



Planning Performance Framework

2020-21



Foreword



by **Councillor Jim Roberts**
Chair of the Planning Committee

Welcome to East Ayrshire Council's Planning Performance Framework for 2020/21. The tenth annual report of its kind that has been produced by our Planning Service, it summarises our performance during 2020/21 across the key areas of service delivery and also sets out how we have responded to the performance feedback received from the Scottish Government in 2019/20.

In publishing this information, our objective is to demonstrate the work undertaken by the Service in pursuit of continuous improvement. The last year has of course, presented tremendous challenges, as all Planning Services have had to come to terms with the new realities resulting from Covid-19. We have had to quickly reconfigure our operating model to ensure that services could continue in the face of the pandemic. As we slowly emerge from lockdown, many lessons have been learned, and we will use our experiences to become a more agile and responsive service.

November 2020 saw the signing of the Ayrshire Growth Deal by key partners, including UK and Scottish Governments. This deal is the culmination of efforts which have taken several years, and represents a tremendous opportunity to regenerate the regional economy, which has suffered greatly as a result of Covid-19. Many of the keynote projects will be based in East Ayrshire, and the Planning Service will have an increasingly important role in enabling these developments in a way which will maximise the benefits to our communities in a sustainable manner.



2021 also saw the Council and its partners undertake the three yearly review of the East Ayrshire Community Plan. The revised Community Plan reflects on the learning from Covid-19 and introduces two new strategic priorities (the Ayrshire Growth Deal and Caring for Ayrshire). These will complement our focus on recovery and renewal, sustainability and the environment, inclusive economic growth and community wellbeing. Once again, the Planning Service, by putting a high quality planning system in place, has a crucial role to play in realising this vision.

Our Planning function sits within a service which also includes Building Standards, Economic Development, Environmental Health and Trading Standards. This has allowed the development of closer links and greater consistency in service delivery. Planning also works with colleagues from across the organisation, including the Ayrshire Roads Alliance, Education and Housing and Communities on shared objectives such as the delivery of the Council's Capital Programme.

The last year has been undeniably difficult for all planning authorities. Nevertheless, our service has shown great resilience during the last sixteen months. I commend the work of everyone associated with the Planning Team and I am confident that the steps taken in the face of adversity will serve us well as we take on the challenges of the future.

Councillor Jim Roberts
Chair of the Planning Committee

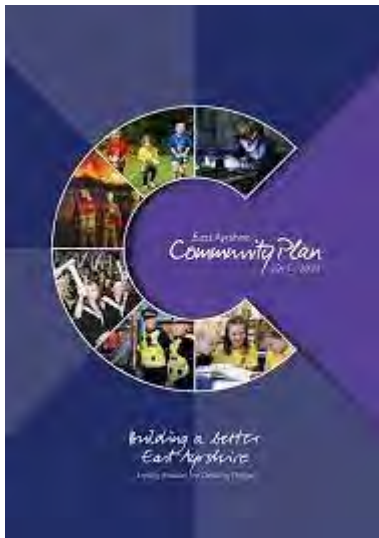
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1 Introduction

East Ayrshire Council's Planning and Economic Development Service is pleased to submit its tenth Planning Performance Framework which covers the April 2020 to March 2021 period.

As a Planning Authority, our work makes an important direct and indirect contribution to the delivery of the East Ayrshire Community Plan. Recognised by all stakeholders as the sovereign strategic planning document for the delivery of public services in East Ayrshire, it's three themes (and, in particular, the Economy and Skills Delivery Plan) provide the framework in which our core planning functions are delivered. Following a review, a new Delivery Plan was approved by the Council and Community Planning Partnership Board in June 2021.



Whilst the recent review has introduced changes to our delivery plans as a result of the pandemic, the overall vision remains in place for East Ayrshire to be:

“A place with strong, safe and vibrant communities, where everyone has a good quality of life and access to opportunities, choices and high quality services which are sustainable, accessible and meet people’s needs.”

The new Economy and Skills Delivery Plan includes three strategic priorities, all of which will be impacted by the activity undertaken by the Planning Authority:

- Ayrshire Growth Deal and Community Wealth Building.
- Caring for Ayrshire.
- Renewal and Transformation.

These new shared, high-level strategic priorities for 2021-24 articulate the Partnership's commitment to full realisation of the Ayrshire Growth Deal, the Caring for Ayrshire Transformational Change Programme and, as we recover from the pandemic, the transition to a greener and more sustainable future. This recognises the wide ranging and potentially transformative nature of these programmes and their significant strategic importance in the context of our longer term recovery and renewal.



As we recover from the impacts of Covid-19, the core objectives of the Planning Service (sustainable development, supporting business investment, revitalising our economy, and providing a supply of attractive housing and employment land to meet our future needs) will play a critical part. Our Service will also play an important role in addressing Climate Change. Much of this activity will, of course, be taken forward via the Ayrshire Growth Deal which was signed off in the second half of 2020 and which will galvanise efforts to develop key strategic sites and sectors across Ayrshire. Taken as a whole, the projects represent a tremendous opportunity to improve the wellbeing of communities and the economy.

This Planning Performance Framework presents an overview of the performance of our service during the last year, a year which has presented us with challenges like no other. Of course, the restrictions put in place as a result of Covid-19 have inevitably impacted upon the performance of the Service. At the same time, our Team has displayed great resilience to ensure that to a large extent, the key functions of the service would continue. More information on this is provided in the pages of this report, including within the case studies.

Very quickly, our Service has transitioned to an online model of service delivery, ensuring that Covid-19 restrictions were adhered to. Digital solutions have been a key driver in the redesign of our Services, and this process has, by necessity, been accelerated since the Coronavirus outbreak. Within a matter of weeks, business services and processes were revised to facilitate remote working. As the Council continues to deliver its Recovery and Renewal Plan, 2021/22 is likely to see the further consolidation of mobile and agile working patterns across the Team.

This year's Case Studies will highlight the impact of Covid-19 on service delivery, and will also demonstrate the many innovative ways in which our staff have adapted to unexpected and challenging circumstances.

2 National Headline Indicators

Development Planning	2020-21	2019-20
Local and Strategic Development Planning:		
Age of local/strategic development plan(s) at end of reporting period <i>Requirement: less than 5 years</i>	4 years and 0 months (LDP) 1 year and 3 months (Minerals LDP)	2 years and 0 months
Will the local/strategic development plan(s) be replaced by their 5 th anniversary according to the current development plan scheme?	No (see note 1 below). YES (Minerals LDP)	No (see note 1 below)
Has the expected date of submission of the plan to Scottish Ministers in the development plan scheme changed over the past year?	No	No (see note 2 below)
Were development plan scheme engagement/consultation commitments met during the year?	Yes (See commentary below)	No
Effective Land Supply and Delivery of Outputs		
Established housing land supply	5111 units	5662 units
5-year effective housing land supply programming	2301 units	2665 units
5-year effective land supply total capacity	3470 units	3714 units
5-year housing supply target	2670 units	2670 units
5-year effective housing land supply (to one decimal place)	4.3 years	4.9 years
Housing approvals	279 units	481 units
Housing completions over the last 5 years	1656 units	1577 units
Marketable employment land supply	201.85ha (see note 2)	110.40 ha
Employment land take-up during reporting year	2.345ha	1.101 ha

Commentary

Note 1 – Proposed Plan is anticipated to be submitted to Examination in Quarter 2 2022 with adoption in Spring 2023.

Note 2 - As part of the preparation of LDP2, a review of the business and industrial sites across East Ayrshire was carried out between September and December 2020. This has allowed for

a more accurate picture of which sites are and are not marketable. The review also included the LDP miscellaneous sites on which business and industry is supported; these were not previously included in the PPF reporting, but have now been included to give a more accurate reflection of the amount of land available for business and industrial use within East Ayrshire.

Development Plan Scheme – Consultation and Engagement

The Main Issues Report for LDP2 was approved by the Council Executive Committee and subsequently released for public consultation for a period of eight weeks between 1 June and 31 July 2020. The consultation was advertised in local newspapers and a copy of the MIR and associated documents were made available via the Council's website during this period of consultation. Previous LDP consultees were advised of the consultation via email or letter.

As a result of the ramifications of Covid-19, the Chief Planning Officer (Scottish Government) issued a letter in May 2020 to all planning authorities identifying that it would inevitably be *'difficult [for them] to discharge some of their responsibilities at the present time'*.



Interim Development Planning Guidance was issued to assist authorities with the Chief Planning Officer outlining that it was essential that the planning system remain open for business and that development plans would play a vital role in supporting our future economic recovery. Accordingly, the guidance requested that all planning authorities should consider allowing longer timescales and more flexible arrangements for engagement in the development planning process. It also makes clear that Scottish Ministers, at Development Plan examination, would not wish to see plans being progressed through the system without sufficient or inclusive engagement. In order to ensure that we were meeting the terms of the guidance, to avoid complications at later stages of the plan making process and to ensure communities were involved as much as possible, within the confines of lockdown, advice was sought from the Scottish Government on what could be done to promote engagement with the Main Issues Report. A meeting was held and the following was agreed and noted:

- Virtual meetings would be offered to Community Councils and Community Action Plan Groups;
- Newsletters on selected issues would be placed on the Council's website;

- Promotion of the MIR on social media would take place;
- The consultation period would run for 2 weeks more than the statutory minimum, with a further two week soft close period afforded to those who specifically requested more time to respond.

Six online engagement events were held with a number of local community councils, community action groups and members of the public. These discussed the specific main issues set out in the MIR but also focussed on those which were more relevant and or tailored to each community. These events were undertaken in collaboration with colleagues in Vibrant Communities and, in the case of two of the events (Stewarton and the Irvine Valley), with the assistance of Kevin Murray Associates who had, prior to lockdown, been awarded the brief for facilitating LDP2 engagement events. To maximise the opportunity for those interested to comment on the MIR, the Development Planning and Regeneration team published a series of newsletters on some of the main issues. These were published on the Council's social media platforms and website and focussed on specific issues as set out in the MIR, in a shorter, more digestible format. Responses were sought via email, letter and smart survey and a total of 297 representations were received from a range of stakeholders including key agencies, such as Transport Scotland, SNH, Scottish Water and SEPA as well as members of the public.

Development Management	2020-21	2019-20
Project Planning		
Percentage and number of applications subject to pre-application advice on decision issued	23% 113	25% 130
Percentage and number of major applications subject to processing agreement	33.3% 2	28.6% 2
Decision Making		
Application approval rate	95.2%	94.5%
Delegation rate	95.5%	95.8%
Validation	25.6%	28.3%
Decision-making Timescales		
Major Developments	73.2 weeks	48.7 weeks
Local developments (non-householder)	14.1 weeks	11 weeks
Householder developments	9.1 weeks	8.3 weeks
Legacy Cases		
Number cleared during reporting period	14	19
Number remaining	17	18

Enforcement activity	2020-21	2019-20
Time since enforcement charter published / reviewed Requirement: review every 2 years	Reviewed 31st March 2021	Reviewed 31st March 2020
Complaints lodged and investigated	169	140

Breaches identified – no further action taken	164	132
Cases closed	58	195
Notices served	5	8
Direct Action	0	0
Reports to Procurator Fiscal	0	0
Prosecutions	0	0

Commentary

Effective management of development within East Ayrshire is important to the wellbeing and economic growth of the area to that end it is important to have a transparent and effective enforcement process for the Planning Service. In addition to the work detailed above, significant resources are given over to the compliance monitoring of major projects such as Opencast Coal, Quarries and Wind farms.



3 Official Statistics

Scottish Government Official Statistics

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

Timescales	2020-21		2019-20	
Overall				
Major developments	4	73.2 weeks	7	48.7 weeks
Local developments (non-householder) <ul style="list-style-type: none">Local: less than 2 monthsLocal: more than 2 months	187 52.4% 47.6%	14.1 weeks 7.2 weeks 21.6 weeks	249 73.2% 26.8%	11 weeks 7.4 weeks 21 weeks
Householder developments <ul style="list-style-type: none">Local: less than 2 monthsLocal: more than 2 months	139 72.7% 27.3%	9.1 weeks 7.3 weeks 13.6 weeks	172 81.3% 18.7%	8.2 weeks 7.1 weeks 12.7 weeks
Housing Developments				
Major	3	94.1 weeks	5	57.2 weeks
Local housing developments <ul style="list-style-type: none">Local: less than 2 monthsLocal: more than 2 months	51 33.3% 66.7%	16.3 weeks 7.6 weeks 20.6 weeks	57 69.2% 30.8%	10.2 weeks 7.3 weeks 16.7 weeks
Business and Industry				
Major	1	10.6 weeks	0	-
Local business and industry developments <ul style="list-style-type: none">Local: less than 2 monthsLocal: more than 2 months	55 65.5% 34.5%	12 weeks 7.3 weeks 21.0 weeks	78 78.9% 21.1%	9.4 weeks 7.5 weeks 16.3 weeks
EIA Developments	0	-	3	92 weeks
Other Consents				
<ul style="list-style-type: none">Listed bldg. + cons. area consents	34	13.1 weeks	45	11.7 weeks
<ul style="list-style-type: none">Advertisements	11	11.4 weeks	36	6.9 weeks
<ul style="list-style-type: none">Hazardous substances consents	0	-	0	-
<ul style="list-style-type: none">Other consents and certificates	7	5.9 weeks	9	5.3 weeks
<ul style="list-style-type: none">Total	52	11.8 weeks	90	9.2 weeks
Planning/legal agreements				
<ul style="list-style-type: none">Major: average time	1	220.9 weeks	3	61.5 weeks
<ul style="list-style-type: none">Local: average time	2	101.6 weeks	5	73.5 weeks

Appeals and Reviews					
		Original decision upheld			
Decision Making Type	Total number of decisions	2020-21		2019-20	
	No.	No.	%	No.	%
Local reviews	9	7	77.8%	8	72.7%
Appeals to Scottish Ministers	1	1	100.0%	0	-

Commentary

The appeal process provides important checks and balances on the decisions made by the Planning Authority either at a delegated Officer Level or by the Planning Committee. In this period 30 applications were refused and 9 of those were appealed. Of those appealed the decision maker took a different viewpoint from the Planning Authority on only 2 occasions thus demonstrating that the views of the Planning Authority have been reasonable.



4 Workforce Information

The information below is a snapshot of the staffing position on 31 March 2021.

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

RTPI Qualified Staff	Headcount	FTE
Development Management	7	7
Development Planning	0	0
Enforcement	0	0
Specialists	0	0
Other (including staff not RTPI eligible)	0	0
Total	7	7

Staff Age Profile	Development Management	Development Planning	Total Headcount
Under 30	1	2	3
30-39	6	6	12
40-49	7	3	10
50 and over	13	5	18
Total	27	16	43

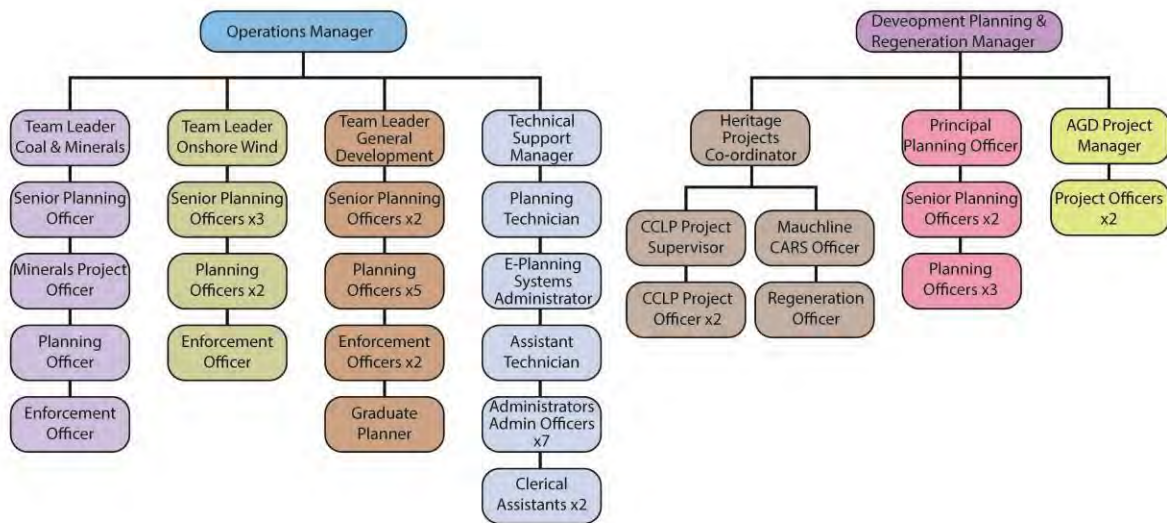
Context

There have been a number of changes to the Development Management section during the period in relation to staffing. Whilst the staffing structure has not changed from the previous year, there have been a number of vacancies created due to retirements and the requirement to appoint staff to more senior positions, on an interim basis, to cover vacancies. As such the Head of Planning and Economic Development role has been filled on an interim basis by the Operations Manager resulting in the Operations Manager role requiring to be filled on an interim basis by a team leader. In addition one team leader has retired and two senior planning officers have filled these two vacant team leader roles on an interim basis. This, combined with other vacancies and retirements, has left staffing vacancies of 3 senior planning officers (1 coal and minerals, 2 onshore wind), 2 planning officers (1 onshore wind and one general development), one graduate planning officer, one enforcement officer (general development), ½ E-planning systems administrator, ½ administration officer (note that the administration admin officer roles are split between Development Management and Building Standards) and one clerical assistant.

Within Development Planning, 3 additional posts have been created to take forward Ayrshire Growth Deal projects, and 2 posts have been created for the Coalfield Communities Landscape Partnership.



Development Management & Development Planning & Regeneration Staff Structure



5 Planning Committee Information

Committee & Site Visits	Number per year
Full council meetings	0
Planning committees	14
Area committees	0
Committee site visits	4
Local Review Body	8
LRB site visits	1

Commentary

The Planning Committee has provided a robust forum for debate relating to Planning Applications required under the Scheme of Delegation to be considered by Councillors. Since April 2020, Planning Committees have taken place online due to the Covid 19 pandemic which has allowed committee business to continue largely uninterrupted. Under the Council's guidelines for planning committee, objectors and the applicant are usually able to participate in the decision making process however this usual level of public participation has been restricted in accordance with the Scottish Government's temporary Coronavirus legislation.



6 Service Improvement

No	Performance Marker	PPF10 rating	Comments By Scottish Government on 2019-20	2020/2021 Review
1	Decision-making: continuous reduction of average timescales for all development categories [Q1 - Q4]	Red	<p>Major Applications Your average timescale of 48.7 weeks is slower than the previous year and the Scottish average of 33.5 weeks. RAG = Red</p> <p>Local (Non-Householder) Applications Your average timescale of 11.0 weeks is faster than the previous year but is slower than the Scottish average of 10.9 weeks. RAG = Amber</p> <p>Householder Applications Your average timescale of 8.2 weeks is slower than the previous year and slower than the Scottish average of 7.3 weeks. RAG = Red</p> <p>Overall RAG = Red</p>	<p>1.1 Implement new pre-application planning processes and fee structures – Complete</p> <p>1.2 Roll out new and improved digital ways of working across the Planning and Building Standards functions – Complete</p> <p>1.3 Recovery and renewal of our services following the COVID – 19 pandemic restrictions – Ongoing</p> <p>1.4 Introduction of IDOX Planning and Building Standards mobile apps to assist with site inspections or mobile devices – Ongoing</p> <p>1.5 On a staged basis, carry out upgrades to back office servers and UNIFORM/IDOX systems to align with PSN and national IT updates – Complete</p> <p>1.6 Carry out development work to enable 'Enterprise' to be utilized remotely by employees and to allow real time monitoring via UNIFORM – Complete</p> <p>1.7 Introduce online payment system for Planning and Building Standards - Complete</p>
2	<p>Processing agreements:</p> <ul style="list-style-type: none"> offer to all prospective applicants for major development planning applications; and availability publicised on website 	Green	<p>Processing agreements are offered for major and complex local applications. RAG = Green</p> <p>You promote the availability of processing on your website. RAG = Green</p> <p>Overall RAG = Green</p>	<p>2.1 Promotion of Processing Agreements for all complex local and major developments at each pre-application meeting - Ongoing</p>

3	Early collaboration with applicants and consultees <ul style="list-style-type: none"> availability and promotion of pre-application discussions for all prospective applications; and clear and proportionate requests for supporting information 	Green	<p>You indicate that you have introduced a new electronic process for applicants and update guidance on your website. RAG = Green</p> <p>Your reports outlines how your paid for pre-application process ensures that applicants are aware of all the information required to support an application. The report also highlights that you have provided a range of information on your website for applicants that are not willing to pay. RAG = Green</p> <p>Overall RAG = Green</p>	<p>3.1 Introduce electronic Pre application process with charging matrix for major and non- Householder developments - Implemented and ongoing.</p>
4	Legal agreements: conclude (or reconsider) applications after resolving to grant permission reducing number of live applications more than 6 months after resolution to grant (from last reporting period)	Red	<p>Your average timescales for determining applications with legal agreements is slower than last year and the Scottish average. You have indicated that you aim to secure conclusion of agreements within 6 months of resolving to grant permission however, this has proved challenging due to timescales of external solicitors.</p>	<p>4.1 Continue to reduce average timescales for determining applications with legal agreements - Ongoing.</p>
5	Enforcement charter updated / re-published within last 2 years	Green	<p>Your enforcement charter was renewed at the end of the reporting period.</p>	<p>5.1 Annual review of Enforcement Charter by 31 March 2021 – Complete (January 2021).</p> <p>5.2 Review of service complaints and ombudsman cases regarding planning enforcement to identify any updates necessary to Charter - Complete</p> <p>5.3 The reduction of all legacy planning enforcement cases - Ongoing</p>

6	Continuous improvement: <ul style="list-style-type: none"> progress/improvement in relation to PPF National Headline Indicators; and progress ambitious and relevant service improvement commitments identified through PPF report 	Amber	<p>Your decision-making timescales for major and householder applications were slower than last year and alongside non-householder applications were all slower than the national average. Your LDP and enforcement charter are both up to date and you have clear timescales for their renewal. The number of legacy cases you have has decreased slightly. RAG = Amber</p> <p>You have completed 29 out of 42 service commitments with the remainder ongoing. In next year's commitments, there is clear evidence of a considered approach to continuous improvement. RAG = Green</p> <p>Overall RAG = Amber</p>	<p>6.1 Continue with Actions above to recover from COVID issues, provide pre application advice, determine the remaining legacy cases, assess and determine all new applications within the statutory period, review and update the Enforcement Charter – Ongoing.</p> <p>6.2 Progress the 19 markers set out in the Service Plan 2020/2021 - Ongoing.</p> <p>6.3 Improve decision-making timescales for all major, householder and non-householder applications – Ongoing. <i>Covid-19, and to a lesser extent significant staff vacancies, have impacted progress in each of these areas. Despite this, improvement during the reporting period from quarter to quarter is evidence demonstrating the recovery of the Council from the earlier impacts of Covid.</i></p>
7	Local development plan less than 5 years since adoption	Green	Your LDP was 3 years old at the time of reporting.	7.1 Progress the delivery of the Main Issues Report for LDP2, including consultation and engagement – Complete .
8	Development plan scheme – next LDP: <ul style="list-style-type: none"> on course for adoption within 5 years of current plan(s) adoption; and project planned and expected to be delivered to planned timescale 	Amber	<p>You have indicated that your LDP will not be adopted within the required 5 year timescale. RAG = Amber</p> <p>You have re-profiled the delivery of your LDP to take account of the delays due to Covid-19 and the additional engagement with elected members. RAG = Green</p> <p>Overall RAG = Amber</p>	<p>8.1 Publication of new Development Plan Scheme in January 2021 – Complete.</p> <p>8.2 Continue to progress the Local Development Plan despite the challenges of dealing with the impacts of Covid-19 – Ongoing.</p>

9	Elected members engaged early (pre-MIR) in development plan preparation – if plan has been at pre-MIR stage during reporting year	Amber	Your report indicates that your commitment to implement a member officer working group is ongoing. It would be useful to know how this is progressing and how it has influenced your MIR.	9.1 Implement Member-Officer Working Group for LDP2 as part of MIR preparation - Complete . 9.2 Approve policies for inclusion in the Proposed Plan - Ongoing .
10	Cross sector stakeholders* engaged early (pre-MIR) in development plan preparation – if plan has been at pre-MIR stage during reporting year *including industry, agencies and Scottish Government	Amber	Your report indicates that your commitment to continue engagement with key stakeholders and communities is ongoing. It would be useful to know how this is progressing and how it has influenced your MIR.	10.1 Continue pre-MIR consultation for LDP2 and engage with key stakeholders and local communities - Complete .
11	Regular and proportionate policy advice produced on information required to support applications.	Green	You have completed your commitment to preparing and adopting as statutory SPG, placemaking maps for settlements in your LDP. Your commitment to produce statutory and non-statutory guidance to support your minerals plan has been delayed.	11.1 Continue to prepare and adopt as statutory supplementary guidance placemaking maps for remaining settlements as per Schedule 9 of the LDP – Ongoing . 11.2 Prepare supplementary guidance and non-statutory guidance to support the Minerals Plan as set out in Annex 2 of the Plan – Ongoing .
12	Corporate working across services to improve outputs and services for customer benefit (for example: protocols; joined-up services; single contact arrangements; joint pre-application advice)	Green	Your case study on the gypsy traveller site is a good example of how you have worked with other council services to the benefit of the applicant and community.	12.1 Continue the cross service pre and post application advice for the multi-service review of capital programme and Housing Improvement scheme projects – Ongoing . 12.2 Strengthen working relationships with Community Development as part of delivery of LDP2 – Ongoing .
13	Sharing good practice, skills and knowledge between authorities	Green	You provide evidence of sharing good practice, skills and knowledge between authorities. Examples of learning from others is the work you have undertaken to introduce a paid for pre-application advice service.	13.1 Implementation of best practice within the Development Management service through HOPS and Benchmarking Groups – Ongoing .

14	Stalled sites / legacy cases: conclusion or withdrawal of old planning applications and reducing number of live applications more than one year old	Amber	You have cleared 19 cases during the reporting year, with 18 cases still awaiting conclusion. Based on this and last year's figures this is only a slight reduction on the number of cases you had last year.	14.1 Continue to progress and clear legacy cases – Ongoing .
15	Developer contributions: clear and proportionate expectations <ul style="list-style-type: none"> • set out in development plan (and/or emerging plan); and • in pre-application discussions 	Green	<p>Your plan sets out policy for developer contributions and you have produced supplementary guidance on developer contributions. This is due to be reviewed during the preparation of LDP2. RAG = Green</p> <p>Your new paid for pre-application service includes an assessment of what developer contributions may be required. RAG = Green</p> <p>Overall RAG = Green</p>	15.1 Review implementation of Developer Contributions Supplementary Guidance as part of LDP2 – Ongoing .

7 Supporting Information

Service Improvement Evidence 2020/2021

Committed improvements and actions		Complete
1.1	<p>Implement new pre-application planning processes and fee structures</p> <p>Evidence: -</p> <p>Planning pre-application advice · East Ayrshire Council</p>	Yes
1.2	<p>Roll out new and improved digital ways of working across the Planning and Building Standards functions.</p> <p>Evidence – full functionality of electronic services from home has been achieved for all staff to allow for business continuity during Covid-19 restrictions. Some anticipated improved digital ways of working have been delayed due to Covid-19 and remain to be completed.</p>	Ongoing
1.3	<p>Recovery and renewal of our services following the COVID-19 pandemic restrictions.</p> <p>Evidence: the quarterly statistics from Scottish Government generally show a marked and largely continuous improvement across all local development applications from Q1 to Q4 evidencing the initially severe impact that Covid-19 has had on our business and the recovery that has taken place thereafter.</p> <p>Fixed, office based, workers fulfilling validation and administrative support functions were provided with laptops and equipment to allow home working and systems were put in place on remote servers to provide GIS and Uniform. Enterprise case management software for remote working was introduced early in the reporting period. This demonstrates agile and rapid rollout of IT and administrative support systems to achieve business continuity during Covid restrictions.</p> <p>More services have been moved online with guidance specific to COVID set out on our website. Link no longer available.</p>	Ongoing
1.4	<p>Introduction of IDOX Planning and Building Standards mobile apps to assist with site inspections on mobile devices.</p> <p>Evidence – trials of the mobile app have taken place using live data; however, full rollout has not been implemented with much IT effort on business continuity during Covid. Failures before lockdown have been resolved during the reporting period by the provider.</p>	Ongoing
1.5	<p>On a staged basis, carry out upgrades to back office servers and UNIFORM/IDOX systems to align with PSN and national IT updates.</p>	Yes

	Evidence - Major IT updates during 2020 were done to meet IT PSN compliance. This led to new software used by administration staff along with IDOX DMS including Trapeze, check in and redaction functions all being updated. This was achieved during lockdown by a combination of phone calls, user guides and some help from central Council IT functions.	
1.6	Carry out development work to enable 'Enterprise' to be utilised remotely by employees and to allow real time monitoring via UNIFORM. Evidence - Enterprise has been set up to run from remote servers and can be remotely accessed by all staff with real time monitoring available via UNIFORM.	Yes
1.7	Introduce online payment system for Planning and Building Standards. Evidence – This function has been set up on an East Ayrshire Council-wide basis and allows for the payment of all relevant Planning and Building Standards functions via the Council website Civica Payments Portal - Products & Services catalogue	Yes
2.1	Promotion of Processing Agreements for all complex local and major developments at each pre-application meeting. Evidence - Planning Processing Agreements · East Ayrshire Council	Ongoing
3.1	Introduce electronic pre-application process with charging matrix for major and non-householder developments. Evidence – Planning pre-application advice · East Ayrshire Council	Yes and ongoing
4.1	Continue to reduce average timescales for determining applications with legal agreements. Such efforts have been hindered by the effects of COVID in a similar manner to legacy and non-legacy applications in that some applicants, agents and solicitors have been furloughed for periods of time, preventing progress. However, within the reporting period we have introduced a quarterly reporting system to our planning committee that sets out all applications with legal agreements that extend beyond the 6 month conclusion target. This report is intended to bring further focus to such applications and ensure that continual monitoring and evaluation is undertaken of each case thereby ensuring that decisions on how to proceed with these applications are kept under review. This also enables planning committee to scrutinise matters and request that any application	Ongoing

	<p>subject to conclusion of a legal agreement that is not sufficiently progressing be brought forward for determination.</p> <p>Evidence</p> <p>https://docs.east-ayrshire.gov.uk/r/?f=https://docs.east-ayrshire.gov.uk/CRPADMMIN/2012%20AGENDAS/PLANNING%20COMMITTEE/26%20MARCH%202021/Update%20on%20Progress%20of%20Planning%20Applications.pdf</p>	
5.1	<p>Annual review of Enforcement Charter by 31st March 2021</p> <p>Evidence: https://www.east-ayrshire.gov.uk/Resources/PDF/D/DMEnforcementCharter.pdf</p>	Yes
5.2	<p>Review of service complaints and ombudsman cases regarding planning enforcement to identify any updates necessary to Charter.</p> <p>Evidence: Review of Enforcement Charter takes cognisance of any key decisions relating to complaints and ombudsman cases.</p>	Ongoing
5.3	<p>The reduction of all legacy planning enforcement cases.</p> <p>Evidence: National Performance Figures on enforcement cases</p>	Yes.
6.1	<p>Continue with Actions above to provide pre application advice, determine the remaining legacy cases, assess and determine all new applications within the statutory period, review and update the Enforcement Charter and implement Mineral LDP and LDP2</p>	As noted within table
6.2	<p>Progress the 19 markers set out in the Service Plan 2020/2021.</p>	Ongoing
6.3	<p>Improve decision-making timescales for all major, householder and non-householder applications.</p> <p>Evidence: quarterly statistics from Scottish Government.</p>	Ongoing
7.1	<p>Progress the delivery of the Main Issues Report for LDP2, including consultation and engagement.</p> <p>Evidence: In this PPF year the Main Issues Report for LDP2 was approved and consulted upon:</p> <p>East Ayrshire Local Development Plan 2 - Main Issues Report - east ayrshire local development plan 2 - main issues report.pdf (east-ayrshire.gov.uk)</p>	Yes
8.1	<p>Publication of new Development Plan Scheme in Jan 2021.</p> <p>Evidence: The most up-to-date East Ayrshire Development Plan Scheme was approved by East Ayrshire Council's Cabinet in January 2021. A copy of the report can be found here:</p>	Yes

	<p>Development Plan Scheme 2021 - Development Plan Scheme 2021.pdf (east-ayrshire.gov.uk)</p> <p>A copy of the Development Plan Scheme can be found here:</p> <p>LDP - Development Plan Scheme 2021 (east-ayrshire.gov.uk)</p>	
8.2	<p>Continue to progress the Local Development Plan despite the challenges of dealing with the impacts of Covid-19.</p> <p>Evidence: In light of the fact that the Scottish Government have adjusted the dates of the transitional arrangements to account of the impact of Covid, we suggest that the PPF also acknowledges the impact of the last year and the impact this has on LDP timescales. Coupled with the transitional arrangements, we are one of very few local authorities who have chosen to continue to work on a Local Development Plan at this point in order not to end up with an out of date plan for any longer than necessary and that decision should be supported. We have maintained progress on LDP2 this PPF year and do not anticipate further delays as a result of the ongoing Covid situation.</p> <p>LDP2 will be at examination by the 5 year date and therefore will hold weight in the decision making process.</p>	Ongoing
9.1	<p>Implement Member-Officer Working Group for LDP2 as part of MIR preparation.</p> <p>Evidence: The MOWG met for the first time on 17 April 2019 and since inception the LDP2 Main Issues Report has been published, comments invited and analysed, and the LDP2 Proposed Plan is being drafted. LDP2 MOWG comprises of Elected Members representing a wide area and balanced political spread, and Officers from key Council Services including Planning and Economic Development; Waste; Sustainable Development; Education; Facilities and Property Management; Housing and Vibrant Communities as well as arm's length organisations, including the Ayrshire Roads Alliance and East Ayrshire Leisure Trust.</p> <p>The group approved the MIR in April 2020 prior to its further approval by Council.</p> <p>East Ayrshire Local Development Plan 2 - Main Issues Report - east ayrshire local development plan 2 - main issues report.pdf (east-ayrshire.gov.uk).</p>	Yes
9.2	<p>Approve policies for inclusion in the Proposed Plan.</p> <p>Evidence: further to our meetings on the MIR, our first meeting to discuss policies to be contained in the Proposed Plan took place on 12 November 2020. Since this meeting, we have met a further 14 times and approved a range of policy topics for progressing to Council for approval as follows:</p>	Ongoing

	<ul style="list-style-type: none"> • Introduction • Vision and aims • Overarching policies • Spatial Strategy Coalfield Communities Landscape Partnership • Spatial Strategy: Ayrshire Growth Deal • Design & Placemaking policies • Infrastructure (green/blue, transport and waste) excluding matters relating to Bellfield Interchange • Tourism • Town centres • Environment including flooding • Industry & business and some land allocations • Housing policies and some housing allocations • Energy: minerals, Climate Change Bill, renewable energy, low carbon places, heat • Settlement boundaries (some) • Associated parts of environmental report <p>In addition, the following matters have been discussed, with a view to considering them further at future meetings:</p> <ul style="list-style-type: none"> • Loudoun • Bellfield Interchange • Simplified Planning Zones • Approach to Stewarton <p>Evidence: The MOWG is referred to on page 29 of our development plan scheme:</p> <p>LDP - Development Plan Scheme 2021 (east-ayrshire.gov.uk)</p>	
10.1	<p>Continue pre-MIR consultation for LDP2 and engage with key stakeholders and local communities.</p> <p>Evidence: The MIR was published in June 2020. By the beginning of 2020/21 we were finalising the report and taking account of the engagement undertaken during 2019/20. This included meetings and engagement by other means (e-mail and telephone) with key agencies, stakeholders, industry and Scottish Government both prior to and during the preparation of the MIR. Meetings were held with SEPA (July 2019 and January 2020), SNH (August 2019), HES (September 2019), Transport Scotland (June 2019), Scottish Water (May 2019 and January 2020), NHS Ayrshire and Arran (quarterly meetings since 2018), Community Planning (February 2020) and East Ayrshire Leisure Trust (June 2019).</p> <p>E-mail dialogue ongoing throughout 2019/20 with above key agencies, stakeholders and adjoining local authorities and the Scottish Government. Engagement has been attempted with SPT, Scottish Enterprise and Forestry and Land Scotland between October 2019 and February 2020.</p> <p>Council planning officers engaged with young people through the Learn4Work programme led by Ayrshire Chamber of Commerce in</p>	Yes

	<p>April and May 2019. The projects related to issues within local areas of East Ayrshire most of which have been main issues raised in the LP2 MIR.</p> <p>LDP - Development Plan Scheme 2021 (east-ayrshire.gov.uk)</p>	
11.1	<p>Continue to prepare and adopt as statutory supplementary guidance placemaking maps for remaining settlements as per Schedule 9 of the LDP.</p> <p>Evidence: Schedule 9 of the adopted East Ayrshire Local Development Plan (2017) sets out a list of Supplementary Guidance and non-statutory guidance which supports the EALDP and outlines production timescales. Placemaking maps form Statutory Guidance and will be prepared and prioritised in order to link with approved Community Action Plan programmes. Within the specified PPF timescales (April 2020 - March 2021), progress has been made on a number of placemaking plans within East Ayrshire. New Placemaking Maps and associated Action Programmes have been adopted for New Cumnock and Dalrymple, Skeldon and Hollybush.</p> <p>Link no longer available.</p> <p>6. Supplementary Guidance - Place Plans for New Cumnock and Dalrymple Hollybush and Skeldon - Supplementary Guidance - Place Plans for New Cumnock and Dalrymple Hollybush and Skeldon.pdf</p> <p>In addition, non-statutory guidance to aid homeowners in the sensitive conservation and restoration of homes in East Ayrshire built between 1919 and 1939 has been adopted and a conservation area appraisal prepared:</p> <p>Link no longer available.</p> <p>Link no longer available.</p> <p>Further evidence is contained in the Cabinet report below:</p> <p>Non-Statutory Planning Guidance - Piersland Park, Kilmarnock - Non-Statutory Planning Guidance - Piersland Park, Kilmarnock.pdf (east-ayrshire.gov.uk)</p> <p>The agreed Housing Land Audit 2020 was published in November 2020:</p> <p>Housing Land Audit 2020 - Housing Land Audit 2020.pdf (east-ayrshire.gov.uk)</p>	Ongoing
11.2	<p>Prepare supplementary guidance and non-statutory guidance to support the Minerals Plan as set out in Annex 2 of the Plan.</p>	Ongoing

	<p>Evidence: Work has progressed on the supplementary and non-statutory guidance for the Minerals LDP. Within the PPF year, 3 documents were consulted upon and are now ready for adoption after recess:</p> <ul style="list-style-type: none"> • Statutory supplementary guidance – Financial Guarantees • Non-statutory planning guidance – Community benefits • Non-statutory planning guidance - Peat, Excess Soils and Sewage Sludge • <p>Minerals Local Development Plan - Supplementary Guidance - Minerals Local Development Plan - Supplementary Guidance.pdf (east-ayrshire.gov.uk)</p> <p>Supplementary planning guidance · East Ayrshire Council</p>	
12.1	<p>Continue the cross service pre and post application advice for the multi-service review of capital programme and Housing Improvement scheme projects.</p> <p>Evidence: Development Planning and Development Management Officers attend the Council's monthly Strategic Housing Investment Plan (SHIP) Project Board meetings and regular Housing Asset Management Framework (HAMF) meetings. The SHIP Project Board meet to discuss progress with affordable housing proposals from concept to construction. The HAMF meetings discuss areas within East Ayrshire where intervention or re-development of existing Council housing stock might be required and new housing proposals.</p> <p>Pre-application meetings and e-mail dialogue takes place between the Planning Service, the Housing service and the housebuilder and architects implementing the SHIP programme. In terms of pre-application meetings with RSLs and private housebuilders, a Senior Planning Policy Officer attended these meetings to discuss the affordable housing element throughout 2020/21. Discussions have focused on whether on-site provision can be delivered and if so, to explore the design layout. If off-site provision is to be explored then discussions have focused on the detail of this and to ensure alignment with the LDP. All meetings have taken place virtually.</p> <p>In other areas, we are working with Education to examine their formulas for projecting new pupil numbers from new residential developments, using the Housing Land Audit to better inform figures.</p>	Ongoing

	LDP - Development Plan Scheme 2021 (east-ayrshire.gov.uk)	
12.2	<p>Strengthen working relationships with Community Development as part of delivery of LDP2.</p> <p>Evidence: Due to Covid, engagement with local communities and young people has been challenging. However, we have been working closely with Community Planning colleagues via the MOWG and placemaking processes as evidenced in marker 9 and marker 11.</p>	Ongoing
13.1	<p>Implementation of best practice within the Development Management service through HOPS and Benchmarking Groups.</p> <p>Evidence: Continued attendance and engagement with the HOPS Development Planning Sub-group.</p> <p>Collaboration with the other Ayrshire Councils, through the iRSS, but also looking at the NPF4 housing consultation and sharing perspectives on the response.</p> <p>Collaboration with North Ayrshire Council, taking advice on the production of a Local Nature Conservation Site tender to get all of our sites reviewed. This tender is now live on our procurement portal.</p>	Ongoing
14.1	<p>Continue to progress and clear legacy cases.</p> <p>Evidence: focus on these cases continues, although it has inevitably been impacted by Covid-19. During 2020/21, a quarterly reporting system was introduced to the Planning Committee, setting out all legacy applications. This report is intended to bring further focus to the legacy applications and ensure that continual monitoring and evaluation is taking place. It also enables planning committee to scrutinise matters and request that any application not sufficiently progressing be brought forward for determination.</p> <p>Update on Progress of Planning Applications - Update on Progress of Planning Applications.pdf</p>	Ongoing
15.1	<p>Review implementation of Developer Contributions Supplementary Guidance as part of LDP2.</p> <p>Evidence: issue 19 of the LDP2 Main Issues Report highlights the need for a review and update of the current Developer Contributions policy framework. The Council's preferred option is to ensure that contributions are fair and appropriate through different links to the Action Programme, School Roll Forecasts, relevant Scottish Government and NHS needs. It would bring under one framework a diverse range of requirements, simplifying the process for applicants and officers, allowing for flexibility in terms of development viability and introducing certainty to developers and case officers. The LDP2</p>	Ongoing

	<p>MOWG will ensure corporate working on the requirement for developer contributions.</p> <p>Taking on board responses to the Main Issues Report received during the PPF year, the developer contributions framework will be developed over the coming year and will be incorporated into the LDP2 Proposed Plan.</p> <p>Main Issue 19 of the LDP2 Main Issues Report.</p>	
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Service Plan 2021/2022

Things we will do this year	
1	Continued preparation of Local Development Plan 2, including consultation activity and assemble evidence for submission to the Reporter.
2	Develop and implement the Mauchline CARS Action Plan.
3	Progress the development of projects related to the Coalfield Communities Landscape Partnership project.
4	Build a sound base of staff resources with full recruitment to target a reduction in decision-making timescales across all application types.
5	Build on our existing compliance monitoring structure for large scale infrastructure projects to accommodate forthcoming legislative requirements for all Major applications.
6	Review the structure of the teams within Development Management to rebalance workloads to focus on planning applications given continued drawdown of legacy issues from opencast.
7	Review application validation procedures to reduce handling time and streamline the process towards validation of planning applications.
8	Complete key actions to enable implementation of Ayrshire Growth Deal projects
9	Progress RCGF funding bids to completion and develop new bids for 2022/23.
10	Complete the transition to a digital-based service delivery model.
11	Continued recovery and renewal of our services, as we emerge from Covid-19 restrictions.
12	Develop and implement a structured training plan for graduates, modern apprenticeships and other trainees.
13	Prepare supplementary guidance for the Minerals Local Development Plan
14	Update East Ayrshire LDP 1 Action Plan
15	Prepare Regional Spatial Strategy (with North and South Ayrshire Councils).
16	Contribute to the preparation of National Planning Framework 4.
17	Continue with development of Placemaking Plans.

18	Introduce the IDOX Building Inspectors app on mobile devices to assist site inspection.
19	Further development of 'Enterprise' performance management software to include workflow tasks for Property Enquiries
20	Development of online forms for property enquiries/Planning Enquiries

8 Case Studies

The following case studies provide examples of how our processes enable us to deliver an efficient and effective planning system for the people and communities of East Ayrshire. They illustrate how we actively listen to our customers and shape improvements around their feedback. We continue to innovate and develop the Planning Service in East Ayrshire to meet current challenges both economic and technological and provide a forward-thinking flexible and responsive service to achieve sustainable economic growth. Inevitably, our work has been shaped by the Covid-19 pandemic during the course of the last 18 months, and the case studies will look at the impact of this in a number of areas, as well as shining a light on the innovative solutions which have been devised by the Service.

The case studies illustrate the ways in which East Ayrshire planning influences development on the ground and highlight examples of cases where the planning process and planning staff have influenced outcomes and achieved improved quality of development. We continue to review and critically assess how and what we do in terms of processes and services we deliver in line with our FACE principles.

Our proactive approach to how we deliver our services and critically assess and review our business processes provides us with the ability to face the challenges presented by continuing financial pressures while ensuring we meet the needs of our customers.

The case studies below highlight a snapshot of the broad range of activities and initiatives which we have delivered within the PPF10 reporting period.

Case Study 1 – Barony Campus & Roads

Barony Campus, Cumnock – the provision of an Education Campus merging together nursery, special needs, primary and secondary schools together in one educational site with community facilities, indoor and outdoor sports facilities, plant, renewable energy, infrastructure, public realm, drop-off, car parking and drainage and SUDs with landscaping, boundary treatment, security, open space and remodelled footbridge links.

Location and Dates:

Broomfield Sports Ground, Auchinleck Road, Cumnock
 Official opening ceremony Monday 8 March 2021.
 Planning Application approved at Planning Committee on 17 May 2019.

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

- Quality of outcomes
- Quality of service and engagement

Key Markers

- | | |
|--|---|
| <ul style="list-style-type: none"> • Decision-making • Project Management • Early Collaboration • Enforcement Charter • Development Plan Scheme | <ul style="list-style-type: none"> • Cross sector Stakeholders • Regular and Proportionate policy advice • Sharing good practice, skill and knowledge • Corporate working across services |
|--|---|

Key Areas of Work

- | | |
|---|---|
| <ul style="list-style-type: none"> • Design/Environment • Development Management Processes • Planning Applications | <ul style="list-style-type: none"> • Community Engagement • Collaborative working • Project Management |
|---|---|

Stakeholders Involved

- | | |
|--|---|
| <ul style="list-style-type: none"> • General Public | <ul style="list-style-type: none"> • Planning Committee • Authority Planning Staff • Authority Other Staff |
|--|---|

Overview:

The Barony Campus as it is now known, is a development solution to the rationalisation of the education estate in Cumnock and Auchinleck. The Barony Campus is one of Scotland's most innovative, ambitious and inclusive learning facilities and in fact, it is the biggest project ever undertaken by East Ayrshire Council with colleagues in Planning (Development Management and Development Planning), Facilities (Architecture and Project Management), Education and the Ayrshire Roads Alliance working collaboratively from the very start to identify a site, then work to address outstanding planning issues and deliver the school as a quality and leading up to date education campus for the benefit of all the young people attending and future generations. The budget for the campus was in the region of £68m and its ambitious nature and cost represented a significant project for the Planning Service to play its central role in the delivery process.



In summary, the project proposed to:

- Merge Auchinleck Academy and Cumnock Academy and the Supported Learning Centre.
- Co-locate this newly merged secondary school with a newly merged Primary School, Early Childhood Centre and Supported Learning Centre by amalgamating Greenmill Primary School and Early Childhood Centre and Barshare Primary School, Supported Learning Centre and Early Childhood Centre, and a new build Hillside School on the same Broomfield site.

In a Cabinet report of 28 January 2015 a development solution to the rationalisation of the education estate in Cumnock and Auchinleck was considered. It was recognised in this report that the proposed development would by its very nature be sizable, requiring both space and accessibility. The Cabinet report identified a site at Broomfield, Cumnock for the new campus. Beyond school hours, the campus would be available to the local community with sports facilities being available for community use linking in with the nearby Visions Leisure Centre and Cumnock Rugby Club.

At the inception of the project, the relevant part of the development plan comprised the East Ayrshire Local Plan 2010 (EALP), which was in the advanced stages of replacement. The Proposed East Ayrshire Local Development Plan had to be modified in terms of site allocation to ensure that the emerging policy document was a significant material consideration in the determination of this application.

The application site encompasses three distinct components, totalling 19.8 hectares occupying Broomfield parkland, the existing Cumnock Academy campus and the Council's Underwood Depot.



The application was a Major Development under the Town and County Planning (Hierarchy of Developments) (Scotland) Regulations 2009 and underwent the PAC (Pre-Application Consultation) process prior to the lodging of an application. In order to maximise opportunities for community engagement, the Planning Service required that the applicant's project team undertake additional pre-application consultation in excess of the statutory minimum.

Subsequently, a meeting was arranged with all community councils whose area is within or adjoins the site and all community councils within the school catchment area. It was also requested that the applicant write to all properties and land owners who bound the site giving 7 days' notice of the public event taking place and to invite direct discussions with property owners of residential properties at Terringzean View immediately bounding the site.

The Planning Service also proactively sought an Environmental Impact Assessment Screening to be lodged by the project team to respect the requirements of the Town and Country Planning (Environmental Impact Assessment) (Scotland) Regulations 2011. The Planning Service sought at all points that the project was fully covered under the planning system to ensure that in procedural terms any decision was unchallengeable.



The application for planning permission was processed with additional neighbour notification served as required. The Planning Service also placed paper copies of the submission locally in the Cumnock area to assist the local community in viewing the proposals and help those without online access or where parties might have found it difficult to review the submission electronically. There was significant interest in the application locally and the application was determined by the Planning Committee at a special committee meeting convened only to determine this application. This Council operates a non-statutory hearing process where objectors, should they wish, have an automatic right to address the Planning Committee in the interests of community engagement. The applicant has the right of response. In this case the application was subject to a Hearing and objectors had the opportunity to speak to the Committee who then were able to ask objectors questions as well as officers attending the Committee and providing their professional advice.

The application was ultimately approved subject to conditions following due process being followed. The result with the campus now being operational, is an inclusive learning environment where state-of-the-art facilities are provided for its children, young people and members of the community. The building offers future flexibility and adaptability with large internal open spaces to encourage and welcome community interaction, whilst maintaining privacy and security where required. A range of different learning environments has been created that could meet the requirement for transformational, and inspiring learning spaces, both on a short and longer term basis. The ability to reconfigure, and join spaces together allows many types of activities to be run. The light and airy feel offers the potential for interesting gathering and social spaces inside the building. The large scale of the building has been reduced by the greenspace setting and an external aesthetic which has true regard for its surroundings.

East Ayrshire Council, overall, is delighted that the selected design and resultant building has been successful at the Scottish Design Awards 2021 and won the Education Building Category. – queuing in the award that;

“Set into the landscape on a radial geometry, the design helps to break down the overall mass of the building, minimising visual impact and giving each element of the school its own identity. Principles of the local design vernacular, such as brick, sandstone and pitched roofs, were used to mediate between the scale of the school and the adjacent residential developments.



The school buildings have been conceived and organised as four connected structures, which define the main user groups—primary and early education, dining and assembly, secondary, and sport—linked by an internal elevated route that cuts through the atria and connects each of the blocks. The project connects the different parts of the campus whilst maintaining an individual identity for each part. This supports progression, creating a sequence of connected spaces that students move through as they grow older and their abilities change.

Sustainability was at the heart of the design from the outset. A dedicated biomass facility within the energy centre provides a sustainable energy supply to the buildings, serving the campus and providing a future connection to the neighbouring leisure centre, while central roofscapes featuring PV panels to collect as much natural energy as possible.”

Goals:

To work in partnership with the project team, agent, internal and external stakeholders to deliver the largest educational project ever undertaken by East Ayrshire Council in a very constrained timeframe.

This example demonstrates that the Planning Service has been approachable, forward thinking and flexible where appropriate to encourage the right development in the right location, and have proactively exercised the authority’s functions. This example also shows that community engagement was central to the pre-application, application stage and decision making process of the development.

The case study has demonstrated collaborative working, proactive pre and post application submissions and discussions, team working involving a range of officers from various council departments, engagement with key agency and development partners, working to priority project deadlines to ensure timescales for development and funding are met. It has ensured that a modern, clean, accessible and safe school provision has been created for the community in Cumnock.

Outcomes:

The development is operational on site, has won a Scottish Design Award and is offering our young people a quality education experience. The development has also offered active

methods of travel to and from school whilst providing a clean, accessible and community facility.

Name of key officer

David Barclay (Senior Planner, General Development Applications Team – application stage)

Craig Thomas (Senior Planner, General Development Applications Team – post application stage)

Case Study 2 – Complaints Handling & Service Improvements

Continuous improvement in service delivery.

Location and Dates:

East Ayrshire-wide, 2020/21 and ongoing.

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

- Quality of outcomes
- Quality of service and engagement
- Governance
- Culture of continuous improvement

Key Markers

- Continuous Improvement
- Corporate working across services

Key Areas of Work

- Performance Monitoring
- Process Improvement

Stakeholders Involved

- Authority Planning Staff
- General Public

Overview:

East Ayrshire Council is committed to high-quality customer service and has put in place a two-stage complaints handling procedure. Importantly, the information we receive from our complaints investigations is used to improve our services.

Our two stage process is comprised of the following:

Stage 1 – Frontline resolution. Complaints about service delivery should be dealt with within 5 working days, unless there are exceptional circumstances.

Stage 2 – Investigation. More detailed investigations take place at this stage to deal with issues that could not be resolved at Stage 1. In some cases, complaints bypass the first stage. Stage 2 investigations should be completed within 20 working days.

After the customer has been given a final decision, if they remain dissatisfied, they can ask the Scottish Public Services Ombudsman (SPSO) to look at it.



In terms of Planning, the nature of our services means that we will, from time to time, receive complaints. Since the onset of Covid-19, there has been a marked upward trend in the number of Stage 2 complaints received, which require a detailed investigation to take place.

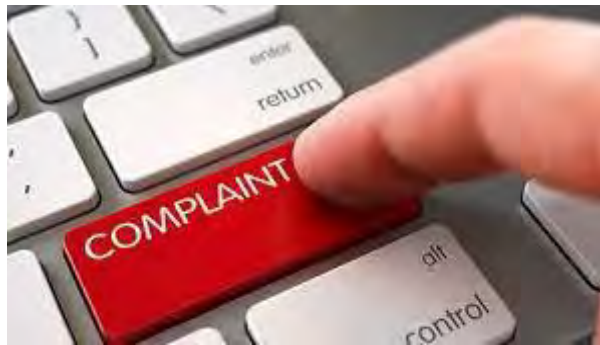
There is an important distinction to be made between the Council's complaints procedures in the context of Planning (which typically, might investigate the overall handling of matters related to the handling of a Planning case) and the right of an applicant to appeal against a decision taken by the Planning Authority. Appeals are usually decided by a Reporter from the Directorate of Planning Appeals and will not be included within the remit of our complaints handling procedures.

Examples of complaints we received in 2020/21 include the following:

- Alleged failure of Council officers to follow Covid-19 regulations when undertaking site visits to private properties.
- Dissatisfaction with the handling of planning matters and planning decisions affecting land at a proposed new housing development.
- The Council's handling of restoration works at a former opencast coal mining site.
- Pre-application consultation processes in relation to the proposed development of a new recycling facility.

Goals:

Our complaints handling procedures are a mechanism by which service users can register their dissatisfaction at any aspect of the delivery of Planning services.



We would aim to deal with as many of these as possible at Stage 1; however, this will not always be possible and there will be times when a Stage 2 investigation is required. The purpose of the Stage 2 investigation is to look into all matters in an open and transparent way.

There are occasions when the Stage 2 investigation highlights an aspect of service delivery which has gone wrong, or that could be improved. In doing this, the investigation forms an important component of our commitment to continuous improvement.

Outcomes:

The potential outcomes of a Stage 2 investigation are to uphold the complaint, not uphold the complaint or resolve the issues. Where complaints are upheld, the complainant will be informed of this in writing, along with an apology and an undertaking to put in place service improvements as a result of the investigation.

Recent investigations where complaints have been upheld have resulted in the following performance improvement actions:

- Improvements to collaborative working arrangements between Planning Officers and other services including Economic Development and Regulatory Services.
- Ensuring that customers are provided with punctual updates on the status of their enquiry.
- Reminders to staff about the need to ensure social distancing guidelines are adhered to all times.

- Swift action being taken to investigate planning issues raised with applicant.

Name of key officer

Fiona Finlay, Development Management Team Leader
Robert Moore, Corporate Policy Officer

Case Study 3 – Member-Officer Working Group & Main Issues Report

Achieving results through joint working with elected members and officers across the Council.

Location and Dates:

Various meetings and workshops held via online platforms throughout 2020/21.

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

- Quality of outcomes
- Quality of service and engagement

Key Markers

- | | |
|---|--|
| <ul style="list-style-type: none"> • Decision-making • Early collaboration • Elected Members engaged early | <ul style="list-style-type: none"> • Local Development Plan • Development Plan Scheme • Corporate working across services |
|---|--|

Key Areas of Work

- | | |
|---|--|
| <ul style="list-style-type: none"> • Local Development Plan & Supplementary Guidance | <ul style="list-style-type: none"> • Project Management |
|---|--|

Stakeholders Involved

- | | |
|--|---|
| <ul style="list-style-type: none"> • Authority planning staff | <ul style="list-style-type: none"> • Elected Members |
|--|---|

Overview:

The MOWG met for the first time on 17 April 2019 and since its inception, the LDP2 Main Issues Report has been published, comments invited and analysed, and work has progressed on formulation of the LDP2 Proposed Plan. The Member Officer Working Group (LDP2 MOWG) was established by Cabinet on 7 March 2018 and implemented on 17 April 2019.

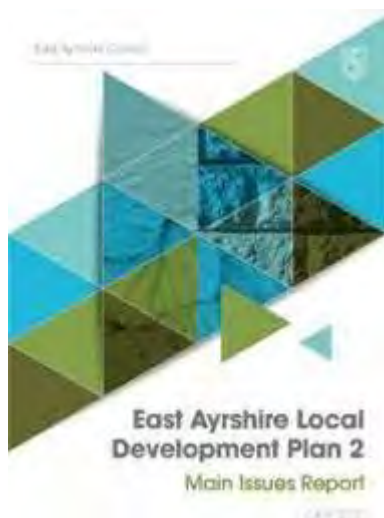


LDP2 MOWG comprises of Elected Members representing a wide geographical area and balanced political spread, and Officers from key Council Services including Planning and Economic Development; Waste; Sustainable Development; Education; Facilities and Property Management; Housing and Vibrant Communities as well as arm's length organisations, including the Ayrshire Roads Alliance and East Ayrshire Leisure Trust.

The group approved the Main Issues Report (MIR) in April 2020 prior to its further approval by Council. This is evidenced here: [East Ayrshire Local Development Plan 2 - Main Issues Report - east ayrshire local development plan 2 - main issues report.pdf](#)

Further to our meetings on the MIR, our first meeting to discuss policies to be contained in the Proposed Plan took place on 12 November 2020. Since this meeting, we have met a further 14 times and approved a range of policy topics for progressing to Council for approval. The topics approved to date through this MOWG are as follows:

- Introduction
- Vision and aims
- Overarching policies
- Spatial Strategy Coalfield Communities Landscape Partnership
- Spatial Strategy: Ayrshire Growth Deal
- Design & Placemaking policies
- Infrastructure (green/blue, transport and waste) excluding matters relating to Bellfield Interchange
- Tourism
- Town centres
- Environment including flooding
- Industry & business and some land allocations
- Housing policies and some housing allocations
- Energy: minerals, Climate Change Bill, renewable energy, low carbon places, heat
- Settlement boundaries (some)
- Associated parts of environmental report



In addition, the following matters have been discussed, with a view to considering them further at future meetings:

- Loudoun
- Bellfield Interchange
- Simplified Planning Zones
- Approach to Stewarton

Evidence: The MOWG is referred to on page 29 of our development plan scheme:
[LDP - Development Plan Scheme 2021 \(east-ayrshire.gov.uk\)](https://www.east-ayrshire.gov.uk/development-plan-scheme-2021)

Goals:

To work jointly with other Council departments and arms-length organisations to ensure corporate priorities are reflected in the Local Development Plan.

To guide elected members through the LDP process, allowing them to input to and alter the Plan as it is prepared, reflecting their local knowledge.

To work jointly to prepare the Plan to avoid problems and delays at the point of decision making i.e. when presenting the Plan to Council for approval.

To ensure that the Plan is at examination in advance of the transitional arrangement deadline (June 2022).

Outcomes:

The Proposed Plan is due to be presented to Council in October 2021. The meetings during 2020/21 have allowed major parts of the Plan to be viewed, amended and approved on a preliminary basis, which will ease the journey at Council later this year.

New and improved relationships have formed between departments and Elected Members have an improved sense of how the Plan comes together, and of topics like housing and how the housing land requirement is calculated.

The requirement to lodge papers for MOWG and meet the timetable has resulted in improved project management and improved adherence to the development plan scheme.

Name of key officers

Karl Doroszenko, Development Planning & Regeneration Manager

Karen Purves, Principal Planning Officer

Case Study 4A – Collaborative Working

Achieving results through joint Working with key agencies and stakeholders:

1. Key Agency Group (KAG) Collaborative Working.
2. Preparation of an Indicative Regional Spatial Strategy (iRSS) for Ayrshire.

Location and Dates:

Various meetings and workshops held via online platforms throughout 2020/21.

For KAG, various online meetings including 15 October 2020, 22 February 2021 and 9 March 2021.

For iRSS work, online meetings via Teams were held between the 3 Ayrshire authorities monthly from May to July 2020 and fortnightly during August and September 2020. EAC also participated in various Scottish Government best practice events on Regional Spatial Strategies (8 July 2020 – webinar, 2 October 2020 – show and tell event, week beginning 24 May 2021 – series of charrette style workshops).

Elements of a High Quality Planning Service this study relates to (please select all that apply):

- Quality of outcomes
- Quality of service and engagement

Key Markers

- | | |
|---|---|
| <ul style="list-style-type: none"> • Early collaboration • Cross-sector stakeholders • Sharing good practice, skills and knowledge | <ul style="list-style-type: none"> • Local Development Plan • Corporate working across services |
|---|---|

Key Areas of Work

- | | |
|---|---|
| <ul style="list-style-type: none"> • Inter-disciplinary work | <ul style="list-style-type: none"> • Collaborative working |
|---|---|

Stakeholders Involved

- | | |
|--|--|
| <ul style="list-style-type: none"> • Authority planning staff | <ul style="list-style-type: none"> • Key agencies |
|--|--|

Overview:

Throughout 2020/21, the Development Planning and Regeneration Team has worked collaboratively with other organisations and partners on a number of key pieces of work to achieve quality outcomes. Two key examples of the collaborative working are highlighted below:

Key Agency Group (KAG)

Following a call for interest in June 2020 by the Key Agency Group in supporting a Green Recovery, the Council responded to the group, expressing interest in a number of areas. Following a meeting with the KAG on 15 October 2020, it was agreed that we would work collaboratively on two key areas of work; a development strategy for south central Kilmarnock and a development strategy for Stewarton.

The Council has identified a number of issues for Kilmarnock Town Centre and South-Central Kilmarnock including population decline and blight with industry moving away; a fragmented built environment and unwillingness of developers to invest; vacant and derelict land; areas of contaminated land; and significant issues around flooding which are having a negative impact on disused retail floorspace and the viability of continuing and new development.

The Council are seeking KAG's support to identify a means to allow the town centre of Kilmarnock to grow and thrive, whilst at the same time being sustainable and safe for inhabitants and visitors. They identify opportunities for South Central Kilmarnock in terms of redevelopment of brownfield land, increasing the residential density in proximity of the town centre, and enhancing the quality of the built environment, noting that the area has great potential to be revitalised.

Specifically, and through further discussion, the Council identified a need to:

- Understand what the local community's aspirations are for the area.
- Develop an evidence base to support findings.
- Understand potential / ambitions for redeveloping vacant and derelict land.
- Identify flooding solutions through creative problem solving – for EAC to present ideas and lead what needs to be done.
- Look at aspirations for the areas / place alongside process (bring flooding discussion back into the wider place discussion).

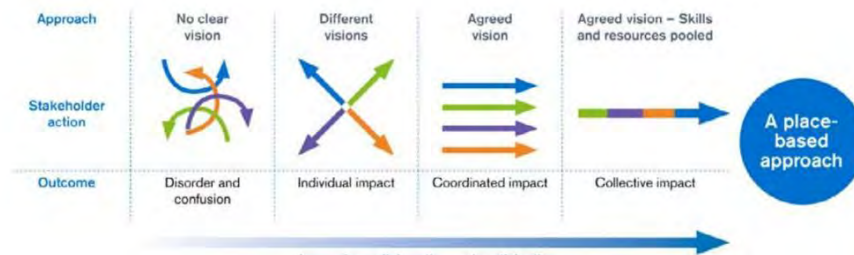
The Council is in the early stages of preparing a masterplan to identify a means of redeveloping the area and will be appointing external consultants to support this work.

Stewarton is a historic burgh in the north of East Ayrshire with approximately 7,500 residents (2016). Close to the M77 and served by frequent rail services, the town has become an increasingly popular dormitory settlement for people working in Kilmarnock, Glasgow and further afield. The town centre is thriving and features a number of bespoke, boutique retailers, the presence of which is indicative of the popularity of the town for commuters. Pressure for residential development is high and a large number of sites were submitted when the Council undertook its Call for Sites in 2017. The Council's Draft Housing Land Audit 2020 reveals that all sites in the town allocated for housing in the LDP are programmed to be completed by mid-2025. Any new development will, furthermore, have to take place in the context of a number of significant infrastructure constraints.



The Council needs to undertake an assessment of the capability of Stewarton to accommodate new development, which will take into account landscape capacity, road network capacity, school roll capacities, water and wastewater capacity and other factors, in order to establish the extent to which the town can grow sustainably. The support of the KAG is vital to ensuring effective collaboration and co-operation with a wide range of partners to ensure the best outcome for Stewarton and its people.

Key Agencies Group: Supporting a Green Recovery



Completion of an Indicative Regional Spatial Strategy for Ayrshire

A new requirement of the Planning (Scotland) Act 2019, development of the iRSS required collaborative working with colleagues in North and South Ayrshire Councils to prepare and approve a new strategy for Ayrshire. This was the first time, since the removal of the requirement for Structure Plans that the three Ayrshire authorities have had to work together on spatial planning for the region. The work involved a significant number of virtual meetings and joint working on early drafts between officers of the three authorities. In finalising and approving the strategy, and in particular agreeing spatial priorities for the region, officers, senior management and elected members from each of the authorities were able to take a regional view to ensure the strategy represented Ayrshire rather than respective authorities.



Goals:
<p>To work jointly with key agencies and stakeholders to ensure that their views are taken into consideration in the preparation of the next local development plan and at an early stage in the plan preparation process.</p> <p>To come up with solutions or 'bend the trend' (avoiding the business-as-usual scenario) through joint-working where constraints appear difficult to resolve.</p> <p>To work collaboratively to prepare an indicative Regional Spatial Strategy for Ayrshire that accurately reflects the strategic aims and priorities of the region as a whole. The longer term goal is that the iRSS will successfully influence NPF4, by ensuring that Ayrshire's priorities are recognised at a national level.</p>
Outcomes:
<p><i>Key Agencies Group</i></p> <p>During 2020/21, planning and background work continued. This culminated recently in the first workshop – on Stewarton, on April 26 2021, most of the planning for which was carried out during 2020/21. For example on 22 February and 9 March 2021, meetings were held between the KAG and Council. The joint working has allowed us to have everyone around the table at once, meaning that rather than working in silos, everyone is aware of all of the problems and can work jointly to find solutions. We continue to work with KAG and are currently planning a second workshop in Kilmarnock and are following up actions as a result of the Stewarton workshop.</p> <p><i>iRSS</i></p> <p>Through close joint working, regular virtual meetings and careful project planning, the iRSS was submitted to the Scottish Government on time, having been through the three separate procedural processes of the local authorities to achieve elected member sign-off. East Ayrshire Council Cabinet approval was achieved on 2 September 2020 (insert link) with North and South Ayrshire approving the strategy on 8 and 15 September 2020 respectively. At its meeting on 14 September 2020, the strategy also received the support of the Ayrshire Economic Partnership, which comprises a range of stakeholders from across the public and private sectors. Importantly, each of the three authorities agreed that the iRSS accurately reflects the Ayrshire priorities that should be expressed in NPF4. As a next step, the three authorities will use the momentum and relationships now developed, to commence work on a full RSS when the requirement to do so is enacted.</p>
Name of key officer
Karen Purves, Principal Planning Officer.

Case Study 4B – Collaborative Working with Homes for Scotland

Joint working between East Ayrshire Council and Homes for Scotland and their Strathclyde sub-committee members.

Location and Dates:

Meetings held via Microsoft Teams concerning the preparation of a housing land audit between April and September 2020.

Meetings held via Microsoft Teams concerning the establishment of an effective housing land supply and determining a housing land requirement between September 2020 and March 2021.

Information has also been shared via email.

Elements of a High Quality Planning Service this study relates to (please select all that apply):

- Quality of service and engagement
- Culture of continuous improvement

Key Markers

- | | |
|---|--|
| <ul style="list-style-type: none"> • Decision-making • Early collaboration • Continuous improvement • Local Development Plan • Development Plan Scheme | <ul style="list-style-type: none"> • Cross-sector stakeholders • Sharing good practice, skills and knowledge |
|---|--|

Key Areas of Work

- | | |
|---|---|
| <ul style="list-style-type: none"> • Local Development Plan & Supplementary Guidance • Housing Supply | <ul style="list-style-type: none"> • Collaborative working |
|---|---|

Stakeholders Involved

- | | |
|--|--|
| <ul style="list-style-type: none"> • Authority planning staff | <ul style="list-style-type: none"> • Local developers |
|--|--|

Overview:

The Planning Service has been regularly engaging with Homes for Scotland and their Strathclyde Sub-Committee to inform the work on a review of housing land supply and in the determination of the housing land requirement to be set out in the next East Ayrshire LDP. Part of this joint working has involved regular engagement with Homes for Scotland concerning the preparation of the 2020 Housing Land Audit which will inform the next East Ayrshire LDP2.



A series of meetings have been held online where both parties have shared skills, experiences and information in relation to housing land, the assessment of housing need and demand in East Ayrshire and the emerging National Planning Framework 4 and its proposed requirements for housing land. The meetings have allowed Homes for Scotland to provide Planners with their views on draft housing supply target scenarios. This has informed the process of determining an effective housing land supply and Homes For Scotland and their members views have been taken into account when finalising work on a housing land requirement to be contained in the next LDP. Other information shared has explored key considerations for setting a housing supply target, such as market overview, demographic trends and projections and economic factors that could influence a housing supply target/land requirement. Homes for Scotland also prepared an up-to-date marketability appraisal for all East Ayrshire settlements.

Goals:

To work collaboratively with Homes for Scotland to ensure that their views are taken into consideration in the preparation of the next Local Development Plan and at an early stage in the plan preparation process.

To establish an effective housing land supply and land requirement that is deliverable during the next Local Development Plan period.

To share information, skills and knowledge to inform the annual housing land audit, effective housing land supply and in determining a housing land requirement and for Homes for Scotland to give credence to the 2020 housing land audit.

Outcomes:

Working collaboratively with Homes for Scotland from the outset has demonstrated that both the Council and Homes for Scotland can come to a fairly balanced view on matters relating to establishing an effective housing land supply and housing land requirement. Both parties have been able to share information, skills and knowledge with each other to inform these areas of work. This has allowed both parties to gain an understanding of what is required as part of the plan preparation process and how Homes for Scotland and their members can positively contribute to the process prior to a Proposed LDP being published for consultation.

Name of key officer

Karen Purves, Principal Planning Officer

Case Study 5 – Ayrshire Food Hub

Partnership Working & Community Development

Location and Dates:

Ayrshire Food Hub, Crossroads Junction of A719/A76,
Post Code: KA1 5JQ
April 2020 - March 2021

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

- Quality of outcomes
- Quality of service and engagement

Key Markers:

- | | |
|--|---|
| <ul style="list-style-type: none"> • Cross sector Stakeholders • Corporate working across services | <ul style="list-style-type: none"> • Sharing good practice, skill and knowledge |
| <ul style="list-style-type: none"> • Early Collaboration • Legal Agreements | <ul style="list-style-type: none"> • Enforcement Charter • Continuous Improvement |

Key Areas of Work:

- | | |
|--|--|
| <ul style="list-style-type: none"> • Design • Regeneration | <ul style="list-style-type: none"> • Interdisciplinary Working • Collaborative Working |
|--|--|

Stakeholders Involved:

- | | |
|--|---|
| <ul style="list-style-type: none"> • Hard to Reach Groups | <ul style="list-style-type: none"> • Authority Planning Staff • Authority Other Staff |
|--|---|

Overview:

After several years in planning and securing funding from several funders including the Scottish Government's Regeneration Capital Grant Fund (RCGF), and East Ayrshire's Renewable Energy Fund, this year saw the work on the Crossroads Community Hub/Ayrshire Food Hub completed in March 2021; unfortunately, due to the COVID 19 restrictions, it is a little later than anticipated. The newly rebranded Ayrshire Food Hub is located on the site of the former Crossroads Primary School, and includes a farm shop, café/community space, training kitchen, meeting room, and office space. info@crossroadshub.org.uk



The need for the project became evident following the closure and demolition of the local rural primary school that lay at the heart of the rural community living in the area of Crossroads. This community was fractured and isolated. It exhibited all the aspects that contribute to the deprivation, poverty, declining and aging demographic and ill health indicators that are worsening in East Ayrshire. The Scottish Index of Multiple Deprivation highlighted that 20% of East Ayrshire residents live in the 0-15% most deprived areas in Scotland. In particular, within the health domain, 29% of East Ayrshire's data zones were in the 0-15% most deprived data zones in Scotland. Food poverty is a critical factor with a 227% increase in foodbank usage from 2013/14 to 2014/15. This facility will provide services for the Crossroads area with a particular focus on young people, income deprived families with poor transport and isolated older people. It also provides a flexible drop-in space for all ages and employment and training relating to catering, customer care, shop work and administration.

By drawing on local Community Led Action Plans for the Parishes of Darvel, Mauchline, Newmilns and Sorn, there was a clear common need for CCH to help promote the wider area to visitors and local tourists, through creating strong networks they could facilitate events from groups in local villages and also promote events to customers/ visitors.



To support the CCH board the Council established a Project Support Group to provide Council wide support from across a range of services, including Planning & Economic Development, Vibrant Communities, Facilities & Property Management, Legal and Financial Services, to work in partnership with CCH. The Project Support Group was also tasked with the monitoring of the project delivery to ensure all appropriate milestones and deadlines were met and financial policies and procedures were in place and adhered to.

Goals:

The regeneration of this site supports the East Ayrshire Local Plan Strategy as well as the East Ayrshire Proposed Local Development Plan Vision and Spatial Strategy as it:

- Contributes towards creating a vibrant community by providing immediate and surrounding communities with access to opportunities and high quality services;
- Contributes towards sustainable development with the redevelopment of brownfield land for new development purposes;
- Leads to diversification of the rural economy with the development of an appropriate rural business as well as creating local employment and start up opportunities for local business;
- Promotes the development of local tourism in the area through the proposed farm shop and café;
- Provides appropriate retail development outwith town centres, in terms of the proposed farm shop;
- Ensures the highest quality of community facility provision in the area; and
- Contributes positively towards making the area a successful place thereby improving the quality of health and wellbeing of residents and attracting visitors to the area.

Within the first 5 years it is intended the following outcomes will be achieved;

- 1 derelict site will be brought back into community use through the asset transfer process.
- An active membership of 270 (engaging 10% of our local residents).
- Involve up to 100 volunteers as part of CCH board, associate advisors, steering groups and general volunteer roles.
- Formalise 15 joint partnerships or work initiatives with local third sector, statutory or private organisations.
- Create up to 19 jobs.
- Up to 35 local businesses will increase profitability through involvement with the hub.
- 200 people will improve knowledge of the local environment from attending events in the hub.
- 100 individuals will build their capacity through volunteering or employment with the hub.
- 350 people will report increased skills from attending events in the hub.
- 50 people affected by food poverty will increase their ability to be food self-sufficient as a result of attending events in the hub.
- 100 rurally isolated children/young people will become involved in decision making/volunteering/skills development or attend classes.
- 125 older people will increase social interaction through attending the centre.
- Help up to 20 potential local food/craft/art producers to be empowered in growing their business.
- 25 families experiencing economic deprivation will develop new practical skills by attending events in the centre.
- improve overall health and wellbeing across our community.



The Project Support Group have assisted by sharing good practice, skills and knowledge, by supporting the use of the Scottish Procurement Alliance route to maximise best value for the community. We have utilised the Council's public relations/communications service to maximise the community involvement in the project reaching a much more diverse range of groups and businesses to assist with the development of the project.

The Council's Regeneration Officers in collaboration with the community have managed to secure additional funding for the project to combat the impacts of Covid-19 from the Scottish Government's Regeneration Capital Grant Fund.

Planning Staff have provided design guidance which has helped to ensure a high quality building that utilises energy efficient technologies to minimise carbon uptake from the build.

Outcomes:

In terms of East Ayrshire Local Plan the development is in line with its strategy, in terms of investing in the economy and investing in communities and strategic policies SD1, SD2, SD5 and SD 7. Policy SD 1 seeks to ensure that all new development contributes positively to the environmental quality of the area. Policy SD2 seeks to positively encourage developments for improved or additional facilities and amenities which, in turn, help improve the quality of life for residents. Policy SD5 accepts development proposals outwith settlement boundaries, as indicated on the Local Plan Rural Area Map that will contribute to rural diversification through the development of appropriate business, local tourism, leisure and other developments with a justified need for a rural location. Policy SD7 seeks to positively encourage the re-use and redevelopment of brownfield land in countryside areas.

These project will achieve the following outcomes:-

- it will repair and empowerment of a fractured, disparate community, reduce rural isolation and social exclusion for older people, young people and people with disabilities
- it will create new and innovative opportunities for business and employment based on the skills, craft and produce of local people
- it will create opportunities for lifelong learning and development for people of all ages to strengthen and empower our community
- it will tackle food poverty and deprivation through reconnecting people with food, a mainstay of our local economy
- it will improve overall health and wellbeing across our community

This project demonstrates that how by encouraging various disciplines to work collaboratively with the community we can assist with the regeneration of a brownfield site to provide a high quality facility for a hard to reach community.

<https://crossroadshub.org.uk/ayrshire-food-hub/about-the-hub/>

Name of key officer

Colin McKee, Heritage Projects Officer

Case Study 6 – Development Planning & Regeneration Newsletter

Development Planning & Regeneration - Continuous improvement and communication through a service newsletter.

Location and Dates:

East Ayrshire-wide, 2020/21 and ongoing.

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

- Quality of service and engagement
- Culture of continuous improvement

Key Markers

- | | |
|-------------------------------------|-----------------------------|
| • Corporate working across services | • Cross-sector stakeholders |
|-------------------------------------|-----------------------------|

Key Areas of Work

- | | |
|-----------------|------------------------|
| • Communication | • Community engagement |
|-----------------|------------------------|

Stakeholders Involved

- | | |
|----------------------------|------------------|
| • Authority planning staff | • General public |
|----------------------------|------------------|

Overview:

East Ayrshire Council is committed to providing a high-quality customer service. This case study demonstrates how the Planning Service has responded to changes in the working environment in light of Covid-19 and how the service intends to continuously improve its communication and engagement with the general public, as well as key stakeholders and organisations.

Format and content

The [Development Planning and Regeneration Newsletter](#) is being prepared quarterly. The Newsletters are being sent via e-mail to our list of consultees, key contacts, organisations and stakeholders as well as members of the general public who have expressed an interest in being informed of the work undertaken by the Team. The Newsletter is published on East Ayrshire Council's website to maximise access across the community. The Newsletter is also issued internally within East Ayrshire Council in order to inform other teams and departments of our ongoing projects and workload.

The [first issue](#) was prepared and published in June 2020.

Development planning and regeneration newsletter

12 April 2021

The Development Planning and Regeneration newsletter aims to raise awareness and provide updates on the progress of our projects and plans. This newsletter will be updated and uploaded quarterly.

If you have any comments and enquiries about the newsletter, please do not hesitate to contact us.

Newsletters

- Issue 5 - April 2021 (PDF 1.9Mb)
- Issue 4 - December 2020 (PDF 2.4Mb)
- Issue 3 - November 2020 (PDF 2.15Mb)
- Issue 2 - October 2020 (PDF 2.41Mb)
- Issue 1 - June 2020 (PDF 1.61Mb)

The Newsletter reflects the variety of work being undertaken by the Development Planning and Regeneration team. The aim of this Newsletter is to raise awareness and to provide the public with updates on the progress of projects and plans, including:

- Local Development Plan 2.
- Coalfield Communities Landscape Partnership.
- Ayrshire Growth Deal.
- Regeneration Heritage Projects, including Mauchline CARS, Regeneration Capital Grant Fund, Town Centre Regeneration Fund.
- Placemaking.
- Project Development.



In light of the current situation, the Newsletter also provides an update on the impact of Covid-19 on Development Planning & Regeneration. For example, events for Local Development Plan 2 have had to take a virtual format. The Newsletter has provided another mechanism to reach the public and inform them of ongoing online consultations and studies relating to Local Development Plan 2.



Link to Development Planning and Regeneration Newsletter Issues –

[Development planning and regeneration newsletter · East Ayrshire Council](#)

Goals:

Development Planning and Regeneration aims to provide a quality service for its communities. The main objective of the Development Planning and Regeneration Newsletter is to provide a means of communicating with and informing the general public of ongoing projects, work and studies which are being undertaken by the team, upcoming work as well as ways to engage in the planning process (for example, consultation for the Main Issues Report for LDP2 or studies/tenders which are open for public comment).

We aim to continue to prepare Development Planning and Regeneration Newsletters as a means to continually inform key stakeholders, the general public, organisations and other East Ayrshire Council departments of the work that we do, which contributes to a positive working relationship and open communication/dialogue with all interested parties and stakeholders.

Outcomes:

The Development Planning and Regeneration Newsletter has been a mechanism of communicating with and informing the general public of ongoing projects, work and studies which are being undertaken by the team. The Newsletter has enabled a stream of communication with interested parties and members of the public.



Development Planning and Regeneration have received some positive feedback and engagement with the public, organisations and agents through the Newsletter.

The Development Planning and Regeneration Newsletter is an ongoing form of communication which will continue to be prepared, issued and published by the team quarterly.

Name of key officer

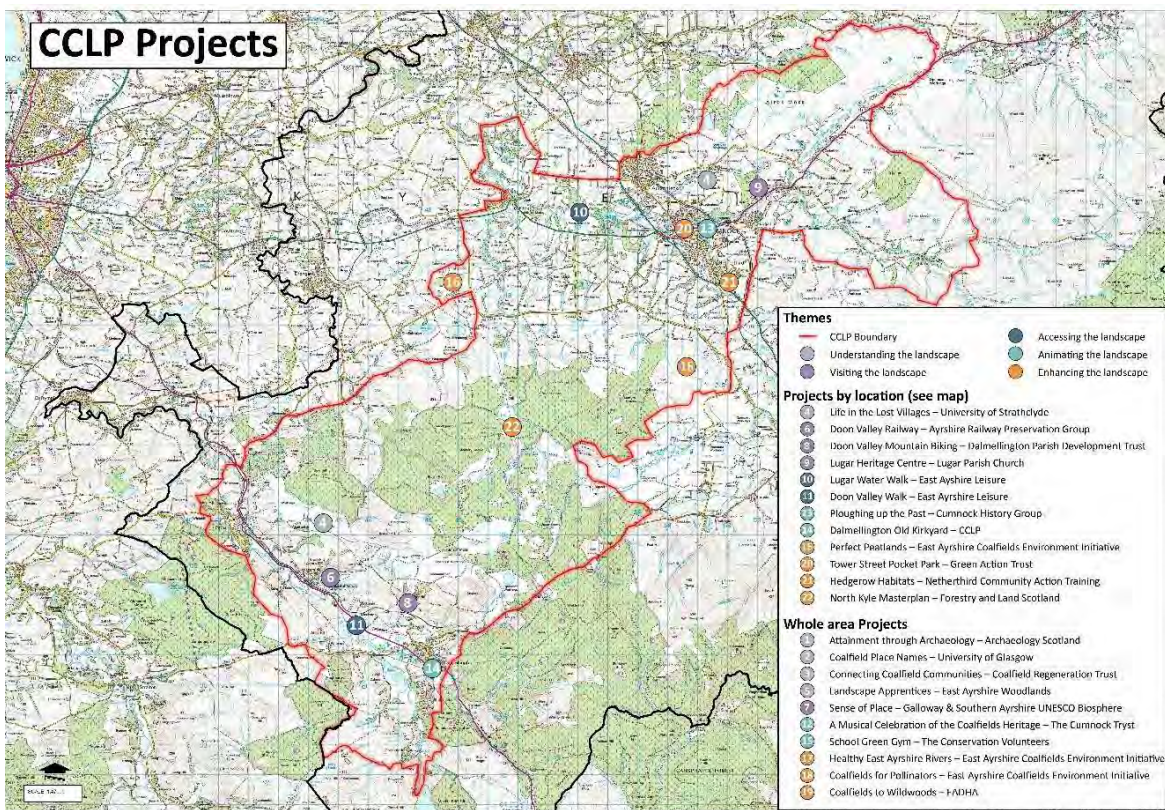
Rachel Hall, Planning Officer

Case Study 7 – Coalfield Communities Landscape Partnership

A landscape scale approach to the conservation and sustainable development of the unique landscape of the Lugar and Doon valleys and the surrounding foothills. The partnership has identified the distinctive qualities of the area, understood the risks facing the landscape and will deliver a five-year programme of projects to better connect people and communities with the natural, cultural and built heritage of the area.

Location and Dates:

Southern part of East Ayrshire – see locations in map below:



The Partnership runs from April 2020 to August 2025.

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

- Quality of outcomes
- Quality of service and engagement

Key Markers

- Cross sector stakeholders
- Corporate working across services

Key Areas of Work

- Community engagement
- Collaborative working

Stakeholders Involved

- General public
- Key agencies

Overview:

Following the adoption of the Minerals Local Development Plan in January 2020 and the confirmation, in March 2020, from the National Lottery Heritage Fund that the CCLP had secured £2.2m in funding, the CCLP team set about securing Permission to start from the NLHF.

This process was interrupted by the arrival of the Covid-19 pandemic in March 2020. A two tier permission to start process was put in place. Stage 1 was granted on 22 May, allowing projects to start some of their activities such as recruitment and activity planning. Full Permission to start was granted on 4 September 2020, which allowed projects to fully get underway.

In spite of the changes in restrictions imposed due to Covid-19, two project officers were recruited to the CCLP team and 14 of the 22 projects started with the rest to start in 2021. These projects cover a wide range of topics from planting wild flower meadows (Coalfields for Pollinators) to Connecting Communities (capacity building to help groups set themselves up for further projects) to improved access (Lugar Water and Doon Valley walks).

Some highlights:

- Musical Celebration of the Coalfields led by the Cumnock Tryst – 6 online workshops involving 136 people designed to inspire our community to go out and create their own photos, videos, sound recordings, texts which will be included in 4 new films representing the four themes of our project: People, Place, Coal and Environment.
- Hedgerow Habitats led by Netherthird Community Action Training – 3 acres of community woodland worked on, 300m of new hedgerow planted.
- Connecting Communities led by the Coalfield Regeneration Trust – capacity building with 14 groups to work on projects, 10 people engaged in skills development activity.
- Landscape Apprentices led by East Ayrshire Woodlands – 3 Modern Apprentices recruited.
- Ploughing up the Past led by Cumnock History Group - New project blog 1542 views with 465 published posts about the history of farms and farming in the area.



The CCLP is governed by a Board which was expanded to include 2 new partners, the Health and Social Care Partnership and the 9CCG group (representing the 9 community councils covered by the CCLP). There is a delivery group made up of all the delivery partners (18) which meets to discuss progress and provides updates to the Board. East Ayrshire Council is the lead partner.

Three new sub groups were established: Funding (to look at securing the remainder of match funding needed), Legacy (to put together a legacy plan beyond the 5 years) and an Advisory group made up of other organisations that can provide extra advice and guidance to the CCLP staff and project partners.

The legacy sub-group will also provide an opportunity for more community groups to get involved in planning for what will happen after the CCLP formally ends.

It has been very difficult to have any community engagement events due to Covid-19 but the project partners have been active in their local communities and have been able to start their projects. This has reinforced the approach taken during the development phase of involving the local communities in developing their projects and taking ownership for finding match funding. The CCLP staff support the partners to deliver their project. This approach will ensure that once the CCLP finishes the project partners will own their projects and be able to take them forward.

Links:

Minerals Plan – Link no longer available.

CCLP website – Link no longer available.

Ploughing up the Past <https://farminginthecumnockarea.blogspot.com>

Place Names of the Coalfields [Place-Names of the Coalfield Communities \(glasgow.ac.uk\)](http://Place-Names of the Coalfield Communities (glasgow.ac.uk))

Lost Villages (oral history project) www.thelostvillages.co.uk

Goals:

The CCLP is one of a suite of other projects that aims to deliver some of the aspirations of the Minerals Plan related to rejuvenating and regenerating the landscape of part of the former coalfield area.

The overall theme of the CCLP is to bring 'Life in to the Landscape'. This is supported by the vision that: 'Thriving Coalfield Communities will share in the benefits of a renewed and resilient landscape, welcoming visitors from afar to celebrate their unique heritage, promote stewardship of the land and create new opportunities to enjoy the landscape, shaped by understanding of the past and needs of the future.'

Outcomes:

The CCLP is a 5-year partnership, which is funded by NLHF up to August 2025. It will work with 18 community partners to deliver 22 projects over this period.

This last year has demonstrated, that in spite of the COVID19 pandemic and associated restrictions, the CCLP has the strength of partnership and the commitment of the local community to deliver on the vision of the CCLP.

The CCLP are already planning for the legacy once the NLHF funding comes to an end. Working with wind farm developers and local community groups to ensure that any community benefit funds that will be forthcoming will enable the local communities to build on the foundations that the CCLP has laid.

The 3 CCLP staff are based within Development Planning and Regeneration and are supervised by senior officers within DP&R.

Name of key officer

Colin MacDonald, Partnership Supervisor

Case Study 8– Ayrshire Growth Deal

The Ayrshire Growth Deal is the culmination of efforts which have taken several years, and represents a tremendous opportunity to regenerate the regional economy, which has suffered greatly as a result of Covid-19. Many of the keynote projects will be based in East Ayrshire, and the Planning Service will have an increasingly important role in enabling these developments in a way which will maximise the benefits to our communities in a sustainable manner.

Location and Dates:

Ayrshire-wide, ongoing until 2030.

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

- Quality of outcomes
- Quality of service and engagement

Key Markers

- | | |
|----------------|------------------------|
| • Regeneration | • Economic Development |
|----------------|------------------------|

Key Areas of Work

- | | |
|----------------|------------------------|
| • Regeneration | • Economic Development |
|----------------|------------------------|

Stakeholders Involved

- | | |
|----------------|----------------------------|
| • Key Agencies | • Authority Planning Staff |
|----------------|----------------------------|

Overview:

The Ayrshire Growth Deal is a partnership being driven forward by the Scottish Government, the UK Government and East, North and South Ayrshire Councils. The Deal presents a once-in-a-generation opportunity to transform the economic prospects of the area and with a confirmed funding package of £251 million now in place, work is getting underway. This investment is expected to unlock private investment of around £300 million and deliver around 7,000 new jobs across a wide range of sectors, transforming the local economy for the benefit of all our people and places.



The signing of the Deal is an important step in the region's recovery from the economic shock associated with Covid-19 which has seen major swathes of the regional economy closed down for many months and has impacted negatively on jobs and planned investment across the business base. The vision for the Deal is:

“ A vibrant, outward looking, confident region, attractive to investors and visitors making a major contribution to Scotland’s growth and local well-being and leading to implementation of digital technologies and the next generation of manufacturing.”

Many of the key projects contained within the AGD will be based in East Ayrshire, including HALO Kilmarnock, Ayrshire Engineering Park (Moorfield), Ayrshire Manufacturing Investment Corridor (AMIC) and Community Renewable Energy Project (CoRE). While each project has its own detailed implementation plan, the overall aims of these projects are to develop key strategic sites and sectors and to address the area’s economic frailties.



The Planning Service is playing an important enabling role in terms of progressing AGD projects, working alongside colleagues from the AGD Project Management Office and Economic Development. This includes processing planning applications and granting planning consents, subject to the necessary processes and procedures, in relation to each of the proposed sites. A confirmed site has now been found for the CoRE Centre of Excellence, subject to the formulation of legal agreements/planning consents.

In terms of business and industrial land, a number of studies are being undertaken by the Development Planning Team which are related to the Deal – considering sites at Meiklewood, Mossie and Bellfield East. In addition, as part of LDP 2, a study has been undertaken by consultants to consider the suitability of existing allocations for business and industrial land to support delivery of the AGD. The AGD has a high level status in land use decisions that will come through the LDP 2.

LDP 2 will need to support the progress and delivery of the Ayrshire Growth Deal projects within East Ayrshire and ensure that the inter-linked strategies across the Ayrshire region can be realised. LDP2 will also need to take into consideration the implications of the National Transport Strategy 2, Strategic Transport Project Review 2 and the emerging Regional Transport Strategy for Ayrshire on the delivery of the Ayrshire Growth Deal projects in East Ayrshire. The Main Issues Report for LDP 2, which was published in 2020, has fully taken into account the anticipated outcomes from implementation of the AGD.

Goals:

The main objective of this activity is to ensure the successful delivery of the AGD projects located in East Ayrshire: HALO Kilmarnock, Ayrshire Engineering Park (Moorfield), Ayrshire Manufacturing Investment Corridor (AMIC) and Community Renewable Energy Project (CoRE).

Successful delivery of these projects will result in significant economic gains for this area, securing fresh investment and bringing new employment to the area. Importantly, the sectoral focus of the projects aims to provide infrastructure to support the development of growth sectors such as advanced manufacturing and renewable energy.

Outcomes:

Ayrshire Engineering Park (Moorfield): Provision of high quality industrial premises for engineering and manufacturing companies; a fully-developed site with the required access and utilities infrastructure, high-spec digital connectivity and up to 10,576 square metres of units for growth and expansion of the existing engineering business base, and to attract inward investment.

Ayrshire Manufacturing Investment Corridor: The Ayrshire Manufacturing Investment Corridor (AMIC) project will establish a Centre of Excellence with on-site support and start-up units. This will support the creation of new businesses and growth of existing businesses in the Food and Drink sector, as well as Advanced Manufacturing sector.

The HALO, Kilmarnock: The development of a fully integrated Enterprise and Innovation Hub which will establish an entrepreneurial ecosystem to stimulate innovative business practices between new and established businesses. In turn this will create new jobs, as well as delivering 'workforces of the future' retraining in digital skills with key partners.



This ecosystem is intended to encourage the development of new digital and cyber security products and services, responding in particular to the needs of the energy, health and space/aerospace sectors.

Community Renewable Energy Project (CoRE): This project will create a Centre of Excellence and supporting demonstrator projects which aim to overcome, through research and design, a range of technical challenges that currently prevents the harnessing of local but intermittent energy generation, and its storage and subsequent transmission onto the grid during periods of high demand.

The project will provide solutions to energy supply and storage challenges in urban and non-urban locations, with the Cumnock area providing a unique location to investigate a wide mix of solutions due to its unique geography, landscape and the way the land has been exploited in the past for mining.

Name of key officer

Allison Craig, Strategic Manager, Ayrshire Growth Deal.

Issues Covered by Case Studies – Check list

Case Study Topics	Issue covered by case study	Case Study Topics	Issue covered by case study
Design	1, 5	Interdisciplinary Working	4A, 5
Conservation		Collaborative Working	1, 4A, 4B, 5, 7
Regeneration	5, 8	Community Engagement	1, 8,7
Environment	1	Placemaking	
Greenspace		Charrettes	
Town Centres		Place Standard	
Masterplanning		Performance Monitoring	2
LDP & Supplementary Guidance	3, 4B	Process Improvement	2
Housing Supply	4B	Project Management	1, 3
Affordable Housing		Skills Sharing	
Economic Development	8	Staff Training	
Enforcement		Online Systems	
Development Management Processes	1	Transport	
Planning Applications	1	Active Travel	
Other: please note			





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