

PLANNING PERFORMANCE FRAMEWORK

2012/2013



Part 1: National Headline Indicators

	2012-2013	2011/2012
Development Planning:		
Age of Local/Strategic Development Plans	1 year old	0 years (under a year old)
Development Plan Scheme: on track?	Yes – Issued December 2012	Yes
Effective Land Supply and Delivery of Outputs:		
Effective Housing Land Supply: 5-year supply	Yes	Yes
Effective Housing Land Supply	468 units	476 units
Housing Approvals	53 units	55 units
Effective Employment Land Supply	105 ha	105 ha
Employment Land Take-Up	Not available	Not available.
Effective Commercial Floor Space Supply	Not available	Not available
Commercial Floor Space Delivered	Not available	Not available
Development Management:		
<u>Project Planning:</u>		
- Percentage of applications subject to pre-application advice	29%	32%
- Numbers of applications subject to processing agreement or other project plan	7	1
- Percentage planned timescales met	71.4%	100%
<u>Decision-making:</u>		
- Application approval rate	98.4%	96 %
- Delegation rate	92.5%	91 %
<u>Decision-making timescales</u>		
Average Number of Weeks to Decision		
- Major Developments	N/A	N/A
- Local Developments (non-householder)	15.4 weeks	22.5 weeks
- Householder Developments	8.7 weeks	14 weeks
Enforcement:		
Time since enforcement charter published and/or reviewed	Published Feb 2010 Reviewed Feb 2012	2 Years Published in February 2010 Reviewed in February 2012
Number of breaches identified	21	21
Number of breaches resolved (notices only)	1	5

Contextual Statement

Development Planning

Effective Housing Land Supply has decreased due to new dwellings being built on the allocated site at Tannochbrae, Callander. As we are preparing the Main Issues Report over the next 6 months allocations are being reviewed and this information will be updated.

The Employment Land Supply has remained the same as no development has taken place on any of the allocated sites. Uptake data on windfall sites is unavailable at present. Employment Land Uptake for the last 12 months will be available in an updated Monitoring Report due in December 2013. Over the past year there has been an indication that employment related development is likely to happen on some key sites such as the former torpedo range site in Arrochar, The former garage site in Balloch and the approval of planning permission (Subject to a Legal Agreement) for a Supermarket in Callander.

The Local Development Plan Charrette workshops have also produced designs for key sites in each of the Charrette Settlements, Arrochar/Tarbet/Succoth, Drymen/Balmaha, Aberfoyle and Tyndrum. These designs are intended to aid the delivery of these sites.

Development Management

Overall application numbers received in the first quarter of 2012 were 30% up on the equivalent period for 2011. October 2012 recorded the **highest number of applications received** for a single month since 2007. It is notable that across the review period there has been no reduction in overall numbers of householder applications received in comparison with the previous period for 2011 (actual figure is 5% up). This is at odds with the Scottish Government's prediction for the recently implemented review of householder permitted development rights. It would seem to be attributable to the overall increase in application numbers, referred to within this context summary, but a further contributing factor is undoubtedly the extent of Conservation Areas within the Park which are generating an increased householder workload of this type. This trend will be kept under review.

Performance has been maintained at a steady level of around **60% of all applications being determined within the statutory 2/4 month periods** (average across the review period). This has been achieved despite the pressured work on a number of **significant projects** within the National Park, most notably for the period of this review, guiding pre-application advice and the subsequent positive determination of a major (and EIA) tourism development application for the Ben Arthur resort at Arrochar. This addresses the redevelopment of a former MOD torpedo test site as a world class tourism destination – 130 bed hotel, 36 fractional apartments, 16 dwellings and associated car parking and infrastructure. A 250 (approx) berth Marina is to be the subject of a separate application to Marine Scotland – on which the National Park has been involved on EIA screening and will be further engaged as a consultee. Similar pressure was applied by the important work to prioritise discharge of the conditions to enable commencement of the (early 2012) permission for the Gold and Silver mining operation at Cononish by Tyndrum in the North of the Park.

Average determination times for local and householder applications as included in Part 1 of this report demonstrate a significant improvement from those presented in the 2011/12 report - however it should be noted that the 2011/12 figures are not directly comparable due to the recording method that was deployed by the Scottish Government statisticians at the time – ie they did not include the average timescales for those cases decided **within 2 months** (and this has been discussed in separate correspondence with Andy Kinnaird). Comparing like with like (NP best estimate for 2011/12) the average determination times remain very similar across the two years and above the Scottish average in both cases.

Implications of increasing application and pre-application numbers upon the **staff resource** continue to be monitored. The planning support team was reduced in capacity by 0.6 FTE post in this summer period as a result of the conclusion of a voluntary severance process within the Authority. As yet this has not demonstrably impacted on our performance against our Planning Service Charter standards which are reported on internally each quarter.

Notable work to improve the turnaround of **Section 75 agreements** was initiated during the review period and remains ongoing including early awareness and advice to applicants and use of templates for 'standard' agreements – *read more in Part 2 'Efficient and effective decision making'*.

Our work to simplify the use of **informal processing agreements**(utilising templates etc) saw these applied to 6 cases in the January to April 2013 period (Q4) although, as discussed later in this report, further work is required to address some issues of failure to meet agreed targets on the part of the applicant. The use of a full **project management** approach and a processing agreement proved very effective in delivering a decision within an agreed timescales on the Ben Arthur (Major) application (described above) and was an evolution of our experience dealing with our previous major application to develop the Cononish Goldmine.

Work to kick start **stalled 'legacy' cases** was actioned during the Q4 period with the favourable resolution of two long standing Transport Scotland (trunk roads) objections. Four longer running Section 75 legal agreements were also concluded.

Our **Planning Service Charter** continues to be an effective self audit and continuous improvement tool. Targets have been reviewed quarterly involving feedback from our Planning and Access Committee. However the full document is scheduled for review in order to ensure the relevance of targets and to maintain its effectiveness – *refer Part 2 'Communication Engagement and Customer Service'*.

Operating a Planning Service in a National Park raises unique challenges. Most notably in terms of effective partnership working with the underlying Local Authorities and ensuring due regard for the sensitive landscape and natural heritage designations. It cannot operate to a 'standard' Local Authority model. In many planning application cases delays are unavoidable for the necessary supporting survey work to be undertaken, and significant projects have inevitable staff resource impact within a small team.

OUR DELIVERY

Open for Business

We are Open for Business because we:

- Take pride in our **open and accessible approach** to all development proposals with an emphasis on negotiation and discussions to achieve a positive outcome.
- Operate our **pre-application service** in common with this approach. This is demonstrably having a positive influence on the approval rate for applications and is therefore a worthwhile shift in the deployment of our limited planning staff resource – focusing on providing constructive advice at an early stage rather than contesting appeals.

The pre-app service is a key tool to achieve the following aims:

- Better **quality of applications** at submission (with all required supporting information having been flagged early).
- Improved **certainty for applicants** on likely outcome and timescales.
- **Less refusals** – our approval rate (98.4% for the review period) was consistently above the national figure (92.7%).
- **Less appeals / Local Reviews** (we handled 1 local review and 4 appeal cases in the review period)

This proactive service ensures **early consideration** of the detail and quality of a proposal. We ensure consistency by using a set response template that highlights the policies, the considerations for the application and information that should be submitted with an application. We undertake site meetings, consultations and request further information where needed. We provide meetings to discuss proposals and guide the development. On significant cases we use this process to give early advice on the prospect and purpose of any **legal agreement or developer contribution**. For the reporting period we received and responded to almost as many pre application enquiries as planning applications.

- Ensure applicants have **direct access to case officers** by phone or email during the application process. Case officers meet with agents and applicants, when required, on site or at the offices to negotiate improvements and resolve issues. Our validation letter provides direct contact details (email/phone) for case officers to ensure there is a single point of contact during the application. On larger cases **processing agreements** are used and contact details of the managers are also provided.
- Provide **access to our Head of Planning** on large cases where early consideration is required of the principle of development.
- Carefully balance the natural heritage sensitivities in our National park area and **request proportionate information** to assist in determining an application. Our website provides clear information on what level of information is expected of the applicant - and at pre-application this is confirmed. Given the protected status of the National Park Designation the authority is required to screen all applications under the EIA regulations. Of those that do require an Environmental Statement, our scoping responses carefully focus on only those issues that that are necessary to the planning decision.

- Have identified sites ready for development in our Local Plan and are actively **encouraging engagement with land owners** to progress the development proposals - *Refer also to section on promoting allocated sites under 'High Quality Development on the Ground'*. We are driven by a need to create confidence in private sector decision making by having transparent, easily understood, plans and policies. We also seek to deliver more inward investment for economic regeneration by delivering a highly efficient development management service again to create confidence in investment decisions. We are customer focussed and we have created protocols with partners to create a seamless service but one which builds added value through partnership working to create more jobs and training opportunities through National Programmes with partners and the Third Sector.
- In terms of **development monitoring** at post-decision stage the case officer continues to be involved if required to aid the resolution of any difficulties which may be causing the stalling development of a site. This could involve a meeting with a consultee, negotiation or amendment of a condition.
- Our **Planning Service Charter** sets out our promises to users of our service that we will provide a responsive service – *read more in Communication Engagement and Customer Service section.*

High Quality Development on the Ground

We deliver High Quality Development on the Ground because we:

- Have an adopted Local Plan with a design policy that is informed by our detailed **Sustainable Design Guide** to ensure that we deliver high quality development within a sustainability framework. This is applied and used to **negotiate design improvements**. We recognise there is scope to further develop the guidance in the future - perhaps with links to parallel Historic Scotland guidance and developing a supplementary section on how infill development can influence settlement patterns.
- Actively **promote our allocated development plan sites** with a particular focus on securing “Water Based Tourism and Sustainable Tourism Products” that meet the aims of the National Park Partnership Plan. We do this through a variety of ways:
 - Issue Action Programme and undertake annual monitoring – seek to understand what support a landowner may need
 - Promote opportunities through partner or stakeholder groups. For example current work with Scottish Enterprise and Scottish Development International
 - Promote opportunities and provide advice through a rural housing enabler – links up planning advice and development advice to landowners and communities.
 - Promote opportunities to local authority SHIP programmes
 - Hold contact details for landowners and liaise with developers who wish to explore purchasing land
 - Seek to promote development opportunities in the park more generally through promoting engagement in the LDP, ie LDP charrette events.
- Ran a series of charettes in March 2013 across 4 communities in the Park following on from 2011's Callander Charette. This produced development options and potential key initiatives in the 4 communities which generated ideas for the Main Issues Report - *see link to further information below in Part 3*. There are good examples of charrette process - creating a design brief for Arrochar, Drymen Square and Tyndrum.
- Work with our communities' team to help communities produce **Community Action Plans** to assist them in taking forward projects on their own.

- Have fully allocated all grant funding and delivered projects through our **Conservation Area Grant Schemes** with the total value of £320,000, with the grant contribution being £123,000. *See link to examples in Part 3.*
- Remain committed to establish a **design awards scheme** in order to recognise and celebrate high quality development within the Park. Progress has been slow due to staff resource and other work pressures. However the positive step of reallocating the project to the National Park's communications team (campaigns manager) means that this continues to be included as a commitment for the coming year.
- Apply **effective enforcement** to unauthorised development and monitoring of approved development within the National Park working to a process of voluntary resolution rather than service of statutory notices. This is so important in order to maintain public confidence in the planning system and to ensure long term high quality development is delivered. We have found that, in the majority of cases any breach is not deliberate and voluntary resolution is effective. We, nevertheless, take enforcement action where informal liaison is unsuccessful and where it is expedient in the public interest. The adopted **Enforcement Charter** follows the Scottish Government model and sets out our service standards and the criteria for High, Medium and Low Priority of enforcement investigations.
- Are initiating our **advertisement management project**. This is an enforcement based project to address the negative impact of unauthorised and poor quality signage across the Park area. The project is based on the premise that good signage in the right place can enliven built up areas and provide vital information, however, the special qualities of the National Park require to be safeguarded for the enjoyment of all. The project however goes beyond the bounds of enforcement in that it needs to link to alternative ways of promoting business (other than signage) such as **social media**. We have initiated a strong **collaborative working** element to this project linking with neighbouring (and underlying) authorities – Argyll and Bute Council and Stirling Council both as Roads and Planning Authority – and also with Transport Scotland in the Trunk Road context. A shared project management approach is being developed and quarterly partner meetings are being set up.
- Support a range of community development projects to deliver **Local Environmental Improvements**. We provide staff advice, support, capacity building or funding. For example, Argyll Mausoleum, Ancaster Square public realm, phase 1, design complete and improvements due for implementation in October, various path improvement projects. Two grant schemes are administered – Community Grant Scheme and the Callander Conservation Area Regeneration Scheme.
- Have a **Rural Housing Enabler** project which will work with land owners, partners and communities within the Argyll & Bute area of the Park to develop solutions to their housing needs, provide advice and support, and act as a guide to the different routes to develop affordable housing. This part of the project will compliment other initiatives within the area of the National Park. The focus will be on deliverability, seeking to both meet local housing need and bring forward new housing projects which can be included in the SHIP or prioritised from the SHIA.
- Continue to use **press releases** to highlight the added value of the planning service to the National Park in specific high profile planning approvals such as the Cononish Gold Mine and Ben Arthur resort (redevelopment of former MOD torpedo test site near Arrochar - *refer context setting*). Ben Arthur for example will:
 - Generate new on-site and off-site impacts – **300 jobs** (260 on-site and 40 off-site) this is equivalent full-time staff.
 - Generate **economic wealth in the local economy of £9.8m every year**
 - Generate **disposable income (wages) of £5.6m every year**
 - Bring in **c.100,000 visitors** to the Park which generates additional expenditure of **£2.9m in the economy** every year .

We ensure consistency of advice, process and decision-making to applicants by:

- Having an **up-to-date Development Plan** (Adopted Dec 2011). The **robustness of our development plan** and reliability of officer advice is demonstrated by the fact that only 3 (less than 1%) of approved applications were contrary to development plan.
- Actively engaging with a wide range of stakeholders – community and business representatives, other agencies and interest groups as well as planning agents - in the ongoing evolution of **Supplementary Planning Guidance** and the next steps as we move toward preparing a next Local Development Plan.
- Using **project management approach** and processing agreements for dealing with our Major Applications, specifically for this reporting period the redevelopment of the former MOD Torpedo Range Site at Arrochar. It involves the planning officer supported by the authority's separate project management officers as necessary, setting out a project plan including budget management, communications plan, risk register, and a clear and realistic timetable for determining the application with key milestones. We are continuing to use project management in both development management and development planning. We have taken this forward in the last year by using informal processing agreements on local development applications where we know the 2 month timescale will not be met due to circumstances outwith our control. We are aware that the set targets have not been met in all cases and will continue to work to address the reasons for this (see SIP No.12).
- Developing a **protocol** and standard heads of agreement **with Stirling Council as one of or key our underlying Local Authorities** as the relevant Housing Authorities to specifically address the efficient handling of legal agreements connected to developer contributions in the form of commuted sums toward Affordable Housing delivery. Work is at an advanced stage and on conclusion this will be 'rolled out' with other partners. (see SIP No.14)
- Operating our **pre-application advice service** (Refer '*Open for Business*' section) with case logging to enable us to:
 - Achieve reliable cross referencing of advice issued for any specific site (through our mapped records data base)
 - Ensure consistency of approach by officers – adopting a template based response letter with attachments / links to relevant guidance notes as appropriate (i.e. bat surveys / working near trees).
 - Early awareness for applicants on legal agreement through leaflets and advice.
 - Ensure the officer allocated the pre-application case is, wherever possible, the same officer who determines the application.
- **Engaging key Agencies** over Development Plan action programmes ability to deliver planned development. An active programme of partnership working is in place with key agencies and Council service departments. All were consulted on the preparation of the Monitoring report to inform Action Programme. And a wide range of agencies were represented at the charrette workshops – refer 'High Quality Development on the Ground'

Our communications strategy involves:

- Proactively encouraging applicants and agents to use the e-planning portal to submit **online applications**. Previously we had 48% of applications being received electronically which has now increased to 64% for 2011/12 (Source: OAA site usage Jan – March 2012 figs).
- Meeting our **service standards** set in our [Planning Service Charter](#) is a commitment to providing the highest possible service for our customers. There has been no change to our key targets in the Charter but we recognise the importance of getting smarter as to how we measure our performance against the standards within the Charter. (See *Appendix 4* for revised performance targets) Particularly for the qualitative standards where we are investigating using surveys and the development of performance indicators that emphasise quality as well as speed. The quantitative standards are easily measured and we plan an analysis of the standards and the individual results to ascertain if there is need to adjust the thresholds or indeed dispense with a target altogether. We have had feedback for possible additional standards, from within our own team and Members of our Planning and Access Committee.

To this end we plan a review of the Service Charter (see SIP 8). In tandem with the **Service Charter Review** we will be reviewing our **Enforcement Charter** with a view to publish both documents together. The Enforcement Charter was last reviewed and published February 2012

- Having a **Planning Information Manager** who is the first point of contact for telephone calls and public reception enquiries. We endeavour to respond to messages left by the end of the working day or first thing the next day.
- We have not undertaken any structured **customer feedback surveys** within this reporting period but internal discussions are being held regarding the options available to agree the most effective approach – again utilising the new resource of our Corporate Services ‘campaigns manager’. Nevertheless, the Planning team receives high levels of general feedback from customers who are satisfied with the service. This is demonstrated in the quotes in *Appendix 3*. Progress towards developing the most effective feedback surveys is continued for 2013/2014 (see *SIP No.7*)
- We are still proactively promoting the use of **e-Planning** particularly in our pre-application responses. This is reflected in the high number of online applications made. We also have a high number of representations submitted electronically with around 70% using either the online comments facility on our Public Access System or e-mail.
- We have a commitment to producing **Planning Advice Leaflets** and our website in Plain English using our Communications Team to check before publication. We do not use Crystal Mark or provide information in alternative methods (i.e. Braille or minority languages). It is recognised that there is scope for improved efficiencies and clarity in the preparation of reports of handling and Committee reports. Consequently *SIP No.13* proposes work to refine report templates and improve our **document quality**.

- We have been working hard toward improving our rate of applications '**valid on receipt**'. In the last year we have published a new leaflet on how to make a valid application which sets out the standards expected. (http://www.lochlomond-trossachs.org/images/stories/Planning/PDF/Advice%20notes/Making_a_valid_planning_application.pdf). For the year 2010/2011 we only had 52% of applications valid on receipt. Our *accessible* pre-app service together with our 'Making a Valid Planning Application' advice leaflet has improved this figure for 2012/2013 seeing an increase to **75% of applications now valid** on receipt.
- Having an **up-to-date user friendly website** which provides information on our service and the planning process. We use our Advice leaflets, and provide direct contact information for our Planning Information Manager to assist with any queries on how to submit a planning application. The use of our Public Access system to view applications is high with 15,000 hits for the year 2012, confirming its ease of use and benefit to our customers.
- Hosting **agent's forums and planning forums** to ensure user engagement and **constructive feedback** of our service. For the agents forum we based an evening session on 23 August 2013 around a presentation of the key changes arising from the change in Householder Permitted Development Rights. This was an area where we all needed to update our knowledge and awareness and attracted the right audience – but provided an inroad for feedback on our planning service and discussion on other issues like validation.

The Planning Forum was set up during the preparation of our Local Plan and had not met since 2009. So we re-established it to help monitor our service standards, as outlined in our Service Charter, to support delivery of our Local Plan and our preparations for our Local Development Plan. This meeting was held on the evening of 29 August 2012 and had the following remit:

- consult and involve the public, developers and other interested local groups and organisations on planning matters (it will not replace existing formal processes);
 - act as a vehicle for informal discussion and consultation on the National Park Local Development Plan (the process will start in 2013) and related planning issues; and enable us to share views and experiences of the planning service, and to discuss ideas for its improvement.
- Our **Development Plan Scheme** published in December 2012 sets out our commitment to wider **balanced engagement** of communities and stakeholders including engagement with public sector agencies, private sector stakeholders and local communities. Our recent Local Development Plan Charrettes across the park were very successful in reaching a good cross-section of our communities including hard to reach groups such as young people and families. We have sought to look beyond traditional approaches to community engagement so we held an engagement event at Callander Youth Project which specifically targeted teenagers.

Efficient and Effective Decision-Making

We ensure our structures and processes are proportionate by having:

- An **effective Scheme of Delegation** enabling simplification and prioritisation of more complex casework to committee – and clarity for Members. Delegated decisions involve electronic signing of reports of handling and final decision notices checked by officers to reduce delays. This year only 7% of all applications were decided at committee which reduces delays.

- Regular monthly scheduled committee meetings with flexible additional meetings as and when required for high pressure periods.
- A **Development Management Procedure Manual** that covers everything from planning applications, to non-material amendments, EIAs and pre-applications. The team work hard to ensure processes and procedures are efficient and effective, all suggestions for changes or concerns from customers and colleagues are assessed and appropriate action is taken to streamline the process. It is programmed in Part 4 (see *SIP No.10*) to commence a review of the manual – providing more of a policy context for the way we operate.
- We provide **comprehensive training to members** of our planning committee to facilitate understanding of planning policy and enable **quality decision making** at Committee. We also provide induction training for all new members.
- A **Close working relationship** with partners (SEPA, SNH). With our growing experience in processing applications for ‘run of river’ hydro schemes we have encouraged applicant’s to apply for their water use licence (CAR licence) and Planning Permission in parallel so that any obstacles can be overcome simultaneously. Our new SPG on renewables reinforces this approach by actively encouraging developers to submit applications for CARS and planning Permission together, as does our pre-application advice.
- **Service agreements** and protocols with our statutory consultees –SNH, SEPA. Expanding upon this work, *SIP No.9* proposes to establish a working agreement with our own internal specialist advisors to better prioritise consultation response and to clarify, simplify and streamline the exchange of information.
- **Action to deal with ‘stalled cases’**. The majority of these relate to planning obligations / Section 75 Legal Agreements. We now operate a monthly ‘clinic’ with our ‘on-call’ Legal advisors including a review of the status of all Planning Obligations currently outstanding. As part of this process we have decided to incorporate a conclusion date – ‘6 month deadline to complete’ on all new ‘minded to approve’ letters. For older cases applicant will be contacted and advised that this approach and timescale will be applied to conclude the case. (see *SIP No.11*)
- Action to **speed up processing** of applications that require **legal agreements** (see *SIP No.15*) We have prepared a draft Planning Advice Note: Planning Obligations (Section 75 agreement) which (when finalised and published) will provide information and guidance for applicants. This focuses on ‘pre-warning’ applicants of the necessity for a Planning Obligation to allow time for their preparation of the required documentation therefore avoiding unnecessary delays. This new process will be implemented in 2013/2014 and it is hoped will negate future delays.
- **Early ‘flag’ systems** were developed to minimise those householder cases which were recognised to be missing the 2 month period by only one or two days and a dedicated officer continues to provide a focus on householder casework – this has proved a real benefit in terms of managing the householder average determination figure.

Effective Management Structures

We ensure we have effective management and team structures by:

- Working within a clearly defined **corporate management structure** within which the planning service fits.

- Preparing and taking leadership of the **National Park Partnership Plan** which ensures joint objectives with all the other public bodies* operating in the National Park Area.
- Having a strong **collaborative relationship** with our colleagues in the National Park conservation team who regularly give advice and support on biodiversity, landscape, trees and built heritage. Monthly prioritisation meetings are held and SIP 9 is to develop a service agreement to ensure improved priority planning and simplify and streamline the exchange of information between the teams (see also reference in 'Efficient and Effective Decision Making', above).
- Having **strong connections with our Cairngorms National Park** colleagues. With the shared resource of the LLTNP GIS team we have consistently provided Cairngorms DM with our procedures, processes and templates to assist with their development of their application processes and system set-up. Staff from Cairngorms have visited our offices on many occasions and have met with members of our Development Management staff to discuss different issues and receive mentoring on the IDOX DMS and Uniform system operations. We also continually organise joint training events.
- Having **regular team meetings** within Development Management and Forward Planning held together by Rural Development managers meetings where projects and service priorities are discussed and agreed. Also, resources are regularly reviewed to ensure delivery of agreed service plan and corporate priorities.
- We **provide staff opportunities** to move between Development Management and Local Plan team and enforcement is given support when required. This ensures workload pressures are met either to deal with a local plan deadline or large volumes of planning applications. This **fluid/ flexible approach** means we are best positioned to react to demand pressures not just within our own teams but across the department as a whole.
- Ensuring we have staff with a **range of skills and expertise** who are capable of working on a variety of projects and picking out appropriate training opportunities within our limited training budget to ensure we build the skills to meet future needs.
- Helping the whole organisation develop a Performance Management Framework particularly through feeding in our work with **Performance Markers** to the Corporate Plan.

*Key Public Sector Partners include – West Dunbartonshire Council, Argyll and Bute Council, Stirling Council, Perth & Kinross Council, Forestry Commission, SNH, Police, Transport Scotland, Sport Scotland, Scottish Enterprise, Historic Scotland, SEPA and Visit Scotland.

Financial Management and Local Governance

Our planning service:

- Operate within strictly defined levels of financial delegated authority for signing off the purchase of goods and services within a **robust procurement strategy**.
- Have **staff training** in place to ensure a high level of understanding and access to the finance system (at the appropriate level) to monitor expenditure.
- Use regular **financial and business planning reports** to ensure effective management checks are in place and these are provided to staff, management, the Board and Scottish Government.

- Use a **balanced scorecard approach** within the business plan to facilitate risk management and highlight whether resources have been effectively allocated to the delivery of projects and services to agreed deadlines and action is taken where necessary.
- Sit on **project working groups** to monitor resources.
- Follow **internal policies, processes and procedures** to ensure best practice and statutory guidelines are considered and followed.
- A workforce survey is currently underway (actioned by Business Services)

Culture of Continuous Improvement

- We delivered five improvement plans (prior to being superseded by PPF No1) which implemented the following notable achievements:
 - A Development Management Procedure Manual that ensures that we are always improving our efficient handling of applications and other enquiries, appeals, consultations and amendments.
 - Agents and Planning Forum resulting in a better relationship with our agents and other stakeholders.
 - An adopted Planning Service Charter resulting in improved focus on customer care and performance targets and a key self-audit tool.
 - A range of Planning Advice Notes resulting in less enquiries and quick response times for small pre-application enquiries.

All of these are now under review as indicated through the text of these sections and in our new SIP commitments:
- As a current example of ongoing work on advice notes, we have now published our guide to Environmental Impact Assessment (EIA) Development (<http://www.lochlomond-trossachs.org/images/stories/Planning/PDF/Advice%20notes/EIA.pdf>) We believe our Advice Leaflets are an invaluable resource for our applicants/agents when preparing their proposals, and we frequently provide them as supplements to our Pre-application Advice. It is our intention to maintain this commitment to the provision of clear and informative advice on all aspects of our service will continue to have a positive impact on the quality of applications received.
- Our ongoing commitment to delivering and refining Online Planning Information and streamlined electronic procedures is a key efficiency process - resulting in less telephone calls, saving time and money across all processes - from consultations to writing reports. We now issue electronic Decision Notices with links to approved plans online.
- Our ongoing programme of **Member training and development** continues to improve Members' knowledge of key planning issues and results in better informed decision making. During 2012 our programme included three study trips; with site visits to completed developments for hydro schemes, small scale wind turbines, tourism developments and affordable housing - in addition to workshops designed to raise awareness of the key planning considerations involved in making these planning decisions. We have recently conducted a Members Feedback Survey which has identified areas of further training which we are now taking forward as part of a wider action plan, but this will be reflected in PPF report for 2013/14.

Part 3 - Supporting Evidence

In order to compile the above table that sets out the reasons why we are a High-Quality Planning Service we have drawn on the following documents:

National Park **Planning Pages** – see Local Plan, Supplementary Planning Guidance, Scheme of Delegation, Pre-Application Procedure, Planning Service Charter, Planning Advice Leaflets

<http://www.lochlomond-trossachs.org/planning/>

National Park **Partnership Plan** (2012-2017) –

<http://www.lochlomond-trossachs.org/nationalparkplan/>

National Park **Corporate Plan** (2012-2017)

<http://www.lochlomond-trossachs.org/images/stories/Looking%20After/PDF/publication%20pdfs/CorpPlanMay2013.pdf>

Charette programme launched Feb 2013 – running through March 2013 - see Blog and Design Briefs at:

communityyoursay.com/

Callander and Killin **Conservation Area Regeneration Scheme** (Grants) – see

- **Callander** - <http://www.lochlomond-trossachs.org/looking-after/callander-conservation-area-regeneration-scheme/menu-id-666.html>
- **Killin** - <http://www.lochlomond-trossachs.org/looking-after/killin-conservation-area-regeneration-scheme/menu-id-678.html>
- **Case studies** from Callander - <http://www.lochlomond-trossachs.org/looking-after/case-studies/menu-id-667.html>

Development Plan Action programme - Action Programme issued in December 2012 -

<http://www.lochlomond-trossachs.org/planning/local-plan-monitoring/menu-id-948.html>

Housing and Employment Land Audits for 2012 published in December 2012 -

<http://www.lochlomond-trossachs.org/planning/local-plan-monitoring/menu-id-948.html>

Park Wide Heritage scheme

<http://www.lochlomond-trossachs.org/looking-after/built-heritage-repair-grant/menu-id-963.html>

Argyll Mausoleum

<http://www.lochlomond-trossachs.org/looking-after/work-begins-to-restore-historic-mausoleum/menu-id-483.html>

Pre-application advice leaflet

<http://www.lochlomond-trossachs.org/images/stories/Planning/PDF/Advice%20notes/Pre-%20Application%20Advice.pdf>

Making a valid planning application leaflet

http://www.lochlomond-trossachs.org/images/stories/Planning/PDF/Advice%20notes/Making_a_valid_planning_application.pdf

Planning Service Charter

http://www.lochlomond-trossachs.org/images/stories/Planning/PDF/Planning%20_Service_Charter_Jan2012.pdf

Part 4 – Service Improvements

In the coming year we will:

Key Commitment 1

Support continued growth in sustainable development benefitting the Park's communities and the wider Scottish economy

1	Explore new and innovative methods to support appropriate development on key sites. For example, build on the first two phases of the Rural Housing Enabler project which is seeking to unlock opportunities for affordable housing
2	Work with public sector partners where there are opportunities to develop public land, in partnership with the private sector, that supports community and National Park objectives
3	Seek to use the consultation on the Main Issues Report as a means to raise the profile of the range of development opportunities
4	Implement a dedicated programme of engagement with young people through the Main Issues report

Key Commitment 2

A higher quality of built environment in our communities, including well managed historic townscapes and landscapes which benefit the resident and visitor experience of the Park

5	Deliver a Built Heritage Repair Grant for repair and restoration of traditional buildings across the Park on main routes and its settlements
6	Implement the Advertisement Project to de-clutter the park of unauthorised signage

Key Commitment 3

A customer focused and efficient planning service that performs

7	Devise an approach to obtain customer service feedback
8	Review planning service charter and enforcement charter
9	Prepare a service agreement with internal specialist advisers
10	Preparation work toward revised DM Procedure Manual
11	Action the conclusion of stalled cases including those subject to legal agreements
12	Develop our use of informal processing agreements – reducing default rate
13	Refine development management delegated and committee reports
14	Conclude protocol / standard legal agreement with Stirling Council to manage affordable housing commuted sums
15	Implementation of improved processes for planning applications with legal agreements

Key Commitment 4

Delivery of high quality decisions and built developments

15	To develop a mechanism to monitor the quality of developments approved. Recording the added value and using our sustainability checklist as a measure of design quality
16	To make progress towards the launch of a design award by the end of March 2014

Our delivery of service improvement actions from previous year

Key Commitment 1

Continued growth in sustainable development benefitting the Park's communities and the wider Scottish economy

		Completed
1	Update and Publish a New Development Plan Scheme by December 2012	YES
This was issued in December 2012.		
2	Commence Local Development Plan process.	YES
This was launched with the issue of the Development Plan Scheme with a call for potential development sites or main planning issues to inform preparation of the Main Issues Report. A major programme of public and partner engagement was commenced in February.		
3	Adopt Supplementary Planning Guidance (SPG) for flooding (Callander), design (Callander) and housing development by March 2013.	YES
Housing Development SPG, Callander Design and Public Realm Guide SPG and Callander Development and Flood Risk SPG were approved by Planning Committee for adoption in November 2012 after a period of consultation.		
4	Issue a revised draft SPG for Renewable Energy by March 2013.	YES
Revised draft SPG for Renewable Energy was approved by Planning Committee for consultation in February 2013.		
5	Monitoring of Local Plan Policies using Uniform Database (started Dec 2011, ongoing)	YES
Monitoring Report issued in December 2012.		
6	Support delivery of the Callander Charrette Early Actions and design SPG.	YES
Partnership delivery is ongoing with design SPG now adopted and consultation on detailed design for Ancaster Square underway.		
7	Support Rural Housing Enabler and other enabling initiatives with housing partners	YES
First year of the RHE successfully delivered two local housing need surveys, increased awareness on issues in the National Park and brokered early discussions on housing sites with partners and landowners.		

Key Commitment 2

A higher quality of built environment in our communities, including well managed historic townscapes and landscapes which benefit the resident and visitor experience of the Park

		Completed
8	Increase coverage of Adopted Conservation Area Appraisals	NO
One re-draft for the Gartmore Conservation Area has been prepared, but not adopted. Other work priorities have meant this work has not been progressed.		
9	Seek to fund, through small grants, further projects in the Callander Conservation Area Regeneration Scheme – all funding fully committed by March 2013.	YES
All funding committed and projects delivered. Evidence: http://www.lochlomond-trossachs.org/looking-after/callander-conservation-area-regeneration-scheme/menu-id-666.html		
10	Deliver small grants scheme for Callander Shopfronts.	YES
Scheme launched September 2012 with 31 enquiries. In the majority of cases the scale of the works proposed was not considered grant eligible. The PDSA shopfront improvement however was completed and a further scheme is likely to be progressed in 2013/2014.		
11	Increase the number of redundant buildings brought back into use	PART
One building was removed from the Buildings at Risk Register (The Hall/Reading Room in Luss), however RCAHMS reviewed Buildings at Risk in July 2012 resulting in an increase to the number in the LLTNP from 18 to 24. The Register for Scotland includes mainly Listed Buildings or properties in Conservation Areas and does not include the large number of vacant rural properties in the NP.		
12	Support Argyll Mausoleum Project Improvement	YES
The Communities Team provided support for the Project Team delivering the restoration of the Mausoleum and the Built Environment Adviser has assisted on listed building consent issues. Work is underway.		
13	Develop the Project Plan for the unauthorised Advertisement Project (to de-clutter the landscapes of the National Park	PART
Continue our Joint Project Meetings with Argyll and Bute Development Management and Stirling Council Roads Department to devise our Project Plan and next steps for implementation.		

Key Commitment 3

A customer focused and efficient planning service that performs in the top 10 in Scotland

		Completed
14	Ensure that the planning service is responsive to customer satisfaction feedback which includes running the Planning and Agents Forums.	PART
<p>An evening session of the agents forum was held on 23 August 2012 around a presentation of the key changes and a discussion on issues arising from the changes to Householder permitted development. Six agents from across the Park area attended.</p> <p>The Planning Forum met on the evening of 29 August 2012 providing valuable discussions on our Renewables SPG.</p>		
15	To further improve procedures and Planning Advice Leaflets – areas of work for this year include Planning Obligations and EIA.	PART
<p><u>EIA</u> Planning Advice Note: Environmental Impact Assessment (EIA) published. Provision of clear and informative advice on all aspects of our service will continue to have a positive impact on the quality of applications received.</p> <p><u>Planning Obligations</u> Draft Planning Advice Note: Planning Obligations (Section 75 Legal Agreements) – near completion but not yet published. This has been prepared in collaboration with our Legal Advisors and is part of a wider project to clean up and speed up our processing of applications that require Planning Obligations.</p>		
16	To increase achievement level of planning service standards to all over 80%. Review the service charter quarterly and report to committee. Review the standards at the end of 2012/2013.	PART
<p>The year 2012/2013 saw the first regular quarterly updates to our Planning and Access Committee for our Service Charter Performance. During these meetings we discussed our performance against these standards and agreed a revised mechanism for measuring our progress. It was agreed in collaboration that a blanket 80% target for all standards was not appropriate and there was scope for adjustment in order to provide a more meaningful measure of our performance. The revised mechanism to gauge our achievement level can be found in <i>Appendix 4 – Performance Targets</i>.</p>		
17	Refining our Model Conditions through an internal focus group.	PART
<p>Work has commenced with a focus group set up to refine the 'Model Conditions'. System updates (IDOX Uniform) are required in order to effectively implement this. Anticipated timeframe to put into practice 2014/2015.</p>		

Key Commitment 4

Delivery of high quality decisions and built developments

		Completed
18	To gather and respond to feedback from customers on the quality of built development.	YES
As part of the LDP Charrette events in four areas there were community workshops on what was felt to be good about the towns and what could be improved. This included much discussion on the built environment and particularly public realm.		
19	To monitor the quality of developments approved by recording the added value for each case.	PART
Draft list of added value options prepared but not fully implemented. Recording mechanisms using the Uniform system are required. This has not been achieved due to limited GIS resource and other priorities. Continues as a commitment for 2013/2014.		
20	To develop a mechanism to monitor the effectiveness of our Sustainability Checklist in influencing the quality of development on the ground.	NO
The checklist is proving its value to raise awareness of sustainability issues as part of the National Park's Design SPG. Commitment integrated with continuation of 19 above for 2013/2014.		
21	To undertake the preparatory work towards ensuring a design award is in place by 2014.	PART
Initial research and scoping work has been undertaken this year including liaison with CNPA to share best practice regarding the successful launch of their Design Awards in 2012. However, further resources were not identified in 2012/13 to take the project forward but it will be prioritised for the coming year through the work with our Campaigns manager as described in part 2.		
22	To review and respond to SG consultations on Fees, Permitted Development, Development Delivery, Development Plan Examinations.	YES
Completed June 2012.		
23	Ongoing Member training and development of a Handbook for Members.	PART
A range of training has been delivered including ad-hoc sessions on a range of topics prior to the monthly Committee Meeting. Handbook not published but advisory leaflets updated?		

**Appendix I
PLANNING PERFORMANCE FRAMEWORK
OFFICIAL STATISTICS**

Loch Lomond^{1,2}

2012/13

Post-3rd August 2009 applications

All applications

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	231	10.8	232	11.5	232	11.5
With Legal Agreement	6	68.1	6	68.1	6	68.1

LOCAL DEVELOPMENTS	Total number of decisions	Average time (weeks)	Proportion of Decision
All Local Developments	237	12.3	
Local: Less than 2 months	142	7.6	59.9%
Local: More than 2 months	95	19.4	40.1%
Local Developments (non-householder)	148	14.5	
Local: Less than 2 months	80	7.5	54.1%
Local: More than 2 months	68	22.6	45.9%
Householder Developments	89	8.7	
Local: Less than 2 months	62	7.6	69.7%
Local: More than 2 months	27	11.1	30.3%
Housing	50	17.0	
Local: Less than 2 months	19	7.6	38.0%
Local: More than 2 months	31	22.8	62.0%
Business & Industry	0	-	
Local: Less than 2 months	0	-	-
Local: More than 2 months	0	-	-

Total number of decisions	Average time (weeks)	Proportion of Decisions
238	12.9	
142	7.6	59.7%
96	20.8	40.3%
149	15.4	
80	7.5	53.7%
69	24.5	46.3%
89	8.7	
62	7.6	69.7%
27	11.1	30.3%
51	19.7	
19	7.6	37.3%
32	26.8	62.7%
0	-	
0	-	-
0	-	-

LOCAL DEVELOPMENTS	Total number of decisions	Average time (weeks)	% Under 2 months
Minerals	0	-	-
Waste Management	1	9.3	0.0%
Electricity Generation	3	13.3	33.3%
Freshwater Fish Farming	0	-	-
Marine Finfish Farming	0	-	-
Marine Shellfish Farming	0	-	-
Other Developments	88	13.5	61.4%
Telecommunications	6	8.3	100.0%
AMSCs (under 2 months)	0	-	-

Total number of decisions	Average time (weeks)	% Under 2 months
0	-	-
1	9.3	0.0%
3	13.3	33.3%
0	-	-
0	-	-
0	-	-
88	13.5	61.4%
6	8.3	100.0%
0	-	-

OTHER CONSENTS	Total number of decisions	Average time (weeks)
Listed bldg.+con.area consents	56	16.7
Advertisements	7	11.7

Total number of decisions	Average time (weeks)
56	16.7
7	11.7

Hazardous substances consents	0	-
Other consents and certificates	16	7.1

0	-
16	7.1

ENVIRONMENTAL IMPACT ASSESSMENTS	Total number of decisions	Average time (weeks)
Local Developments Subject To EIA	3	30.1
AMSCs (Subject to EIA)	1	34.9

Total number of decisions	Average time (weeks)
3	30.1
1	34.9

APPLICATIONS SUBJECT TO	Total number of decisions	Average time (weeks)
Planning/Legal Agreement	6	68.1
Local Review	1	16.1

Total number of decisions	Average time (weeks)
6	68.1
1	16.1

All applications

PROCESSING AGREEMENTS	Total number of decisions	% within agreed timescales
All Processing Agreements	7	57.1%
Major applications	0	-
Local Applications	4	75.0%
EIA developments	0	-
Other consents	3	66.7%

APPLICATIONS APPROVED / DELEGATED	Percentage
Percentage of Applications Approved	98.4%
Percentage of Applications Delegated	92.5%

LOCAL REVIEWS and APPEALS	Total number of decisions	Original decision upheld (%)
Local Review	1	100.0%
Appeals to Scottish Ministers	4	50.0%

ENFORCEMENT ACTIVITY	Number
Cases Taken Up	21
Notices Served	1
Reports to Procurator Fiscal	0
Prosecutions	0

Appendix II

WORKFORCE AND FINANCIAL INFORMATION

Appendix 2 is an integral part of the Annual Performance Assessment. It is designed to be a snapshot of staffing at 31 March 2013.

As at 31 March 2013

Please note - The figures do not have to be exact - we are looking for a snapshot of each authority

Head of Planning Service (1)	Tier 1	Tier 2	Tier 3	Tier 4	Managers (2)		Main Grade Posts		Technician Posts		Office support/Clerical		Totals
	No. Posts	Vacant	No. Posts	Vacant	No. Posts	Vacant	No. Posts	Vacant	No. Posts	Vacant	No. Posts	Vacant	
	1 Chief Executive	1 Director of Operations	1 Head of Service	2.8 Team Managers									
Development Management	1.8		5.6 FTE		2		3.2 FTE					12.6	
Development Planning	1		2.6 FTE				1					4.6	
Enforcement Staff			1		1							2	
Cross Service/Other Planning			4									4	

Staffing profile	Number
Under 30	2
30-39	12
40-49	5
50 and Over	7

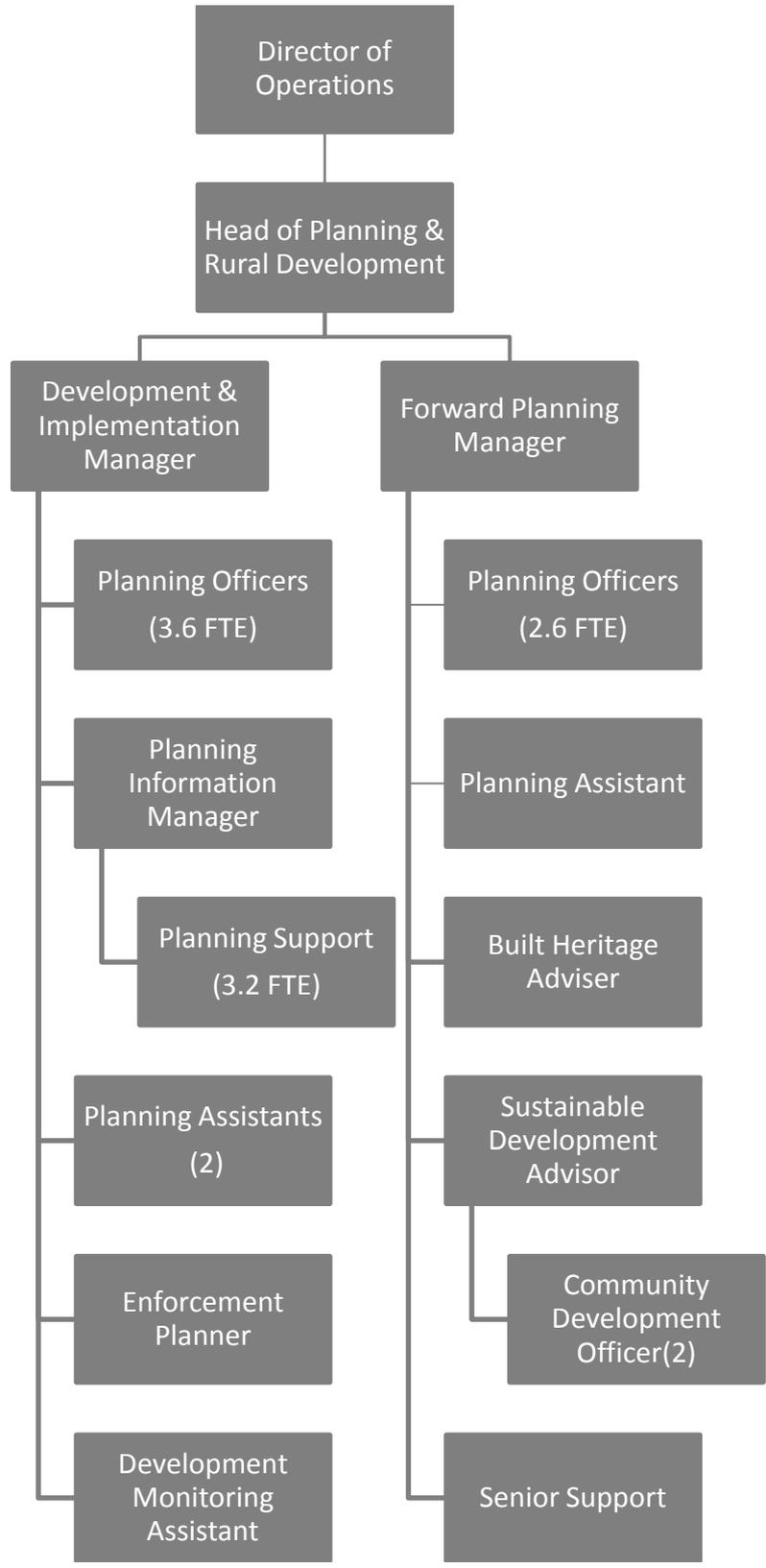
Committees & site visits (3)	No. per year
Full Council committees	0
Planning Committees	13
Area Committees (where relevant)	
Committee site visits	0
LRB (4)	1
LRB site visits	1

Actual Costs	Actual Costs	Costs		Income (7)
Planning Service		Direct (5)	Indirect (6)	
Development Management & Enforcement	£295,070	Staff £450,935	Unable to compile this information at this time	£194,730.66
Development Planning		Staff £220,484		

Notes on Completion:

- 1 In relation to service structure, 1st tier post holders are Chief Executives, 2nd tier are Directors, 3rd tier are Heads of service and 4th tier are managers.
- 2 Managers are those people who are responsible for the operational management of a team/division. They are not necessarily line managers.
- 3 References to committees also include National Park Boards. Number of site visits are those cases where were visits carried out by committees/boards
- 4 This related to the number of meetings of the LRB, application numbers going to LRB are reported elsewhere.

- 5 Direct staff costs covers gross pay, including overtime, national insurance and the superannuation contribution. The appropriate proportion of the direct cost of any staff member within the planning authority concerned spending 30% or more of their time on planning should be included in costs irrespective of what department they are allocated to. (For example: Legal advice, Administration; Typing)
Exclude staff costs spending less than 30% of their time on planning.
- 6 Indirect costs include all other costs attributable to determining planning applications. Examples (not exhaustive) are:
- Accommodation
 - Computing Costs
 - Stationery
 - Office machinery/Equipment
 - Telephone charges
 - Print
 - Advertising
 - T&S
 - Committees
 - Elected Members' expenses
 - The relevant apportionment of Support Service costs
- 7 Income - include planning fees for applications and deemed applications. (exclude income from property and planning searches)



APPENDIX III - QUOTES ABOUT PLANNING SERVICE

“Great news on Ben Arthur earlier today. We obviously couldn’t have achieved this without you and your team. So I really just wanted to drop you a brief note to say thank you very much for all of your assistance with the consideration of this complex and very sensitive planning application. You, and all of your colleagues, have clearly been very supportive of our proposals and this has been greatly appreciated by all of our own team, as well as our clients. Everyone involved in the job from our side has been struck by the genuinely positive attitude and very helpful working relationship demonstrated by everyone in the Planning Department, all of which augers well for the further development of the project through its detailed design and construction periods. For our part, moving forward we are committed to creating the best possible project we can, and we look forward to working further with you on this very exciting proposal.”

Kevin Cooper, Agent: Archail, 28 Jan 2013, in relation to an application for a large tourism proposal.

“Many thanks for this information and may I take the opportunity to thank everyone in the NP planning department for their professionalism and dedication towards this outstanding scheme. Working in conjunction with our Design Team for what seems an eternity when you start on a Project of this magnitude and importance to our nation was the key to the successful conclusion. I would respectfully request the Decision Notice to be sent to us on the 28th February to fit in with our legal programme. I will ask our architects to deal with the processing agreement you are referring to.”

Allan McEwan, Applicant, 28 Jan 2013, in relation to an application for a large tourism proposal.

“I see the decision to grant notice has been issued this morning. Just like to thank you for your help & advice along the way.”

Bill Tierney, Applicant, 28 Sept 2012, in relation to an application for alterations to a listed building and change of use from hotel to mixed use proposal.

“Is there no end to the excellent service that you provide? Thank you again.”

Kenneth G. Ferguson, Chartered Surveyor, 15 March 2012, in relation to enquiry for the planning history for a site.

“Thank you so much for getting back to me so promptly. You have been the only person who has given me an answer so very much appreciated.”

Jo Singleton, member of public, 25 April 2012, in relation to householder permitted development query.

“Sorry about my pledge of undying love to you the other day....a moment of excitement....and we’ve never even met! Seriously, I do know that you are working in our interests, and it really is appreciated that you and your team seek to ‘protect’ the area in which we are to build our home. Thank you for your help and we really are looking forward to having a permanent home once more.”

Brian Tester, applicant, 29 April 2013, in relation to new house proposal.

APPENDIX IV - PERFORMANCE TARGETS

DEVELOPMENT MANAGEMENT

Standard 1	We will acknowledge all applications within 3 working days of receipt.	Below 90%	90 – 94%	95% and over
Standard 2	We will check all applications for sufficient information within 5 working days of receipt and either: Request further information to validate the application; or Write to confirm the application is valid.	Below 90%	90 – 94%	95% and over
Standard 3	We will do a site visit within 20 working days of receiving a valid planning application.	Below 80%	80-89%	90% and over
Standard 4	We will decide 90% of householder applications (A) within 2 months and 80% of all local applications (B) within 2 months.	A Below 80%	80-89%	90% and over
		B Below 60%	60-80%	80% and over
Standard 5	We will issue delegated decisions within 10 working days of the case officer making their recommendation (status changing to pending decision).	Below 80%	80-89%	90% and over
Standard 6	We will respond to pre-application enquiries within 20 working days.	Below 60%	60-80%	80% and over

PLANNING AND ACCESS COMMITTEE

Standard 7	The Planning Committee will at all times operate under the terms of its Standing Orders and observe the Code of Conduct for Members.	NO	YES	
Standard 8	We will publish an annual diary of Committee meeting dates on our web-site in January of each year.	NO	YES	
Standard 9	We will write to anyone who has made a written representation about an application 7 working days before the meeting.	Below 100%	100%	
Standard 10	We will make committee papers available on our web-site and at our headquarters at least 7 working days before the date of each meeting.	Below 90%	90-99%	100%
Standard 11	We will publish draft minutes on our web-site within 10 working days of each meeting.	Below 90%	90-99%	100%

LOCAL REVIEW BODY

Standard 12	We will validate a Notice of Review within 7 working days of receipt.	Below 100%	100%	
Standard 13	We will make the Notice of Review available on our web-site and at our headquarters (A), and notify all interested parties (B), within 7 working days of the date of receipt of a valid review.	Below 100%	100%	
Standard 14	The Local Review Body will at all times operate under the terms of its Standing Orders.	NO	YES	
Standard 15	The Local review Body will aim to decide 80% of all reviews within 2 months.	Below 80%	80-89%	90% and over

MONITORING

Standard 16	We will acknowledge Notices of Initiation of Development within 3 working days of receipt.	Below 90%	90 – 94%	95% and over
Standard 17	We will respond to information submitted to meet conditions on a planning permission within 20 working days.	Below 90%	90 – 94%	95% and over
Standard 18	We will determine a written request for a Non-Material Variation to a planning permission within 20 working days.	Below 90%	90 – 94%	95% and over

ENFORCEMENT

Standard 19	We will acknowledge receipt of written enquiries or complaints within 5 working days.	Below 90%	90 – 94%	95% and over
Standard 20	We will respect the confidentiality of anyone raising a concern about a possible breach of planning control as far as is reasonably possible.	NO	YES	
Standard 21	We will write to complainants within 20 working days of receipt of a written enquiry, to advise whether further action will be taken.	Below 80%	80-89%	90% and over
Standard 22	We will do an initial inspection of sites within the following timescales: High Priority – 5 working days / Medium Priority - 15 working days / Low priority - 20 working days.	Below 80%	80-89%	90% and over

DEVELOPMENT PLANNING

Standard 23	<i>We will write all policy and guidance in clear English</i>
NO	YES
Standard 24	<i>We will continue to produce supplementary planning guidance to support the implementation of our Local Plan.</i>
NO	YES
Standard 25	<i>We will always publish draft guidance on our web-site and consult the public, Community Councils and other stakeholders for a minimum of 6 weeks.</i>
Below 100%	100%
Standard 26	<i>We will acknowledge receipt of written consultation responses and update responders at key stages of the process.</i>
Below 100%	100%
Standard 27	<i>We will monitor the adopted Local Plan to review its effectiveness and publish the results on our web-site annually.</i>
NO	YES