



Planning and Access Committee

Meeting: Monday 30th August 2021

Agenda item: 6

SUBMITTED BY: Director of Place

SUBJECT:	Planning Performance Framework 10 2020/21
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1. Summary and reason for presentation	1
2. Recommendation.....	1
3. Background.....	2
4. Conclusion	4
5. List of Appendices.....	4

1. Summary and reason for presentation

1.1. This paper provides Members with an update on the 10th annual Planning Performance Framework (PPF) report, which was submitted to the Scottish Government in July 2021. A copy of the document is included as an Appendix to this report.

2. Recommendation

2.1. That Members:

Consider and Note the content of this report.

3. Background

Planning Performance Framework 10

- 3.1. The Planning Performance Framework (PPF) document is submitted in July each year covering our work across our statutory planning functions including Development Management and Development Planning. Its purpose is to demonstrate the continuous improvement of our planning service in the National Park Authority and is a requirement for all planning authorities in Scotland. It became a statutory requirement in the Planning (Scotland) Act 2019. The 'Framework' approach is provided by guidance from the Heads of Planning Scotland (HoPS), so that there is a consistency in format, layout and content included across planning authorities, with a range of qualitative and quantitative indicators.
- 3.2. Feedback on the submitted PPF will be provided by the Scottish Government in due course (usually around December/January) and an update will be reported to the Planning and Access Committee.
- 3.3. There are four overall measures against which our performance is assessed in the PPF and the report is split into four sections covering these:
 - Quality of outcomes – demonstrating the added value delivered by planning;
 - Quality of service and engagement;
 - Governance – ensuring that our structures and processes were proportionate, effective and fit for purpose; and
 - Culture of continuous improvement.
- 3.4. Each year the guidance on what is to be included in the PPF is reviewed and updated by HoPS, to be flexible and evolve as experience grows. There were no changes this year due to the pandemic.
- 3.5. The highlights of the 2020 / 21 report include in-depth case studies:
 - Leadership Centre on the banks of Loch Lomond (page 8)
 - Visitor infrastructure and facilities – responding to visitor pressures (page 10)
 - Strathard Framework – follow up (page 16)
 - Community Place Plans – follow up – Strathfillan (page 18)
 - Adapting to new ways of working – virtual committee (page 25)
- 3.6. PPF10 covers the period from April 2020 to March 2021, during the Covid-19 pandemic. Page 20 of the report sets out the particular challenges which the pandemic restrictions brought and how we adapted. This includes a recap of when the offices were completely closed and statutory neighbour notification could not be carried out. Once the office reopened for essential tasks which could not be performed at home we were able to recommence publicity, however this led to longer determination times for some cases.

Service Improvements

3.7. Each PPF sets out Service Improvements for the coming year. PPF10 sets out the service improvements for 2021/22. These are:

- 1) Engagement with Community Councils to inform Local Development Planning and Decision Making. *'Stakeholder Engagement Programme being devised with Park wide and Area networking opportunities being identified'*. Last year we undertook a review of engagement across all key stakeholder groups, including communities, via a survey issued to Community Councils and Community Development Trusts on a range of suggested engagement options. Feedback received showed that more regular virtual engagement between the Park Authority and their community organisation would be mutually beneficial. The majority of respondents felt that this engagement should be a mixture of both Park-wide and specific area-Community Support and Engagement. Place based forums could be hosted bi-annually or quarterly and be used to engage on specific topics or issues – to be agreed jointly between us and communities as a pre-planned programme for the year ahead.
- 2) Implement findings of Audit report on Planning Application Process *'An internal audit is being carried out to gain assurance that the current arrangements for managing planning applications received by the Park Authority are adequate. The service improvement is to implement the findings of this report, due to be published at the end of Q2.'* The audit findings are due to be published in September and will be reported to the Audit and Risk Committee. This service improvement is to track progress on any recommendations from the report.
- 3) Added Value – Monitoring Report Recording *'Our monitoring reports have flagged some areas where recording the use of policies, and the added value around biodiversity, sustainable transport and climate change, needs improved so we can better capture the added value.'* Implementing this improvement will result in better recording of planning gains.
- 4) Determination times, which have increased due to pandemic impacts *'Identify causes of delays in determining planning applications by looking at the lifecycle of cases and develop an action program to address these issues, including improvements to paperless workflows. This will include improved performance reporting and mechanisms to target and reduce the number of legacy cases running at any one time, carried forward (see service improvements 1, 3 and 4 on page 30).'*

The four service improvements from the year 2020-21 can be found on page 30 of the report. Whilst these were partially completed (except for the Charters, see improvement (5) below), these are being carried forward.

(1) Legacy cases *'Further develop mechanisms to target and reduce the number of legacy cases running at any one time'* – a report on this is given on page 23 of the PPF.

(3) Delivering a planning service under COVID-19 restrictions *'Continuing service delivery under exceptional circumstances caused by the COVID-19 pandemic; implementing paper-free workflows, paper free site visits etc. Reducing determination times following pandemic impacts'* – determination times have not been reduced so this has been carried forward as an improvement.

(4) Improved performance reporting *'Further development of ICT software/databases to help manage current caseload better and reporting on current/past performance.'* Whilst an upgraded database has been developed to help officers keep a track of their casework, reports on individual performance will be one aspect of the work to improve determination times.

- 5) Enforcement Charter *'Review and update the Enforcement Charter, carried forward (see service improvement 2 on page 30).'* Enforcement Charter review is overdue but the focus of our staff resources has been on maintaining our essential statutory functions. The review and updated charter will be reported to Committee during the year.

4. Conclusion

- 4.1. The PPF report is a useful record highlighting some of the work of the National Park Planning Authority. It demonstrates the ongoing commitment to continuous improvement and sets out the service improvement areas for the year ahead. It is available on the National Park website (see link below).

5. List of Appendices

- 5.1. Appendix 1 Planning Performance Framework 10 (2020-21)
https://www.lochlomond-trossachs.org/wp-content/uploads/2021/08/Loch-Lomond-and-Trossachs-NPA-PPF-2020_21-Accessibility-checked_v2-web-version.pdf