



APPENDIX A – OUTCOMES FROM LAST YEARS SERVICE IMPROVEMENT PLAN

| IMPROVEMENT ACTION | TIMESCALE | RESPONSIBLE | WAS IT ACHIEVED | CARRIED FORWARD |
|--|----------------------|---|-----------------|-----------------|
| IMPROVEMENT AREA 1 – DEVELOPING SKILLS | | | | |
| 1. Annual performance development review (PDR) for all staff aligned to continuous professional development training programmes to ensure planning officers have relevant skills for job | May 2010 | Angus Gilmour, Head of Service | ✓ | |
| 2. Undertake officer training on customer care to ensure that service is customer centric and responsive to customer needs | November 2010 | Angus Gilmour, Head of Service | ✓ | |
| 3. Implement “Grow Our Own” policy to enable administrative and technical staff to gain relevant qualifications to participate in career grade progression which is part of our succession planning strategy | Ongoing – Continuous | Angus Gilmour, Head of Service) | ✓ | |
| 4. Reinforce/reinvigorate Community Council/Elected Member training on working/implications of new planning regulations, Local Review Bodies, Council governance arrangements and scheme of delegation. | Ongoing – July 2010 | Ross McLaughlin, Development Manager | ✓ | |
| 5. Undertake Development Policy Officer training on on-line development plan with links to GIS software | ongoing – continuous | Fergus Murray, Development Policy Manager | ✓ | |
| 6. Publication of a regular newsletter informing | ongoing – | ongoing – | ✓ | |

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|--|----------------|---|-----------------|-----------------|
| stakeholders of the Local Development Plan Process | continuous | continuous | | |
| IMPROVEMENT AREA 2 – IMPROVING PERFORMANCE AND OUTCOMES ON THE GROUND | | | | |
| 7. Implement joint working agreement with aquaculture industry to improve efficiency of processing aquaculture applications and to realise sustainable development opportunities | September 2010 | Ross McLaughlin, Development Manager | ✓ | |
| 8. Implement Historic Scotland Joint Working Agreement | September 2010 | Ross McLaughlin, Development Manager | ✓ | |
| IMPROVEMENT AREA 3 – EFFECTIVE AND EFFICIENT BUSINESS PROCESSES | | | | |
| 9. Undertake a full Service Improvement Project for Development Management in partnership with Performance and Business Improvement Manager | March 2010 | Ross McLaughlin, Development Manager, Lesley Sweetman, Performance and Business Improvement Manager | ✓ | |
| 10. Develop a pro-forma and registration system for dealing with pre-application enquiries | May 2010 | Ross McLaughlin, Development Manager, | | ✓ |
| 11. Update and standardise model planning conditions and Section 75 legal agreements | August 2010 | Ross McLaughlin, | | ✓ |

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|---|---------------|---|-----------------|-----------------|
| | | Development Manager | | |
| 12. Update and standardise planning forms and guidance notes aligning with Scottish Government Forms | August 2010 | Ross McLaughlin, Development Manager | | ✓ |
| 13. Implement e-planning consultation and on-line interactive local plans | August 2010 | Ross McLaughlin, Development Manager, Fergus Murray, Development Policy Manager | ✓ | |
| IMPROVEMENT AREA 4 – BETTER AND MORE EFFECTIVE PUBLIC ENGAGEMENT | | | | |
| 14. Hold strategic and local level workshops with stakeholders on Local Development Plan | May 2010 | Fergus Murray, Development Policy Manager | ✓ | |
| 15. Promotion of Development Management User Forums – encourage better quality planning submissions, better communication of issues between planning authority and stakeholders | Ongoing | Ross McLaughlin, Development Manager | ✓ | |
| 16. Publication of newsletters, website development, review guidance notes to have better informed stakeholders | Ongoing | Fergus Murray, Development Policy Manager | | ✓ |
| IMPROVEMENT AREA 5 – PROPORTIONATE AND PRACTICAL PLANNING POLICIES AND ADVICE | | | | |
| 17. Review and update Charter Statements | November 2010 | Ross McLaughlin, Development | | ✓ |

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|--|---------------|---|-----------------|-----------------|
| | | Manager | | |
| 18. Update Service Handbook in context of Council's modernisation programme | December 2010 | Angus Gilmour, Head of Service | | ✓ |
| 19. Production of Local Development Plan Main Issues Report | December 2010 | Fergus Murray, Development Policy Manager | | ✓ |
| 20. Production of sash and case window construction advice leaflet for ABC in association with Historic Scotland | August 2010 | Fergus Murray, Development Policy Manager | | ✓ |