

Key Point/Checklist/ Recommendation is that Councils should:	Council Position	Action/Response	Date	Lead Officer
Review their schemes of delegation to ensure the decision-making process is as efficient as possible?	Accept Recommendation.  Scheme was last reviewed in 2009.	Officers to review existing scheme and make recommendations to update.  Approval required by Executive Committee	July 2012	Development Manager  Head of Governance & Law
Work with the Scottish Government to monitor use of ePlanning and quantify efficiency savings?	Accept  We currently monitor e-submissions and one of top performing rural authorities.41% submissions made online	Through our existing E-Planning Board prepare a report detailing changes in process and work flow which quantify efficiencies made since the introduction of E-planning in 2009	October 2012	Development Manager  E-Planning Board
Ensure processes are in place to enable and support better and more creative engagement with community councils and the wider	Accept  Both the Development Policy and	Development Management to pilot social media awareness and news feed with communications team.  Development Management to review annual Community Council Meeting	May 2012  (Work Plan Process)	Development Manager  Development Policy

community?	Development Management Teams seek to engage with Community Groups and Community Councils on a regular basis	<p>Development Policy to use social media, Community Planning and focus groups to better articulate LDP process.</p> <p>Development Policy currently undertaking pilot schemes on how to empower local communities to take forward their own land use plans.</p>	August 2012	<p>Manager</p> <p>Head of Planning &amp; Regulatory Services</p>
Ensure they use a project planning approach for managing major applications and agree key milestone stages and dates with applicants and key stakeholders?	<p>Accept</p> <p>Major Applications Team Established</p>	<p>Development Manager to benchmark with other authorities and pilot Project Management approach.</p> <p>Protocol to be formulated</p>	January 2012	<p>Development Manager</p> <p>Principal Planner</p>
Continue to work together, and with the Scottish Government, to develop a new comprehensive	Accept	Development Management to adopt new SG/HOPS performance management framework which is currently being piloted for general roll	February 2012	Development Manager

<p>performance measurement framework that clearly links planning activities with national outcomes?</p>		<p>out.</p> <p>Development Manager to review customer and staff feedback process and recommend measures to increase engagement.</p> <p>Development Policy to produce Action Plan every two years highlighting key outcomes of the Development Plan.</p>		<p>Development Policy Manager</p>
<p>Collect, monitor and report data on the cost of development planning and development management to help inform the setting of planning fees and to help make decisions on how resources can be used effectively. This should include information on staffing and time spent on development planning and development management, broken down by activity. It should also include</p>	<p>Accept</p> <p>As noted above</p>	<p>Partially completed as part of service review process</p> <p>Prepare a report detailing changes in process and work flow which quantify efficiencies made since the introduction of new planning process in 2009. Shall also include all baseline data.</p> <p>Investigate the use of time recording systems to help understand the true costs of service delivery and monitor main activities of staff.</p>	<p>October 2012</p>	<p>Development Manager</p> <p>Development Policy Manager</p>

other costs such as legal, committee and specialist support services provided by other parts of the council or national park authority.				
Monitor progress against local development plan key milestones and ensure any delays are carefully managed	Accepted	Development Plan Scheme published annually.  Pyramid is in place to monitor our performance on a quarterly basis.	Ongoing	Development Policy Manager
Review their schemes of delegation to ensure the decision-making process is as efficient as possible	Accept Recommendation.  Scheme was last reviewed in 2009.	Officers to review existing scheme and make recommendations to update.  Approval required by Executive Committee	July 2012	Development Manager  Head of Governance & Law
Promote the benefits of ePlanning to applicants	Accept	Undertake further marketing of E-Planning System at focus groups,	May 2012	Development Manager

and the general public		community council meetings, email tags, social media and 1 to 1 working		EPlanning Board
Work with key agencies to develop a shared understanding of roles, responsibilities and expectations.	Accept	As a LA and through HOPS. Agree shared protocol and concordats with agencies.  Target agencies we have service / relationship issues with to work closer with and transfer skills	October 2012	Development Manager  Development Policy Manager  Head of Planning & Regulatory Services
Work with the Scottish Government to monitor use of ePlanning and quantify efficiency savings?	Accept	We currently monitor e-submissions and one of top performing rural authorities.41% submissions made online	Through our existing E-Planning Board prepare a report detailing changes in process and work flow which quantify efficiencies made since the introduction of E-planning in 2009.	October 2012  Development Manager  E-Planning Board

<p>Ensure processes are in place to enable and support better and more creative engagement with community councils and the wider community?</p>	<p>Accept</p> <p>Both Local Plan and Development Management Teams seek to engage with Community Groups and Community Councils</p>	<p>Development Management to pilot social media awareness and news feed with communications team.</p> <p>Development Management to review annual Community Council Meeting</p> <p>Development Policy team to use social media, Community Planning and focus groups to articulate LDP process</p>	<p>May 2012 (Work Plan Process)</p>	<p>Development Manager</p> <p>Development Policy Manager</p> <p>Head of Planning &amp; Regulatory Services</p>
<p>Ensure they use a project planning approach for managing major applications and agree key milestone stages and dates with applicants and key stakeholders</p>	<p>Accept</p> <p>Major Applications Team Established</p>	<p>Development Manager to benchmark with other authorities and pilot Project Management approach.</p> <p>Protocol to be formulated</p>	<p>January 2012</p>	<p>Development Manager</p> <p>Principal Planner</p>
<p>Continue to work together, and with the Scottish Government, to</p>	<p>Accept</p>	<p>Development Manager to review customer and staff feedback process + recommend measures to increase</p>	<p>February 2012</p>	<p>Development Manager/De</p>

<p>develop a new comprehensive performance measurement framework that clearly links planning activities with national outcomes</p>	<p>Development Management to adopt new SG/HOPS performance management framework.</p>	<p>engagement</p> <p>Publication of Action plan to show key outcomes delivered on the ground.</p>		<p>Development Policy Manager</p>
<p>Consider benchmarking with each other where they experience similar levels and types of demand for planning activities, and share good and innovative practice</p>	<p>Accept</p>	<p>Development Management currently monitor performance through PYRAMID using benchmarking with peers. Use the 'Rural 9'.</p> <p>Ongoing benchmarking and sharing practice through HOPS.</p> <p>Ongoing benchmarking through membership of North of Scotland Development Plans Forum.</p> <p>Partnership working and sharing knowledge with National Park, West Dunbartonshire. Opportunity to undertake knowledge visits – Fife &amp;</p>	<p>Ongoing &amp; February 2012 (Knowledge Visits)</p>	<p>Development Manager</p> <p>Development Policy Manager</p>

		Edinburgh for e-planning service		
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