

## PERFORMANCE MARKERS REPORT 2014-15

Name of planning authority:	<b>Loch Lomond &amp; The Trossachs National Park Authority</b>
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The High Level Group on Performance agreed a set of performance markers. We have assessed your report against those markers to give an indication of priority areas for improvement action. The high level group will monitor and evaluate how the key markers have been reported and the value which they have added.

The Red, Amber, Green ratings are based on the evidence provided within the PPF reports. Where no information or insufficient evidence has been provided, a 'red' marking has been allocated.

No.	Performance Marker	RAG rating	Comments
1	<b>Decision-making:</b> continuous reduction of average timescales for all development categories [Q1 - Q4]	Red	<p><b>Major Applications</b></p> <p>At 13.1 weeks you have halved the time taken for decisions (26.3 weeks in 2013/14). You remain substantially quicker than the 46.4 weeks national average.</p> <p>RAG = Green</p> <p><b>Local (Non-Householder) Applications</b></p> <p>Applications timescales have increased slightly to 14.3 weeks from 14.0 weeks. This is slower than the national average of 12.9 weeks.</p> <p>RAG = Red</p> <p><b>Householder Applications</b></p> <p>At 8.6 weeks decision making timescales have increased slightly from 8.2 weeks the previous year. This remains slower than the national average of 7.5 weeks.</p> <p>RAG = Red</p> <p><b>TOTAL RAG = Red</b></p> <p>The overall rating for this category is red due to the slight fall in performance in both local and householder decision times and due to both being slower than the average. Whilst we are required to award a red to ensure consistency of marking, we do recognise the significant improvement in major decision times.</p>

2	<p><b>Processing agreements:</b></p> <ul style="list-style-type: none"> <li>offer to all prospective applicants for major development planning applications; and</li> <li>availability publicised on website</li> </ul>	Green	<p>No processing agreements entered into for major developments but 43 agreements entered into for other types of application.</p> <p>You have identified future actions to extend their use to the implementation phase of development and to produce a leaflet outlining the process and benefits.</p> <p>You commit to provide better information on your approach to processing agreements on your website and prepare an advice note in the next reporting period.</p>
3	<p><b>Early collaboration</b> with applicants and consultees</p> <ul style="list-style-type: none"> <li>availability and promotion of pre-application discussions for all prospective applications; and</li> <li>clear and proportionate requests for supporting information</li> </ul>	Green	<p>There has been a drop in applications subject to pre-application discussions. Pre-application discussion is encouraged on your website and your SPG on Renewable Energy encourages engaging in pre-app.</p> <p>You have produced a response template which outlines the key pieces of information required to support applications and offer meetings where proportionate advice can be given.</p>
4	<p><b>Legal agreements:</b> conclude (or reconsider) applications after resolving to grant permission</p> <ul style="list-style-type: none"> <li>reducing number of live applications more than 6 months after resolution to grant (from last reporting period)</li> </ul>	Amber	<p>For the one major application decided this year that had a processing agreement attached, the timescale was 13.1 weeks. Much faster than the national average. However for the two local applications, the timescale of 115.8 weeks was 3 times longer than the national average.</p> <p>We note that you have implemented a strategy to monitor legal agreements to ensure they do not lead to a long drawn out process.</p>
5	<p><b>Enforcement charter</b> updated / re-published within last 2 years</p>	Green	<p>Enforcement Charter is 1 year old.</p>
6	<p><b>Continuous improvement:</b></p> <ul style="list-style-type: none"> <li>progress/improvement in relation to PPF National Headline Indicators; and</li> <li>progress ambitious and relevant service improvement commitments identified through PPF report</li> </ul>	Green	<p>You have made a significant improvement in the time taken to decide major developments, however, there have been slight increases in the timescales for both local and householder applications. You have an up-to-date LDP and enforcement charter and offer pre-application discussions and processing agreements for all types of development.</p>

			You have identified a good range of improvement commitments for the coming year however, we would encourage you to ensure that last year's commitments are also completed.
7	<b>Local development plan</b> less than 5 years since adoption	Green	Your LDP is 3 years old.
8	<b>Development plan scheme</b> – next LDP: <ul style="list-style-type: none"> <li>on course for adoption within 5 years of current plan(s) adoption; and</li> <li>project planned and expected to be delivered to planned timescale</li> </ul>	Green	Your plan remains on schedule for adoption within the required 5 year timescale.  There has been some slippage due to further consultation requirements. Good evidence provided of your approach to engagement within the plan process and of your project management approach and your experience in the gateway review pilot.
9	<b>Elected members engaged early</b> (pre-MIR) in development plan preparation – <i>if plan has been at pre-MIR stage during reporting year</i>	n/a	
10	<b>Cross sector stakeholders* engaged early</b> (pre-MIR) in development plan preparation – <i>if plan has been at pre-MIR stage during reporting year</i>  <i>*including industry, agencies and Scottish Government</i>	n/a	
11	<b>Regular and proportionate policy advice</b> produced on: <ul style="list-style-type: none"> <li>information required to support applications; and</li> <li>expected developer contributions</li> </ul>	Green	You have set out clear guidance on your website of the information to be submitted alongside applications. New guidance is being drafted and will be consulted on in 2015-16. You have also indicated that you will meet with applicants to discuss additional information requests prior to application submission.  RAG = Green  You advise that you have produced leaflets and advice on expected developer contributions. Future reports would benefit from an explanation of how your developer

			contributions policy is proportionate. RAG = Green
12	<b>Corporate working across services</b> to improve outputs and services for customer benefit (for example: protocols; joined-up services; single contact arrangements; joint pre-application advice)	Green	You have provided strong evidence of working with others to deliver your planning service. You have protocols in place with both SNH, SEPA and internal advisors and provide an example of working in collaboration with the conservation team.
13	<b>Sharing good practice, skills and knowledge</b> between authorities	Green	You have again provided strong evidence of working with Cairngorms NPA to share good practice to assist them with implementing new processes and IT systems. This has also included participating in secondments both from and to Cairngorms.  You have also provided evidence of sharing training with other constituent authorities and the range of events and seminars which you have participated in throughout the year.
14	<b>Stalled sites / legacy cases:</b> conclusion or withdrawal of old planning applications and reducing number of live applications more than one year old	Green	You have managed to clear 11 legacy cases during the reporting year with 17 remaining. You have included a service improvement commitment to conclude these cases and we note that you are developing a strategy to prevent cases reaching legacy status in the future.
15	<b>Developer contributions:</b> clear and proportionate expectations <ul style="list-style-type: none"> <li>• set out in development plan (and/or emerging plan);</li> <li>and</li> <li>• in pre-application discussions</li> </ul>	Amber	You have produced leaflets and advice about expected developer contributions and state that they are proportionate. Your report would benefit from a fuller description of how this advice is implemented proportionately in your next report.  RAG = Green  You mention that contributions are covered in pre-application discussions for significant cases but further information would be beneficial in future reports.  RAG = Amber

**LOCH LOMOND AND THE TROSSACHS NATIONAL PARK AUTHORITY**  
**Performance against Key Markers**

Marker		2012-13	2013-14	2014-15
1	Decision making timescales			
2	Processing agreements			
3	Early collaboration			
4	Legal agreements			
5	Enforcement charter			
6	Continuous improvement			
7	Local development plan			
8	Development plan scheme			
9	Elected members engaged early (pre-MIR)	N/A		N/A
10	Stakeholders engaged early (pre-MIR)	N/A		N/A
11	Regular and proportionate advice to support applications			
12	Corporate working across services			
13	Sharing good practice, skills and knowledge			
14	Stalled sites/legacy cases			
15	Developer contributions			

**Overall Markings (total numbers for red, amber and green)**

	Red	Amber	Green
<b>2012-13</b>	2	3	8
<b>2013-14</b>	1	5	9
<b>2014-15</b>	1	2	10

**Decision Making Timescales (weeks)**

	2012-13	2013-14	2014-15	2014-15 Scottish Average
Major Development	-	26.3	13.1	46.4
Local Householder) Development (Non-	15.4	14.0	14.3	12.9
Householder Development	8.7	8.2	8.6	7.5