of enthusiasm and willingness to make this programme happen in Greenock, assisting PAS to identify and liaise with the partner school, Inverclyde Academy, and to deliver the project workshops.....PAS very much looks forward to continuing this professional relationship and making even more young citizens connect with planning".

Working directly with the PAS youth engagement team and school pupils also provided the planning officer with a valuable insight into how to engage effectively with young people. This will be particularly useful in developing future consultations on the development plan.

### Contact:

ashley.hamilton@inverclyde.gov.uk

**Case Study Title:****HISTORIC AND NATURAL ENVIRONMENT RECORDS****Location and Dates:**

Inverclyde-wide, April 2018 - March 2019

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

- **Quality of Service and Engagement**

**Key Markers:**

11 - Producing information to support planning applications

**Key Areas of Work:**

- Conservation
- Environment

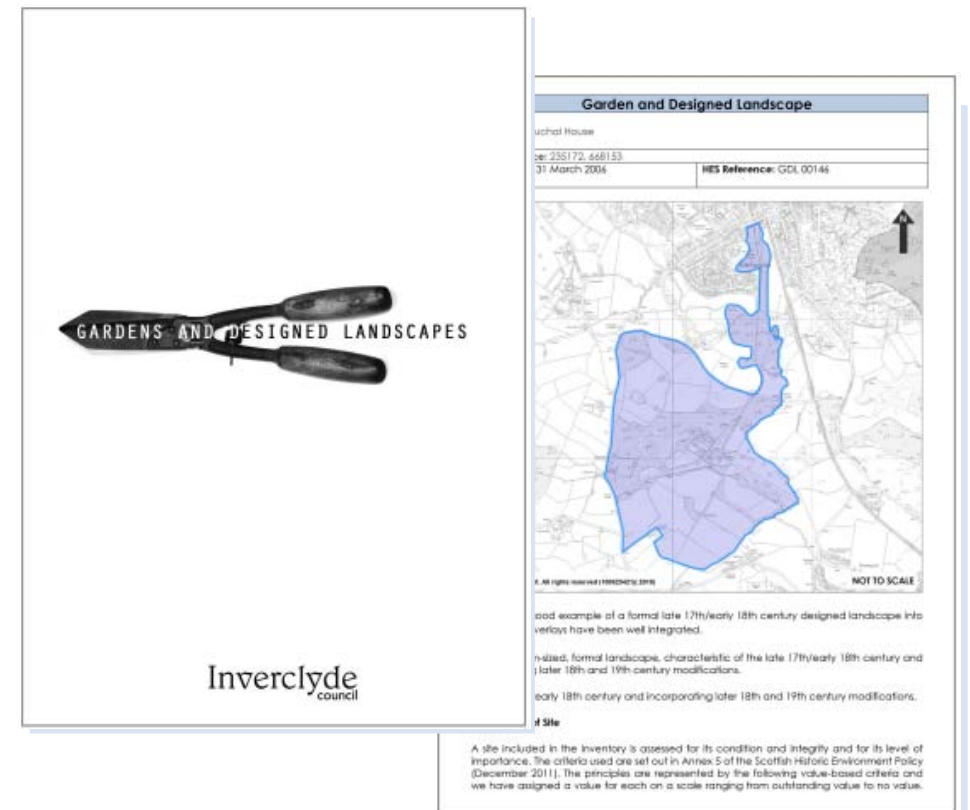
**Stakeholders Involved:**

- Authority Planning Staff
- Key Agencies

**Overview:**

In 2016 the Planning Service embarked on a process of updating how it displays and makes available information on the historic and natural environment. In previous years, the records of Listed Buildings, Tree Preservation Orders and Scheduled Monuments have been reviewed and published on the Council website.

In 2018-19 work was carried out on the international and national natural heritage designations including 2 Special Protection Areas, 1 Ramsar site and 7 Sites of Special Scientific Interest as well as the local nature designations - Local Nature Conservation Sites, which now total 54 with the identification of 2 new sites through the new Local Development. The built heritage records for the 3 Gardens and Designed Landscapes were also updated.





Each record now contains in a standardised format an index of sites, clear description of each site, an account of the reasons for the designation where available and a location plan, and has been made available on the Council website.

In addition, work has started on the collation of the 639 archaeology records which were transferred from the West of Scotland Archaeology Service; this will continue into 2019-20.

#### **Goals:**

To update the natural and built heritage records on the Council's website in a format to make them more accessible to the public.

#### **Outcomes:**

The international, national and local natural heritage designations have been added to the suite of natural and built heritage records on the Council's website as have the records for the Gardens and Designed Landscapes. Work is continuing on the archaeology records.

#### **Contact:**

*margaret.pickett@inverclyde.gov.uk*



**Case Study Title:****STAFF FLEXIBILITY / SMALL TEAM EFFICIENCY / RECRUITMENT****Location and Dates:**

2018/19

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

- Governance

**Key Markers:**

- 1 - Decision making timescales
- 12 - Corporate working across services to improve outputs and services for customer benefits

**Key Areas of Work:**

- Skills Sharing
- Staff Training

**Stakeholders Involved:**

- Authority Planning Staff
- Authority Other Staff

**Overview:**

A planning officer continued to work between Planning Policy and Development Management over the year providing flexibility to help meet workload demand and skills development.

Development management successfully recruited two new staff members; a planning officer replacing a retiring officer, and a graduate planner employed through the Council's graduate employment scheme. This was the first time the Planning Service had engaged with the scheme.

Two staff members – a greenspace manager and a senior technician – retired from the Planning Policy team. Their duties have been absorbed by the remaining members of the team providing an opportunity for skills/knowledge development.

Office moves have resulted in Planning Policy staff sharing office space with Procurement staff, giving both teams an insight into each other's roles and increasing awareness of corporate activity.

**Goals:**

Increased flexibility between planning teams. Skills development. Integration with other Council services.

**Outcomes:**

The use of a policy planner to assist with development management caseload has contributed to performance figures and skills development. The absorption of retired staff workload has contributed to efficiencies and skills/knowledge development. Office moves have contributed to increased corporate awareness.

**Contact:**

[alan.williamson@inverclyde.gov.uk](mailto:alan.williamson@inverclyde.gov.uk)

<b>Case Study Title:</b>
<b>SHARING GOOD PRACTICE</b>
<b>Location and Dates:</b>
2018/19, Inverclyde and Glasgow city region/west of Scotland authorities
<b>Elements of a High Quality Planning Service this study relates to:</b>
<ul style="list-style-type: none"> <li>• <b>Culture of continuous improvement</b></li> </ul>
<b>Key Markers</b> (please select all that apply):
13 - Sharing Good Practice
<b>Key Areas of Work:</b>
<ul style="list-style-type: none"> <li>• Skills Sharing</li> <li>• Collaborative Working</li> </ul>
<b>Stakeholders Involved:</b>
<ul style="list-style-type: none"> <li>• Authority Planning Staff</li> <li>• Other Planning Authorities</li> </ul>

### Overview:

The Council participates in a number of initiatives with adjoining authorities to share good practice.

The West of Scotland Planning Benchmarking Group brings together officers from Inverclyde, East Renfrewshire, East Dunbartonshire, North Ayrshire, Renfrewshire and West Dunbartonshire Councils to discuss a wide range of issues. This year's activities included a walking tour of Greenock for planning staff from the other authorities in the group led by the Development and Building Standards Manager and Planning Policy Team Leader. See Part 2: Supporting Evidence for more information.

The Glasgow and Clyde Valley Local Development Plan Forum brings together planning policy staff from the 8 Glasgow city-region authorities to share

good practice and advice on development plan preparation. With authorities being at different stages of the development plan process, the group provides a useful forum for sharing experience. Inverclyde staff also attended the new Clydeplan Development Management Forum which seeks to share information and good practice on handling applications of regional significance.

Planners also attended national networking events and groups including the National Development Plan Forum, the Place Standard Alliance, the Central Scotland Green Network Forum, and Heads of Planning Scotland Development Planning and Development Management Sub-Committees.

### Goals:

The case study contributes to planning staff keeping up to date with emerging planning issues and developing their network.

### Outcomes:

A brief description of what the case study has demonstrated so far and any follow up work which will take place because of it. If the project is still underway please note what is still to be completed.

### Name of key officer

alan.williamson@inverclyde.gov.uk

**Case Study Title:****PLANNING PERFORMANCE FRAMEWORK WORKSHOP****Location and Dates:**

March 2019

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

- **Culture of Continuous Improvement**

**Key Markers:**

13 - Sharing Good Practice

**Key Areas of Work:**

- Skill Sharing
- Staff Training

**Stakeholders Involved:**

- Authority Planning Staff
- Other Planning Authorities

**Overview:**

The workshop involved bringing together planners and technicians to review the 2017/18 Planning Performance Frameworks aimed at learning from best practice around the country and the identification of possible future projects and improvement actions for Inverclyde.

In advance of the project each participant was assigned 3 or 4 of the 2018 PPF to look over, and was asked to identify projects to share with colleagues and to consider if any could form the basis for improvement actions going forward.

The workshop worked well with place, procedural and presentational examples highlighted. Projects identified ranged from pre-application procedures and historic building projects/CARS schemes, and these and others will be considered as future areas of focus for Inverclyde Council.



**Goals:**

The workshop offered an opportunity to bring planning staff together to share best practice from around Scotland and identify possible projects and improvement actions for Inverclyde.

A description of how the case study aimed to contribute to the wider goals and outcomes of the planning service.

**Outcomes:**

Identification of possible projects and improvement actions for Inverclyde.  
The workshop will be repeated going forward.

**Contact:**

*alan.williamson@inverclyde.gov.uk*

**Case Study Title:****CONSERVATION AREA APPRAISALS & HERITAGE TRAINING****Location and Dates:**

August 2018 – March 2019

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

- Culture of continuous improvement

**Key Markers:**

N/A

**Key Areas of Work:**

- Conservation
- Staff Training

**Stakeholders Involved:**

- General Public
- Authority Planning Staff

**Overview:**

Inverclyde is committed to preparing conservation area appraisals for all eight of its conservation areas. The first appraisal was prepared for Greenock West End in 2016. In 2018, Quarrier's Homes Conservation Area was chosen as the second area for which consultants Austin – Smith: Lord were appointed.

Quarrier's Homes is a unique planned Victorian village located between the villages of Kilmacolm and Bridge of Weir. It was initiated by William Quarrier in 1877 to create a series of family homes for orphaned and destitute children.

The appraisal process commenced with survey work and background research. This identified issues for the appraisal which were shared at a well-attended public consultation event in the village, providing valuable engagement with village residents. The Quarriers organisation was also involved throughout the process. Representations were recorded and an amended appraisal is being prepared for publication later in 2019.

During the preparation of this appraisal, a Council planner was able to make use of building conservation training undertaken earlier in 2018. A module on Scottish Architectural Traditions, which formed part of Historic Environment Scotland's Advanced Post-graduate Diploma in Building Conservation, was completed over an eight week period. This covered tuition on architectural styles, building materials and construction techniques from pre-historic times through to the 20<sup>th</sup> century.



#### QUARRIER'S HOMES CONSERVATION AREA APPRAISAL

Inverclyde Council  
Austin-Smith:Lord LLP  
August 2019



#### Goals:

The Inverclyde Local Development Plan Proposed Plan 2018 states the intention to prepare a suite of conservation area appraisals. This appraisal prepared for Quarrier's Homes contributes to this goal. It will provide a useful understanding of the important features of the conservation area, assist in its positive management and inform development management decisions.

It is intended to use the officer experience gained in the preparation of the Quarrier's Homes conservation area appraisal and the relevant training undertaken to prepare future conservation area appraisals.

#### Outcomes:

The appraisal identifies Quarrier's Homes as a particularly fine example of a planned community, deserving of special protection, and containing a number of buildings which should be considered for listing. These matters will be taken up with Historic Environment Scotland.

#### Contact:

[margaret.pickett@inverclyde.gov.uk](mailto:margaret.pickett@inverclyde.gov.uk)

## PART 2: SUPPORTING EVIDENCE

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## **SUPPORTING EVIDENCE**

Planning 'home' page

<https://www.inverclyde.gov.uk/planning-and-the-environment>

Planning officer contact information

<https://www.inverclyde.gov.uk/planning-and-the-environment/planning-policy/contacting-the-planning-policy-team>

<https://www.inverclyde.gov.uk/planning-and-the-environment/planning-applications/contacting-the-development-management-team>

Adopted Inverclyde Local Development Plan

<http://www.inverclyde.gov.uk/ldp>

New Inverclyde Local Development Plan

<http://www.inverclyde.gov.uk/newldp>

Development land surveys

<https://www.inverclyde.gov.uk/planning-and-the-environment/planning-policy/development-planning/land-surveys>

Historic environment information

<https://www.inverclyde.gov.uk/planning-and-the-environment/planning-policy/conservation>

Natural environment information

<https://www.inverclyde.gov.uk/planning-and-the-environment/planning-policy/natural-heritage>

Planning applications 'home' and Development Management Charter

<https://www.inverclyde.gov.uk/planning-and-the-environment/planning-applications>

<https://www.inverclyde.gov.uk/planning-and-the-environment/planning-applications/development-management-how-we-perform>

Planning Enforcement Charter

<https://www.inverclyde.gov.uk/planning-and-the-environment/planning-enforcement>

Active Travel

<https://www.inverclyde.gov.uk/planning-and-the-environment/planning-policy/active-travel>

Bridging the Gap

<https://www.pas.org.uk/news/bridging-the-gap-project-update>

West Blackhall Street

<https://www.inverclydenow.com/news/local-news/public-consultation-over-west-blackhall-street-revamp-plan>

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

## **BENCHMARKING**

The West of Scotland Planning Benchmarking Group is a good example of councils working collaboratively in a cost effective way. The group (East Dunbartonshire, East Renfrewshire, Inverclyde, North Ayrshire, Renfrewshire and West Dunbartonshire Councils) met three times between 1st April 2018 and 31st March 2019 to share good practice and benchmark on specific planning issues.

The meetings are minuted and chaired by the host council. Topics discussed this year included:

- The Planning Bill
- The storage of shipping containers
- Defective Decision Notices
- Section 42 variations
- The publishing of sensitive material on eDevelopment
- The overturning of officer recommendations
- Elected Member briefings
- Environmental Impact Assessment screening
- Freedom of Information requests for copies of planning decision notices
- Purchase Notice served by a landowner on a local planning authority
- Developer contributions
- Data scanning and indexing
- The Planning Performance Framework
- The form and content of planning application decision notices
- Protocols for Elected Member site visits
- Extensions to landfill sites
- Forestry developments
- Business support
- Data protection
- Hazardous substances consents
- Consultation with Historic Environment Scotland on the delisting of Listed Buildings
- Local Review Body procedure
- Paperless committees
- Pre-application charging

In addition, the Group received a presentation on the Design and Place Panel at West Dunbartonshire Council and the email group continues to be used by all levels to exchange information and to get views on specific planning issues.

The Group also provides CPD opportunities. In September 2018 a well-attended Greenock Walkabout was held, highlighting how through decades positive planning has guided the town's evolution by responding to the impact of war damage, the decline of shipbuilding and population, changes in retailing and the town's growing attraction as a cruise ship destination.

## PART 3: SERVICE IMPROVEMENTS

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In 2019/20 we will:

**Make use of the Place Standard to assess the quality of recently completed developments**

**Introduce internal officer workshops for relevant applications / projects**

**Undertake junior officer mentoring**

**Further development of digital working**

**Improve communications with, and feedback from, participants in planning processes**

Delivery of our service improvement actions in 2018-19:

Committed improvements and actions	Complete?
<b>Improve street naming processes and associated web presence</b> Evidence: database and reference system introduced and dedicated web page created ( <a href="https://www.inverclyde.gov.uk/planning-and-the-environment/address-enquiries">https://www.inverclyde.gov.uk/planning-and-the-environment/address-enquiries</a> )	YES
<b>Consider options for improving communications and receiving feedback from participants in planning processes:</b> This improvement will be carried forward into 2019/20	ONGOING
<b>Re-organise workloads and staff structure to maintain efficient service delivery:</b> Evidence: See case study on staff flexibility / small team efficiency / recruitment in <i>Part 1</i>	YES
<b>Implement GDPR and ensure good data management:</b> Evidence: The Planning Service has a Privacy Policy and the information it holds is recorded in the Council's Information Asset Registrar. A planning officer attends the Council's GDPR implementation group.	YES
<b>Continue to improve presentation of historic and natural environment records:</b> Evidence: See <a href="https://www.inverclyde.gov.uk/planning-and-the-environment/planning-policy/conservation">https://www.inverclyde.gov.uk/planning-and-the-environment/planning-policy/conservation</a> and <a href="https://www.inverclyde.gov.uk/planning-and-the-environment/planning-policy/natural-heritage">https://www.inverclyde.gov.uk/planning-and-the-environment/planning-policy/natural-heritage</a>	YES

## PART 4: NATIONAL HEADLINE INDICATORS

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A: DEVELOPMENT PLANNING	2018-2019	2017-2018
<b>Local Development Planning</b>		
<ul style="list-style-type: none"> <li>Age of Local Development Plan at end of reporting period</li> <li>Will the Local Development Plan be replaced by its 5<sup>th</sup> anniversary according to the current development plan scheme?</li> <li>Has the expected date of submission of the plan to the Scottish Ministers in the development plan scheme changed over the past year?</li> <li>Were development plan scheme engagement /consultation commitments met during the last year?</li> </ul>	4yr 7m Yes No Yes	3yr 7m Yes Yes - later Yes
<b>Effective Land Supply and Delivery of Outputs</b>		
<ul style="list-style-type: none"> <li>Established housing land supply</li> <li>5 year effective housing land supply programming</li> <li>5 year effective housing land supply total capacity</li> <li>5 year housing supply target</li> <li>5 year effective housing land supply</li> <li>Housing approvals</li> <li>Housing completions over last 5 years</li> <li>Marketable employment land supply</li> <li>Employment land take-up during reporting year</li> </ul>	5412 units 2059 units 3207 units 1315 units 7.8 years 512 units 701 units 29.41 ha 1.63 ha	5235 units 1546 units 2775 units 1315 units 5.9 years 329 units 681 units 33.66 ha 0.00ha



B: DEVELOPMENT MANAGEMENT	2018-2019	2017-2018
<b>Project Planning</b>		
<ul style="list-style-type: none"> <li>Percentage and number of applications subject to pre-application advice</li> <li>Percentage and number of major applications subject to processing agreement</li> </ul>	48/345 (13.9%) 1/3 (33.3%)	82/401 (20.4%) n/a (0%)
<b>Decision-making</b>		
<ul style="list-style-type: none"> <li>Application approval rate</li> <li>Delegation rate</li> <li>Validation</li> </ul>	94% 96% 13%	94% 97% 27%
<b>Decision-making timescales</b>		
<ul style="list-style-type: none"> <li>Major developments</li> <li>Local developments (non-householder)</li> <li>Householder developments</li> </ul>	22.2 weeks 9.4 weeks 6.8 weeks	28.5 weeks 8.3 weeks 6.4 weeks
<b>Legacy Cases</b>		
<ul style="list-style-type: none"> <li>Number cleared during reporting period</li> <li>Number remaining</li> </ul>	0 35	3 19

C: ENFORCEMENT ACTIVITY	2018-2019	2017-2018
Time since enforcement charter published / reviewed	5 months	15 months
Complaints lodged and investigated	9	9
Breaches identified - no further action taken	1	1
Cases closed	5	1
Notices served	4	2
Direct action	0	0
Reports to Procurator Fiscal	0	0
Prosecutions	0	0



West Bay, Gourock

## D: COMMENTARY

### LOCAL DEVELOPMENT PLANNING

- Inverclyde Local Development Plan was adopted in August 2014
- The current Development Plan Scheme (September 2018) schedules the new Local Development Plan to be adopted by August 2019, within 5 years of adoption of previous Plan

### EFFECTIVE LAND SUPPLY AND DELIVERY OF OUTPUTS

- 2018/19 established and effective land supply figures are based on the finalised 2018 housing land audit. 2017/18 figures are based on finalised 2017 audit.
- Housing supply target is derived from the housing supply target set in 2017 Clydeplan Strategic Development Plan, and is equal to 5 years of the 2012-2024 all-tenure housing supply target.
- The housing approvals figures are based on the number of houses approved in 2018/19 and 2017/18 respectively.
- Housing completions figure for 2017/18 is based on completions 2014/19. The 2017/18 figure is based on completions 2013/18.
- Marketable employment land supply is at 31/3/2019.
- Employment land take-up is for year 1/4/2018 to 31/3/2019, and based on take-up of land in the marketable employment land supply.

### DECISION-MAKING TIMESCALES

- While the time taken to determine applications has increased in 4 of the 8 development types, it has reduced for major applications, major housing applications and local business and industry proposals. The average time taken to determine planning applications remains significantly below the Scottish average in all areas except for local new build housing where the time taken is 0.6 weeks above the Scottish average.

## PART 5: SCOTTISH GOVERNMENT OFFICIAL STATISTICS

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## A: DECISION-MAKING TIMESCALES

Timescales	2018-19	2018-19	2017-18
<b>Overall</b>			
<b>Major developments</b>	2	22.2 weeks	28.5 weeks
<b>Local developments (non- householder)</b> <ul style="list-style-type: none"> <li>Local: less than 2 months</li> <li>Local: more than 2 months</li> </ul>	121 81/121 (66.9%) 40/121 (33.1%)	9.4 weeks	8.3 weeks
<b>Householder developments</b> <ul style="list-style-type: none"> <li>Local: less than 2 months</li> <li>Local: more than 2 months</li> </ul>	148 133/148 (89.9%) 15/148 (10.1%)	6.8 weeks	6.4 weeks
<b>Housing developments</b>			
<b>Major Local housing developments</b> <ul style="list-style-type: none"> <li>Local: less than 2 months</li> <li>Local: more than 2 months</li> </ul>	1 37 11/37 (29.7%) 26/37 (70.3%)	29.1 weeks 12.9 weeks	41.7 weeks 11.1 weeks
<b>Business and industry</b>			
<b>Major Local business and industry</b> <ul style="list-style-type: none"> <li>Local: less than 2 months</li> <li>Local: more than 2 months</li> </ul>	0 2 2/2 (100%) 0/2 (0%)	n/a 7.8 weeks	n/a 8.4 weeks
<b>EIA developments</b>	0	n/a	n/a
<b>Other consents*</b>	73	6.6 weeks	6.3 weeks
<b>Planning/legal agreements**</b> <ul style="list-style-type: none"> <li>Major: average time</li> <li>Local: average time</li> </ul>	0 0	n/a n/a	n/a 9.3 weeks

### Notes

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

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

## B: DECISION-MAKING: LOCAL REVIEWS AND APPEALS

Type	Total number of decisions	Original decision upheld			
		2017-18		2017-18	
		No.	%	No.	%
Local Reviews	11	4	36.3	1	9.1
Appeals to Scottish Ministers	1	1	100	0	0

## C: CONTEXT

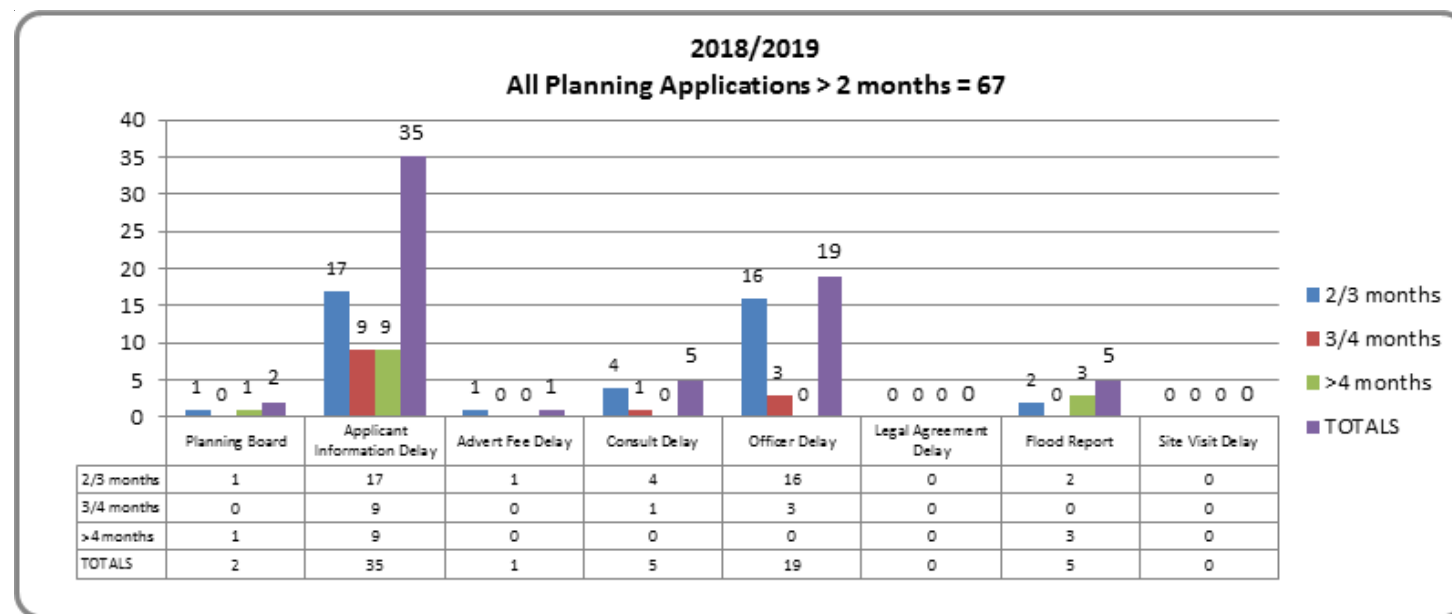
There has been a significant change in the profile of planning applications as reflected in the fee income received. Fee income in 2017-18 was £385,895 from 506 applications. In 2018-19 fee income rose overall by 17% to £450,477.84 from 411 applications. The average application fee increased by 44% from £763 to £1,096.

When local applications are not determined within 2 months the reason is recorded. Sixty seven applications fall into this category. Requests for further information in response to issues arising following consultation, public comment and detailed plan assessment are an inevitable consequence of more complex applications, and this was the reason for delay in 41 cases.

The small Development Management team has been depleted by the long term absence of a Senior Planner from June to September through illness and by the retirement of an experienced Planning Officer in November. Consequently 19 applications remained undetermined after 2 months as a because of officer delays. The average overall the time to determine all categories of applications increased from 7.33 weeks in 2017-18 to 7.79 weeks.

The Council has responded positively to the decline in performance. Recognising the pressure that the workload has placed on all working in Development Management, a temporary 2 year Planning Officer post has been added to the establishment and the retired Planning Officer has been replaced. The Development Management team is now at full strength, with a return to Inverclyde's historical excellent performance anticipated in 2019-20.

ALL DELAYED APPLICATIONS	2/3 months	3/4 months	>4 months	TOTALS
Planning Board	1	0	1	2
Applicant Information Delay	17	9	9	35
Advert Fee Delay	1	0	0	1
Consult Delay	4	1	0	5
Officer Delay	16	3	0	19
Legal Agreement Delay	0	0	0	0
Flood Report	2	0	3	5
Site Visit Delay	0	0	0	0
	41	13	13	67



## PART 6: WORKFORCE INFORMATION

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The Planning function operates within the Regeneration and Planning Service of the Environment, Regeneration and Resources Directorate.

In 2018-19 management of planning applications, planning enforcement, tree preservation, and conservation/ design rested with the Development and Building Standards Manager, who also had responsibility for building standards verification and enforcement, licensing advice and the Council's commercial property lets. Responsibility for planning policy matters, including development plan preparation rested with the Planning Policy Team Leader.

2018/19 saw the retirement of a Development Management Planner, a Greenspace Manager and a Senior Technician. The Development Management Planner post was filled and a new Graduate Planner (Development Management) post was created and filled. A new Modern Apprentice joined the support team, following the previous apprentice successfully gaining employment elsewhere.

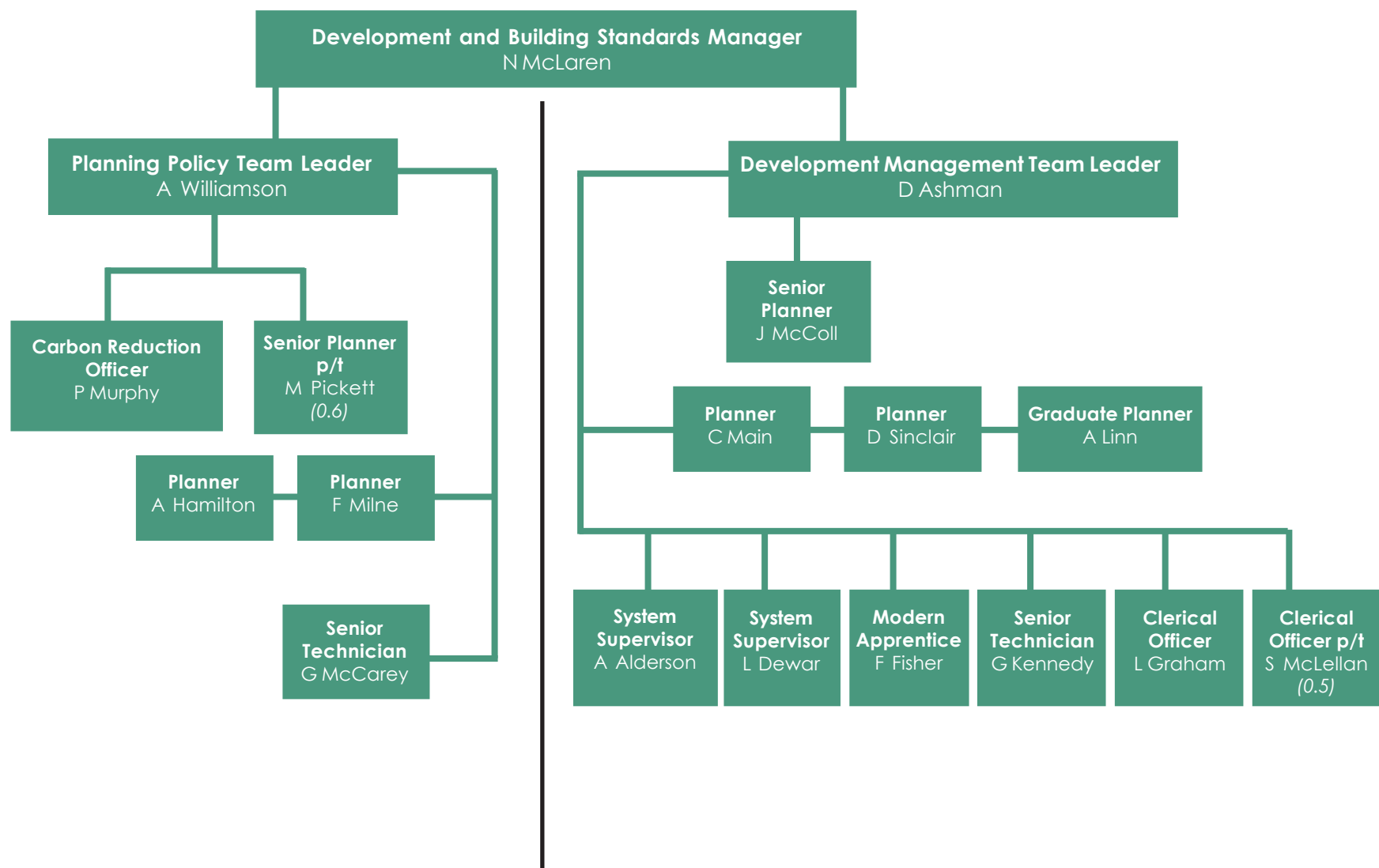
	<b>Tier 1</b> <i>Chief Executive</i>	<b>Tier 2</b> <i>Director</i>	<b>Tier 3</b> <i>Head of Service</i>	<b>Tier 4</b> <i>Manager</i>
<b>Head of Planning Service</b>			●	

<b>RTPI Chartered staff</b>	<b>Headcount</b>	<b>FTE</b>
<b>Development Management</b>	3	3
<b>Development Planning</b>	3	2.6
<b>Enforcement</b>	0	0
<b>Specialists</b>	0	0
<b>Other (including staff not RTPI eligible)</b>	12	11.5

<b>Staff Age Profile</b>	<b>Headcount</b>
Under 30	3
30 - 39	4
40 - 49	6
50 and over	5

**PLANNING POLICY STRUCTURE**  
(31 March 2019)

**DEVELOPMENT MANAGEMENT STRUCTURE**  
(31 March 2019)



## PROFESSIONAL STAFF: QUALIFICATIONS AND EXPERIENCE (31 March 2019)

Officer	Membership of Professional Bodies	Qualifications	Experience to Date
<b>Development and Building Standards Manager</b>	MRTPI	BSc. (Hons) in Town Planning	23 years Local Govt. managerial experience. 38 years in Local Govt. Planning (Development Management, Subject Planning, Planning Policy and Implementation).
<b>Development Management Team Leader</b>	MRTPI	BSc. (Hons.) in Geography Diploma in Urban and Regional Planning	17 years Local Govt. supervisory/team leader experience. 32 years in Local Govt. Planning (Development Management, Planning Policy).
<b>Planning Policy Team Leader</b>	MRTPI	BSc. (Hons.) in Town Planning	14 years Local Govt. supervisory/team leader experience. 24 years in Public Sector Planning (Planning Policy).
<b>Senior Planner</b>	MRTPI	BSc. (Hons.) in Town and Regional Planning	17 years in Public Sector Planning (Development Management, Planning Policy and Implementation).
<b>Senior Planner</b>	MRTPI	BA (Hons.) in Psychology and Geography Diploma in Town and Country Planning	28 years in Local Govt. Planning (Planning Policy and Implementation).
<b>Planner</b>	MRTPI	MA (Hons.) in Geography and Sociology Masters in Urban and Regional Planning	14 years in Local Govt. Planning (Planning Policy).
<b>Planner</b>	Associate member of RTPI	BA (Hons) in Sociology and Social Policy Msc. in Sustainable Rural Development and Environmental Management	7 years in Local Govt. Planning (Planning Policy).
<b>Planner</b>	Licentiate member of RTPI	MA (Hons) in Town Planning MSc. in Urban Design	4 years in Local Govt. (Development Management)
<b>Planner</b>	Licentiate member of RTPI	MA (Hons) in Town and Regional Planning MSc in Transport Planning and Engineering	3 months in Local Govt. (Development Management)
<b>Graduate Trainee Planner</b>	Affiliate member of RTPI	BSc. (Hons.) in Environmental Geography MSc. in Urban Design	3 months in Local Govt. (Development Management)

## PART 7: PLANNING COMMITTEE INFORMATION

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## COMMITTEES AND SITE VISITS 2017/18

The Council's Environment and Regeneration Committee considers planning policy matters, while the Planning Board determines planning applications. The Environment and Regeneration Committee meets on an 8 week cycle, and the Planning Board sits on the first Wednesday of each month when there are cases to consider. There is a summer recess, with no meeting taking place in July. Site visits may be requested and agreed at Planning Board meetings, with the site visit occurring in advance of the next timetabled Board meeting. The Local Review Body is timetabled to meet immediately after each Planning Board meeting, although it will only sit when there are cases to be considered.

<b>Full Council Meetings</b>	<b>7</b>
<b>Environment and Regeneration Committee meetings</b>	<b>8</b>
<b>Planning Board meetings</b>	<b>7</b>
<b>Planning Board site visits</b>	<b>0</b>
<b>Local Review Body</b>	<b>6</b>
<b>Local Review Body site visits</b>	<b>0</b>



## APPENDIX A: PERFORMANCE MARKERS

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Performance Marker	Source / Evidence
<b>DRIVING IMPROVED PERFORMANCE</b>	
<b>1</b> Decision making: continuous evidence of reducing average timescales for all development types.	<p>Average timescales have reduced in 3 markers and increased in 4.</p> <ul style="list-style-type: none"> <li>△ Local development (non-householder) - 9.4 weeks in 2018/19 compared to 8.3 weeks in 2017/18 (<i>Scottish average: 10.7 weeks</i>)</li> <li>△ Local housing developments – 12.9 weeks in 2018/19 compared to 11.1 weeks in 2017/18 (<i>Scottish average: 12.3 weeks</i>)</li> <li>▽ Major developments – 22.2 weeks in 2018/19 compared to 28.5 weeks in 2017/18 (<i>Scottish average: 32.5 weeks</i>)</li> <li>△ Householder developments – 6.8 weeks in 2018/19 compared to 6.4 weeks in 2017/18 (<i>Scottish average: 7.2 weeks</i>)</li> <li>▽ Local business and industry developments – 7.8 weeks in 2018/19 compared to 8.4 weeks in 2017/18 (<i>Scottish average: 9.1 weeks</i>)</li> <li>△ Other – 6.6 weeks in 2018/19 compared to 6.3 weeks in 2017/18 (<i>Scottish average: 9.8 weeks</i>)</li> <li>▽ Major housing developments – 29.1 weeks in 2018/19 compared to 41.7 weeks in 2017/18 (<i>Scottish average: 35.1 weeks</i>)</li> </ul> <p>There was no comparison available for major business and industry developments, EIA developments or developments with planning and legal agreements.</p>
<b>2</b> Project management: offer of processing agreements made to prospective applicants in advance of all major applications <u>and</u> availability publicised on planning authority website	<p>The use of processing agreements is encouraged in discussions/correspondence during major development pre-application stage. Also encouraged in planning applications webpage and in Development Management Charter – see link below for both.</p> <p><a href="http://www.inverclyde.gov.uk/planning-and-the-environment/planning-applications/applying-for-planning-permission">http://www.inverclyde.gov.uk/planning-and-the-environment/planning-applications/applying-for-planning-permission</a></p>
<b>3</b> Early collaboration with applicants and consultees on planning applications: <ul style="list-style-type: none"> <li>- availability and promotion of pre-application discussions</li> <li>- clear and proportionate requests for supporting information.</li> </ul>	<p>Availability of pre-application advice is publicised online in the webpage text at <a href="http://www.inverclyde.gov.uk/planning-and-the-environment/planning-applications/applying-for-planning-permission">http://www.inverclyde.gov.uk/planning-and-the-environment/planning-applications/applying-for-planning-permission</a> and in the Supplementary Guidance on Planning Application Advice Notes ( <a href="http://www.inverclyde.gov.uk/ldp">http://www.inverclyde.gov.uk/ldp</a> ).</p> <p>The Council operates an open and free planning application advice service, with no plans for service charging beyond statutory fees.</p> <p>Requirements for supporting information and developer contributions are provided in the Development Management Charter (linked document on <a href="http://www.inverclyde.gov.uk/planning-and-the-environment/planning-applications/planning-application-procedures">http://www.inverclyde.gov.uk/planning-and-the-environment/planning-applications/planning-application-procedures</a> ) and in Planning Guidance on Developer Contributions ( <a href="http://www.inverclyde.gov.uk/planning-and-the-environment/planning-policy/development-planning/ldp">http://www.inverclyde.gov.uk/planning-and-the-environment/planning-policy/development-planning/ldp</a> ).</p>

	Performance Marker	Source / Evidence
<b>DRIVING IMPROVED PERFORMANCE</b>		
<b>4</b>	Legal agreements: conclude (or reconsider) applications within 6 months of 'resolving to grant'	No applications with legal agreements were concluded in 2018/19.
<b>5</b>	Enforcement charter updated / re-published	The Council's Planning Enforcement Charter was published in October 2018. ( <a href="https://www.inverclyde.gov.uk/planning-and-the-environment/planning-enforcement">https://www.inverclyde.gov.uk/planning-and-the-environment/planning-enforcement</a> )
<b>6</b>	Continuous improvement: - show progress / improvement in relation to PPF National Headline Indicators - progress ambitious and relevant service improvement commitments identified through PPF report	The Local Development Plan is less than 5 years old ( <a href="http://www.inverclyde.gov.uk/ldp">http://www.inverclyde.gov.uk/ldp</a> ) and the new Local Development Plan is under preparation with adoption expected within 5 years since the adoption of the current plan ( <a href="http://www.inverclyde.gov.uk/newldp">http://www.inverclyde.gov.uk/newldp</a> ). Participation Statement commitments were met in 2018/19. Decision making times in 3 of the 8 application categories have been reduced. The Enforcement Charter was published in October 2018 and the Development Management Charter in June 2016 – both are less than 3 years old at base date of this report. 4 service improvements were achieved in 2017/18, and one is ongoing.

	Performance Marker	Source / Evidence
<b>PROMOTING THE PLAN-LED SYSTEM</b>		
7	LDP (or LP) less than 5 years since adoption	The Local Development Plan was adopted on August 2014. ( <a href="http://www.inverclyde.gov.uk/ldp">http://www.inverclyde.gov.uk/ldp</a> )
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	The current Development Plan Scheme schedules the next LDP to be adopted in August 2019, and therefore on course for adoption within a 5-year cycle. Plan preparation is project planned to meet deadlines for management approval and Committee submission, and Development Plan Scheme dates. ( <a href="http://www.inverclyde.gov.uk/newldp">http://www.inverclyde.gov.uk/newldp</a> )
9	Elected members engaged early (pre-MIR) in development plan preparation	Not applicable in 2018/19 as the Plan has passed pre-MIR stage. Elected Members were involved pre-MIR as per PPF6 (2017). Involvement has continued during the Plan preparation process through the LDP Member-Officer Working Group.
10	Cross-sector stakeholders, including industry, agencies and Scottish Government, engaged early (pre-MIR) in development plan preparation	Not directly applicable as the Plan has passed pre-MIR stage. Main Issues Report consultation ran during 2017/18 and responses were received from cross-sector stakeholders. Meetings were held with stakeholders as required and on request. Key Agencies were consulted directly post-MIR on issues and sites emerging from consultation.
11	Production of regular and proportionate policy advice, for example through SPGs, on information required to support applications	Local Development Plan Supplementary Guidance has been adopted for: Enabling Development, Renewable Energy, the Green Network, Affordable Housing, Local Development Frameworks and Planning Application Advice Notes. Planning Guidance has been adopted for Developer Contributions. ( <a href="http://www.inverclyde.gov.uk/ldp">http://www.inverclyde.gov.uk/ldp</a> )  For the Proposed Plan, Supplementary Guidance has been produced for Priority Places, Energy, Planning Application Advice Notes and Enabling Development. ( <a href="http://www.inverclyde.gov.uk/newldp">http://www.inverclyde.gov.uk/newldp</a> )  Requirements for supporting information are provided in the Council's Development Management Charter. The Charter was updated in June 2016. ( <a href="http://www.inverclyde.gov.uk/planning-and-the-environment/planning-applications/planning-application-procedures">http://www.inverclyde.gov.uk/planning-and-the-environment/planning-applications/planning-application-procedures</a> )

	Performance Marker	Source / Evidence
<b>SIMPLIFYING AND STREAMLINING</b>		
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)	Cross function working with the Council's Strategic Housing Team and Economic Development Team in the delivery of housing and business opportunities, and with roads and building standards officers pre-application. Close working with Riverside Inverclyde and housing associations in bringing forward and enhancing urban regeneration projects.
13	Sharing good practice, skills and knowledge between authorities	See 'Sharing good practice' and 'Planning Performance Framework workshop' case studies in <b>Part 1</b> .
<b>DELIVERING DEVELOPMENT</b>		
14	Stalled sites/legacy cases: conclusion/ withdrawal of planning applications more than one year old	The Council has a comparatively small number of legacy cases and there was regular dialogue with the applicants in live cases throughout the year in the expectation that additional information would be provided to enable the applications to be determined. To keep neighbours informed, on receipt of additional information re- neighbour notification is undertaken.
15	Developer contributions: clear and proportionate expectations - set out in development plan (and/or emerging plan,) and - in pre-application discussions	The circumstances in which developer contributions may be required to facilitate new development are set out in Policies RES4, TRA4 and ENV5 in the Local Development Plan and associated Supplementary Guidance on Planning Application Advice Notes, the Development Management Charter and the Green Network. Further detailed information on the methodology and processes for calculating and securing contributions are provided in non-statutory Planning Guidance on Developer Contributions. (Local Development Plan, Supplementary Guidance on the Green Network and Planning Guidance on Developer Contributions linked documents on <a href="http://www.inverclyde.gov.uk/ldp">http://www.inverclyde.gov.uk/ldp</a> ; Supplementary Guidance on Planning Application Advice Notes and the Development Management Charter linked documents on <a href="http://www.inverclyde.gov.uk/planning-and-the-environment/planning-applications/applying-for-planning-permission">http://www.inverclyde.gov.uk/planning-and-the-environment/planning-applications/applying-for-planning-permission</a> ).

**Regeneration and Planning**

Inverclyde Council  
Municipal Buildings  
Clyde Square  
Greenock  
PA15 1LY

**Telephone:** 01475 717171

**E-mail:** [ldp@inverclyde.gov.uk](mailto:ldp@inverclyde.gov.uk)

**Web:** [www.inverclyde.gov.uk](http://www.inverclyde.gov.uk)