

NATIONAL PLANNING IMPROVEMENT FRAMEWORK

Improvement Action Plan 2024

East Renfrewshire 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 <small>(1=Making excellent progress, 5= No progress)</small>
1. The planning authority has sufficient resources and skills to maximise productivity	3
2. The planning authority has a valued and supported workforce	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 1 – encourage new systems and processes to reduce recruitment difficulties in development management and strategy teams. This includes <ul style="list-style-type: none"> contributing to work force planning efforts across the Council e.g. Service Improvement Planning, participating in career fairs in schools 	Chief Planner and Building Standards Manager	High	Short-medium	Chief Planner Planning Service Improvement Plan Time



<ul style="list-style-type: none"> working with Heads of Planning and the Scottish Government to attract more planners 				
Attribute 1 – create a project board for LDP3	Principal Strategy Officer (LDP Lead)	High	Short	Strategy Team
Attribute 1 – Create Uniform dashboards to monitor DM performance and workloads	Principal Planner (DM)	Medium	Short	Principal Planner (DM), Senior Planner, Systems Developer
Attribute 1 – Undertake a review of current pre-application service	Principal Planner (DM)	Medium	Short	Principal Planner (DM), Senior Planner
Attribute 1 – improve planning officers’ commercial awareness and understanding of development viability	Chief Planner	High	Short - Medium	Head of Place, Chief Planner, industry engagement
Attribute 2 – Seek innovative ways in which to increase staff access to relevant training and knowledge sharing	Chief Planner and Building Standards Manager	Medium	Short-medium	Chief Planner and Building Standards Manager, Principal Planner (DM), Principal Strategy Officer (LDP Lead)
Attribute 2: Undertake internal CPD events and opportunities for staff to meet as a wider team	Principal Planner (DM), Principal Strategy Officer (LDP Lead)	Medium	Medium	Principal Planner (DM), Principal Strategy Officer (LDP Lead)





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 <small>(1=Making excellent progress, 5= No progress)</small>
3. This Planning Authority has embedded continuous improvement	3
4. This Planning Authority has sound governance	3
5. This Planning Authority has effective leadership	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 3: Adopt a ‘Place Principle’ approach to inform the preparation of an Environment Department-wide strategy and ensure place principles are part of the thinking in the Environment and any revisions to Vision for the Future.	Chief Planner and Building Standards Manager	Medium	Medium- /Long	Chief Planner and Building Standards Manager, Principal Strategy Officer (LDP Lead)



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: Create, review and update customer guidance on the website.	Principal Planner (DM), Principal Strategy Officer (LDP Lead)	High	Short Term	Chief Planner and Building Standards Manager, Principal Strategy Officer (LDP Lead)
Attribute 3: Create Uniform dashboards to monitor Development Management performance and workloads	Principal Planner (DM)	Medium	Short	Principal Planner (DM), Senior Planner, Systems Developer
Attribute 3: Review the working relationship between Development Management and Strategy teams to assist in the preparation of LDP3	Principal Planner (DM), Principal Strategy Officer (LDP Lead)	Medium	Medium	Principal Planner (DM), Principal Strategy Officer (LDP Lead)
Attribute 3: Review the working relationship between the Planning Service and key customers and establish regular meetings with key customers including community councils, environmental health and roads, SEPA, developers	Chief Planner and Building Standards Manager, Principal Planner (DM), Principal Strategy Officer (LDP Lead)	High	Short-Medium	Chief Planner and Building Standards Manager, Principal Planner (DM), Principal Strategy Officer (LDP Lead)
Attribute 3: Continue to record planning complaints / comments which is accessible to all the service	Chief Planner and Building Standards Manager / Customer Relations	High	Short	Chief Planner and Building Standards Manager, Principal Planner (DM), Principal Strategy Officer (LDP Lead)
Attribute 3: Submit for planning awards where appropriate.	Chief Planner and Building Standards Manager	Low	Long	Planning & Building Standards Team
Attribute 4: Implement Elected Member training in accordance with legislation.	Chief Planner and Building Standards Manager	Medium	Medium-Long	Chief Planner and Building Standards Manager, Principal Planner (DM), Principal Strategy Officer (LDP Lead)



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 5: Continue to investigate opportunities to enhance service delivery through sharing good practice, skills and knowledge with our internal and external partners.	Head of Place, Chief Planner and Building Standards Manager	Medium	Medium term	Head of Place, Chief Planner and Building Standards Manager





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 <small>(1=Making excellent progress, 5= No progress)</small>
6. The planning authority has a robust policy and evidence base	3
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 <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 6: Continue work on the Proposed LDP3 in accordance with emerging legislation and guidance.	Principal Strategy Officer (LDP Lead)	Medium	Long term	Strategy Team
Attribute 6: Submit LDP3 Evidence Report for approval at Full Council in accordance with DPS timeline.	Principal Strategy Officer (LDP Lead)	High	Short	Strategy Team



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 7: Continue to develop the use of digital technology to deliver the planning service e.g. online submission, data governance, interactive mapping etc.	Chief Planner and Building Standards Manager, Principal Planner (DM), Principal Strategy Officer (LDP Lead)	High	Short	Principal Planner (DM), Digital Team
Attribute 7: Identify opportunities and new ways of working using GIS, to enable the Planning Service to be more efficient and effective. This will include sharing good practices via Heads of Planning and other GIS specialised groups and attending training courses.	Principal Planner (DM), Principal Strategy Officer (LDP Lead)	Medium	Medium	Principal Planner (DM), Principal Strategy Officer (LDP Lead), Digital Team
Attribute 8: Continue recruitment process to achieve full staff complement	Principal Planner (DM), Principal Strategy Officer (LDP Lead)	High	Short	Principal Planner (DM), Principal Strategy Officer (LDP Lead)





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: Hold engagement events in preparation of the Evidence Report.	Principal Strategy Officer (LDP Lead)	High	Short	Strategy Team
Attribute 9: Continue to offer pre-application advice and review process on annual basis	Principal Planner (DM)	High	Short	DM Team



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 9: Build on existing tools and develop new ways to improve customer service, utilising digital technology where possible.	Chief Planner and Building Standards Manager, Principal Planner (DM), Principal Strategy Officer (LDP Lead)	High	Short	Chief Planner and Building Standards Manager, Strategy Team, DM Team
Attribute 9: Contribute planning service related questions to annual Citizen’s Panel survey.	Communities and Transformation, Head of Place	High	Short	Chief Planner and Building Standards Manager, Principal Planner (DM), Principal Strategy Officer (LDP Lead)
Attribute 10: Continue to work together with communities to encourage the development and delivery of Local Place Plans.	Principal Strategy Officer (LDP Lead)	Medium	Long	Principal Strategy Officer (LDP Lead)





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 <small>(1=Making excellent progress, 5= No progress)</small>
11. The planning authority supports the delivery of sustainable, liveable and productive places	3
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 <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 11: Contribute to corporate and community strategic planning including ERC Community Plan, Glasgow City Region Regional Spatial Strategy	Head of Place, Chief Planner and Building Standards Manager	High	Short-Long	Communities and Transformation, Glasgow City Region Place Team, ERC Head of Place, Chief Planner and Building Standards Manager, Principal Strategy Officer (LDP Lead)



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 12: Continue to plan and prioritise of Planning Obligation spend across various ERC departments through streamlining a project pipeline. This will ensure timely identification of suitable projects and, where possible, avoid the need to return non-committed funds to developers.	Principal Strategy Officer (Planning Obligations Lead)	High	Medium	Principal Strategy Officer (Planning Obligations Lead)
Attribute 12: Revising existing LDP2 Action Programme to Delivery Programme in accordance with Planning etc. (Scotland) Act 2019	Principal Strategy Officer (LDP Lead)	High	Short	Strategy Team
Attribute 12: Consider the benefits of introducing a Design Panel	Chief Planner and Building Standards Manager, Principal Planner (DM), Principal Strategy Officer (LDP Lead)	Medium	Medium	Chief Planner and Building Standards Manager, Principal Planner (DM), Principal Strategy Officer (LDP Lead)

