

PLANNING PERFORMANCE FRAMEWORK

Annual Report 2018 - 2019





Contents

Introduction.....	4
Welcome to Dumfries and Galloway	5
Part 1: Defining and Measuring a High-Quality Planning Service	6
Part 2: Supporting Evidence	28
Part 3: Service Improvements 2019-20	30
Part 4: National Headline Indicators (NHIs)	34
Part 5: Scottish Government Official Statistics	38
Part 6: Workforce Information (as on 31 March 2019)	41
Part 7: Planning Committee Information	42
Part 8: Performance Markers.....	43
 Case Studies	
Case Study 1 - SAQP Award 2018 Dumfries & Galloway Royal Infirmary - 'The Garden Hospital'	12
Case Study 2 - Proposed Plan - Local Development Plan 2 and Supplementary Guidance	14
Case Study 3 - Pre-Application Enquiries	16
Case Study 4 - TPO Guidance	28
Case Study 5 - Strategic Housing Development Forum	20
Case Study 6 - Nationally Important Archaeology.....	22
Case Study 7 - Regeneration Scheme (CARS)	24
Case Study 8 - Planning Focus on Heritage	26

Introduction



Cllr Archie Dryburgh

Welcome to the annual performance report for our Planning Service, which provides details and case studies highlighting the work of our Planning team during 2018/19. This Planning Performance Framework (PPF) Annual Report outlines our continued commitment to improving our performance, meeting our customers needs and helping the delivery of quality new development across our region.

The Planning Service plays a key role in delivering our Council's main priority of building the local economy. This year has seen further improvement in our performance in deciding local applications, which were dealt with in an average time of 10.7 weeks, and householder applications, which were dealt with in an average time of 5.7 weeks. These are of great importance to our local builders, developers and agents in helping to speed up the delivery of new developments and supporting this important sector of our local economy. Our new Local Development Plan also progressed through the Examination process and will now be adopted by the target date of September 2019.

Our Planning service is well placed to play a key role in coming years in supporting the delivery of new development as the opportunities presented by the Borderlands Growth Deal start to emerge. The creation of the new South of Scotland Enterprise agency from 1 April 2020 will also help drive inclusive growth. Our Planning service will be key to realising the full benefits of these investments.

Cllr Archie Dryburgh
Chair, EEI Committee

Welcome to Dumfries & Galloway

Dumfries and Galloway covers 2,481 square miles (6,427 km²), making it the 3rd largest region by area in Scotland. In 2017, the population was estimated as 149,200, the 13th largest Scottish local authority by population. There are about 60 people for every square mile (23/km²), reflecting the sparsely populated rural areas of the region.

The largest town in the region is Dumfries with a population of 49,221, next is Stranraer with nearly 13,000 people and then Annan with around 10,000. All other villages and towns have a population of 4,000 or less.

The main employment sectors in the region are:

- Public sector
- NHS
- Business and customer services
- Manufacturing
- Distribution and logistics
- Tourism
- Retail
- Agricultural & forestry



Part 1: Defining and measuring a high-quality planning service

1.1 Quality of outcomes

1.1.1 2018/19 saw the DGC Planning Service win another Scottish Award for Quality in Planning in the prodigious annual Scottish Government event. This was our 5th such award in 4 years. This time, the award was in the Place category and was for our contribution to the new Dumfries & Galloway Royal Infirmary (DGRI) which opened in 2017 [see Case Study 1]. Officers from the Planning Service were involved by the NHS in the project from the outset. It was designed around the concept of it being a “Garden Hospital” where its semi-rural location on the edge of Dumfries meant that the development could maximise views out to the countryside and so “create a naturally therapeutic and healing environment”.

1.1.2 The Council also made a submission on behalf of all the parties involved for the 2018 Royal Town Planning Institute (RTPI) Awards for Planning Excellence. Whilst the submission was shortlisted as a Finalist in the Health and Wellbeing category, unfortunately it did not win the Award.

1.1.3 The first ever Dumfries & Galloway Council Design Awards were successfully run in 2016 and so, in line with one of our commitments for 2018/19 (see Part 3 below), a 2nd award scheme was launched within the reporting period with 4 specific categories. This will allow the many high quality schemes actually built within the region to be celebrated and showcased to a wider audience. Winners of the 2019 Design Awards will be featured in next year’s PPF.

1.2 Quality of service and engagement

1.2.1 During 2018/19, our second Local Development Plan (LDP2) continued through its **Proposed Plan** stage [see Case Study 2]. Following Full Council approval on 18 January 2018, the Proposed Plan was published for representations between 29 January to 30 April 2018. A total of 519 representations were received. On 3 September 2018, it was agreed by Full Council to submit the Proposed Plan for LDP2 to the Scottish Government Planning and Environmental Appeals Division (DPEA) for examination. This

decision was made after Councillors considered all unresolved representations made to the Proposed Plan along with the Council’s response. The DPEA confirmed that the examination commenced on 23 October 2018, with an anticipated completion date of June 2019. This should allow us to achieve the target date for adoption of LDP2 of September 2019, exactly 5 years since the adoption of the initial LDP and in line with the published **Development Plan Scheme**.

<http://www.dumgal.gov.uk/ldp2>

1.2.2 One of our service improvement commitments for 2018/19 was to “Launch, resource and maintain the new pre-application service prepared during 2017-18”. This was achieved [see Case Study 3]. Developer contribution requirements are always explained during pre-application meetings and in reports. The Council’s developer contributions policy is set out in one of the 3 overarching policies in the Local Development Plan, Policy OP3, and this is supported by Supplementary Guidance. **Revised Supplementary Guidance for Developer Contributions** was adopted in June 2017 and this included updated education contributions criteria. A separate Likelihood Table (which sets out which schools currently have a capacity issue and so require a developer contribution) is maintained and regularly reviewed as school rolls change.

<http://www.dumgal.gov.uk/article/15327/Planning-advice-and-enquiries>

<http://www.dumgal.gov.uk/article/15342/Supplementary-guidance>

1.2.3 Reflecting the ‘channel shift’ to greater use of the internet for information, the Council’s website is a source of significant planning information, to aid self-service. The **planning pages** provide links to the Scottish Government’s eDevelopment portal and clearly signposts that this is the preferred method for the submission of applications. Our various **Charters** (including the **Enforcement Charter**), the **LDP and all the related Supplementary and other Guidance** are available online using the links below. We also added the **Enforcement Register** and **Tree Preservation Order Register and TPO guidance** online during the year [see Case Study 4].

<http://www.dumgal.gov.uk/planning>

<https://www.dumgal.gov.uk/article/15340/Service-standards>

<http://www.dumgal.gov.uk/ldp>

<https://www.dumgal.gov.uk/article/15339/Enforcing-planning-controls>

<https://www.dumgal.gov.uk/article/15334/Protected-trees>

1.2.4 One of the documents included in our **webpages** is a customer guidance / advice note for small to medium sized business proposals. This 20 page document covers all aspects of planning and related processes relevant to SMEs in plain English. It also sets out the level and type of supporting information which we would expect to see submitted with such planning applications. Similarly, on the same webpage, we have added a guidance document on Shopfronts and Security. This 12 page guide includes various clear diagrams and photographs, setting out solutions and best practice for businesses to follow.

<http://www.dumgal.gov.uk/article/15327/Planning-advice-and-enquiries>

1.2.5 During 2018/19, there were strong links between the Council's Planning Service and Economic Development Service. They fell within the same Directorate and the 2 respective Heads of Service attended the Departmental Management Team (DMT) together. A Strategic Projects Leadership Board (chaired by the Director of Economy, Environment & Infrastructure and including the Head of Planning & Regulatory Services and the Head of Economic Development) operated to ensure that major projects within the region are suitably prioritised and a joined-up approach is taken.

[NB – as of April 2019, just beyond the reporting period, the Council is to be the subject of a restructure with the Planning Service sitting within Economy and Resources, under the Head of Economy and Development, thus bring Planning and Economic Development under the same Head of Service and so even closer together.]

1.2.6 During the reporting period, the Planning Service, and the LDP team in particular, continued

to work closely with Strategic Housing. Officers from both services met regularly and officers from the Planning Service attend the Strategic Housing Development Forum, which also includes all of the Registered Social Landlords (RSLs) operating in the region [see Case Study 5]. These meetings are used as a method of highlighting development proposals by the RSLs early in the process and ensuring that communications between RSLs, Strategic Housing and planning are open and frequent, so as to effectively deliver much-needed affordable housing. Strategic Housing have made it a requirement for all Strategic Housing Investment Plan (SHIP) projects to be the subject of a formal pre-application enquiry prior to submission.

[NB – as per 1.2.5 above, Strategic Housing is due to fall within the remit of the new Head of Economy and Development, again ensuring closer ties between the 2 services.]

1.2.7 The annual Agents' Forum meeting was held on 28 March 2019 and, as in 2018, this was a joint Planning and Building Standards event. Whilst this reflects the management structure of the service, it also makes more effective use of professional agents' time – as most submit both planning applications and building warrants, they only need to attend one event instead of several.

1.2.8 In terms of our Development Management customer satisfaction results, in 2018/19, our survey rating rose from 77% to 95%. This improvement may be related to faster determination timescales or the fact that customer satisfaction survey forms have been added to all decision notices and a link has been included in staff email signatures in order to try and obtain greater and more continuous customer feedback. However, there remains a difficulty in obtaining a statistically meaningful / representative number of responses to customer surveys, with a more widespread public 'survey fatigue' being a factor. The Council's Archaeologist, who is based within the Development Planning team, continues to receive unsolicited letters of thanks for his talks around the UK about the significant find of the Galloway hoard in the Stewartry area.

1.2.9 In addition to the core Development Planning and Development Management functions, the service currently has 4 specialists who contribute significantly to the quality of the service and the outcomes in the region. As mentioned above, one

of these is the Council Archaeologist and the others are a Landscape Architect who principally comments on the numerous wind energy proposals both within and immediately adjacent to the region; a Senior Planner (Built Heritage Policy); and a Conservation Area Regeneration Scheme (CARS) Project Officer, based in Stranraer. The work of some of these specialists is set out in Case Studies 6 - 8.

1.3 Governance

1.3.1 The Council's **Scheme of Delegation to Officers for Planning** continues to operate effectively, with 94.4% of decisions being made under delegated powers in 2018/19.

<http://www.dumgal.gov.uk/article/15336/Planning-decisions>

94.0% of applications were approved over the reporting period. This represents a very slight increase in comparison with the 2017/18 approval rate (93.6%). 15 planning applications were refused by the Planning Applications Committee during the reporting period, which represents just 1.2% of all applications determined.

1.3.2 In terms of **Committees**, there were 12 Planning Applications Committee meetings in 2018/19, one meeting each month. There were 7 scheduled Local Review Body meetings in 2018/19, although only 6 meetings were called. All Development Planning matters are reported to the Economy, Environment & Infrastructure Committee, which meets every 2 months. Key Local Development Plan decisions are made by the Full Council, which meets every 3 months. A special **Full**

Council meeting was held on 3 September 2018 to consider the representations made to the Proposed Plan.

<http://www.dumgal.gov.uk/article/15143/Committee-meetings>

<https://dumfriesgalloway.moderngov.co.uk/ielListDocuments.aspx?CId=137&MId=184>

1.3.3 The Development Management structure which was introduced in 2014/15 remained largely unaltered during 2018/19 (see Diagram in Part 6) and has continued to allow the Council to provide the appropriate and proportionate level of skill and expertise for each respective application i.e. the Major Developments team includes more experienced planners with specialist knowledge. However, anticipated changes within the team during 2019/20 means that this structure will not be able to continue in the same manner, in the short term at least. Furthermore, the Development Planning team has lost 3 posts in the course of the last 2 reporting periods through voluntary early retirement/budget savings and currently has 1 vacancy. Accordingly, one of our commitments for 2019/20 is to review the overall service structure to ensure that it remains fit for purpose and it has the capacity to deliver the statutory service required.

1.3.4 A project management approach is undertaken for all Major applications and also for large Local applications, best exemplified where a Processing Agreement is used. Our **pre-application form for Major applications** expressly states:-
"Dumfries and Galloway Council will promote a partnership protocol, or project plan, for all Major



developments... It is requested that developers approach the partnership protocol in a positive and collaborative manner." There has been a significant increase in the take-up of Processing Agreements. In 2018/19, 36 applications were the subject of a Processing Agreement, compared with 9 in 2017/18 and just 4 in 2016/17. However, despite our active promotion of the benefits to both parties in entering into Processing Agreements, there remain some developers (and some wind energy developers in particular) who are unwilling to enter into such agreements.

<http://www.dumgal.gov.uk/article/15327/Planning-advice-and-enquiries>

1.3.5 24 legacy cases (i.e. applications of more than 1 year old) were determined during 2018/19, which is 14 more than in 2017/18. There remained 33 active legacy cases as of 31 March 2019, down from 44 outstanding legacy cases at the end of 2017/18. It was one of our Service Improvement Commitments for 2018/19 to reduce the number of legacy cases (see Part 3 below) and this has been achieved. It is anticipated that this number will continue to reduce in coming years due to increased focus on this matter and greater use of Processing Agreements.

1.3.6 Whilst the Project Board for LDP2, which was established in 2016, continued to meet into the reporting period, after August 2018, it was recognised that the advanced stage of the Proposed Plan no longer merited the continuation of the Board. One of our commitments for 2019/20 is to establish a new implementation board to oversee the delivery of LPD2 once it is adopted.

1.3.7 The Planning Service continues to face significant budget pressures due to both wider Council funding efficiencies and continuing low levels of planning fee income, which has never returned to pre-2008 levels. The revised maximum fee for Major developments has however had some beneficial impact, although such applications are rare. Stringent budget monitoring processes have been put in place to monitor and report on budget pressures.

1.3.8 The Council took part in a 2nd 'Costing the Planning Service' exercise run by Heads of Planning Scotland (HOPS). This established that within DGC, the application income as a proportion of handling costs was 62%, compared with the benchmarking group average of 66%, demonstrating the efficient



manner in which the service is run.

1.3.9 Budget and efficiency measures are considered at management team meetings of all levels and reports are made regularly to the Economy, Environment & Infrastructure Committee.

1.4 Culture of continuous improvement

1.4.1 Analysis of the Development Management performance is set out in Part 5 – C : Context below.

1.4.2 We have continued to see a year-on-year increase in the number of applications submitted online via the Scottish Government's ePlanning portal for application submissions. The percentage has steadily grown from just 6% of submissions in the launch year (2010/11) to us now receiving 79.5% of all applications online. This figure is expected to continue to grow as more agents use the eDevelopment website for submitting both building warrants and planning applications.

1.4.3 The Council continues to operate a practice of requiring all staff to have an annual Professional Development Review (PDR). This formalised process allows staff development needs to be identified and for useful 2 way feedback to be facilitated and recorded. The present format of PDR is being reviewed corporately currently.

1.4.4 Team meetings are used as a method of ensuring that all staff are aware of relevant changes



both at a national and local level. Each of the managers holds regular meetings with their Team. There is a cascade process of information from the Corporate Management Team to the Departmental Management Team, the Service Management Team and the Planning & Building Standards Management Team meetings. These meetings are however a 2 way process, where staff are encouraged to provide feedback. 1-2-1 meetings are also held.

1.4.5 Benchmarking has been used as a method of sharing best practice between authorities and among staff. For planning purposes, Dumfries & Galloway Council sits within Benchmarking Group 1 (Large Rural Authorities) and this also includes the following planning authorities:- Aberdeenshire; Argyll & Bute; Cairngorms National Park; Highland; Moray; Orkney; Scottish Borders; Shetland; & Western Isles. Our PPF Benchmarking partner for 2017/18 was the Highland Council. A very useful

benchmarking meeting took place in Edinburgh in October 2018 where senior officers from both authorities met to discuss the respective PPFs and planning issues of common interest. There was representation from the Council at all of the Heads of Planning Scotland (HOPS) Development Management Sub-Committee meetings during 2018/19 and the Planning & Building Standards Manager is also a Vice-Chair of HOPS Energy & Resources Sub-Committee. The Team Leader LDP and others in the team attended HOPS Development Planning Sub-Committee meetings. During 2018/19, the Head of Planning & Regulatory Services attended meetings of the HOPS Executive and the High Level Group meetings with the Cabinet Minister.



Caledonia
Cleaning Services
Common Area
Cleaning
Window Cleaning
Ground Maintenance
Services
Tel: 0141
E: info@caledonia
SH15 UUF

SAQP Award 2018 Dumfries & Galloway Royal Infirmary - 'The Garden Hospital'



Location and Dates:

Dumfries – 2011 to 2018

Elements of a High Quality Planning Service this study relates to:

- Quality of outcomes
- Quality of service and engagement
- Culture of continuous improvement

Key Markers:

2, 3, 4, 6, 12 & 15

Key Areas of Work:

- Design
- Environment
- Greenspace
- Economic Development
- Development Management Processes
- Planning Applications

- Interdisciplinary Working
- Collaborative Working
- Community Engagement
- Placemaking
- Process Improvement
- Project Management
- Transport
- Active Travel

Stakeholders Involved:

- General Public
- Local Developers
- Key Agencies
- Planning Committee
- Authority Planning Staff
- Authority Other Staff

Overview:

The Council, along with its partners, the NHS and Ryder Architecture, received an award in the Place category at the Scottish Government's Scottish Awards for Quality in Planning (SAQP) in November 2018 for the new Dumfries & Galloway Royal Infirmary (DGRI).

Goals:

Creation of a naturally healing environment

The development of the site was planned to secure the maximum benefits from the site's rural context, in order to bring the wider landscape into the hospital and provide a natural 'healing environment'. This approach to design was based on scientific research that connects the natural environment with positive health outcomes and faster healing times. Usually associated with hard urban environments, this hospital project demonstrates the benefits of the rural healing environment on healthcare facilities. It also has 17 separate courtyards and gardens and each of the 344 single bed en-suite rooms has a view to either the countryside or one of these courtyards. Palliative care bedrooms have their own private gardens, with dedicated space for beds to be wheeled outside. The

women and children's courtyard has safe space for children to play.

The 'Garden Hospital' concept is transferable to other healthcare infrastructure projects elsewhere.

Outcomes:

The Judges' comments were that they "were impressed that, right from the beginning of this project, there were deliberate connections made between nature, health and planning. The hospital was a significant development which had been handled well by all involved – true collaboration and team spirit was evident."

The Scottish Government's website with details of all the award winners across Scotland can be found [here](#).

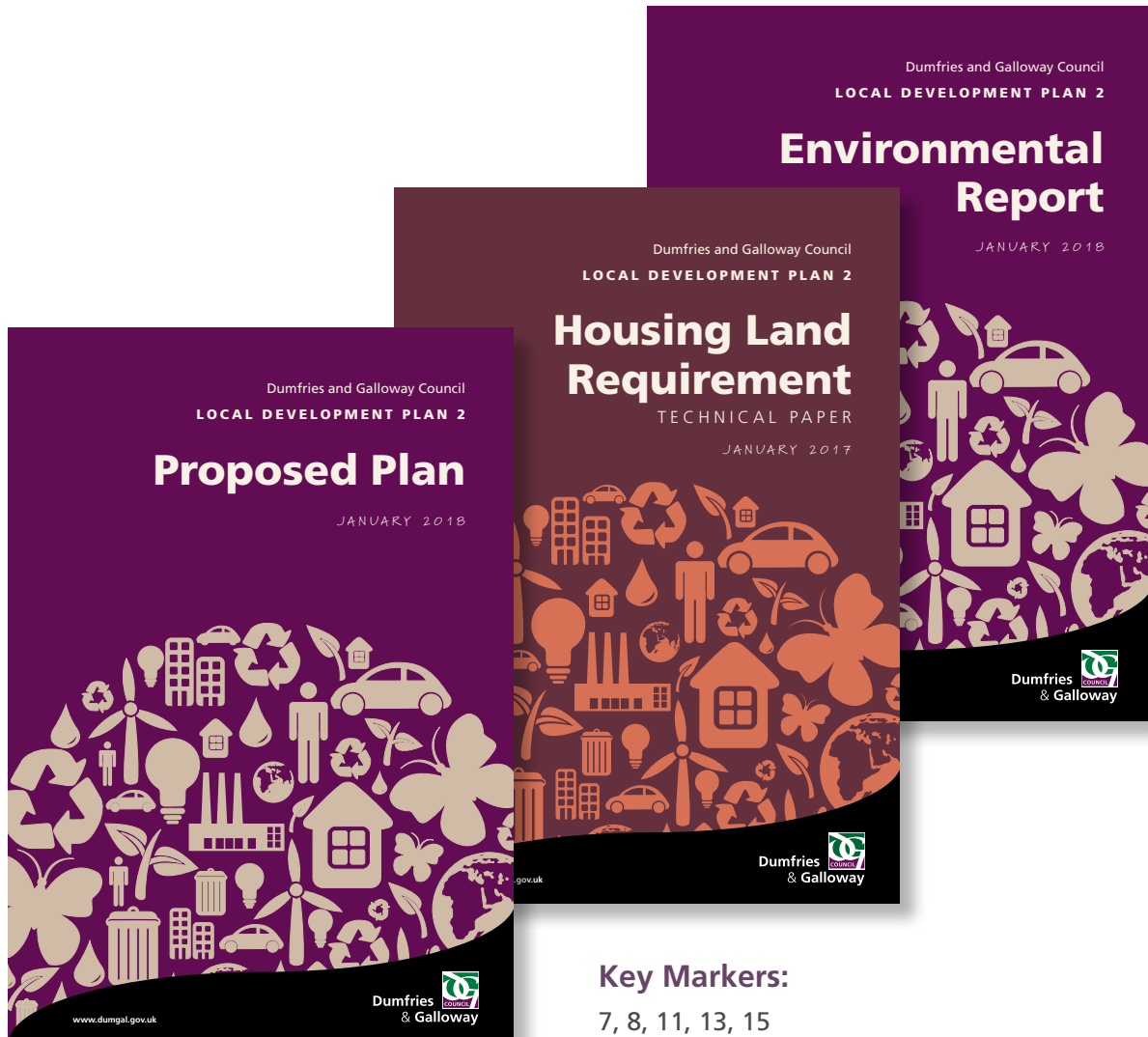
The project was also a finalist in the RTPI Awards for Planning Excellence 2018 (Health and Wellbeing Category).

Name of key officer

Patrick Hanna/ David Suttie



Proposed Plan - Local Development Plan 2 and Supplementary Guidance



Location and Dates:

The Local Development Plan and associated supplementary guidance provides the land use framework for the whole of Dumfries and Galloway.

Elements of a High Quality Planning Service this study relates to:

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

Key Markers:

7, 8, 11, 13, 15

Key Areas of Work:

- Design
- Conservation
- Regeneration
- Environment
- Greenspace
- Town Centres
- Masterplanning
- Local Develop Plan & Supplementary Guidance
- Housing Supply
- Affordable Housing
- Economic Development
- Enforcement

- Development Management Processes
- Planning Applications
- Interdisciplinary Working
- Collaborative Working
- Community Engagement
- Placemaking
- Place Standard
- Performance Monitoring
- Project Management
- Skills Sharing
- Transport
- Active Travel

Stakeholders Involved:

- General Public
- Hard to reach groups
- Local Developers
- Key Agencies
- Planning Committee
- Authority Planning Staff
- Authority Other Staff
- Other (please note)

Overview:

The Proposed Plan and draft supplementary guidance were published on 29 January 2018 with the closing date for representations as 30 April 2018.

A total of 550 representations were received, 519 of those were to the Proposed Plan. Following agreement of Full Council on 3 September 2018, the Plan and unresolved representations were submitted on 5 September 2018 to the Scottish Ministers for Examination. 3 Reporters were appointed. The Examination began on 24 October 2018 after the Reporters were satisfied the Council had met its statutory requirements as set out in the participation statement. By 31 March 2019, the Council had received 5 formal further information requests and had been advised it would be unlikely there would be any hearing sessions. The DPEA have advised the Council that the Reporters are making good progress and they should expect to receive the Examination Report by June 2019.

Goals:

The Local Development Plan supports the Council's vision for the future development of Dumfries and Galloway. It seeks to promote sustainable economic growth by setting out a land use framework which builds upon the special qualities of the area which make it an attractive place to live and do business, whilst at the same time recognising the importance of place making and protecting our most valuable built and natural assets. It is also the basis for decision making on planning applications and provides a framework for future development and infrastructure investment decisions by both the private and public sector.

Following adoption of the Plan, the Development Planning team will move into a delivery phase. The Action Programme and establishment of an LDP2 delivery working group should help achieve that goal.

Outcomes:

The project is still underway. The DPEA have advised the Council they should receive the Examination Report by June 2019. This should enable LDP2 to be adopted by September 2019. This will ensure that the proposed plan is on track with timetable set out in the Development Plan Scheme. A project board was established to oversee the project. The board helped to ensure the project was kept on track and was given scrutiny from non-planning parts of the Council.

Name of key officer

Shona McCoy

Pre-Application Enquiries



Location and Dates

Dumfries & Galloway – 2018 to 2019

Elements of a High Quality Planning Service this study relates to:

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

Key Markers

2, 3, 6, 11, 12, 15

Key Areas of Work:

- Development Management Processes
- Planning Applications
- Collaborative Working
- Performance Monitoring
- Process Improvement

Stakeholders Involved:

- General Public
- Local Developers
- Authority Planning Staff
- Authority Other Staff

Overview

The provision of pre-application advice is a non-statutory service, which has historically been free of charge in Dumfries and Galloway. A benchmarking exercise showed that a number of other Scottish planning authorities had started to charge for such services and anecdotally it is known that others are considering it. Following a customer survey, which indicated that 56% of customers would be prepared to pay a fee for an improved service, the Council decided to introduce charges from April 2018, with the fee to be set as a proportion of the statutory fee scale.

Goals

The key goals of the new service were three-fold:-

- To design and deliver a high quality and meaningful pre-application enquiry service for customers.
- To recruit additional resource to ensure that the service could be successfully delivered as promised. &
- To continually seek feedback from our customers to ensure that what we are delivering meets their needs and expectations from a pre-application enquiry service.

Outcomes

Following customer surveys to ascertain the needs of customers, a business case was prepared in early 2017. The business case calculated estimated operating costs for three typical enquiry types (householder; local; & major) benchmarked fee structures with other planning authorities; calculated projected workload based on historical workload and benchmarking with other authorities.

The **service** was launched on 3 April 2018. A dedicated Development Management Assistant was recruited and he coordinates the submissions and arranges the requested meetings. At the end of the process, the applicant / prospective developer receives a comprehensive report containing the key policy and constraints issues together with a clear indication of the likely recommendation.

During 2018-19, the new service received 157 Householder and Local pre-application enquiries, 18 Major or Complex Local pre-application enquiries and 34 permitted development enquiries. This means that around 17% of the applications received were the subject of a formal pre-application enquiry. The feedback to date has been overwhelmingly positive, with agents welcoming the certainty that the service provides to their clients.

Name of key officer

Patrick Hanna





Location and Dates

Dumfries & Galloway – 2018 to 2019

Elements of a High Quality Planning Service this study relates to

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

Key Markers

3, 6, 11

Key Areas of Work

- Development Management Processes
- Planning Applications
- Process Improvement

Stakeholders Involved

- General Public
- Local Developers
- Authority Planning Staff
- Authority Other Staff

Overview

For a number of years, the Council's Tree Preservation Order (TPO) had been rather neglected. It needed reviewed and updated and also, in order to reduce the number of Freedom of Information Requests from property search companies, it needed to be put online. A number of queries from members of the public were being received regarding how a TPO could be requested. It was recognised that there was a need for a guidance note and request form to be produced to assist customers in this regard.



Goals

To update the TPO register and make it available online.

To produce an easy to understand guidance note for the public about applying for a TPO.

Outcomes

All the established TPOs from across the 4 former area offices were collated into a single list and this was published online.

<https://www.dumgal.gov.uk/article/15334/Protected-trees>

Similarly, the TPO guidance note was produced. It is effectively in two parts. The first is a simple guide and application form for the public to use to submit requests. The second explains the Tree Evaluation Method for Preservation Orders (TEMPO) which used for assessing whether or not to make a TPO. This more detailed technical section is principally for officer use but also gives a clear explanation to applicants how their request will be considered, providing consistency and transparency in decision-making.

An ongoing follow-up piece of work will be a review of each of the TPOs still in force by way of a site visit and determining if the TPO need amended as a result of any changes over time or indeed, if a TPO is still merited.

Name of key officer

Jessica Taylor

Strategic Housing Development Forum



Location and Dates

Dumfries & Galloway 2017 onwards

Elements of a High Quality Planning Service this study relates to

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

Key Markers

3, 12, 15

Key Areas of Work

- Regeneration
- Town Centres
- Affordable Housing
- Economic Development
- Development Management Processes
- Planning Applications
- Interdisciplinary Working
- Collaborative Working
- Process Improvement
- Project Management
- Skills Sharing

Stakeholders Involved

- Local Developers (RSLs)
- Key Agencies
- Authority Planning Staff
- Authority Other Staff

Overview

In 2017, a Strategic Housing Development Forum was established. These meetings are organised and chaired by the Council's Strategic Housing team and include senior members of Planning Services and other Council staff, representatives from all 3 Registered Social Landlords (RSLs) operating in the region and representatives from the Scottish Government. The forum has the objective of improving communications between all the relevant parties involved in the delivery of affordable housing in the region, ensuring that everyone is aware of the relevant evolving issues in respect of the Strategic Housing Investment Plan (SHIP), Local Housing Strategy (LHS), Local Development Plan (LDP) and Development Management procedures and processes, together with providing an early awareness of the RSLs' development programme for the year.

Goals

There was a clear desire of all parties to ensure that the maximum amount of affordable housing in the SHIP was delivered on the ground, providing an important proportion of housing provision in the Local Development Plan, optimising the take up of available funding from the Scottish Government and, most importantly, providing new high quality housing stock for those on the waiting list. By having early and ongoing engagement with all the relevant parties, the objective of the forum was to allow for improved dialogue, better appreciation of the respective regulatory requirements and processes, early awareness of RSLs' annual development programmes and the key priorities within those, and early resolution of potential obstacles to delivery.

Outcomes

The Development Forum continued meeting in 2018/19. The decision of Strategic Housing staff to make it a requirement for all new affordable housing proposals in the SHIP to have been the subject of a formal pre-application enquiry prior to submission has been very helpful. As that new formal process has come into being and has evolved, there have been some useful learning points for all parties, with a key one being the need to ensure that issues identified during the pre-application enquiry process are actually fully addressed prior to submission.

During 2018/19, a number of new affordable housing schemes were either granted planning permission, commenced or completed. These include the following:-

Cunninghame Housing Association

87 houses at the former Halcrow Stadium, Gretna

21 houses and 6 flats on a brownfield site in Annan town centre

45 houses on the site of the former Lockerbie Academy

DGHP

3 houses on a town centre site in Queen Street, Dumfries

8 Houses at Douglas Terrace/Trinity Lane, Castle Douglas

Loreburn Housing Association

Phase 1 of a 42 unit development at College Mains, Dumfries

Building Craftsmen

13 low cost affordable dwellinghouses at Annan Road, Dumfries

Name of key officer

David Suttie

Nationally Important Archaeology



Location and Dates:

Region-wide, 2017-19

Elements of a High Quality Planning Service this study relates to

- Quality of service and engagement

Key Markers

13

Key Areas of Work

- Environment
- Placemaking
- Other - Archaeology

Stakeholders Involved

- Key Agencies
- Authority Planning Staff
- Authority Other Staff

Overview

Dumfries and Galloway is an area rich in history, with over 27,000 historical and archaeological sites, buildings and finds recorded in the Council's Historic Environment Record (HER). These are a consideration within the development management process, as well as with wider planning consultations from the forestry industry and utility companies. The natural and built environments are both key to the economic success of the area and the LDP seeks to safeguard and enhance these assets with appropriate policies and supplementary guidance.

Historic Environment Scotland acknowledge that not all nationally important sites are designated under the Ancient Monuments and Archaeological Areas Act 1979 and included in the Schedule of monuments of national importance. They have estimated that, at current work rates, it would take at least forty years to look at every potentially schedulable site in the country. As a result of this, a number of authorities were funded by its predecessor Historic Scotland to “initiate a Non-Statutory Register (NSR) of archaeological sites likely to meet the criteria for designation as nationally important Scheduled Monuments”. This allowed the Council’s Archaeology service to systematically examine every record and to assign significance grades to the historic assets, and to identify potentially nationally important sites that had not yet been designated. Dumfries and Galloway Council has maintained the NSR for all records added after the project ended in 2002. Understanding the significance of historic assets allows a proportionate response when historic assets are affected by development.

Goals

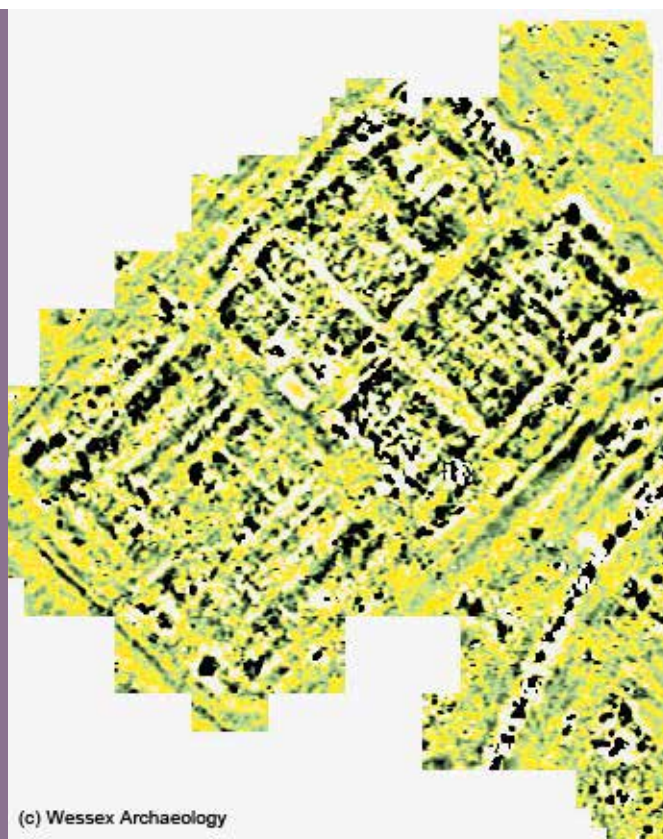
To increase public appreciation of the region’s cultural heritage and the role of the planning service in safeguarding and enhancing it.

Outcomes

With the creation of Historic Environment Scotland, the ability to nominate sites for designation became publicly available, and as a result, the archaeology service has put forward a number of archaeological sites for consideration, including a Roman fort (for which Tony Robinson, on Time Team, was heard to say “I can’t believe it’s not scheduled”); a rare Iron Age square barrow cemetery, of which only three are known in the region; and a post-medieval laird’s house, modelled in the classical style whilst re-using pieces of an earlier tower house. The last was particularly pleasing as the site had been discovered by the Council Archaeologist. In all cases submitted to date, the historic assets have been acknowledged to be of national significance and have been designated. Local knowledge and expertise is an invaluable resource for assisting the national body in the process. There are currently 1046 Scheduled Monuments within the region, and a further 819 undesigned sites thought to meet the criteria for designation, an illustration of the extent and importance of the historical and archaeological assets within the South-West.

Name of key officer

Andrew Nicholson



(c) Wessex Archaeology

Stranraer Conservation Area Regeneration Scheme (CARS)



Location and Dates:

Stranraer: 2016 - 2021

Elements of a High Quality Planning Service this study relates to:

- Quality of outcomes

Key Markers:

3, 12

Key Areas of Work:

- Design
- Conservation
- Regeneration
- Town Centres
- Masterplanning
- Economic Development
- Community Engagement
- Placemaking
- Project Management

Stakeholders Involved:

- General Public
- Key Agencies
- Planning Committee
- Authority Planning Staff
- Authority Other Staff

Overview:

Stranraer Conservation Area Regeneration Scheme (CARS) is part of a wider economic development strategy for the town which has the waterfront at its core. The relocation of ferry services from Stranraer in recent years has created both challenges and opportunities for the future of the local community. The vacant space previously used for onshore infrastructure supporting ferry services is a significant issue which will take time to fully address. However, the change of use of the coastal and marine environment has provided an opportunity for development of marine leisure tourism which is starting to play a more prominent role in both the local economy and in shaping the identity of

the town. Investment in the waterfront over recent years led by Dumfries and Galloway Council with the support of a variety of public funding partners has included quayside infrastructure, building works and landscaping. Today, the new marina is fully occupied with leisure craft, coastal rowing skiffs are being built in a recently constructed boatshed and an annual community-led Oyster Festival has been established celebrating the natural harvest of the sea.

As well as developing projects in the town centre, a key element of the Stranraer CARS programme to date has been the repair and extension of the former Harbourmaster's building. This Category C Listed Building in art deco style is a local landmark with its distinctive clocktower being a prominent feature of the waterfront. As well as its unique design, the location of the building between the town and the marina give it a strategic importance in linking the two elements together. The desire to address conservation of the original building, enabled by funding from Historic Environment Scotland, while making it relevant to current and future use of the waterfront resulted in plans for construction of an extension enabled by funding from the Scottish Government Regeneration Capital Grant Fund. The design generated considerable debate with the new build element forming a larger footprint than the historic building which originally functioned as a weighbridge and small office. In addition, with the principal elevation of the old building facing the town, the extension was designed to project forward of this to create a semi-enclosed amenity space. The overall effect is of a welcoming entrance to the harbour and a building integrated with its surroundings.

Built in the 1930s on artificially raised ground, and in a very exposed location, the historic building was in need of extensive repair. With the Crittal windows corroded beyond repair, bespoke replacements were manufactured, staying true to the original design. Repairs to masonry were carried out by specialist stonemasons working on site for many weeks. Perhaps most importantly for the local community, repair of the clocks means they are now at the right time for the first time in decades. End use of the building has been the subject of much debate with changes of potential tenants during the course of work on site. However, the design allows for flexible use of the space so this has not caused undue concern. With a prime location beside the main car

parks serving the town, the building is expected to operate as a community-run visitor information centre showcasing the assets of the wider Galloway region. Heritage interpretation will form part of the interior content along with space for the promotion of local crafts, food and drink. The diminutive harbour building looks set to play an important new role in Stranraer's future.

Goals:

The Stranraer CARS project aims to promote and demonstrate best practice in the conservation of traditional buildings through the provision of specialist technical advice and by examples such as the priority building works in progress. Grant funding is intended to act as an incentive to engage people in this process as well as a means of investing in Stranraer's historic buildings.

Outcomes:

Conservation of key historic buildings so that they continue to make a valuable contribution to the character, quality, identity and economic prosperity of Stranraer. Adaption to change so that traditional buildings remain relevant to current needs and their future use is reimagined.

Name of key officer

Pam Taylor

Planning Focus on Heritage

Location and Dates

2018 – 2019

The Planning Service has given additional recognition to the built heritage as a key contributor to the economy of the region and a big part of its appeal as an attractive place to live, work and visit. In different locations across Dumfries and Galloway, organisations and individuals are involved in projects and initiatives which focus on reviving and re-purposing places or buildings of historic or aesthetic importance especially where local people value them. The Planning Service has provided Supplementary Guidance and supported and approved a range of innovative planning applications.

Elements of a High Quality Planning Service this study relates to

- Quality of outcomes
- Quality of service and engagement
- Culture of continuous improvement

Key Markers

3, 11, 12

Key Areas of Work

- Design
- Conservation
- Regeneration
- Environment
- Town Centres
- Local Develop Plan & Supplementary Guidance
- Economic Development
- Planning Applications
- Interdisciplinary Working
- Collaborative Working
- Community Engagement
- Placemaking
- Place Standard

- Project Management
- Skills Sharing
- Active Travel

Stakeholders Involved

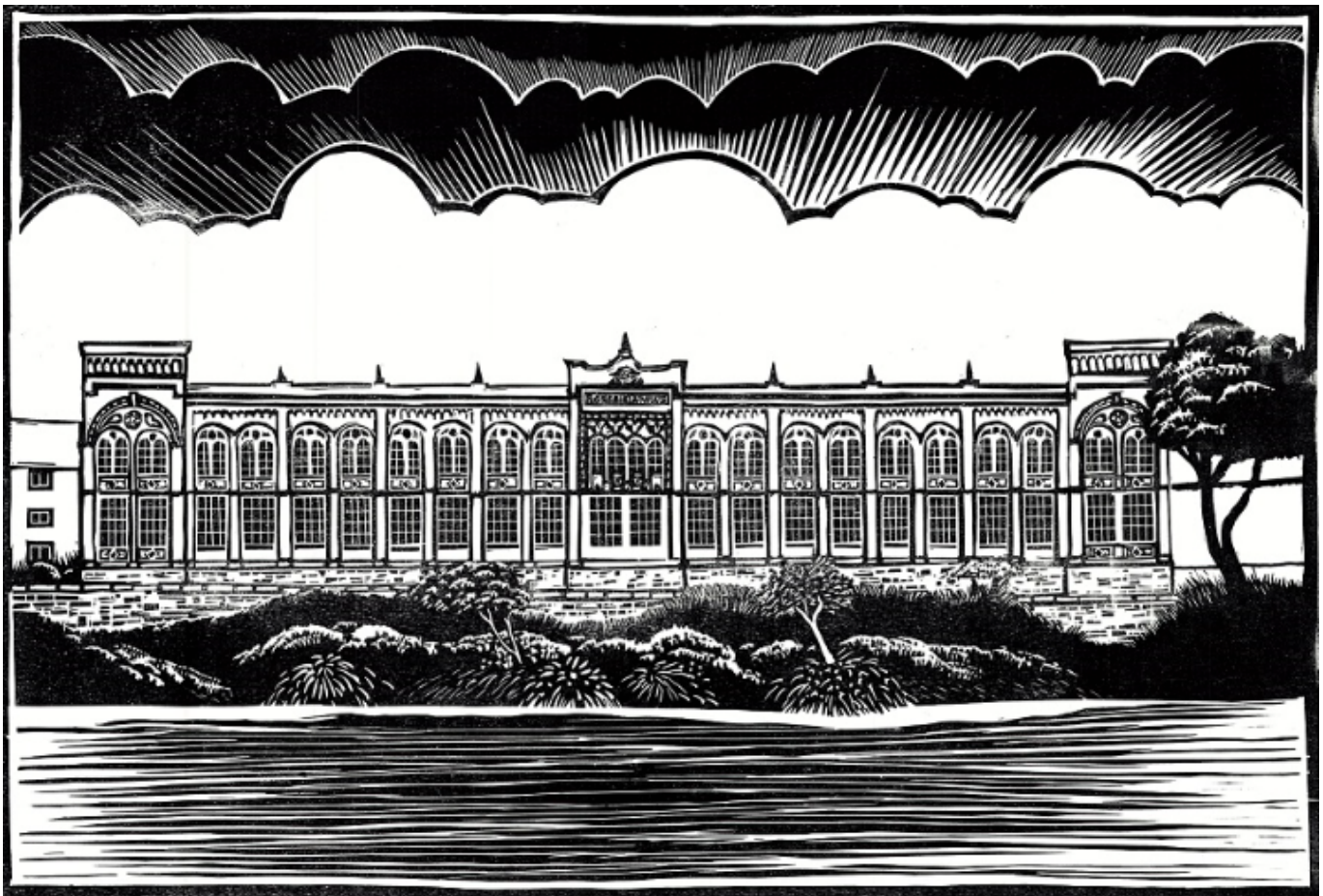
- General Public
- Hard to reach groups
- Local Developers
- Key Agencies
- Planning Committee
- Authority Planning Staff
- Authority Other Staff

Overview

The Council has taken the view that Supplementary Guidance for Conservation Areas should be a combination of Character Appraisals and Management Plans which support both decision making and funding applications for enhancement proposals. In this way, Supplementary Guidance provides a focus for regeneration in designated historic areas.



Stranraer Conservation Area Character Appraisal and Management Plan was adopted in March 2019 as a revised and extended document to support the Conservation Area Regeneration Scheme (CARS) currently under way in Stranraer. It supports Policy HE2: Conservation Areas of the current Local Development Plan. It is intended to identify and



protect the significant surviving historic character of Stranraer through its range of historic buildings, structures, streets and spaces.

The Council's Economy, Environment and Infrastructure Committee (EEI) approved the draft Dumfries Conservation Area Character Appraisal and Management Plan for consultation in 2018. Moffat and District Community Council commissioned architects to write a draft, proposed Moffat Conservation Area Character Appraisal and Management Plan, with support from the Council's Planning Service and EEI also approved it for consultation in March 2019.

A number of heritage led projects were in the very early stages of being developed in 2017/18 which the Council's Planning Service continue to help take shape.

Within the Dumfries Conservation Area, The Stove Network, Dumfries Historic Buildings Trust [DHBT] and Midsteeples Quarter have been involving the wider public in the heritage of the town centre as a catalyst to regeneration.

A focus on historic sandstone carving techniques in Dumfries – project by DHBT.

The groups are also continuing to pursue significant regeneration projects in the revival of town centre living in the High Street and finding new uses for Rosefield Mills.

In the Crichton Conservation Area in Dumfries, commitment from a private investor was given to buy a key Category A Listed Building from the NHS with the intention of it becoming a luxury hotel; and also at The Crichton, the Category B Listed Glasshouses have been taken on by a local group of armed forces veterans who are beginning to carry out important repairs to the buildings.

Goals

Provide guidance and support for sensitive adaptation and repair of historic places and structures which will ensure their survival and performance for modern uses and give them new life in a way which enhances or preserves character.

Outcomes

The Supplementary Guidance will continue to be part of the adopted LDP and be re-adopted with LDP2 as appropriate. Enhancement, restoration and adaptation of historic places and buildings will roll forward into new projects based on the success of others.

Name of key officer

Marie-Isabelle Marshall

Part 2: Supporting evidence

Part 1 of this report was compiled, drawing on evidence from the following sources:

- Dumfries & Galloway Council Economy, Environment & Infrastructure Committee Reports and Minutes
- Dumfries & Galloway Council Full Council Reports and Minutes
- Dumfries & Galloway Council Planning Applications Committee Reports and Minutes
- Dumfries & Galloway Council Planning Performance Framework 2017/18
- Dumfries & Galloway Council Economy, Environment & Infrastructure Business Plan 2018-23
- Dumfries & Galloway Council Development Management Customer Charter 2018
- Dumfries & Galloway Council Service Customer Guidance Note 2018
- Dumfries & Galloway Council Planning Enforcement Charter September 2017
- Dumfries & Galloway Council Local Development Plan Project Board Minutes
- Planning Services Structure Charts
- Dumfries & Galloway Council website
- Reports from IDOX Uniform (Development Management back-office system)
- Reports from Scottish Government eDevelopment portal
- Heads of Planning Scotland Meeting Minutes
- Scottish Government Planning website



Case Study Topics	Issue covered by case study (pg number)	Case Study Topics	Issue covered by case study (pg number)
Design	12, 14, 24, 26	Interdisciplinary Working	12, 14, 20, 26
Conservation	14, 24, 26	Collaborative Working	12, 14, 16, 20, 26
Regeneration	14, 20, 24, 26	Community Engagement	12, 14, 24, 26
Environment	12, 14, 22, 26	Placemaking	12, 14, 22, 24, 26
Greenspace	12, 14	Charrettes	
Town Centres	14, 20, 24, 26	Place Standard	14, 26
Masterplanning	14, 24	Performance Monitoring	14, 16
LDP & Supplementary Guidance	14, 26	Process Improvement	12, 16, 18, 20
Housing Supply	14	Project Management	12, 20, 24
Affordable Housing	14, 20	Skills Sharing	14, 20
Economic Development	12, 14, 20, 24, 26	Staff Training	
Enforcement	14	Online Systems	
Development Management Processes	12, 14, 16, 18, 20	Transport	12, 14
Planning Applications	12, 14, 16, 18, 20, 26	Active Travel	12, 14
Other: Archaeology – 22			

[NB - Wherever possible, weblinks have been included within Part 1 above, in order to give direct online access to the relevant evidence and thus avoiding unnecessarily duplication in the PPF. Case studies of key elements have been also provided within the PPF.]







Part 3: Service Improvements 2019 - 20



In the coming year we will:

- after its adoption, establish a Project Board to oversee the delivery and implementation of LDP2;
- liaise with Building Standards to look at reviewing and expanding the Planning Registration Team to include registration of building warrants;
- hold a number of Member seminars throughout the year (covering matters such as design and place, Supplementary Guidance, Local Review Body refresher training, etc);
- review and revise if necessary the management and team structure for our Planning Service; &
- review and update as necessary all of our Charters.



Committed improvements and actions	Complete?
<p>Launch, resource and maintain the new pre-application service prepared during 2017-18.</p> <p>The pre-application service was launched in April 2018 and has proven to be very successful.</p> <p>See Case Study 4.</p>	
<p>Investigate the potential for creating a system for the online submission of electronic non-statutory requests e.g. pre-application enquiries, certified copies of documents, etc.</p> <p>The potential was investigated as per the commitment. However, it was established that, whilst desirable, it would not be possible to achieve a functional and fully integrated online system within existing Council infrastructure and resources and to use the Scottish Government eDevelopment portal would require a national change, which is outwith our control.</p>	
<p>Update our Tree Preservation Order (TPO) register and make it available online.</p> <p>The register has been updated and made available on the Council's website</p> <p>See Case Study 5.</p> <p>https://www.dumgal.gov.uk/article/15334/Protected-trees</p>	
<p>Produce a guidance note on how we will assess TPO requests.</p> <p>The guidance has been produced and made available on the Council's website</p> <p>See Case Study 5.</p> <p>https://www.dumgal.gov.uk/article/15334/Protected-trees</p>	

Committed improvements and actions

Complete?

Complete the Simplified Planning Zone (SPZ) Pilot Passport scheme.

For a number of reasons, mostly outwith the control of the Planning Service, only limited progress was made towards completing the project within the reporting period. It is hoped that it will be brought to a conclusion within 2019/20.

No

Hold the 2nd Dumfries & Galloway Council Design Awards Scheme to raise awareness of design quality and to provide excellent examples in the region.

The 2nd DGC Design Awards were launched in March 2019 for building works completed between 1 March 2016 and 31 March 2019. Closing date for submissions was set as 15 May 2019.

There are 4 categories – New Residential Buildings; New non-residential buildings; Adaption, extension and / or restoration of existing buildings for residential buildings; & Adaption, extension and / or restoration of existing buildings for non-residential buildings.

The results of the Design Awards will be reported in next year's PPF.

Yes



Part 4: National Headline Indicators (NHIs)

Key outcomes	2018 - 19	2017-18
Development Planning:		
<ul style="list-style-type: none"> age of local development plan at end of reporting period <i>Requirement: less than 5 years</i> 	4 years 6 months	3 years 6 months
<ul style="list-style-type: none"> Will the local development plan be replaced by their 5th anniversary according to the current development plan scheme? 	Yes	Yes
<ul style="list-style-type: none"> Has the expected date of submission of the plan to Scottish Ministers in the development plan scheme changed over the past year? 	No	No
<ul style="list-style-type: none"> Were development plan scheme engagement/consultation commitments met during the year? 	Yes	Yes
Effective Land Supply and Delivery of Outputs		
<ul style="list-style-type: none"> Established housing land supply 	8,866 units	9,012 units
<ul style="list-style-type: none"> 5-year effective housing land supply programming 	3,101 units	2,914 units
<ul style="list-style-type: none"> 5-year effective land supply total capacity 	7,385 units	6,674 units
<ul style="list-style-type: none"> 5-year housing supply target 	3,118 units	2,856 units
<ul style="list-style-type: none"> 5-year effective housing land supply (to one decimal place) 	5.0 years	5.1 years
<ul style="list-style-type: none"> Housing approvals 	496 units	575 units
<ul style="list-style-type: none"> Housing completions over the last 5 years 	1,719 units	1,790 units
<ul style="list-style-type: none"> Marketable employment land supply 	218.71 ha	269.53 ha
<ul style="list-style-type: none"> Employment land take-up during reporting year 	8.8 ha	0.0 ha
Development Management		
Project Planning		
<ul style="list-style-type: none"> Percentage and number of applications subject to pre-application advice 	16.6% (175)	0% (0)*
<ul style="list-style-type: none"> Percentage and number of major applications subject to processing agreement 	87.5% (7)	57.1% (4)
Decision-making		
<ul style="list-style-type: none"> Application approval rate 	94.0%	93.6%
<ul style="list-style-type: none"> Delegation rate 	94.4%	95.3%
Validation		
<ul style="list-style-type: none"> Percentage of applications valid upon receipt 	17.8%	40.4%

Key outcomes	2018 - 19	2017-18
Decision-making timescales		
Average number of weeks to decision:		
• Major developments	45.1	35.7
• Local developments (non-householder)	10.7	13.6
• Householder developments	5.7	6.7
Legacy Cases		
• Number cleared during reporting period	24	10
• Number remaining	33	44

* NB – no formal pre-application advice for local or minor applications was offered during 2017-18 in advance of the launch of the new pre-application enquiry service.

Enforcement Activity		
• Time since Enforcement Charter published / reviewed Requirement: review every 2 years	18 Months	6 Months
• Complaints lodged and investigated	140	187
• Breaches identified - no further action taken	15	New category
• Cases closed	131	145
• Notices served	4	4
• Direct Action	0	0
• Reports to Procurator Fiscal	0	2
• Prosecutions	0	1



4.1 Development Planning

4.1.1 The current LDP was adopted in September 2014. During the course of the reporting period, the period for representations for the Proposed Plan for LDP2 finished at the end of April 2018. A total of 519 responses were received. On 3 September 2018, it was agreed by Full Council to submit LDP2 to the Scottish Government Planning and Environmental Appeals Division (DPEA) for examination. This decision was made after Councillors considered all unresolved representations made to the Proposed Plan along with the Council's response. At the end of the reporting period (31 March 2019), the DPEA was still considering the representations to the Proposed Plan but the target of adopting LDP2 before the end of September 2019, as set out in the Development Plan Scheme, was still on track.

4.2 Effective Land Supply

4.2.1 The effective housing land supply figures contained in this year's return are based on the adopted Local Development Plan. The figures in this year's return cover the full reporting period. There continues to be more than adequate housing land supply across all market areas.

4.2.2 A rigorous assessment has been made of all the allocated housing sites in the adopted LDP to assess their effectiveness for inclusion in the Proposed Plan for LDP2. There has been an increase in the effective land supply which can be attributed to landowners and developers working on the effectiveness of their sites in preparation for LDP2.

4.3 Employment Land

4.3.1 The land take up of 8.8ha during the reporting period relates to a site at Hangingshaws, near Lockerbie, with the completion of the James Jones Sawmill and Kilns, including the new roundabout access on the All Purpose Road.

There has been a net gain of some 1.73 ha with the addition of the following two sites through planning permissions -

Brasswell Office Park, Dumfries 1.57ha (under construction)

Duncan Park Industrial Estate Extension, Wigtown - 0.16ha

4.4 Development Management

4.4.1 The Development Management service continued with the same 3 hierarchy-based teams which were introduced in 2014/15, namely Major Developments, Local Applications, and Minor Applications & Enforcement. Commentary on performance is provided under Part 5 – C: Context below.



Part 5: Scottish Government Official Statistics

A: Decision-making timescales (based on 'all applications' timescales)

Category	Average timescale (weeks)		
	2018-19	2018-19	2017-18
Major developments	8	45.1	35.7
Local developments (non-householder)	659		
• Local: less than 2 months	346 (52.5%)	6.2	6.6
• Local: more than 2 months	313 (47.5%)	15.7	16.9
Householder developments	385		
• Local: less than 2 months	369 (95.8%)	5.4	6.1
• Local: more than 2 months	16 (4.2%)	12.0	13.2
Housing developments			
Major	2	32.6	25.9
Local housing developments	237		
• Local: less than 2 months	83 (35.0%)	6.8	7.5
• Local: more than 2 months	154 (65%)	15.8	16.8
Business and industry			
Major	1	67.1	
Local business and industry	1		
• Local: less than 2 months	1 (100.0%)	7.9	5.4
• Local: more than 2 months	0 (0.0%)	0.0	20.8
EIA developments	2	13.6	
Other consents	203	8.0	7.1
Planning/legal agreements	6		
• Major: average time	4	68.8	45.9
• Local: average time	2	7.9	69.9
Local reviews	12	16.2	15.9

B: Decision-making: local reviews and appeals

Type	Total number of decisions	Original decision upheld			
		2018-19		2017-18	
		No.	%	No.	%
Local reviews	12	3	25.0	10	58.8
Appeals to Scottish Ministers	15	7	46.7	11	90.9

C: Context

1. In terms of Development Management performance, there was a notable improvement in the average time taken to process local planning applications in comparison to 2017/18. Householder applications took 5.7 weeks (6.7 in 2017/18), removing a whole week from the determination period. Even more marked was the improvement in the local applications (non-householder) determination period, going from 13.6 weeks in 2017/18 to 10.7 weeks in 2018/19. One of the main contributing factors to this was the return to work of 2 team members from maternity leave.

2. The number of applications determined in 2018/19 was very similar to the previous year (1052 in 2018/19 and 1046 in 2017/18) and in this context, the improved performance can be seen to be in real terms.

3. However, there was a disappointing increase in the Major application determination timescales, with application taking 45.1 weeks on average (35.7 in 2017/18). Major planning applications account for a very small percentage of overall decisions (in this instance, 8 out of 1052 decisions or 0.8%) and so one or two legacy cases without Processing Agreements within these figures can give statistically skewed results. By definition, Major applications are more complex in their nature, require a decision by the Planning Applications Committee and often require legal agreements to be entered into, all of which add to the determination timescales.

4. Where a legal agreement is required, it has been our standard practice for several years now to recommend to the Planning Applications Committee that approval is "subject to the successful completion of the appropriate legal agreements within 6 months of the date of the decision or any extended timescale as agreed by the appointed officer". This ensures that legal agreements are concluded promptly (applications can be refused under delegated powers where this is not the case) but allows flexibility where conclusion is still going to be achieved within a reasonable timescale. Examples can be found in the Minutes of the Planning Applications Committee on the Council webpage (e.g. **Item 5 on the 17 January 2018 agenda**)

<https://dumfriesgalloway.moderngov.co.uk/ieListDocuments.aspx?CId=136&MId=4477>



5. Performance Marker 3 covers “Early collaboration with applicants and consultees on planning applications” and includes “availability and promotion of pre-application discussions for all prospective applications”. As set out elsewhere in this report, we have now introduced a formal pre-application enquiry service for all applications after only providing a very limited service in 2017/18. We also continued to have a **duty officer** service for general queries and we provide a considerable amount of **FAQ** advice on our website, to allow members of the public a high degree of self-service.

<http://www.dumgal.gov.uk/article/15331/What-needs-planning-permission>

<http://www.dumgal.gov.uk/article/15327/Planning-advice-and-enquiries>

<http://www.dumgal.gov.uk/article/15332/Work-which-doesn-t-need-planning-permission>

6. There was a noticeable drop in the number of applications which were valid on receipt during 2018/19, reducing from 40.4% in 2017/18 to 17.8%. It is not entirely clear why this has occurred but there are 2 possible explanations. Firstly, this was the first complete year we have been using the **Heads of Planning Scotland (HOPS) national guidance note for registering applications** in order to give greater consistency and clarity in respect of what is required in order to make submissions valid. Secondly, we introduced a requirement for any newspaper advertisement fee to be paid upfront prior to registration, as considerable time was being lost pursuing late payments at the end of the process before a decision could be issued.

<http://www.dumgal.gov.uk/article/15329/Apply-for-planning-permission>

7. Appeals & Local Review Body – There was an increase in the number of DPEA appeal decisions compared to the previous year. 15 appeals were determined by the Scottish Ministers within the period (there were 11 in 2017/18). There was a notable reduction in the number of appeal decisions where the Council’s original decision was upheld (46.7% from 90.9% in 2017/18) although this figure is the same as in 2016/17. All of the dismissed appeals were cases where the Planning Applications Committee had refused planning permission in accordance with officer recommendation. The number of Local Review Body decisions reduced from the previous year (12 from 17 in 2017/18). The

noticeable trend of the Local Review Body regularly not upholding original delegated decisions in recent years has continued (80.0% of original decisions were upheld in 2015/16 and this has decreased steadily as follows: 70.6% in 2016/17; 58.8% in 2017/18; and 25.0% in 2018/19). A new method of selecting panel members was introduced during the reporting period and it will be interesting to note if this results in a different outcome to the previous self-selection process.

8. Consultations received by ourselves regarding applications made to the Scottish Government under Section 36 & 37 under the Electricity Act 1989 are not captured in the PPF statistics but have a very significant impact on Dumfries & Galloway Council. These type of consultations require a considerable amount of time and resources to be dedicated to them, especially where the Council decides to object, as this automatically generates a Public Local Inquiry. The Council provided responses on 2 S36 consultations for wind farms during this period, both requiring comments from a number of internal consultees and the production of a lengthy Committee report. One of these cases is progressing to a Public Local Inquiry, following an objection from the Council to the proposal. The volume of Environmental Impact Assessment (EIA) screening requests (19) and scoping requests (5) received also has an impact on workload.

9. 140 Enforcement cases were taken up during 2018/19 and 131 breaches were resolved, a slight decrease on the previous year (where there were 187 cases taken up and 145 resolved). One of the main reasons for these decreases is that we are now down to just 1 Planning Inspector to cover the region. A risk-based approach for prioritising enforcement cases is therefore taken and this is set out in our **Planning Enforcement Charter**. 1 High Hedge application was determined in 2018/19.

Part 6: Workforce Information

(as on 31 March 2018)

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

RTPI Qualified Staff	Headcount	FTE
Development Management	12	10.5
Development Planning	5	4.4
Enforcement	0	0
Specialists	0	0
Other (including staff not RTPI eligible)	2 MRTPI* 14 Non-RTPI eligible	2 12.9

* Head of Planning & Regulatory Services + Planning & Building Standards Manager

Staff Age Profile	Headcount
Under 30	2 (6%)
30 - 39	6 (15%)
40 - 49	13 (35%)
50 and over	15 (44%)

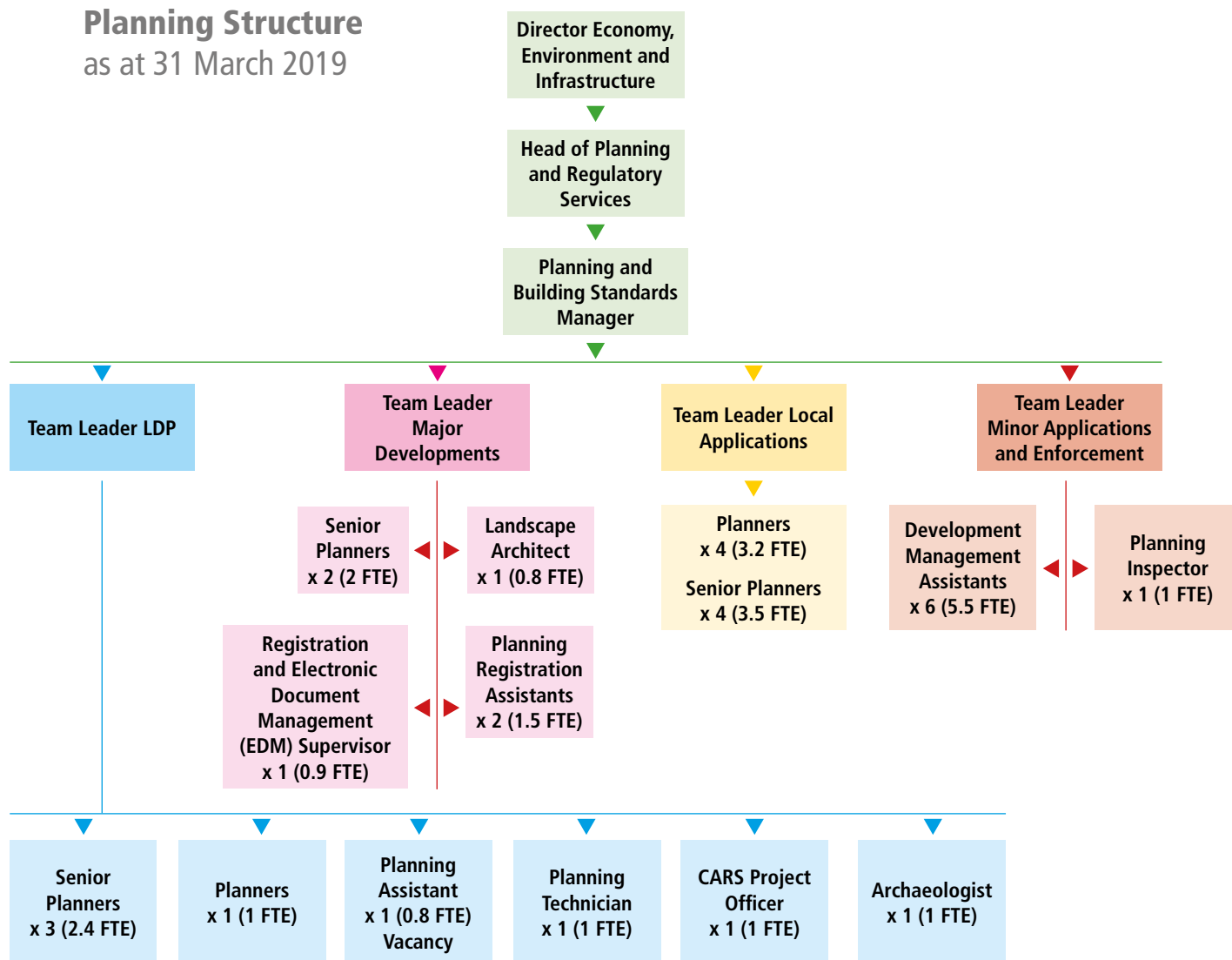
Context

During the reporting period, Dumfries & Galloway Council's planning function sat within Planning & Regulatory Services, one of 4 services which comprised Economy, Environment & Infrastructure. The Head of Service was also responsible for Building Standards, Environmental Health and Trading Standards. The service is based principally within Dumfries & Stranraer with a satellite office in Newton Stewart although all officers can and do undertake agile working. A shared Business Support function is provided from within Economy, Environment & Infrastructure.

[NB – the Council's departmental structure changed as of April 2019.]



Planning Structure as at 31 March 2019



Part 7: Planning Committee Information

Committee and Site Visits	Number per year
Full council meetings	0 (for planning applications)
Planning committees	12
Area committees (where relevant)	N/A
Committee site visits	5
LRB	6
LRB site visits	0

Part 8: Performance Markers

Driving Improved Performance				
Performance Marker		Measure	Policy Background to Marker	PPF
1	Decision making: authorities demonstrating continuous evidence of reducing average timescales for all development types		Official Statistics and PPF reports	NHI Scottish Government Official Statistics and Paras 1.3.3, 1.4.1, 4.4.1 C: Context
2	Project management: offer of processing agreements (or other agreed project plan) made to prospective applicants in advance of all major applications and availability publicised on planning authority website	Y/N	Modernising the Planning System (Audit Scotland); SG website / template	NHI; Quality of Service and Engagement; Para 1.3.4 Case Study 3
3	Early collaboration with applicants and consultees on planning applications: - availability and promotion of pre-application discussions for all prospective applications - clear and proportionate requests for supporting information	Y/N Examples	White Paper; Delivering Planning Reform; Planning Reform Next Steps	NHI; Quality of Service and Engagement Paras 1.2.2, 1.2.3, 1.2.4, 1.2.5 Case Studies 1, 4, 5 Part 3: Delivery of Service Improvements 2018-19 C: Context Para 5
4	Legal agreements: conclude (or reconsider) applications within 6 months of 'resolving to grant'	Reducing number of live applications more than 6 months after resolution to grant (from same time last year)	Official statistics; PPF reports; evidence of delays to major developments	Quality of Service and Engagement; Governance Case Study 1 C: Context Para 4

Driving Improved Performance				
Performance Marker		Measure	Policy Background to Marker	PPF
5	Enforcement charter updated / re-published	Within 2 years	Planning Act (s158A)	NHIs Part 4 Para 1.2.3
6	Continuous improvements: - show progress/improvement in relation to PPF National Headline Indicators - progress ambitious and relevant service improvement commitments identified through PPF report	Progress on all commitments	Delivering Planning Reform; PPF Report	Culture of Continuous Improvement; Service Improvement Plan Paras 1.2.8, 1.4.2 Part 3 Part 5: Official Statistics and C: Context



Promoting the Plan-Led System				
Performance Marker		Measure	Policy Background to Marker	PPF
7	LDP (or LP) less than 5 years since adoption	Y/N	Planning Act (s16); Scottish Planning Policy	NHI; Quality of Outcomes; Quality of service and engagement Paras 1.2.1, 1.3.6, 4.1.1 Case Study 2
8	Development plan scheme demonstrates next LDP: - on course for adoption within 5-year cycle - project planned and expected to be delivered to planned timescale	Y/N Y/N	Planning Act (s16); Scottish Planning Policy	NHI; Quality of Outcomes; Quality of service and engagement Paras 1.2.1, 1.3.6, 4.1.1 Case Study 2
9	Elected members engaged early (pre-MIR) in development plan preparation	Evidence of activity		Quality of Service and Engagement Governance [NB – not applicable at current stage of LDP process]
10	Cross-sector stakeholders, including industry, agencies and Scottish Government, engaged early (pre-MIR) in development plan preparation	Evidence of activity		Quality of Service and Engagement Governance [NB – not applicable at current stage of LDP process]
11	Production of regular and proportionate policy advice, for example through supplementary guidance, on information required to support applications	Evidence of activity		Quality of Service and Engagement Paras 1.2.2, 1.2.3, 1.2.4, 1.2.5 Case Studies 2, 3 & 4

Simplifying and Streamlining			
Performance Marker	Measure	Policy Background to Marker	PPF
12	Corporate working across services to improve outputs and services for customer benefit (e.g. protocols; joined-up services; single contact; joint pre-application advice)	Examples from the year	Quality of Service and Engagement Governance Paras 1.2.2 to 1.2.9, 1.4.4, 1.4.5 Case Studies 3, 5, 6, 7 & 8
13	Sharing good practice, skills and knowledge between authorities	Evidence of activity to pass on and adopt good practice	Delivering Planning Reform; Planning Reform Next Steps Culture of continuous improvement Para 1.4.5 C: Context Para 6
Delivering Development			
Performance Marker	Measure	Policy Background to Marker	PPF
14	Stalled sites/legacy cases: conclusion/withdrawal of planning applications more than one-year-old	Reducing number of applications more than one-year-old (from same time last year)	Governance Para 1.3.5 Part 3: Service Improvements 2018-19 C: Context Para 3
15	Developer contributions: clear expectations - set out in development plan (and/or emerging plan,) and - in pre-application discussions	Y/N Examples	Quality of service and engagement Paras 1.2.2 Case Studies 1, 3, 4 & 5 C: Context Para 5



