Planning Performance Framework

2017 – 2018

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Our priorities as a Planning Service

Scotland's National Parks make a significant contribution towards many of the Scottish Government's stated priorities.

The Government's Programme for Scotland 2017-18 is the plan to

"shape the kind of Scotland we seek – an inclusive, fair, prosperous, innovative country, ready and willing to embrace the future."

There are a number of Scottish Government priorities from the 2017-18 programme that our work in the planning service contributes towards and are demonstrated throughout this document and within our case studies. The following pages help to bookmark where the priorities and case studies link.

The Scottish Government
Riaghaltas na h-Alba

Economy

Scottish Government states ***"The successful economies of the future will be resource efficient and low carbon, and they will harness the power of technology. We have established strengths in key sectors such as renewable energy, tourism, food and drink and intend to build on these strengths."***

Scottish Government Actions under this section include introducing a Planning Bill to streamline the planning process, promoting locally-sourced and produced food and drink, taking the lead in ultra-low emission vehicles, funding sustainable heating systems and electric vehicles charging.

Our Local Development Plan vision is to create a thriving economically active rural economy and provide a high quality visitor accommodation in a range of locations to support the economy.

See case study 3 & case study 4 on our action programme and monitoring framework

Climate change

Scottish Government states ***"Creating a cleaner, greener Scotland matters to the health and quality of life of all of us right now."***

Scottish Government Actions under this section include setting even more ambitious targets to reduce greenhouse gas emissions and doubling investment in active travel from £40 million to £80 million a year from 2018-19.

We are supporting these priorities by supporting opportunities for low carbon energy generation such as run of river hydro (see hydro update p8). We are also supporting and developing projects to deliver active travel plans in our towns and villages.

See case study 2 on the streetscape project

Housing and homelessness

Scottish Government states "Deliver more high-quality affordable homes and commit to ending rough sleeping. We will ensure that at least 50,000 affordable homes are delivered over this parliament - including at least 35,000 for social rent".

Scottish Government Actions under this section include making further progress towards our target of 50,000 affordable homes by the end of the Parliament.

We are supporting this action by giving planning permission for high-quality affordable homes in order to give young people a future living and working in the park and ensure there is enough housing land to meet this target.

see case study 1 Balmaha housing case and update on affordable housing cases

Empowering our communities

Scottish Government states "we will empower communities to take more decisions themselves, placing greater control of budgets in the hands of the people who know best what a community needs – those who live in the community itself."

Scottish Government Actions under this section include undertaking a comprehensive review of how local decisions are made and how local democracy is working.

We are supporting this priority by working on place plans with our communities to empower then in decision making in their own communities

see case study 5 on place plans

Introduction

This is our seventh annual Planning Performance Framework (PPF7) for the National Park.

The framework is published annually to demonstrate our continuous improvement of our planning service in the National Park Authority and is a requirement for all planning authorities in Scotland. It represents a holistic view of our performance, giving substance to our statistics published quarterly regarding how many applications we handled and in what timescale.

This framework includes our National Headline Indicators (statistics on Local Development Plan age, effective land supply, project planning, approval rates and enforcement) and this can be found at the end of the document at Part 5. Part 1 tells the story of how we have improved on last year's performance. It gives our annual update on headline development issues in the National Park, the notable increase we have seen this year in housing development being delivered on the ground, our run of river hydro schemes, built heritage grants, legacy cases, and pre-application service. It also highlights new improvements such as our new major applications project team and our work to finalise our supplementary guidance.

There are a number of case studies (CS) highlighting broader activity explaining how we have been focussing on the delivery of our Local Development Plan, setting up a monitoring framework and developing our action programme (CS3 and CS4). We have also been supporting the rise of applications for affordable housing (CS1). Finally, in light of planning reforms we have been trialling the development of a place plan (CS5).

Part 1 Defining and measuring a high-quality Planning Service

There are four overall measures against which our performance is assessed:

- Quality of outcomes;
- Quality of service and engagement;
- Governance; and
- Culture of continuous improvement.

In this section, information is outlined which demonstrates how we have achieved these measures.

This year the report has been split into the four sections, one for each performance measure and each section contains a narrative to explain how the measure of quality has been achieved.

1 CASE STUDY

We have referenced case studies within the commentary but also we have included four detailed case studies that address more than one of the performance measures.

1 CASE STUDY 1
Balmaha – Delivering Affordable Housing

2 CASE STUDY 2
Village Centre Enhancement – Placemaking Priorities

3 CASE STUDY 3
Monitoring Framework

4 CASE STUDY 4
Action Programme

5 CASE STUDY 5
Developing Place Plans with the Place Standard

6 CASE STUDY 6
Enforcement and Monitoring Processes

Case Study Topics	Issue covered in PPF7	Case Study Topics	Issue covered in PPF7
Design	CASE STUDY 1	Interdisciplinary Working	CASE STUDY 3
Conservation		Collaborative Working	CASE STUDY 2 4 5
Regeneration		Community Engagement	CASE STUDY 2 5
Environment	CASE STUDY 1	Placemaking	
Greenspace		Charrettes	
Town Centres	CASE STUDY 2	Place Standard	CASE STUDY 5
Masterplanning		Performance Monitoring	CASE STUDY 3
LDP & Supplementary Guidance	CASE STUDY 3 4	Process Improvement	CASE STUDY 3 4
Housing Supply		Project Management	
Affordable Housing	CASE STUDY 1	Skills Sharing	
Economic Development		Staff Training	
Enforcement	CASE STUDY 6	Online Systems	
Development Management Processes	CASE STUDY 1 6	Transport	
Planning Applications	CASE STUDY 1	Active Travel	CASE STUDY 2
Other: NB – Local Place Plans	CASE STUDY 5		

Performance Measure

Quality of Outcomes - demonstrating the added value delivered by planning

This section demonstrates how our planning service has helped to deliver high quality development on the ground. It reports on some new successes in our National walking and cycling network and also work to bring back the use of an old hotel. It provides the usual updates on our run of river hydro work and grant schemes.

Active travel and recreational opportunities - Cross Pilgrim Way

The National Planning Framework (NPF) identifies a new long distance route known as 'The Cross Pilgrim Way'. Part of the route goes through the National Park and our planning service are supporting the delivery of this project. The section between Crainlarich and Tyndrum and also the sections at St Fillans and Lochearnhead have gained recent planning approvals. The improvement to the route provides active travel options for the communities in this area as well as recreational opportunities.

This year at Tyndrum the new section of the

Cross Pilgrim Way was completed and is proving to be a very popular circulate route taking in existing West Highland Way. The community have developed a leaflet that includes the route and are now considering developing a small bike skills park within the woodlands linked to this development. The project was delivered by the Countryside Trust. Further information can be found here: http://trustinthepark.org/our-park/paths-access/tyndrum-killin

Housing Development being delivered on the ground

Through the reporting period we have seen significant increase in the volume of new housing delivery on the ground – with a particular focus on affordable units. 5 affordable homes have been completed by Link housing Association at Luss – and these are now occupied.

22 affordable units (by Dunbritton HA) are nearing completion in Succoth by Arrochar. 26 affordable units by Cube HA are under construction at Dumbain Road in Balloch.23 affordable flats by Rural Stirling HA are under construction at the site of a former telephone exchange at Station Road in Callander.

New life to an old hotel – 'The Ardentinny'

On the first week in July 2017, we saw the opening of 'The Ardentinny' a new pub, restaurant in the heart of the village of Ardentinny. The hotel had been closed for a number of years due to low numbers of hotel guests. Permission was granted to change the use of the hotel to owner's house and holiday letting house and an extension was added to improve and enlarge the bar and restaurant area. It is a valuable asset for such a remote small community and provides a place to meet and socialise and it is also popular with visitors.

The Carrick Lodge – changing land management practices

A new Lodge and Education Centre was completed in May 2017 to revive a rural estate. The journey has been long, starting back in May 2015 when this unique application for an estate manager's house and office alongside a residential and non-residential research and learning facility plus a guest house was lodged. The site was at the edge of the village of Carrick Castle and there was some opposition. The Carrick Estate was formed from 3 existing estates which is intended to make a sustainable business model.

The application included a detailed estate plan outlining the woodland creation plans and separate plans for the eco tourism.

The land management team within the authority provided valuable advice to the planning officer on the estate management practices outlined in the estate plan.

With this expertise we were able to be confident that the proposal would conserve and enhance the natural and cultural heritage of the National Park.

UPDATE

Run of river hydro – monitoring

In last year's PPF we reported on monitoring of hydro schemes. This year has been no different and we have continued monitoring schemes being constructed and those that are at restoration and landscaping stage. This reporting year 2017/18 we had a further 6 schemes completed bringing the total number of schemes in operation up to 38 schemes. Arrochar Hydro Scheme, providing funding to Arrochar and Luss communities became operational – the fourth community hydro scheme in the National Park.

KEY FACTS

44 HYDRO SCHEMES APPROVED

38 NOW IN OPERATION

HYDRO SCHEMES IN THE NATIONAL PARK OUTPUT **23.385MW** = ELECTRICITY TO POWER **16,703** HOMES

This meets all the electricity requirements for the 7,584 households in the National Park and more!

UPDATE

Grant scheme - Supporting Built Heritage and Communities

This year we continued with our built heritage repair, natural heritage and community grant schemes but ran these three schemes together under the banner of one overall National Park Grant Scheme. This allowed projects to be considered against delivery of multiple benefits and created efficiencies in the administration the grant scheme. Examples of some of the projects that received funding included:

Blairmore Village Green: A community-led project developed by Blairmore Village Trust to fund technical feasibility work to help the community to progress the development of holiday-let facilities on community owned land to planning and funding application stages. This project flows from the 2014 charrette, which highlighted ways the local community could influence how the village could develop and thrive in the future and directly helps to fulfil the Local Development Plans Place based vision and strategy.

Younger Hall Kilmun: Funding towards leaded window restoration for this Category C Listed Building, dating from 1908, and designed in the Arts & Crafts Style. This building provides a central focus for the community and repair and maintenance helps to enhance its role and increases its scope for expanding its use as a venue for the community and potentially wider public.

CASE STUDY 1 Balmaha – Delivering Affordable Housing

We supported 20 new affordable homes in Balmaha after a long journey of community consultation, working with stakeholders and the applicant.

1 CASE STUDY

Overview

In March 2018 we approved a 20 unit affordable housing development. The site was originally identified by the community and included in the Local Development Plan Charrette report (2013) then considered through the formal Local Development Plan consultation process before being allocated.

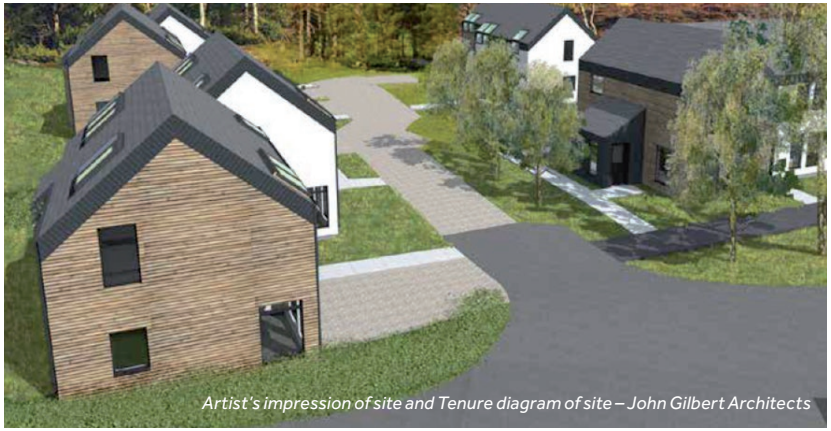
The main aim was to deliver affordable housing in the small rural community of Balmaha given that the National Park is one of the most expensive areas in Scotland to purchase a home due to high demand for retirement and second homes. Stirling Council identified that area as high priority for delivering affordable housing.

The planning application was submitted in January 2017 and received mixed support, highlighting the challenges of delivery of affordable housing in small rural communities. Objections were recorded in relation to the perceived loss of ancient woodland, impact on otters, over-development, road safety, surface water drainage and flooding, impact on amenity and light pollution. However there was support in relation to the need for affordable housing, benefits to the local school and local economy, and rebalancing the lack of permanent dwellings.

The main issue raised by statutory consultees was the foul drainage connection. Our policy requires connection to the public network and SEPA objected to the application until comfort was given from the developer and Scottish Water that the connection to the public network could be made.

Goal

The aim of the planning team was to handle and consider all the comments fairly and with care, taking forward the vision of the Local Development Plan to deliver affordable housing on an allocated site. We hoped to address all the points and also deal with the statutory objection from SEPA in a timely manner and reach a balanced conclusion.



Artist's impression of site and Tenure diagram of site – John Gilbert Architects

Outcome

The applicant agreed to 'stop the clock' while they formally submitted a request to Scottish Water to initiate a growth project. Scottish Water confirmed the upgrading works to the Waste Water Treatment Plant could take 4-6 years. In terms of the woodland, we achieved off site compensatory planting of better quality native woodland than on the current site in line with Scottish Government Control of Woodland Removal policy. The developer also made efforts to retain as much woodland as possible.

At the Public Hearing, Members unanimously granted planning permission subject to a lengthy set of conditions to address foul drainage and compensatory planting issues and other concerns.

This case study demonstrates a successful strategic outcome of securing the aspiration of the local community for new affordable housing within the village. This has taken a number of years since the seeds of the idea but achieved through ongoing positive engagement with the planning service and a strong commitment to a sensitively designed scheme (by Rural Stirling HA working with their architects) well suited to a semi-rural woodland context.

This case study contributes towards the ***Quality of Outcomes*** but also ***Quality of Service and Engagement***.

Key markers:

3- Early collaboration, 11 – regular and proportionate policy advice, 14 –stalled sites/legacy cases

Key areas:

- Design
- Affordable Housing
- Development Management Processes
- Planning Applications

Stakeholders:

General Public, Key Agencies, Planning Committee, Authority Planning Staff, Other: Registered Social Landlord

CASE STUDY 2 - Town centre enhancement - placemaking

2 CASE STUDY

The vision of our Local Development Plan and National Park Partnership Plan is to ensure the National Park's towns and villages are enhanced with investment in the built and historic environment, public spaces and infrastructure.

Overview

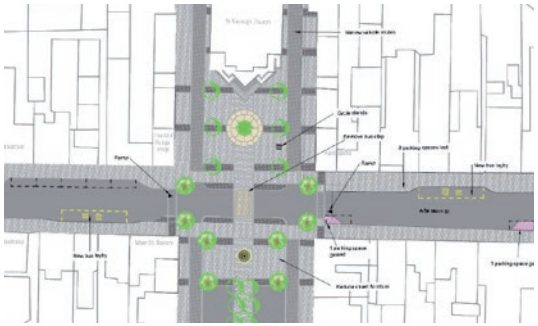
There are eight placemaking priorities identified in our Local Development Plan and during this year we have been busy helping to realise the vision for Balloch and Callander. Momentum has continued well with these of two projects, and we've supported this by attending and contributing to public consultation events, working with partners to progress technical work and providing feedback on proposals as they have developed.

Goal

This case study demonstrates how the Local Development Plan can be successfully used as a main driver to town centre enhancements and active travel projects. It demonstrates partnership working and how we have been able to use our influence to shape and drive these projects to meet the overall vision of the Plan.

Outcomes

Callander Streetscape project



We have been working in partnership the with Callander Partnership, Stirling Council and Sustrans to provide quality improvements to streets in Callander. This first stage of this project was to undertake a consultation with the residents, businesses and motorists. This public exhibition took place on the 20th May 2017 and a feasibility report was produced in June with recommendations, based on consultation responses, which will be used for future funding bids. The consultation included new segregated cycle/walking paths alongside the Trunk Road (A84) from the edge of Callander out to Kilmahog and also ideas for the village square and connections.

Balloch Station and Village Square Project

Artist's Impression developed as part of the Balloch Public Realm improvement options © 7N architect

Last year we provided an update following on from the Balloch Charrette held in 2016. This year has been about working on a partnership project led by Sustrans Scotland, the National Park Authority and West Dunbartonshire Council, to remodel and improve the appearance of the three public spaces in Balloch.

This year the final public square design options were presented to the community at an event on the 7th June. West Dunbartonshire Council will aim to start initial works at the village centre during summer/autumn 2018. Works on the station square are on hold pending progress of the masterplan for the adjacent Local Development Plan site at West Riverside.

This case study contributes towards the ***Quality of Outcomes*** but also ***Quality of Service and Engagement***

Key markers

3 early collaboration, 12 corporate working across services to improve outputs and services

Key areas

- Active Travel
- Town Centres
- Collaborative Working
- Community Engagement

Stakeholders:

General Public, Authority Planning Staff, Authority Other Staff, Developer (Sustrans, Councils, Callander Partnership)

Performance Measure

Quality of Service and Engagement

This section provides evidence that our planning service is undertaking positive actions to support sustainable economic growth by providing clarity and certainty and a positive customer experience.

LIVE Park – planning and supplementary guidance

Since the adoption of the Local Development Plan in December 2016, this year has focused on ensuring that our planning and supplementary guidance has been adopted to provide clarity and certainty to applicants. We adopted our supplementary guidance and most of our planning guidance documents:

- Housing – June 2017
- West Loch Lomondside Rural Development Framework – June 2017
- Buchanan South Rural Development Framework – June 2017
- Design and Placemaking – March 2018
- Visitor Experience – Nov 2017
- Renewables – June 2017

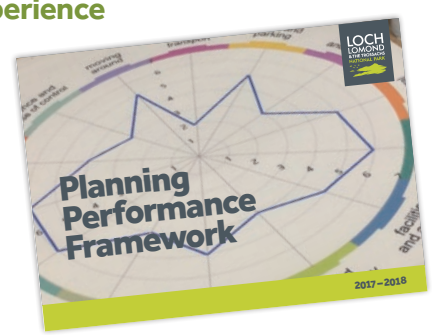
This has been a large piece of work involving both Policy and Development Management teams, reviewing comments made at consultation stage and amending and refining the guidance accordingly. The result is a suite of documents that has responded to the feedback. They are highly visual and graphic documents to ensure they refelct and continue the design led approach contaned in the Local Development Plan. All the guidance's have images and sketches that give the explanation without the need of text. Despite being more necessarily technical and detailed, they are intended to still be engaging, accessible and user friendly.

These documents are realistic and useable and they aid our Development Management service in discussions and negotiations, specifically on housing, visitor experience policy issues and on design quality. The Design and Placemaking aspires to high quality development that has considered all aspects of the environment.

We have also been working on Developer Contributions and Callander South Masterplan Framework with a Bridge Feasibility Study undertaken. An update on this is provided in the Developer Contributions section.

Delivering a positive customer experience

Our PPF6 report set out benefits delivered in the last year as a consequence of our commitment to providing a free pre-application advice service. Such as better quality of applications, less refusals and appeals. This trend has continued into this reporting year.



Our commitment to our pre-application service remains high, even though only 22% of applications were subject to pre-applications (see Part 5 Statistics). As we reported last year this figure conceals that the majority of our detailed local applications (as opposed to householder, advertisement, tree works or prior notification) are subject to pre-applications and also that there are a number of pre-applications that do not result in an application.

In order to meet the needs of customers we operate a dedicated Development Management phone line, open during all office hours, whereby planning assistants answer enquiries. This involves dealing with simple queries over the phone, for example providing advice on how best to view applications online, thereby saving planning officers time. It can also involve directing applicants to online advice and guidance and to use our free pre-application advice service.

In the ongoing review of Development Management procedures and processes we are utilising a 'service design' approach to ensure that our services are designed around the end user (agents and applicants and the public) to ensure they can readily access information they require, receive clear correspondence and understand the processes and timescales that must be complied with under planning regulations.

In last year's service improvements, we reported on the difficulties of customer surveys and the poor response rate. We have not undertaken a customer feedback survey however emails of thanks within the supporting evidence (Part 2) demonstrates positive feedback received.

Being clear and proportionate - Developer contributions

As reported last year in PPF6, we have an adopted developer contributions policy within the Local Development Plan. Even though the developer's contributions planning guidance is still in draft we have adopted our housing guidance which sets the commuted sum figures in relation to affordable housing.

Also, this year we have been working with Stirling Council to verify the figures for a possible bridge for Callander and education contributions. This work has involved undertaking a bridge costing and feasibility study and the Callander Masterplan planning guidance would be updated if necessary. We hope that this work will be finalised this year and we will be able to re-publish the developer's contributions supplementary guidance.

We have been highlighting developer contributions at pre-application stage such as with any housing proposals in Callander and also for a new supermarket in Callander.

CASE STUDY 3 - Monitoring Framework

Our Monitoring Framework has been published and we have clearly set out what will be monitored to effectively track delivery of the vision of our Local Development Plan.

Overview

Following the adoption of the Local Development Plan alongside the Action Programme early 2017, the next steps were to set up a monitoring strategy and initiate monitoring of the delivery of the Local Development Plan. This involved:

- project management,
- meeting with, and learning from, Stirling Council to find out about their Housing Land Audit and behind the scene processes (excel spreadsheets) and monitoring generally,
- working with our technicians and analysing Uniform capabilities and current spreadsheets, then creating new spreadsheets,
- meeting staff internally from tourism, access, built heritage and conservation team (July/Aug 2017),
- gathering data manually from Uniform and setting up a categorisation system particularly in relation to Tourism and Recreation which had not been previously monitored in any detail.

Goal

Firstly, our goal was to improve on how we gather data about planning applications under our current Local Development Plan 2017-2021. Secondly, we wanted data that would be a valuable resource to aid the production of the next Local Development Plan, and inform the work of others in our organisation, including the 'added value' at planning decisions. Lastly, the goal was to ensure monitoring is efficient.

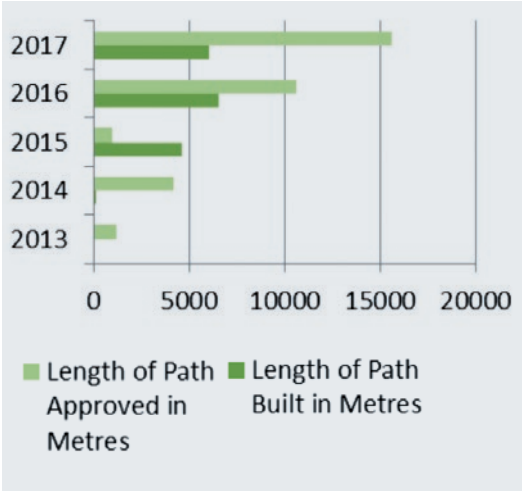
Outcome

We published our Monitoring Strategy in March 2018 with a set of indicators clearly highlighting what we are going to monitor and specifically what this will show us. We have now developed a detailed category system to be added to Uniform which allows us to produce results such as trend graphs for more technical documents and infographics for publications.

Staff have gained a more advanced skills in excel spreadsheet and chart production. We have also been able to present the results on maps using ArcGis and other teams across the National Park are able to use this data for their own purposes.

The tourism team find it valuable for reporting on business confidence so we have added other categories such as whether it is a new business or an existing business expansion.

Path approvals over last 6 years -example of trend style charts



We are being able to use the results to report on the successes of the year on social media (see blog on LDP one year anniversary) where we developed infographics. It means we can also more cleverly communicate the development activity in the park and the role planning is playing.The main purpose will however be to prepare a robust monitoring report to be published alongside our next Main Issues Report.

Next Steps

We will look to make the processes more automated using the categorisation system in Uniform as described.

This case study contributes towards the ***Governance***

Key markers:

3 - early collaboration, 10 – Cross-section stakeholders engagement, 12: corporate working and 13 sharing good practice

Key areas:

- Local Development Plan & Supplementary Guidance,
- Performance Monitoring
- Process Improvement
- Interdisciplinary Working

Stakeholders:

Planning Committee, Authority Planning Staff and Authority Other Staff

CASE STUDY 4 - Action Programme

We have been embracing the Planning Review recommendations and been reviewing and improving our action programme every 6 months.

Overview

The action programme was first published last year (March 2017, Members approval in Feb 2017) and this year we have undertaken two 6 monthly updates. We investigated new ways to further improve the action programme. We wanted to embrace the recommendations from the Planning Review and ensure that the action programme is a working tool, and a delivery programme. We have ensured it closely aligns with our monitoring work and our land audits particularly for housing and its programming.

Goal

The goal was to ensure the action programme was easy to read, modern, friendly and easy to navigate using the same creative style and colours from the LIVEPark campaign. We wanted to present and promote the action programme to a range of audiences, to highlight the work being undertaken and provide an up-to-date picture of what was happening on the ground.

Outcome

We have demonstrated that the action programme can be a usable, attractive document and not something that sits on a shelf. We have used the action programme to the partnership forums including the Housing Forums to demonstrate progress. We have also been able to direct enquiries about sites to the action programme and the community councils have been interested in the document, requesting copies. The stakeholder engagement has informed the actions that the landowner and developers intend to achieve, not only those by ourselves. It ensures regular contact with landowners.

Members have been really encouraging about the action programme and have found it extremely useful to keep up to speed with what is happening around the Park. There is also a two way dialogue with Members commenting and providing information for the action programme at the committee meetings.

The latest version, has new sections providing focused updates on the Rural Development Frameworks and has interactive maps bringing the table alive. This makes the document more accessible for communities as well as developers. It allows communities to actively promote sites and have an awareness of the issues that are holding back development.

We have also linked to our online planning system to give people direct access into the planning application documents and plans that have been approved.

This case study contributes towards the ***Quality of Service and Engagement*** but also ***Governance***.

Key markers:

3 - early collaboration, 10 – Cross-section stakeholders engagement, 12: corporate working and 13 sharing good practice

Key areas:

- Local Development Plan & Supplementary Guidance
- Collaborative Working
- Process Improvement

Stakeholders:

Local Developers, Key Agencies, Planning Committee, Authority Planning Staff and Authority Other Staff

Performance Measure

Governance – Ensuring that our structures and processes were proportionate, effective and fit for purpose

Major Applications team

A weekly meeting has been established to help project manage major applications. As well as planners attending, there is input from specialists (including conservation, landscape and access), project management, legal, GIS, communications and governance (committee officer) depending on the stage of the application. These meetings are useful for resource planning within the timescales required for each major application in the pipeline.

It also creates awareness of the proposals across the organisation and includes risk management through the project management approach. The Director of Planning attends regularly and a collaborative approach is used to find solutions to any issues being flagged.

It can be particularly useful in terms of progressing work on potential planning obligations with legal advice through the determination period so that decisions can be issued more timeously after a recommendation to approve is agreed at the planning access committee.

An example from this year, is the handling of the revised application for the operation of a gold and silver mine at Cononish by Tyndrum which was a particular focus for the team with the National Park Board taking a decision of minded to approve the application in February 2018. With the conclusion of a section 75 legal agreement, this will be reported in next year's PPF. Next year will also have a focus on two other major applications that are currently under consideration for a large housing proposal at Drymen and a tourism development at Balloch known as West Riverside.

Development Planning Clinic

The Local Development Plan was adopted relatively recently in December 2016 and we have had some new members of staff in our Development Management team so we recognised a need for our Development Planning and Communities and Development Management teams to get together on regular basis to help us all better understand how policies should and are working.

The meetings are held, when required, every two weeks when Development Management team consult Development Planning and Communities team internally. Tourism and housing tend to be the main areas of discussion and the majority are pre-applications. Where it is a full application then Development Planning provide further advice after the meeting.

There are a range of benefits, the new team members can come along and use it as a training session and it speeds up decision making, creates a wider team spirit and all members of staff learn and understand how to use the policies of the Local Development Plan consistently and with confidence.

Dealing with 'legacy cases'

The recording of legacy cases (over 1 year old) remain a moving picture with 5 cases cleared this period (see Part 4, National Headline Indicators), however we had 12 new cases added to the list that remains outstanding. Our overall figures have therefore risen from 11 to 23 cases outstanding.

This increase is unusual and is due to 8 linked applications submitted by a single applicant (Luss Estates) early in 2017 to deliver housing in relation to the West Loch Lomondside Rural Development Framework. The applications require to be determined as a package at our Planning and Access Committee.

3 other cases fell into this 1 year old category in the period and this is for a range of reasons including a Section 75 agreement not moving to conclusion but the prospect of a positive determination remaining through other means. Another factor is the limited time period of the 'free go' when negotiation changes on complex applications. We will continue to make a targeted effort on reducing this number particularly through agreeing withdrawal of genuinely stalled applications.

Tree Preservation Order reviewed and retained – Kinlochard

UPDATE

Tree Preservation Order project

As part of a five year project to review all the Tree Preservation Orders (TPOs) in the park, this year we replaced 4 TPOs with 2 modified TPOs in Arrochar and Blairmore, removed one completely, and we reviewed a further 7 TPOs which were retained. We have started undertaking further TPO assessments. In addition to the TPO project we have also served 2 brand new TPOs.

Continuing to develop the planning team

We have corporately supported staff in many different ways this year to keep them motivated and healthy. We are a lifestyle friendly employer with our 2017/18 pay award including a wider range of non-pay benefits that improve the balance between work and home life.

We have also been ensuring staff are up to speed with current practice and policies:

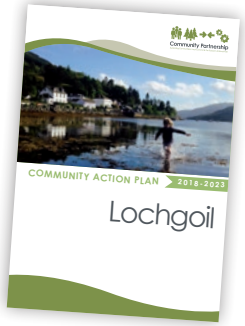
- We have shifted policies on to a new electronic gateway 'UK National Park ELearning System' so there is a record that staff have read and understood them, and
- The system also has a host of courses available to all staff There are mandatory courses, such as health and safety, Freedom of Information that must be taken and also courses designed to assist you within your role and personally. These cover personal development, information management, Management, Microsoft office, equality, wellbeing, etc.

CASE STUDY 5 Lochgoil Community Action Plan (CAP)

Using our planning role to enhance community led action planning and to link planning, land reform and community empowerment outcomes for the benefit of rural communities

5 CASE STUDY

Overview



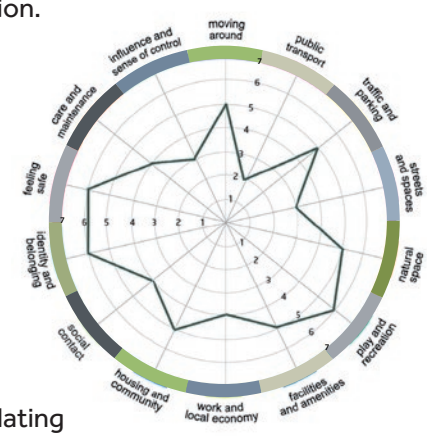
All communities within the National Park are supported to prepare and produce locally owned Community Action Plans (CAPs). These plans articulate the community's vision for the future and identify priority actions that will help achieve this. Actions identified are broad ranging in terms of topic and also scale – some are for the community to address independently and others require a partnership approach. Some are planning related, others not.

A partnership approach in preparing CAPs is used throughout the process – support is offered to communities via the independent charity Loch Lomond and the Trossachs Community Partnership in collaboration with our own National Park Authority planners.

Lochgoil is a community within the Cowal area of the National Park and its Community Action Plan was due for review last year. Working with the Community Partnership, we decided to pilot a new approach with the community to prepare a new Community Action Plan that would embrace some of the recommendations included in the current Planning Review, specifically to create a community plan that was more spatial in nature. We also wanted to reinvigorate the traditional community engagement approaches, such as household surveys and individual interviews, by using the **Place Standard.**

Goals

The development of a new style of Community Action Plan for Lochgoil sought to embrace the recommendations included in the current Planning Review and create a CAP that is more spatial in nature. We also wanted to explore how the planning system can help deliver on other Scottish Government outcomes supported through the community empowerment and land reform legislation.



We used the process to support the establishment of a wider vision for the area including land use and management aspirations by spatially articulating these opportunities, as well as identifying other community planning needs. We also amended the Place Standard tool to include questions relating to land-use in order to gather views to facilitate and encouraged people to think about the use of land in the wider area rather than the immediate confines of the village.

Outcomes

Significantly, the final Lochgoil CAP now includes three maps showing land and water based priorities for action. Development opportunities identified in the Local Development Plan are included as well as placemaking priorities, active travel ambitions, economic, social and environmental needs. The plan provides a validated basis to progress integrated project activity that will impact on holistic community outcomes. It will inform the plans and support dialogue in relation to land owners, Community Planning Partnerships as well as our Local Development Plan.

The community also said the Place Standard was a great tool to generate positive discussions and momentum behind their ambitions for change. The next steps are to consider how this new methodology and format of the Lochgoil CAP could be replicated by other communities within the National Park and to work in partnership to develop their own Local Place Plans.

This case study contributes towards ***Quality of Service*** and ***Engagement***.

Key markers:

3:early collaboration, 10-Cross-section stakeholders engagement

Key areas:

- Community Engagement
- Collaborative Working
- Place Standard
- Local Place Plans

Stakeholders:

Authority Planning Staff, General Public, Other – Community Partnership

Performance Measure

Culture of Continuous Improvement

Improvements to procedures

The new development management service structure has been in place for over a year. One of the benefits of having an additional manager is that more focus can be given to updating and streamlining procedures. A work programme has been developed with small teams of planners, planning assistants and support staff working on updating procedures.

A particular focus for procedure work this year has been developing a new mechanism for enforcement recording. Details of this can be found in Case Study 6 as this was one of our key Service Improvements for 2017-18.

Work also continues on refining the validation procedures, pre-application enquiries and a new Service Improvement for 2018-19 is to ensure our Environmental Impact Assessment (EIA) procedures for screening and scoping opinions comply with the changes in EIA regulations.

Training

This PPF reporting year we started with **FOI and records management** training in April 2017 for all new staff and then held some **'European protected species'** training for new and existing members of staff. The species training was provided by our natural heritage planning advisor and was about identifying the requirement for a bat survey when dealing with development to ensure the Habitat regulations are complies with. It highlighted when to ask for an otter and bat survey, looking at features to look out for and justifiable reasons for asking for a survey.

We also had some training on **Compulsory Purchase Orders** for a few members of the team as the Scottish Government are rolling out some new guidance notes on this area.

Early this year we had some training on the **New Planning Bill** from our newly appointed legal advisors Anderson Strathearn. All planning staff attended to find out about the main changes and there was an opportunity to ask questions.

Our development management team also were out and about and visited a hydro scheme to share knowledge and skills with new officers. They also visited Ripple Retreat which was a case study in last year's PPF.

Members of the Development Management team at Lochy hydro Scheme

Sharing Good Practice amongst the team

This year we continued our successful model of running departmental team sessions; on development activity, strategy and community action. This year, on September 6th, the team went to trossachs and learnt about:

- Your park – an overview and update on the first year of the camping bylaws,
- Loch Katrine, steamship,
- Major project briefing, and
- Callander landscape partnership.

Similar to the previous year we held a session with our Communications team again focusing on how to use social media and blogs more widely to communicate work on the ground.

Sharing Best Practice and Skills with others

Gordon Watson, Chief Executive, spoke at the RTPI annual conference and described how the planning function is central to what is happening in the park authority; plans, policies and projects in partnership. He also talked about how the National Park work contributes to National outcomes in relation to realising the value of the environment to the Scottish economy. He was able to use our case study examples from our PPF to highlight how we harness the power of communities, to make things happen, and get people excited about their communities. Gordon highlighted the place based approach used in our community charrettes as a framework for delivery – a vision for Callander was developed by and for the community.

Member Training and Development

This year has been a busy year for our committee. During this period (Oct 2017) we were delighted to welcome six new local authority board nominated members. We successfully delivered a comprehensive induction programme for them and existing members were also invited.

- 22nd May - Local Development Plan Policies. The Development Planning team all presented different parts of the plan and there was a lengthy question and answer section.
- 30th October – Planning Process. Brodies LLP ran a course on planning law, policy, guidance, statutory aims of the National Park, the development plan, making good decisions which covered material considerations and planning judgement.

In addition to the training above, some of the new Planning & Access Committee Members have attended 'On Board training' which is more general training about the roles and responsibilities of a board member.

Awareness Months

Last year we reported on our corporate awareness months. They have been such as success that they have ran again this year. Development Management lead and provided a series of lunch and learns and also a walking tour. The lunch and learns included topics such as Cononish gold mine, and planning described in 'emoji's'. There was also a very well attended walking tour around Balloch.

Visit to Glen Falloch Hydro

On the 19th September, we gave representatives from Mountaineering Scotland and the Ramblers Association a conducted a tour of Derrydarroch Hydro scheme within the Glen Falloch estate near Crianlarich, where four run-of-river hydro schemes have been constructed in recent years.

The purpose of the visit was to demonstrate how the National Park Authority actively monitors such development on the ground to ensure the visual impact of the schemes are minimised. As well as noting the various aspects of the scheme, from the powerhouse and outfall, along the pipeline and pipe bridges up to the intakes, the visit afforded views of other elements of the scheme across the glen. Various restoration techniques and mitigation measures such as painting pipes and planting trees were explained. These schemes all have a condition requiring submission of monitoring reports over a five year period post-commissioning. The role of the NP Monitoring officer in dealing with this was set out – including review of the six monthly reports, visits to the site and dealing with follow up actions. Following this the Director of Planning and Rural Development was invited to write an article for the Scottish Mountaineer magazine (Winter 2018 edition).

"Please accept our thanks for organising yesterday and we (Jonathan and me) wish to express our appreciation for the time given by all concerned to our meeting and the site visit.

As I mentioned on the way back, it was encouraging for us to understand that the Park Authority's planning team are professionally committed to ensuring the best outcome."

David Gibson, Mountaineering Scotland

CASE STUDY 6 Enforcement and Monitoring

We have set up and put into action a new efficient way of handling enforcement cases.

Overview

We reported in last year's PPF, that following changes to staff and team structure we were piloting a new way of handling enforcement cases. This involved sharing the enforcement service across the development management officers. This year we have been refining how it all works.

At the start of the year the Enforcement and Condition Monitoring technical working group (ECM group) was formed with a remit to streamline the administration of enforcement cases by ensuring that the Uniform & IDOX support systems were up to date and fit for purpose in terms of roles and user permissions, code lists, procedures, processes and legislative requirements were up to date and fit for purpose.

The ECM group was set up with the remit of:

- streamlining correspondence through the UNIFORM system to improve the customer experience,
- providing ongoing training for the Development Management Team to increase knowledge and confidence when dealing with enforcement cases, and,
- finalising procedures and setting up a workflow to allow case officers to recognise and manage their enforcement workload.

Our Monitoring Officer

Goal

The main goal of the change in service delivery was to increase flexibility and efficiency and to utilise the range of skills individual officers as a collective and develop opportunities to learn new skills. The goal was also to ensure the enforcement and monitoring service was not vulnerable to disruption during times of leave or sickness of a single individual.

Affordable housing - Succoth

Outcomes

We already benefited from having a dedicated Development Monitoring Officer who has a unique role within our planning team. It was decided that this officer was ideally placed to handle the administration of setting up enforcement enquiries. The skills and knowledge of the previously dedicated enforcement officer were captured through in house training. This training was held in March 2018 and raised officer's awareness of the Scottish Planning Enforcement Handbook and focussed in on how to conduct site visits, which is one of the more challenging aspects of enforcement.

The new support for enforcement has led to an increase of logging enforcement cases (41 taken up) compared to the average 25 in previous years. This is because previously smaller cases were resolved by the enforcement officer without being logged given resourcing issues. We have also issued 7 notices this year which is also a marked increase from previous years which is a reflection of increased resourcing, particularly in relation to dealing with the issue of unauthorised advertisement in the countryside.

The case study demonstrates how changes to the ways of working has improved our monitoring and enforcement service.

This case study demonstrates our ***Quality of Outcomes*** and ***Governance***

Key markers:

6 – Continuous Improvements

Key areas:

- Enforcement
- Development Management Processes

Stakeholders:

Authority Planning Staff, Authority Other Staff, Developers

Part 2 Supporting Evidence

In order to compile Part 1 above we have drawn on the following documents:

Callander Streetscape Consultation
https://my.stirling.gov.uk/services/transport-and-streets/roads-and-pavements/proposed-roads-improvement-scheme-consultations/callander-streetscape-consultation

Balloch Village and Station Squares
http://www.lochlomond-trossachs.org/planning/development-delivery/live-in-balloch/delivery-balloch-village-plans-street-design-project-moves-step-closer-delivery/
https://ballochproposals.commonplace.is/overview

Adopted Local Development Plan, Supplementary and Planning Guidance
http://www.lochlomond-trossachs.org/planning/planning-guidance/local-development-plan

Major Application Blog
http://www.lochlomond-trossachs.org/planning/blog/major-developments-explained/

Enforcement Charter
http://www.lochlomond-trossachs.org/rr-content/uploads/2016/07/Planning_20161128_Agenda7_Appendix-1_Enforcement-Charter-2016.pdf

Website
http://www.lochlomond-trossachs.org/planning/

Facebook
LIVE Park on Facebook
https://www.facebook.com/lomondtrossachs

Twitter
LIVE Park on Twitter
https://twitter.com/ourlivepark

National Park Grant Scheme
http://www.lochlomond-trossachs.org/park-authority/how-we-can-help/funding-grants/national-park-grant-scheme/case-studies-examples/

RTPI Conference
Gordon Watson, CEO of LLTNP, http://www.rtpi.org.uk/the-rtpi-near-you/rtpi-scotland/events/rtpi-scotland-annual-conference/

Planning Performance Framework 2016-2017 (PPF6)
Available to download on our website:
http://www.lochlomond-trossachs.org/planning/our-planning-team/our-performance/

Blogs about PPF6 case studies
http://www.lochlomond-trossachs.org/planning/blog/

Loch Lomond and The Trossachs Annual Report 2018/19
Available to download on the following webpage
http://www.lochlomond-trossachs.org/rr-content/uploads/2018/01/Board_20180614_Agenda6_1_Draft-Annual-Report.pdf

Supporting Evidence for the Case Studies

Balmaha Housing (see Case Study 1)

- Balmaha planning application submission – https://eplanning.lochlomond-trossachs.org/OnlinePlanning/applicationDetails.do?activeTab=documents&keyVal=OINGUNSIJN100
- Balmaha committee papers – http://www.lochlomond-trossachs.org/park-authority/our-board-committees/meetings/planning-access-committee-meeting-26th-march-2018/
- Rural Housing Stirling Newsletter - https://rsha.org.uk/data/2018%20Spring%20Rural%20Matters%20Newsletter_2018_05_17_13_33_58.pdf

Town Centre Enhancement (see Case Study 2)

- Callander Streetscape Consultation - https://my.stirling.gov.uk/services/transport-and-streets/roads-and-pavements/proposed-roads-improvement-scheme-consultations/callander-streetscape-consultation
- Balloch Streetscape Consultation -

Action Programme (see Case Study 3)

- Action Programme - http://www.lochlomond-trossachs.org/planning/planning-guidance/local-development-plan-action-programme/
- Planning and Access committee update – September 2017 - http://www.lochlomond-trossachs.org/rr-content/uploads/2017/01/Planning_20171030_Agenda6_Action-Programme-Update.pdf

Monitoring Framework (see Case Study 4

- Monitoring Framework - http://www.lochlomond-trossachs.org/rr-content/uploads/2016/07/Monitoring-Framework-V2.0.pdf

Place Standard (see Case Study 5)

- Community Action Plan Open Day - https://lochgoilhead.info/community-action-plan-open-day-saturday-26-august/
- Blog with an update - http://www.lochlomond-trossachs.org/planning/blog/lochgoil-community-action-planning-update/

Enforcement and Monitoring (see Case Study 6)

- Enforcement and Monitoring website - http://www.lochlomond-trossachs.org/planning/planning-applications/make-an-

The following are examples of positive feedback from our customers directly via email:

Hi Kirsty

Good to hear from you and yes it has been a long road for Bill & Meg but they are finally looking forward to opening soon.

We will keep in touch with you and let you know when the official opening will happen.

It would also be good to show your team around once the place is open so let us know and Bill and or I would be happy to show you round.

Thanks again for your support throughout the journey Kirsty - you were always positive and supportive.

Best regards,

Bob Craig BSC BARCH RIBA RIAS for C & S Architects

Dear Craig

I am thrilled with this news and the prompt attention you have given to this project and its requirements.

The Community Council will be much encouraged by this conclusion as it allows them to proceed with the Grant application secure in the knowledge that they have followed and adhered to all the correct procedures that apply to managing such an historic monument.

I will forward the second method statement to you when available and let you have before and after photographs in the much desired event of a successful Grant application.

Thank you also for the words of support for the project which I hope will go a long way to improving those chances of a successful outcome.

You have been very helpful and attentive to this Craig in the short timeframe that was available and I am very grateful

Kind Regards

Clare

Hi Jane

Many thanks for this. I have been in touch with the client and it looks like he would like us to proceed with a re-design on the basis of a design to suit the affordable housing guidelines. I'll keep you posted!

Kind regards,

Ellen Webster

for Denholm Partnership LLP

Thanks for this Catherine.

Also, thank you for allocating some time with my Client and myself yesterday.

We look forward to working with you throughout this Project.

Kind Regards,

Mark

Jewitt and Wilkie Architects

Excellent, thanks Alison. And thanks to you both for your very helpful comments and overall approach – Mr & Mrs Brown were heartened.

Best regards,

Bob Hay

The Hay Partnership

Amy

Thank you for your email. Yes, indeed I would like to withdraw the nmv application for 8 Muirpark Way. With the benefit of the new planning consent it would be, in effect, unnecessary duplication.

Thank you very much and thank you to your colleagues for your engagement and diligent responses in relation to the scheme design and the application.

Yours sincerely

Gordon Gibb

Dear Craig and Fiona

Thank you very much for coming to Killin yesterday. I really enjoyed meeting you both. I appreciate that your role is primarily regulatory but I am very grateful to you for your enthusiasm and advice. I am sorry I had to rush off. I would have liked to spend more time with you.

I recognise my responsibility as a Trustee to look after the island and structures on it not only for my own family and Clan Macnab but also the local community of Killin. I am very excited about the idea of working with the Loch Lomond and Trossachs National Park to ensure everything is done properly.

I look forward to receiving your letter in due course and to working with you going forward. Please do not hesitate to contact me or Donald at any time. You and your colleagues are welcome to have access to the island whenever you need it.

Kind Regards

Jamie

Jamie Macnab

Hi Jane

Thanks a million for the info on the Gartocharn advert.I read the news article you sent on the link - definitely a lucky escape there, and can strike that one off the search.

Thanks again for everything, Jane. Really appreciate the link you sent regarding LLTNP planning guidance too - You've been so helpful. It's back to the drawing board on the house hunt, then.

Have a lovely rest of the week at Loch Lomond, and thanks again for your assistance.

Denise D

Part 3 Service Improvements

In the coming year we will:

No.	Area for Improvement	Planned Action
1	Local Development Plan Monitoring	To utilise the Local Development Plan Monitoring Framework to produce topic based monitoring reports to track and monitor development delivery.
2	Reduce legacy cases	Further develop mechanisms to target and reduce the number of legacy cases running at any one time.
3	Ongoing improvement to internal handling of planning applications	Update EIA procedures to reflect new regulations. Review and update other planning application procedures and templates with Service Design approach focusing on validation.
4	Major application handling	Developing a mechanism to handle and manage high volumes of representations. To enable a more reliable and accessible record of representations received and to assist more efficient report writing on these complex cases.
5	Enforcement	Building on our work to embed a new approach for handling enforcement cases - to develop more accurate reporting of monitoring work and enforcement cases opened or resolved – including updates to Members of the Planning and Access Committee.

Our delivery of service improvement actions from previous year

1	**Establish a new monitoring framework to accompany the new Local Development Plan covering new areas such as climate change. This will ensure clear reporting on how our Plan is performing.**	COMPLETE
	The monitoring framework was published in March 2018 with a clear set of indicators and robust methodology sitting behind the framework. See case study 5 for further information.	
2	**Target improvements in determination times for householder and other local development applications.**	COMPLETE
	Householder application determination times have reduced from 10.5 weeks in 2016/17 to 7.5 weeks in 2017/18. Likewise for other local development applications the figure has fallen from 13.1 weeks to 12.5 weeks.	
3	**Pilot a new approach to Section 75 Agreements – to seek to reduce the time for completion.**	COMPLETE
	We have set up new internal procedures to streamline the exchange of information between the planning and legal teams. We determined one application which was subject to a Section 75 Agreement in 2017/18 this took 18 weeks compared with an average of 54 weeks for the previous year. This is below the Scottish Average figure.	
4	**Engage with communities and other key audiences to improve awareness on delivery of planning with a service design approach.**	COMPLETE
	Engagement has been focussed on working with the already established Callander Partnership and recently established Arrochar Forums to help progress our place based approach and economic regeneration projects and activities. Support has been provided direct to the Strathard community (Aberfoyle and surrounding area) to establish a similar forum early in 2018, called the Strathard Strategic Partnership. This forum successfully held its inception meeting on the 26th March 2018 and was organised and chaired by the National Park Development Planning and Communities team. Further support has been provided by the Development Planning and Communities team to Lochgoil, Strathard, Drymen and Luss.	
5	**Publish user guidance for processing agreements.**	COMPLETE
	Guidance clarifying our use of processing agreements to focus on major and significant local applications has been prepared and published on our website. http://www.lochlomond-trossachs.org/planning/planning-applications/make-an-application/helpful-resources/planning-processing-agreements/	
6	**Embed a new approach for handling enforcement cases based upon a shared caseload across the Development Management team. This will include updated procedures and a system support role through our monitoring officer.**	COMPLETE
	This approach has been embedded since the restructure of the Development Management team. Achievements this year have been – team procedure developed; workflow for enforcement cases implemented through work with GIS; shared training delivered (see case study 6). There is still further work to do such as develop 'frequent response template'.	

Part 4 National Headline Indicators

KEY OUTCOMES	2017-2018	2015-2016
Development Planning:		
Age of local/strategic development plan(s) (years and months) at end of reporting period. *Requirement: less than 5 years*	1 years 3 months	0 years 3 months
Will the local/strategic development plan(s) be replaced by their 5th anniversary according to the current development plan scheme?	Yes	Yes
Has the expected date of submission of the plan to Scottish Ministers in the development plan scheme changed over the past year?	No	No
Were development plan scheme engagement/ consultation commitments met during the year?	Yes	Yes
Effective Land Supply and Delivery of Outputs:		
Established housing land supply	641 units*	572 units
5-year effective housing land supply	556 units	469 units
5-year housing supply target	375 units	375 units
5-year effective housing land supply *(to one decimal place)*	7.4 years	6.3 years
Housing approvals (April 2017 to March 2018)	88 units	89 units
Housing completions over the last 5 years	126 Units	123 Units
Marketable employment land supply	14.95 ha	14.95 ha
Employment land take-up during reporting year	0 ha	1.04 ha

*See explanation below that explains the increase in established housing land supply from last year given the method of calculating. It includes a 30 unit per year windfall assumption..

KEY OUTCOMES	2017-2018	2016-2017
DEVELOPMENT MANAGEMENT		
Project Planning:		
Percentage of applications subject to pre-application advice	22%	22%
Numbers of major applications subject to processing agreements or other project plans	0 Major	1 Major
Percentage of planned timescales met	-	-
Decision-making		
Application approval rate	96%	97.9%
Delegation rate	95.8%	97.9%
Decision-making timescales		
Average Number of Weeks to Decision		
Major developments	n/a	19.7 weeks
Local developments (non-householder)	12.5 weeks	12.1 weeks
Householder developments	7.5 weeks	10.5 weeks
Legacy Cases:		
Number cleared during reporting period	2	5
Number remaining	23	11
Enforcement:		
Time since enforcement charter reviewed (months) *Requirement: review every 2 years*	19 months	7 months
Number of breaches identified/resolved	41 identified 16 resolved	25 identified 11 resolved

National Headline Indicators - Contextual Statement

This statement provides some headline commentary surrounding the notable trends in the National Headline Indicators. Our detailed statistics are in Part 5 (following on from this section) and this statement also provides comment on the stand out figures from that area.

Development Management

Our commitment to provide a no-cost, pre-application advice service to prospective applicants remains - and with 308 recorded enquiries across the reporting period, this is 12% up on the numbers reported for PPF 6. As an efficiency, we have actively sought to refine our approach to the preparation of pre-app responses - providing a much summarised text via a new template. The recorded percentage of applications which were subject to pre-application advice however remains relatively low at 22%.

The stats for 2017/18 indicate a significant improvement in the speed of decision for householder applications relative to PPF6. The 77 cases decided in 2017/18 being determined in an average time of 7.5 weeks. This brings the National Park's performance in line with the Scottish average for the first time since the PPF reports began (Scottish average not yet published but estimated from quarterly submissions throughout the year). Our householder figure for 2016/17 was 10.5 weeks.

The average time determination for other Local Development applications remained fairly steady: from 12.1 weeks (in 2016/17) to 12.5 weeks for this PPF reporting period. These results (and in particular the improvement for householder turnaround times) is attributed to the embedding of the new structure of 3 planning assistants within the Performance and Support DM sub-team.

Our handling of 7 electricity generation applications in an average time of 10.4 weeks continues to re-affirm our efficiencies in determining run-of-river hydro development applications as refined over a number of years now. Our approach has been shared as best practice in various forums (see previous PPF reports).

The number of recorded 'legacy cases' remains higher than in previous years. Reducing these cases remains a service improvement focus and has a specific monitoring target in our Operational Plan (which is reported to the National Park Board quarterly). The reason for the recorded jump in remaining cases for this reporting year (up from 11 to 23) is largely attributed to 8 linked applications for new housing development by a single land owner (Luss Estates) to be considered under the West Loch Lomondside Rural Development Framework. These applications required to be considered as a package in terms of the Framework justification and issues with one of the applications that required amended proposals has resulted in the continuance of all the applications. The reworking of proposals have extended over the 12 month trigger for legacy recording and a 'stop the clock' approach has been applied until the issues are resolved and the package of proposals can resume toward a positive outcome.

As reported in the previous PPF, we have refined our approach to the use of processing agreements – aiming to focus their use only on Major and significant Local applications (new guidance has been published on our website: www.lochlomond-trossachs.org/planning/planning-applications/make-an-application/helpful-resources/planning-processing-agreements). This approach has resulted in significantly improved statistics – of the 5 agreements set up in 2017/18 (all for significant 'Local' applications), 100% were determined within agreed timescales.

For the reporting period, only 1 application was subject to a legal agreement – and that was concluded in a time period of 18 weeks – significantly faster than the Scottish average recorded to date.

Our 96% approval rate for all applications remains higher than the Scottish average and this continues to be attributed to our commitment and open engagement on pre-application enquiries for all prospective development proposals to 'weed out' non-starter proposals before they get into the formal application process.

Enforcement remains effective - see details under case study 6.

Development Planning

The Housing Land Supply figure was calculated last year using the effective LDP sites and actual approvals of windfall development rather than a windfall assumption (as used previously). We included all windfall site approvals, which was a total of 84 units. This year we have used a windfall assumption of 30 units per year rather than using actual figures as this is considered to be more accurate. This is because the 84 units only accounted for units that could be built over the next 3 years, not taking into account further approvals in the following years up to the 5 years nor did it take account of expiries, effectiveness or build rates. The windfall assumption of 30 units per year (150units) takes account of all these factors and is more realistic than the low figure of 84 units used last year and therefore this has increased our housing land supply. It should be noted we are counting actual windfall of 2 or more units and programming these sites but the 30 unit assumption takes account of 1 unit windfall sites.

Part 5 Official Statistics

MAJOR DEVELOPMENTS	Total number of decisions	Average time (weeks)
Without Legal Agreement	0	0.0
With Legal Agreement	0	0.0

MAJOR DEVELOPMENTS	Total number of decisions	Average time (weeks)
All Major Developments	**0**	**0.0**
Minerals	0	0.0
Housing	0	0.0
Business and Industry	0	0.0
Waste Management	0	0.0
Electricity Generation	0	0.0
Freshwater Fish Farming	0	0.0
Marine Finfish Farming	0	0.0
Marine Shellfish Farming	0	0.0
Other Developments	0	0.0

LOCAL DEVELOPMENTS	Total number of decisions	Average time (weeks)
Without Legal Agreement	225	10.8
With Legal Agreement	1	18.0

LOCAL DEVELOPMENTS	Total number of decisions	Average time (weeks)	Proportion of Decisions
All Local Developments	**226**	**10.8**	
Local: Less than 2 months	**107**	**6.6**	**47.3%**
Local: More than 2 months	**119**	**14.6**	**52.7%**
Local Developments (non-householder)	149	12.5	
Local: Less than 2 months	49	6.8	32.9%
Local: More than 2 months	100	15.3	67.1%
Householder Developments	77	7.5	
Local: Less than 2 months	58	6.4	75.3%
Local: More than 2 months	19	10.8	24.7%
Housing	36	16.2	
Local: Less than 2 months	2	7.9	5.6%
Local: More than 2 months	34	16.7	94.4%

LOCAL DEVELOPMENTS	Total number of decisions	Average time (weeks)	Proportion of Decisions
Business & Industry	26	12.6	
Local: Less than 2 months	9	6.3	34.6%
Local: More than 2 months	17	15.9	65.4%
Other Developments	66	10.5	
Local: Less than 2 months	33	6.6	50%
Local: More than 2 months	33	14.3	50%

LOCAL DEVELOPMENTS	Total number of decisions	Average time (weeks)	% Under 2 months
Minerals	0	0.0	0%
Waste Management	0	0.0	0%
Electricity Generation	7	10.4	42.9%
Freshwater Fish Farming	0	0.0	0%
Marine Finfish Farming	0	0.0	0%
Marine Shellfish Farming	0	0.0	0%
Telecommunications	14	13.2	14.3
AMSCs (under 2 months)	0	0.0	0%

OTHER CONSENTS	Total number of decisions	Average time (weeks)
All Other Consent	**53**	**9.8**
Listed buildings & conservation area consents	26	10.3
Advertisements	19	8.1
Hazardous substances consents	0	0.0
Other consents and certificates	8	12.3

ENVIRONMENTAL IMPACT ASSESSMENTS	Total number of decisions	Average time (weeks)
Local Developments Subject To EIA	0	0
AMSCs (Subject to EIA)	0	0

APPLICATIONS SUBJECT TO	Total number of decisions	Average time (weeks)
Planning/Legal Agreement	1	18.0
Local Review	0	0.0

PROCESSING AGREEMENTS	Total number of decisions	% within agreed timescales
All Processing Agreements	**5**	**100.0%**
Major applications	0	0.0%
Local Applications	5	100.0%
EIA developments	0	0.0%
Other consents	0	0.0%

APPLICATIONS APPROVED / DELEGATED	Percentage
Percentage of Applications Approved	96%
Percentage of Applications Delegated	95.8%

LOCAL REVIEWS and APPEALS	Total number of decisions	Original decision
Local Review	0	0.0%
Appeals to Scottish Ministers	2	0.0%

ENFORCEMENT ACTIVITY	Number	
Cases Taken Up	41	
Notices Served	7	
Reports to Procurator Fiscal	0	
Prosecutions	0	
Number of breaches resolved	16	

Part 6 Workforce Information

This is a snapshot of staffing at 31 March 2018.

	Tier 1 Chief Executive	Tier 2 Director	Tier 3 Head of Service	Tier 4 Managers
Head of Planning Service		1		

RTPI Qualified Staff	Headcount	FTE
Development Management	5	4.4 (1)
Development Planning and Communities	3	2.6
Enforcement Staff	0	0 (2)
Specialists	1	1 (3)
Other (including staff not RTPI eligible)	10	9.6

The 3 team managers have been counted within this table as they are all qualified RTPI planners but the Director (also RTPI qualified) has not been included.
(1) At 31st March we had 2.6 vacant posts, full complement would be 7 FTE.
(2) DM planning officers now cover enforcement as a collective
(3) Built heritage adviser

Staffing profile	Headcount
Under 30	2
30-39	5
40-49	7
50 and Over	5

As of the 31st March the DM team was operating with 2.6 vacant posts at planning officer level. This was due to an officer being promoted to manager level and a maternity leave, for which it proved difficult to recruit suitable cover. The service change to create a 'performance and support sub team' with three planning assistants (not yet RTPI qualified but working toward) is reported elsewhere and in last years PPF as a significant change with a performance focus.

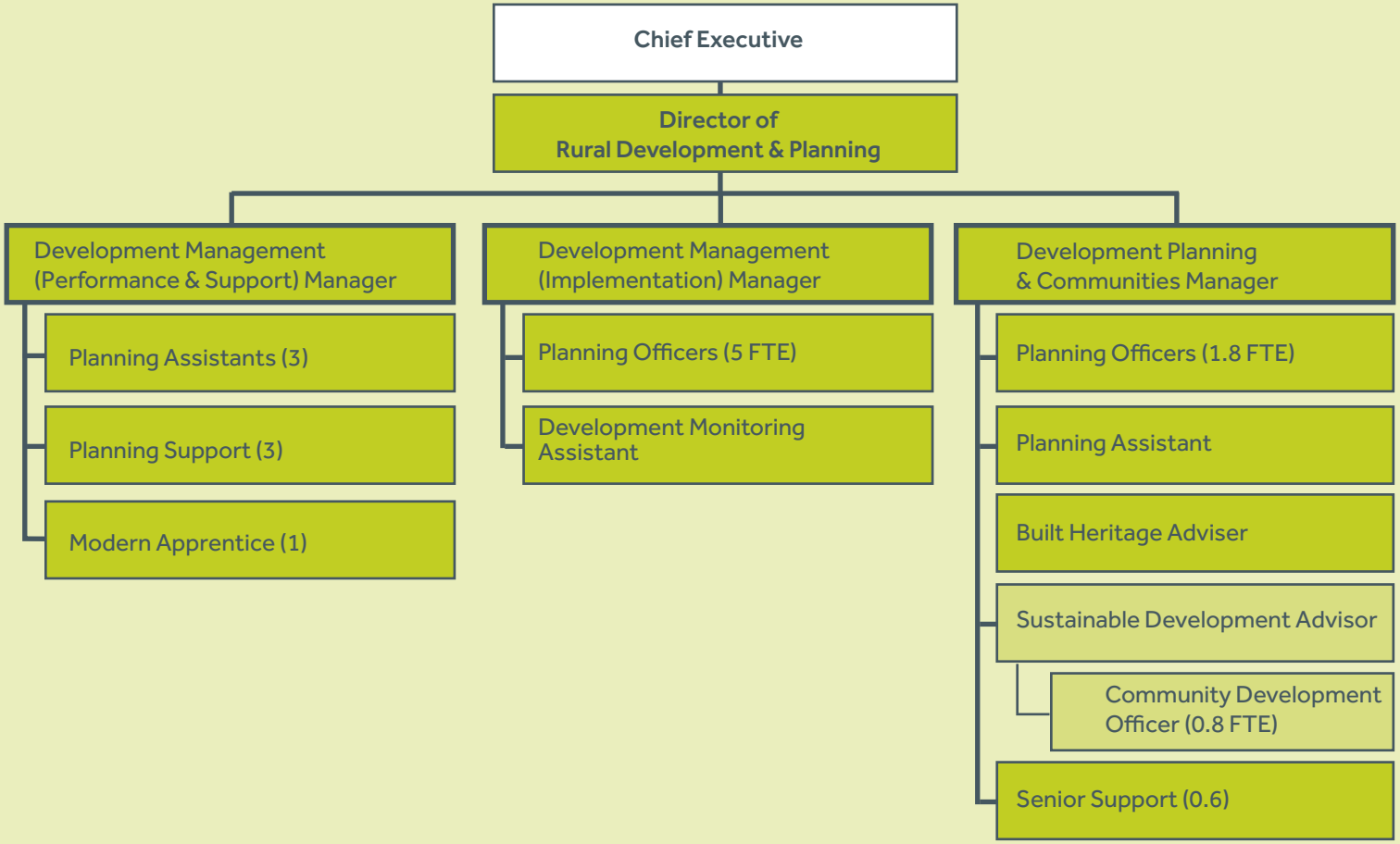
Part 7 Planning Committee Information

Committees & site visits [3]	No. per year
Full Council committees	0
Planning Committees	8
Area Committees (where relevant)	n/a
Committee site visits	3
LRB [4]	2
LRB site visits	0

Note

1. References to committees also include National Park Boards. Number of site visits are those cases where were visits carried out by committees/boards.
2. This related to the number of meetings of the LRB, application numbers going to LRB are reported elsewhere.

PLANNING & RURAL DEVELOPMENT ORGANISATIONAL STRUCTURE



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