

Glasgow Planning Improvement Plan etc noted.

3 There was submitted a report by the Executive Director of Neighbourhoods, Regeneration and Sustainability regarding the Glasgow Planning Improvement Plan (GPIP), advising that

- (1) the Council's Planning Service was currently undergoing a period of change and transformation due to a number of key factors, as well as a surge of investment interest in the city which coincided with significant resource constraints within the Planning Service and the introduction of new expectations and duties arising from national planning reform;
- (2) the Planning Performance Framework 2012-23 had been replaced by the National Planning Improvement Framework (NPIF) which was developed by the Improvement Service and implemented incrementally in 3 separate cohorts throughout 2024/25, with the Council's Planning Service having taken part in the first cohort for the new NPIF and as part of this, had undertaken a performance assessment and identified areas for improvement focused on the attributes of a highly performing planning authority as outlined by the Improvement Service;
- (3) a structured 3-year GPIP had been developed that identified key improvements to Glasgow's Planning Service and outlined timescales for implementing them;
- (4) the actions identified in Glasgow's NPIF had been incorporated into the more comprehensive GPIP and would be taken forward and monitored as part of this;
- (5) a range of methods had been used to identify and define areas of improvement and an online survey was undertaken with key customers of Glasgow's Planning Service in Spring 2024 to understand their views of the Planning Service and what areas of the planning application process required attention;
- (6) an online staff survey was undertaken in April 2024 to gather the opinions of Planning Service staff on a wider range of topics, from training and development to service delivery and staff satisfaction as well as staff's perception of the Planning Service and an analysis of these surveys provided the basis for 2 staff engagement days which took place in May and June 2024 to discuss survey results in more detail and to identify areas and themes for improvement actions; and
- (7) the GPIP was a 3-year plan that was being rolled out from January 2025, that would be shared and implemented in collaboration with services across the Council and would be presented to the Chamber of Commerce's Glasgow Development Forum in February 2025, engagement with a range of internal and external stakeholders, community councils and customers would be undertaken as the planned improvements emerged.

After consideration and having heard a presentation by Ms Julia Laphorn, Neighbourhoods, Regeneration and Sustainability, the committee noted

- (a) the presentation;
- (b) the preparation of the Glasgow Planning Improvement Plan; and
- (c) that an annual report on the Glasgow Planning Improvement Plan would be submitted to this committee.