

**Suggestions**Communication

Pre-application Meetings – Clear and consistent guidance. Provide a list of information needed to process planning application.

Important that common language used between planners and architects it was felt that this has started through Architects Liaison Meetings.

Registration of applications – No applications should be registered unless they included all the required information for the determination of the planning application.

Planning Applications -

Agree initial timescale for determination.

Highlight any delays to applicant as soon as possible.

Highlight delays on electronic live file if possible.

Highlight need for further information as soon as possible.

Highlight to applicant if additional information will require further consultation with statutory consultees.

Form of Communication

Architects preferred electronic mail as recorded rather than telephone calls

Education

An Advisory Design Panel made up of architects, built environment experts to assist in high quality design across new developments. They would not have decision making powers but could be consulted on applications.

Highlight good planning decisions within South Ayrshire as best practice, perhaps have annual awards for new buildings.

Quality of Outcome was overall more important than speed however it was acknowledged that time was a consideration in terms of finance, opportunity to access funding, exploit market etc. Therefore having realistic timescales set out at the start would be beneficial for all parties.

**Next Forum Meeting**

**The next meeting of the South Ayrshire Local Planning Forum will be held in April 2010**

**Forum members will be contacted in due course with details**

Thank you to all Planning Forum members who contributed to the discussion on the Planning Service. We believe that we have over the past year taken steps to consult on the quality of service, but this is the first time that we have met with you - the community and local organisations- to ask your opinion on the quality of the service that we are providing and to seek your views on how we can improve.

The views expressed have been reported and taken into consideration in the preparation of the recently approved 'Agenda for Modernisation' and the emerging Improvement Plan for 2010/11. Copies of these documents can be found at: <http://www.south-ayrshire.gov.uk/planning/performance.aspx>.

We recognise that we have only just started on a journey of change and improvement and although we have taken steps now to meet most of your suggestions some may require to be progressed in future years.

We will consult you again on improvements for 2011/12, to seek your views on how far we have travelled and ask you how we can continue to improve. In the meantime, thank you for your participation and all your valued contributions.

Christina Cox, Planning Manager

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# Planning Forum Meeting

## 1st December 2009

### Troon

**OUTCOME REPORT**

**SOUTH AYRSHIRE PLANNING SERVICE :**

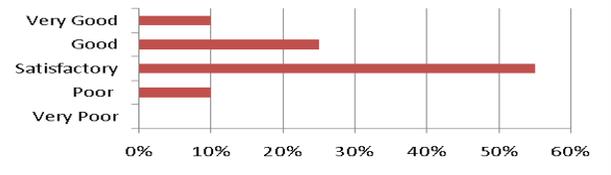
**BUILDING A PERFORMANCE**

**AND**

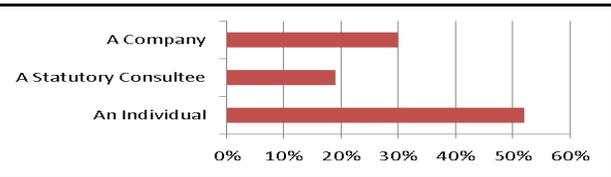
**CUSTOMER CULTURE**

## Questionnaire Analysis

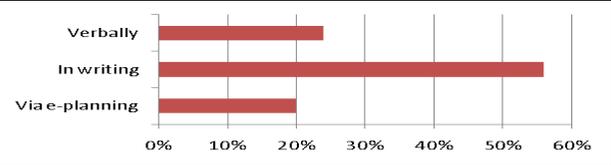
How would you rate your experience with South Ayrshire Planning Service to date?



Have you made representations to the Planning Service as



How did you make your representation?



How easily were you able to contact the planning officer dealing with your planning application?

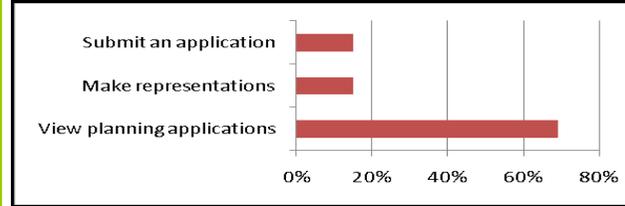
	V.Easily	Easily	Neither	Difficult
By Tele	8%	54%	8%	30%
By Email	18%	45%	27%	9%
In Person	8%	25%	41%	25%
By Letter	9%	45%	27%	18%

Did staff provide the information you needed?

	Yes	No
Planning Admin Support Staff	100%	
Planning Case Officer	100%	
Senior Staff / Management	100%	

## Questionnaire Analysis

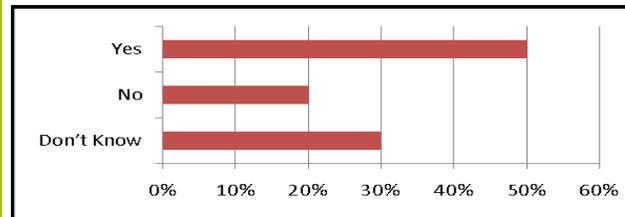
Have you used e-planning to



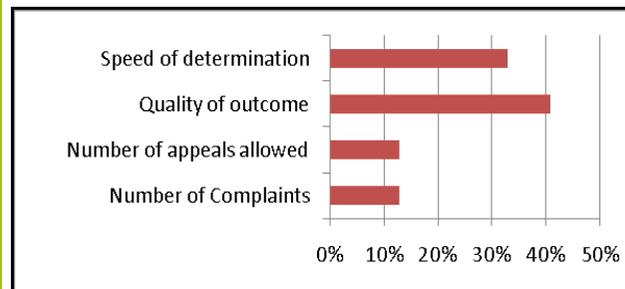
Please rate the e-planning system (1 being poor 5 being excellent)

Score	1	2	3	4	5
Ease of Access		5%	26%	42%	26%
Ability to view documents	5%	5%	26%	36%	26%
Ability to make requests		12%	25%	50%	12%

Is there sufficient opportunity for the public to participate in planning policy development?



How do you think the planning service should be monitored?



## Selective Comments

What was your overall experience of the process of determining your planning application?

Easy to follow, helpful advise.

A basic list of relevant requirements would be useful

Exceptionally slow.

Are there any improvements you think could be made to the planning application process?

Speed it up, ensure communication is clear and concise.

How could we provide more opportunity for the public to participate in planning policy development?

The Planning Forum is a good place to start

Annual Study Days, Planning Workshops, Road Shows

What do you think the Planning Service priorities should be in the future?

The most improved department in South Ayrshire

To be open to change

Clearly understood communication

Maintain their integrity with regard to quality of design and conservation principles in the face of performance indicators and commercial pressures

Make planning accessible and more easily understood by prospective applicants and the wider community

Positive Attitude

Continue with the process of communication which has been introduced recently

Improve understanding between different groups of stakeholders