



sustainable thriving achieving

**East Dunbartonshire Council**

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**is.**  
improvement service

NATIONAL PLANNING IMPROVEMENT FRAMEWORK

# Improvement Action Plan 2024

**East Dunbartonshire Council**





A high performing planning authority needs to have the right number of people to do the work expected of it with the rights skills set. It also needs to have a strategy to ensure that it retains and recruits the right staff in the future. It supports staff to upskill and to be prepared for changes in policy, legislation, and new circumstances.

Attribute	Score (1=Making excellent progress, 5= No progress)
1. The planning authority has sufficient resources and skills to maximise productivity	3
2. The planning authority has a valued and supported workforce	2

Based on the grading above, outline any areas of improvement that are required and by whom and their level of importance (High/ Medium/ Low) and by when (short/ medium/ long term).

Improvement Action <small>What action will you take? What will the outcome be?</small>	Owner	Importance <small>High Medium Low</small>	Timescale <small>Short term – 1 year Medium term – 3 years Long term – 3+ years</small>	Resources
Attribute 1: Review staff structure to ensure that we can continue to meet our statutory duty and corporate priorities	Heather Holland	High	Short	
Attribute 1: We will implement consistent recording of data in Uniform to track consultee response timescales in order to establish areas of focus.	Heather Holland	Medium	Short	
Attribute 1: We will formalise consultee response templates for each service to ensure consistent	Heather Holland	Medium	Short	



approaches and meaningful comments across teams, including during pre-application discussions.				
Attribute 1: Encourage attainment of RTP1 chartership for those who are eligible.	Heather Holland	High	Long	
Attribute 1: We will implement discretionary charges for condition discharge.	Heather Holland	High	Short	
Attribute 1: Continue to review opportunities to promote and utilise the University of the West of Scotland's proposed fully funded, work-based learning degree qualification as part of the Service's work force planning.	Heather Holland	High	Long	
Attribute 2: Continue with our workforce planning by continuing to create opportunities for staff development and progression to strengthen the team and ensure that we are horizon scanning to prepare for future challenges.	Heather Holland	High	Long	
Attribute 2: Strengthen PRD process by setting deadlines that will ensure all staff / managers undertake PRD meetings in time to allow annual training to be scheduled.	Heather Holland	Medium	Medium	





A high performing planning authority has a positive culture through ensuring it has sound governance, effective leadership and a commitment to continuous improvement. The authority has an identified chief planner, who is supported by a strong leadership group to advise on decision-making, policy and operational management.

Attribute	Score (1=Making excellent progress, 5= No progress)
3. This Planning Authority has embedded continuous improvement	3
4. This Planning Authority has sound governance	2
5. This Planning Authority has effective leadership	2

Based on the grading above, outline any areas of improvement that are required and by whom and their level of importance (High/ Medium/ Low) and by when (short/ medium/ long term).

Improvement Action What action will you take? What will the outcome be?	Owner	Importance High Medium Low	Timescale Short term – 1 year Medium term – 3 years Long term – 3+ years	Resources
Attribute 3: We will continue to assess our performance on a regular basis	Heather Holland	High	Short	
Attribute 4: We will implement Elected Members Training in accordance with new legislation.	Heather Holland	High	Short	
Attribute 5: We will continue to look for opportunities to enhance our service delivery through sharing good	Heather Holland	Medium	Medium	



practice, skills and knowledge with our partners and stakeholders.				
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A high performing planning authority needs to have an effective local development plan and other strategies in place to provide a vision for the future of the area. It needs to be able to set and deliver on policy ambitions and priorities by clearly informing decision making and providing certainty and predictability for communities, developers and investment. The authority's development management systems need to be effective in making the right decisions about development and be as efficient as possible in doing this. The planning authority makes best use of digital technology and how it manages and uses data.

Attribute	Score (1=Making excellent progress, 5= No progress)
6. The planning authority has a robust policy and evidence base	2
7. The planning authority makes best use of data and digital technology	3
8. The planning authority has effective and efficient decision-making processes	3

Based on the grading above, outline any areas of improvement that are required and by whom and their level of importance (High/ Medium/ Low) and by when (short/ medium/ long term).

Improvement Action What action will you take? What will the outcome be?	Owner	Importance High Medium Low	Timescale Short term – 1 year Medium term – 3 years Long term – 3+ years	Resources
Attribute 6: Ensure timely approval of the Evidence Report for LDP3 at full Council	Heather Holland	High	Short	
Attribute 7: Ensure that the customer experience of accessing planning information is improved through the roll-out of the new Council website	Heather Holland	Medium	Short	



Attribute 7: We will investigate workflow tools to enable digital management of casework to improve decision making timescales.	Heather Holland	Medium	Long	
Attribute 8: We will share best practice with peer authorities and learn from others around implementation of processes that lead to improvement.	Heather Holland	Medium	Medium	
Attribute 8: Continue with the preparation of detailed 'how to' notes for various aspects of the enforcement process and ensure a full suite of templates for enforcement notices are up to date and available to generate from the Uniform module.	Heather Holland	High	Short	





A high performing planning authority should ensure a wide range of people are involved in shaping their future places. Engagement should be fair and inclusive, early, collaborative, meaningful and proportionate and should include difficult to reach groups. The authority should engage with a wide range of partners at a national, regional and local level to ensure a joined-up approach and that links are made across policies and programmes. The planning authority should demonstrate good customer care, transparency and effective communication.

Attribute	Score (1=Making excellent progress, 5= No progress)
9. This planning authority has good customer care	3
10. The planning authority has effective engagement and collaboration with stakeholders and communities.	3

Based on the grading above, outline any areas of improvement that are required and by whom and their level of importance (High/ Medium/ Low) and by when (short/ medium/ long term).

Improvement Action <small>What action will you take? What will the outcome be?</small>	Owner	Importance <small>High Medium Low</small>	Timescale <small>Short term – 1 year Medium term – 3 years Long term – 3+ years</small>	Resources
Attribute 9: We will participate in the national customer survey and analyse the results to allow us to prepare an improvement action plan.	Heather Holland	High	Long	
Attribute 10: Ensure that a robust and efficient process for registering Local Place Plans is developed and in place.	Heather Holland	Medium	Short	





Attribute 10: Investigate the potential value of engagement sessions related to the development management process to supplement the ongoing LDP engagement, and implement sessions where considered to be valuable.	Heather Holland	Medium	Medium	
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A high performing planning authority should demonstrate place leadership by taking a collaborative place-based approach in line with the Place Principle. It should use the Place and Wellbeing Outcomes in decision-making processes, to achieve the three spatial principles outlined in NPF4: sustainable places, where we reduce emissions, restore and better connect biodiversity; liveable places, where we can all live better, healthier lives; and productive places, where we have a greener, fairer, and more inclusive wellbeing economy. The planning authority should seek to ensure that there are no impediments to delivering agreed development.

Attribute	Score (1=Making excellent progress, 5= No progress)
11. The planning authority supports the delivery of sustainable, liveable and productive places	2
12. This planning authority supports the delivery of appropriate development	3

Based on the grading above, outline any areas of improvement that are required and by whom and their level of importance (High/ Medium/ Low) and by when (short/ medium/ long term).

Improvement Action What action will you take? What will the outcome be?	Owner	Importance High Medium Low	Timescale Short term – 1 year Medium term – 3 years Long term – 3+ years	Resources
Attribute 11: Ensure that the Place and Wellbeing Outcomes are integrated into the Proposed LDP to support local decision-making	Heather Holland	Med	Long	
Attribute 11: Continue to develop and use identified and innovative tools to deliver sustainable, liveable and productive places	Heather Holland	Med	Med	



Attribute 12: Ensure the development and approval of a Local Housing Land Requirement through the preparation of LDP3	Heather Holland	High	Long	
Attribute 12: Ensure that the Action Programme for LDP2 is revised to the standard of a 'Delivery Programme' to meet the requirements of the Planning (Scotland) Act 2019	Heather Holland	High	Short	
Attribute 12: Continue to actively carry out site monitoring of Major planning applications. This will involve updating the Major site Monitoring document on a quarterly basis and having a copy published on the Councils website to ensure officer responsibility for delivery on site and compliance with conditions.	Heather Holland	High	Short	
Attribute 12: Establish regular meetings between Development Applications Team Leader and legal services to review all outstanding legal agreements.	Heather Holland	Medium	Short	
Attribute 12: Develop a standardised condition monitoring spreadsheet for locally significant planning applications.	Heather Holland	Low	Short	
Attribute 12: Commence provision of draft processing agreements alongside pre-application consultation.	Heather Holland	Medium	Short	

