

Dumfries & Galloway Council

PLANNING PERFORMANCE FRAMEWORK

Annual Report 2020 - 2021





Kirkcudbright Parish Church

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Introduction



Cllr Rob Davidson



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 2020/21. This Planning Performance Framework (PPF) Annual Report covers a year of momentous challenges created by the COVID-19 pandemic, for our communities, our economy and our staff teams. This unprecedented year has required a flexible and adaptable response from all Council services including Planning. Our staff have risen to those challenges in many ways, adapting to the closure of offices and the need to work from home, maximising the use of digital technology and finding innovative solutions to new challenges.

This commitment enabled the Planning Service to be delivered continuously throughout the pandemic and associated lockdowns, whilst recognising that the challenges of working remotely from many home locations has inevitably had an impact on performance and customer service. The development of our Interim Regional Spatial Strategy, working collaboratively with Scottish Borders Council, is one example of how momentum has been maintained in spite of the challenges.

Our Planning Service remains well placed to play a key role in the coming years in supporting the delivery of new development as the opportunities presented by the Borderlands Growth Deal, which was agreed by Scottish and UK Governments in March 2021, start to emerge. Our Strategic Housing Investment Plan is an ambitious affordable housing investment programme which will continue to be supported and facilitated through the planning process. Together with our partners in the South of Scotland Regional Economic Partnership, we are building a new future for the economy of the South of Scotland. Our Planning Service will be key to realising the full benefits of these strategic developments which make an important contribution to our Council priorities to build the local economy and respond to climate change and transition to a carbon neutral region.

Cllr Rob Davidson, Depute Leader and Chair, Economy and Resources Committee

Cllr Archie Dryburgh, Vice Chair, Economy and Resources 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 2019, the population was estimated as 148,790, 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.

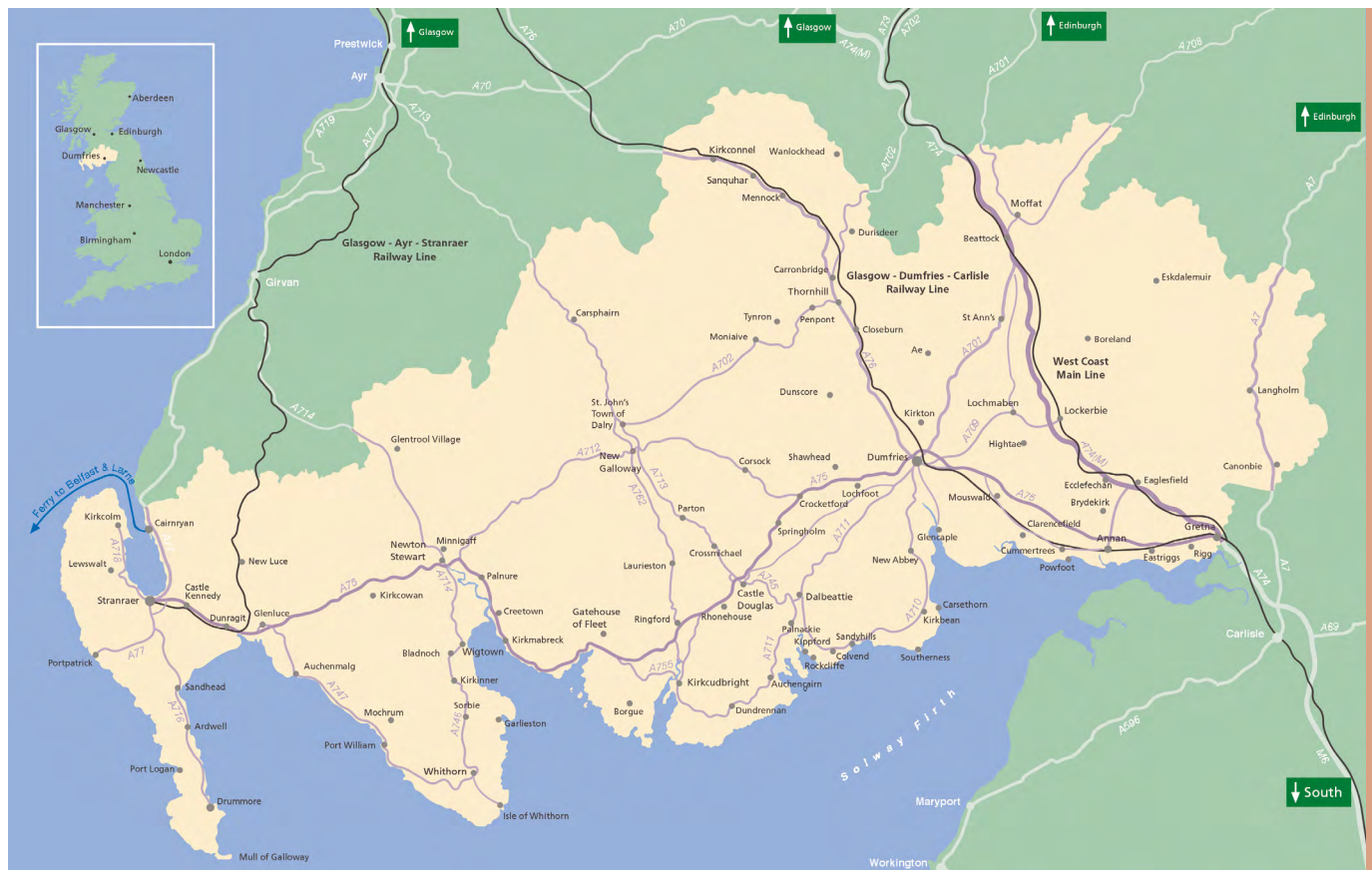
The largest town in the region is Dumfries with a 2012 estimated population of 42,720, next is Stranraer with 10,510 people and then Annan with 8,920. All other villages and towns have a population of 4,000 or less.

The main employment sectors in the region are:

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



Lockerbie



Part 1: Defining and measuring a high-quality Planning Service

1.1 Quality of outcomes

1.1.1 It is fair to say there has never been a year quite like 2020/21 for the Planning Service due to the challenges caused by the Covid-19 pandemic. The number of changes which required to be made and the speed at which they needed to be put in place was unprecedented. It is a great credit to the entire team that a service was maintained. **Case Study 1** sets out a detailed assessment of the challenges, the response and the opportunities represented by the coronavirus outbreak.

1.1.2 A significant piece of work during the reporting year was the **South of Scotland Indicative Regional Spatial Strategy (iRSS)**. This was produced in collaboration with Scottish Borders Council and identifies the strategic development priorities which the authorities wish to see taken forward with enhanced status in planning and investment decision making within the South of Scotland. It will be used by the Scottish Government to input into the development of the forthcoming National Planning Framework 4 (NPF4) at a national level. **Case Study 2** provides further background to this document.

1.1.3 2020/21 saw the service contributing again towards work on Town Centre regeneration, something which has become even more important in the context of the effects of the pandemic. Involvement in initiatives such as the Council's Town Centre Living Fund or working with external partners, such as the Dumfries Partnership Action Group (DPAG) to produce an Action Plan for the town centre are covered in **Case Study 3**.

1.2 Quality of service and engagement

1.2.1 Following the adoption of our second **Local Development Plan (LDP2)** in October 2019, together with the related suite of **Supplementary Guidance**, work continued on monitoring and also the preparation of a number of related strategies / Supplementary Guidance. These included:-

- Open Space Strategy and Audit;
- Open Space and New Development Supplementary Guidance; Sustainability - Reducing Carbon Emissions in Buildings Supplementary Guidance: &
- Conservation Area Character Appraisals and Management Plans.



Agnew Park, Stranraer

Our current **Development Plan Scheme** (November 2020) is available on the Council's website. This sets out the effect that the Covid-19 pandemic has had on the implementation of the 2019 Planning Act / NPF4 and in turn, the commencement of work on LDP3.

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

1.2.2 As set out in 1.1.2 and **Case Study 2**, a significant piece of work during 2020/21 was the Indicative Regional Spatial Strategy (iRSS) produced in collaboration with Scottish Borders Council. This will progress in due course to become an adopted RSS

1.2.3 The Council established a formal pre-application enquiry service in April 2018. The coronavirus lockdown unfortunately meant that we had to temporarily suspend the pre-application enquiry service. However, a reduced service was relaunched in May 2020, initially with no charge, in order to help support the post-lockdown recovery, but then with a flat fee from September 2020. Developer contribution requirements are always explained in pre-application reports. The Council's developer contributions policy is set out in one of the 3 overarching policies in LDP2, Policy OP3, and this is supported by Supplementary Guidance. The current Supplementary Guidance on **Developer Contributions** was adopted in February 2020. A separate Likelihood Table for education contributions (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>

<https://www.dumgal.gov.uk/article/17034/LDP2-Supplementary-Guidance>

1.2.4 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. It covers both Development Management and Development Planning aspects, including the full LDP2 and all the Supplementary Guidance and Planning Guidance. The website became more important than ever when we had to close our offices during the coronavirus lockdown. Thankfully, this, combined with the fact that officers

have been equipped to work remotely since 2012, meant our service was well positioned to continue to provide an effective 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. Indeed, during 2020/21, this became the only mechanism for submitting and receiving applications and in future, it will be our default method of accepting applications. Our various **Charters** including the **Enforcement Charter**, **Enforcement Register** and **Tree Preservation Order Register and TPO guidance**, are available online using the links below. Planning guidance includes advice on **Shopfronts and Security** and **Windows and Doors in Listed Buildings and Conservation Areas**.

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

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

<https://www.dumgal.gov.uk/article/17034/LDP2-Supplementary-Guidance>

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

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

1.2.5 Included in our webpages is a customer guidance / advice note on **Planning for Small and Medium Businesses**. 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.

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

1.2.6 Since April 2019, as part of a Council restructure, the Planning Service has been located within the directorate known as Economy and Resources, under the Head of Economy and Development, thus bringing Planning and Economic Development under the same Head of Service. Accordingly, the already strong links between the Council's Planning Service and Economic Development Service became even stronger. The Service Management Team includes the Service Manager for Planning & Building Standards and the 3 Service Managers for Economic Development.

1.2.7 Strategic Housing also falls within the responsibility of the Service Manager. The Planning Service, and the LDP team in particular, work closely with Strategic Housing. Officers from both services meet 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. These meetings, together with scheduled quarterly meetings with individual RSLs operating in the area, 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. This has led to greater early engagement with the Development Management service, with the aim of ensuring that applications have already been the subject of discussion, advice and, where required, amendment prior to submission, thus helping reduce the determination timescales for subsequent applications and providing greater certainty for the RSLs. The success of this approach is demonstrated by the fact that in 2020/21, there was a total drawdown of over £24m from the Scottish Government's Affordable Housing Supply Programme into the region.

1.2.8 Normally an annual Agents' Forum meeting, a joint Planning and Building Standards event, is held. However, unfortunately, the event became another victim of the Covid-19 pandemic and no event took place in 2020/21. Agents were however provided with email updates as changes took place in service provision. It is hoped that it may be possible to hold a forum either as an actual event or virtually (or perhaps a hybrid) before the end of 2021/22.

1.2.9 In terms of our Development Management customer satisfaction results, in 2020/21, our survey rating fell slightly from 96% to 92%. Although this decrease is disappointing, in the context of the reduced service provision possible during the pandemic, it is perhaps understandable and it is noted that the overall percentage satisfied still remains high. Customer satisfaction survey forms are included in 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.

1.2.10 In addition to the core Development Planning and Development Management functions, the service currently has 6 specialists who contribute significantly to the quality of the service and the outcomes in the region. These are the Council Archaeologist; 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); a Conservation Area Regeneration Scheme (CARS) Project Officer for the Stranraer CARS; and 2 Contaminated Land Officers. Details of some of their work is set out in **Case Study 4**. During 2020/21, it was confirmed that a bid for establishing a CARS scheme in Dumfries had been successful and work on this will commence during 2021/22, starting with the appointment of a Project Officer.

1.3 Governance

1.3.1 The Council's **Scheme of Delegation to Officers for Planning** continues to operate effectively, with 96.9% of decisions being made under delegated powers in 2020/21. At the start of the reporting period, a temporary Scheme of Delegation was adopted in order to allow officers to continue to issue some applications which would have normally been committee decisions while the Planning Applications Committee was suspended due to the coronavirus outbreak. This scheme ceased to operate at the end of June 2020 and Committee meetings resumed in August 2020.

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

96.3% of applications were approved over the reporting period. This represents a slight increase in comparison with the 2019/20 approval rate (95.6%).

1.3.2 In terms of **Committees**, normally there would have been 11 Planning Applications Committee meetings scheduled for the year, one meeting each month excluding July for the summer recess. However, due to the coronavirus outbreak, scheduled Committees from April until August were all cancelled. 1 Council planning application was determined at the April meeting of the Ad Hoc Covid-19 Sub-Committee, this being the only

Committee which operated during the initial lockdown. Between August 2020 and the end of the reporting period, 7 meetings of the Planning Applications Committee took place. These were initially a hybrid of actual and virtual attendance by Members and officers but after the 2nd lockdown in January 2021, all meetings became virtual only. Third parties (applicants / agents / objectors / supporters) could attend via MS Teams or by having prepared statements read out on their behalf. All the meetings were live streamed and later made available via YouTube. Similarly, only 5 Local Review Body meetings took place in 2020/21, also by way of hybrid and then virtual only attendance. All Development Planning matters are reported to the Economy & Resources Committee, which meets every 2 months. Key Local Development Plan decisions are made by the Full Council, which meets every 3 months. Due to the current point in the LDP process, no Full Council decisions were required in the reporting period.

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

1.3.3 The revised Development Management structure, which had been in place since 2019/20, continued in 2020/21 (see Diagram in **Part 6**) although this structure has yet to be formalised. The previous structure had 3 distinct region-wide teams – Major; Local; and Minor & Enforcement. Following the departure of the Team Leader Local Applications, the Major and Local teams were effectively merged under a single Team Leader and the responsibility for the Planning Registration Team moved to the Team Leader Minor Applications & Enforcement. This structure still continues to allow the Council to provide the appropriate and proportionate level of skill and expertise for each respective application i.e. major developments are considered by more experienced planners with specialist knowledge. 2 members of the Development Planning team left at the end of the reporting period (due to retirement / new job) and these vacancies will be filled during 2021/22. A member of the Transform / redeployment section has been helping the Council Archaeologist to maintain the Historic Environment Records and this has been very useful and successful. Otherwise, staffing has remained unchanged.

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.”* [NB - As noted in 1.2.3 above, this service had to be temporarily suspended due to the Coronavirus outbreak.] In 2020/21, 37 applications were the subject of a Processing Agreement. 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 14 legacy cases (i.e. applications of more than 1 year old) were determined during 2020/21. There remained 28 active legacy cases as of 31 March 2021, 5 more than at the end of 2019/20. It is anticipated that this number will reduce in coming years due to increased focus on this matter and greater use of Processing Agreements.

1.3.6 The Planning Service continues to face significant budget pressures, principally due to wider Council funding efficiencies. Stringent budget



Thomas Carlyle's Birthplace, Ecclefechan



Crawick Multiverse near Sanquhar

monitoring processes have been put in place to monitor and report on budget pressures. There was a reduction in the number of applications and fee income in the first quarter of the reporting period due to the Covid-19 outbreak / lockdown. As pre-application enquiries had to cease, non-statutory fee income also completely stopped for a number of months. Thankfully, both statutory and non-statutory application numbers increased to more normal levels as the year progressed. The anticipated national revision to planning application fees by the Scottish Government, originally identified for June 2020, remains on hold currently.

1.3.7 Budget and efficiency measures are considered at management team meetings of all levels and reports are made regularly to the Economy & Resources 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 Whilst we had experienced a year-on-year increase in the number of planning applications submitted online via the Scottish Government's eDevelopment portal for lodging electronic applications (from just 6% of submissions in the launch year in 2010/11 to us receiving 88.8% of all applications online in 2019/20), this became 100% in the reporting period as the closure of our offices due to the pandemic meant that we were only able to receive applications and fees electronically. Even once restrictions are lifted and our offices reopen, electronic submissions and payment will remain the default methods in future.

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. These meetings have continued virtually via MS Teams while all staff have continued to work from home. There is a cascade process of information from the Corporate Management Team to the Service Management Team, and the Planning & Development Services 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. Good examples of sharing of best practice / pooling of experience and resources can be seen in **Case Study 2**. 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 2019/20 was Moray Council and for the 2020/21, it is Orkney. There was representation from the Council at all of the Heads of Planning Scotland (HOPS) Development Management Sub-Committee, Development Planning Sub-Committee and Climate Change, Energy & Resources Sub-Committee meetings during 2020/21. During 2020/21, the Service Manager was a member of the HOPS Executive and the Team Leader Local Development Plan was the Vice-Chair of the Development Planning Sub-Committee and will become the Chair in 2021/22.



Covid-19 Response



Threave Castle

Location and Dates:

Dumfries and Galloway 2020-21.

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:

12 & 13

Key Areas of Work:

- Other (*Please note*)
- Operational Response

Stakeholders Involved:

- General Public
- Authority Planning Staff

Overview:

Changes to service provisions and operations in response to the Covid-19 pandemic and the national lockdowns / working from home requirements in particular.

Goals:

To maintain an operational service and, where possible, identify opportunities for working differently / better in future.

Outcomes:

In recognition of the statutory nature of the Planning Service and the contribution it could make to the economic recovery, staff were not redeployed into coronavirus response functions, as was the case with many other parts of the Council. This allowed us to focus on trying to maintain the service as best we could in the circumstances. Some of the key issues / challenges / opportunities are listed below:-

Working from home – Our offices have been closed to staff and the public alike since 20 March 2020. All staff have been working from home since that date and this continues to be the case at the time of writing. Thankfully, the service has had the capability for officers to work remotely since 2012, with officers equipped with laptops, mobile phones and the relevant software to allow working from home so there was no fundamental change required in this regard. There were some initial IT capacity / speed issues in the first couple of weeks due to the volume of people suddenly needing to connect into the main Council system remotely but this was quickly resolved. However, given the rural nature of the region, there were (and remain) significant differences in the home broadband speeds available to staff, which does have an effect on efficiency. One change made at the outset of the pandemic was the removal of the need for staff to adhere to the normal core working hours. This change was made to allow maximum flexibility for staff to balance both work and home responsibilities (child care / caring / home schooling , etc). There is little doubt that working from home has proved very challenging for staff, with many finding the new way of working quite isolating, where they are removed from the support network provided with office-based working. Striking a proper work / life balance has been an issue, trying to ensure that it is a case of 'working from home' and not 'sleeping in the office'. Some have however welcomed the removal of the need to travel into work, saving time, money and environmental impact.



Office closures – In addition to the loss of the office support network, the fact that our offices have been closed has made accessing archived non-electronic records difficult. This has highlighted the need to get these old records digitised as quickly as possible. The office closure has also resulted in us only being able to receive general queries / correspondence via email and there being no public reception for visiting members of the public or service specific telephone number, with this being transferred to the main Council call centre instead. This has resulted in some customers expressing concern about difficulties in being able to contact officers directly or quickly. Similarly, some members of the public have been unhappy about the lack of access to an office to physically inspect documents or participate in the pre-application consultation process for Major developments as before. However, we have closely followed the Scottish Government guidance and legislation in this regard. Lack of an office base has had an impact on team working. Whilst meetings have continued using MS Teams, interaction over a screen does not provide the same synergy as direct office working. Working electronically can mean that some simple matters which could be resolved through a quick impromptu conversation in the office now have to be scheduled via Teams or be undertaken by an exchange of emails. An additional challenge is that just after the reporting period, we were decanted from our Kirkbank office in order for it to be refurbished as part of the Council's Smarter Office programme.

Applications / payment – thankfully, most agents were already using the Scottish Government's ePlanning system to submit applications. However, the office closures / lockdown meant that there had to be an accelerated shift to accepting online electronic submissions only. The benefits of this route are such that we wish to continue with this approach even after our offices reopen. Payment was initially a significant issue for all parties. Administrative staff who would normally accept card payments over the telephone did not have access to this facility at home and so payment could only be taken via the eDevelopment portal. However, this did not cover instances where additional payments or non-statutory payments were required. This issue was resolved when the Council's finance team were able to add the Planning & Building Standards service to the corporate online Pay-It account which anyone can use. As set out in para 1.2.3, the pre-application enquiry service had to be temporarily suspended for a while.

Scheme of Delegation – some 95% of planning decisions were made under delegated powers already but there was still a need for the remainder to go before Planning Applications Committee for determination. However, all scheduled Committees meetings of the Council were cancelled between March and August 2020 with a special Ad Hoc Covid-19 Sub-Committee being created to make essential decisions. Only 1 planning application was considered by this Sub-Committee. However, the Sub-Committee agreed a temporary Scheme of Delegation which allowed some applications which would have normally had to go to the Planning Applications Committee to be determined by officers. The Planning Applications Committee & Local Review Body came back into operation in August 2020. Initially, these were a hybrid model of a physical meeting (with social distancing and strict limits on the numbers able to attend in person) with others attending virtually via MS Teams. For the first time, these meetings were also streamed live on YouTube, with recordings made available later. However, from the 2nd lockdown in January 2021, all meetings have been held online only via MS Teams. One benefit, which is likely to continue in future, is that eligible parties (applicants, agents, objectors, supporters, statutory consultees) can attend the Planning Applications Committee virtually from anywhere when previously they would have had to travel to the Council HQ in Dumfries.

Site visits – during the ‘stay at home’ lockdowns, it was not possible to undertake site visits. Assessments of planning applications was made taking a risk-based approach using a combination of virtual means (Google Streetview / applicant or agent photos / historical photos / existing local knowledge). Where there was any significant doubt about a specific proposal, a processing agreement would be sought in order to defer consideration until after the end of lockdown. The pandemic has had an adverse impact on Planning Applications Committee / Local Review Body site visits due to restrictions on the number of people allowed to gather. Only 2 Committee visits were able to be held towards the end of 2020 and these were undertaken using Covid-safe practices.

Enforcement – the same constraints regarding site visits and access to archive records applied to the Planning Enforcement Team. A ‘light touch’ approach to technical breaches of planning control

in respect of temporary outdoor facilities for cafés, restaurants and pubs was taken, in order to support the local economic recovery and to comply with the request of the Scottish Government Chief Planner in this regard.

Remote meetings / collaborative working –

One clear benefit which has emerged from the pandemic has been in respect of meetings with external organisations (e.g. attending HOPS / RTPI / Scottish Government meetings). These would have previously only taken place by way of physical meetings involving time and expense in travelling. Pieces of work such as the iRSS (see **Case Study 2**) could have only been achieved via some actual meetings. Instead, we were able to meet with counterparts in Scottish Borders Council and SOSE using MS Teams on a regular (normally fortnightly) basis in order to complete this work. Virtual meetings have made it easier to hold other collaborative / benchmarking meetings, such as the weekly discussions which took place towards the end of the reporting period between 6 rural planning authorities (including DGC) regarding the new agricultural permitted development rights.

Name of key officer

David Suttie



Indicative Regional Spatial Strategy for the South of Scotland



Location and Dates:

Dumfries and Galloway 2020/21.

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 Marker:

10

Key Areas of Work:

- Collaborative Working
- Strategic Planning

Stakeholders Involved:

- Authority Other Staff - Dumfries and Galloway Council and Scottish Borders Council
- South of Scotland Enterprise (SoSE)

Overview:

Dumfries and Galloway Council and Scottish Borders Council worked together to produce an Indicative Regional Spatial Strategy for the South of Scotland. The Councils have developed a strong working relationship over the years through the South of Scotland Alliance and latterly through the Borderlands Inclusive Growth Deal and the establishment of South of Scotland Enterprise (SoSE) and the Regional Economic Partnership.

Goals:

A Regional Spatial Strategy will better align and integrate planning with wider strategies such as economic development, transport and other strategic infrastructure investment programmes. It will also allow authorities to develop a tailored approach to strategic planning for their area that better reflects their local and regional circumstances.

Outcomes:

The Planning (Scotland) Act 2019 establishes a duty for a planning authority, or authorities acting jointly, to prepare and adopt a Regional Spatial Strategy. In the future, Scottish Ministers will have to have regard to adopted Regional Spatial Strategies in the preparation, revision or amendment of the National Planning Framework (NPF). As the duty to prepare Regional Spatial Strategies has not been enacted and there is no statutory guidance available to inform their preparation, the Scottish Government encouraged planning authorities to develop an Indicative Regional Spatial Strategy (IRSS) which will inform the NPF review and the statutory guidance needed to prepare the formal Regional Spatial Strategy.

Preparation of an IRSS for the South of Scotland provided an opportunity for authorities to identify their strategic regional development priorities to inform and influence the NPF review along with the opportunity to bid for investment for strategic projects. It also provided an opportunity to align with development of the Regional Economic Strategy.

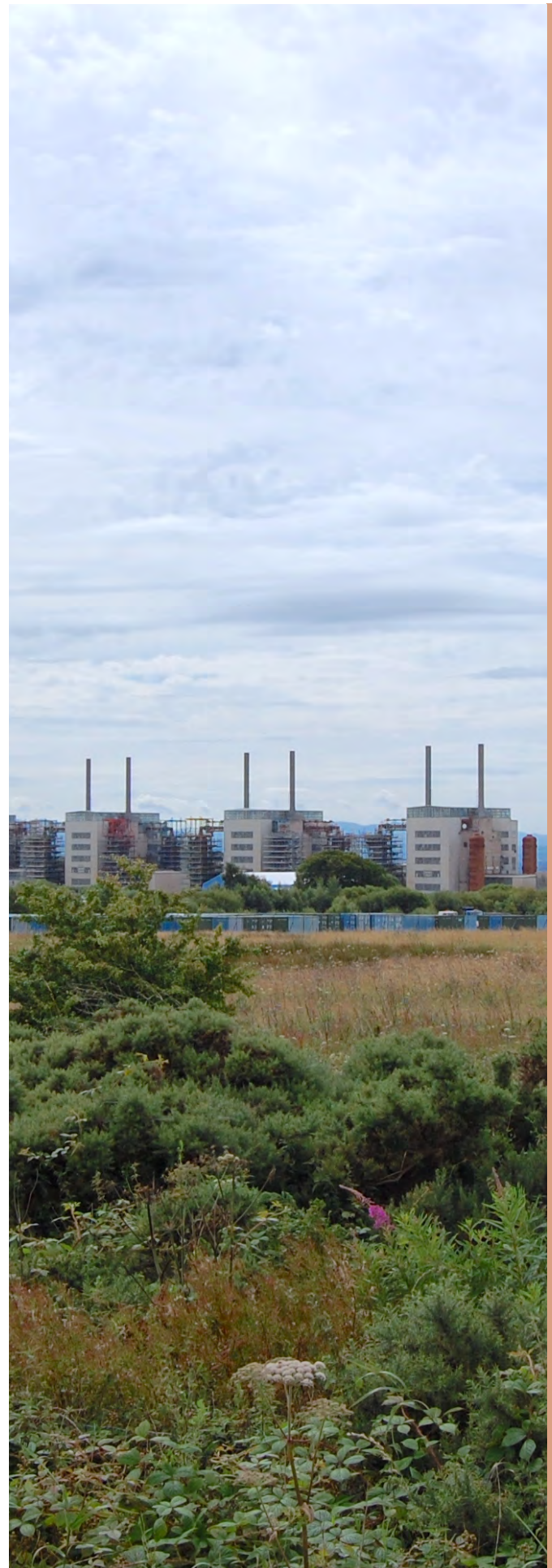
As the IRSS will be used by the Scottish Government to inform the review of the NPF, it was considered appropriate to use the proposed NPF4 themes to structure the IRSS. Those themes were:- climate; people; economy; and place.

The IRSS identifies a number of strategic developments across the South of Scotland. The developments comprise a mixture of place based projects (such as the green energy park at Chapelcross) and themed developments (such as the Borderlands digital infrastructure programme). The majority of the developments are projects and programmes identified through the Borderlands Inclusive Growth Deal.

Following committee approval from both Councils, the IRSS was submitted to the Scottish Government in September 2020. Following feedback from the Scottish Government, an updated version was submitted in April 2021. A Regional Spatial Strategy for the South of Scotland will be prepared once the statutory guidance is in place.

Name of key officer

Shona McCoy



Chapelcross site

Town Centre Regeneration



Dumfries

Location and Dates:

Dumfries during the reporting period and work is ongoing.

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:

3,12

Key Areas of Work:

- Regeneration
- Town Centres

Stakeholders Involved:

- General Public and Local Community
- Authority Other Staff

Overview:

Local Development Plan 2 identifies 17 town centres across the region with each town centre varying in size and the function they provide for the local community.

The coronavirus pandemic has had an effect on all town centres regardless of their size or function, further compounding the challenges and threats of online shopping and competition from other larger centres outwith the region that were already being faced.

Although the following case study focuses on Dumfries, there are a number of initiatives and groups working across the region to improve their town centres.

Dynamically Different Dumfries

Dumfries and Galloway Council took an innovative approach to town centre regeneration by convening an independent group of local businesses,

community groups and agencies as an advisory and reference group to shape a vision and delivery plan for Dumfries Town Centre. This group is called the Dumfries Partnership Action Group (DPAG).

The Council and DPAG appointed Planning Aid Scotland in October 2019 to undertake consultation and engagement with the local community to develop a Vision and Action Plan for the town centre for the next 10 years.

That work was stopped in April 2020 due to the pandemic. Work started again in the autumn of 2020 as restrictions eased. Although a second lockdown took place at the end of December and was in place until the end of the PPF reporting period, consultation and engagement still took place, it just moved online. Young people have been involved in the project and its them who came up with the project name – Dynamically Different Dumfries and the project logo.

The project takes a place based approach focusing on the town centre whilst recognising linkages and synergies with whole town assets. The Vision and Action Plan will build on current community initiatives and previous investments in the town centre such as Midsteeple Quarter, The Stove, Moat Brae, The Guild and the makers market, etc.

Goals:

The Council's Local Development Plan 2 acknowledges that for town centres to be vibrant and sustainable, their role and function has to be wider than just retail. That is why the town centre polices encourage and support a range of uses within the town centre.

These points are key considerations when developing the Vision and Action Plan for Dumfries.

Outcomes:

The case study hopefully demonstrates how important it is to have the community and other partners involved in the schemes and projects.

The project is still underway. It is the intention to provide an update of progress made in future PPFs.

Name of key officer

Shona McCoy



Moat Brae House - image courtesy of www.moatbrae.org

Planning Focus on Heritage



Moffat

Location and Dates:

Region-wide from April 2020 - March 2021

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, 11, 12

Key Areas of Work

- Conservation
- Placemaking

Stakeholders Involved

- General Public
- Local Developers

Overview

The Planning Service continues to give special recognition to the distinctive historic, designed environment of Dumfries and Galloway, particularly those buildings and standing structures that make up its unique heritage. Whilst the pandemic impacted on how the service was delivered (see Case Study 1), work continued on drafting, consulting and supplementary guidance to support the relevant policy in the adopted Local Development Plan.

Supplementary Guidance

Moffat Conservation Area Character Appraisal and Management Plan – adoption - April 2020

Moffat Community Council originally commissioned Groves-Raines Architects to undertake a Moffat Appraisal And Management Plan in 2019. Council officers were involved from the outset to ensure that the document took the form of a combined appraisal and management plan approach and that the necessary consultations were carried out with the community, particularly as it identified a number of boundary changes. The Committee reporting, final edits and notices required for Conservation Area boundary alterations were carried out by Council officers.

It is a truly collaborative document between private sector consultants, a Community Council and the Development Plan Team and may well signal a way forward for future Conservation Area Character Appraisals And Management Plans where community groups wish to take the lead.

Draft Annan Conservation Area Character Appraisal and Management Plan (CACAMP)

The drafting and main consultation for Annan

CACAMP took place between September 2020 and March 2021. It will work in harmony with other initiatives which have ambitions to assist the economic recovery and sense of place including Annan Town Centre Regeneration plan, the latest version published in February 2020. In 2020, a limited programme of building frontage improvement funding was made available for premises in the town centre based on the recommended actions within that plan.

Conservation Area Regeneration Funding

Stranraer Conservation Area Regeneration Scheme (CARS)

The impact of Covid restrictions on scope to deliver the Stranraer CARS project was recognised and a one year extension offered by Historic Environment Scotland was granted moving the project completion date to March 2022.

Stranraer Museum, a Category A Listed Building, is one of the Priority Buildings within the CARS scheme. With past roles as tolbooth, court and fire station amongst others, the building's current operation as the town's Museum places it at the



Stranraer

heart of the community showcasing Wigtownshire's fascinating past. As one of the top visitor attractions in Stranraer, the Museum also has a vital role to play in generating footfall to encourage increased spending throughout the town centre. As an indoor visitor facility, the Museum complements the marine leisure tourism related activity currently being developed on Stranraer waterfront along with ongoing investment in the Marina.

Planned repairs to the Museum include work on the roof, clock tower spire, masonry, windows and doors resulting in comprehensive improvement of the building. Its Listed status and the conditions of the Historic Environment Scotland (HES) grant require specifications that respect the historic fabric of the building and that work is carried out to the highest standard. Structural repairs have been designed to ensure the integrity of the building is protected while having the minimum visual impact. The extent of repair works required has necessitated the allocation of additional funding which was allocated during the year in recognition of the significance of the building to the local community and to the economic development of the town.

Following the technical survey work, design, costing and tender package preparation which has been undertaken, construction work on site is expected to start in autumn 2021 and to complete in spring 2022.

Dumfries Conservation Area Regeneration Scheme (CARS)

The Council were successful in securing a CARS scheme in March 2021 for a programme of work in Dumfries. The scheme is focused on the High Street and parts of English Street and includes 4 priority buildings. Dumfries CARS will dovetail with major town centre regeneration initiatives and objectives and will be an integral part of delivering the Dynamically Different Dumfries Action Plan, a 10 year Action Plan being developed by the local community, Dumfries Partnership Action Group and the Council (see **Case Study 2**).

Pre-application discussions leading to better heritage outcomes

During the year, a number of significant planning and listed building consent applications were submitted which were the culmination of formal pre-application discussions and site visits in previous years.



High Street, Dumfries

Crichton Hall

Of particular note is the application to convert the Category A Listed Crichton Hall to become a luxury spa hotel. It is a former 19th Century hospital and was subsequently used by the NHS as an administration building within Crichton Conservation Area. It would require an extension which would not dominate the main William Burn designed building to enable the most important details inside the range of buildings to be retained without significant alteration. The discussion on the detail of the application continues.



Crichton Hall



Crichton Hall interior



Crichton Hall interior

Strathmaddie Farmhouse

In 2016, the owner of C Listed Strathmaddie Farmhouse asked for a pre-application discussion and site visit to consider the potential for bringing this vacant dwelling back into use and remove unsympathetic alterations. In 2020, that pre-application discussion resulted in applications which took on board the issues raised. Those included the retention and reinstatement of the most significant features, upgrading the building to meet modern living standards and included the sensitive removal of many insensitive alterations from previous years.

Goals

Written guidance should help influence better outcomes in decision making so that more historic fabric, detail and character can be retained and preserved rather than being eroded through inappropriate or insensitive change taking place over a period of years.

The CARS scheme will help to protect the long-term sustainability of Priority Buildings, help bring empty properties back into use, restore original architectural and historic features and significantly enhance the appearance of the Conservation Area making a positive contribution to Stranraer and Dumfries town centres into the future.

Pre-application discussion encourages and promotes better quality applications. It is an opportunity to inform applicants about the relevant written guidance available. This will result in applications which show that more careful consideration has been given to significant historic and architectural detail, context and character.

Outcomes

The range of mechanisms (supplementary guidance, planning guidance, pre-application advice) and funding schemes such as CARS, all have a role to play in keeping the character and fabric as appropriate in conservation areas and listed buildings.

In all cases, the outcome is the submission of better quality designs in respect of the retention of historic detail and character while allowing the re-use of the building in the long term.

Names of key officers

Mizzy Marshall, Lindsey Cameron, Pam Taylor and Andrew Nicholson

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 and Economy & Resources 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 2019/20
- Dumfries & Galloway Council Economy & Development Business Plan 2019-23
- Dumfries & Galloway Council Development Management Customer Charter 2018
- Dumfries & Galloway Council Service Customer Guidance Note 2018
- Dumfries & Galloway Council Planning Enforcement Charter September 2019
- 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



Garlieston

Case Study Topics	Issue covered in PPF10 Case Study	Case Study Topics	Issue covered in PPF10 Case Study
Design		Interdisciplinary Working	
Conservation	4	Collaborative Working	2
Regeneration	3	Community Engagement	
Environment		Placemaking	4
Greenspace		Charrettes	
Town Centres	3	Place Standard	
Masterplanning		Performance Monitoring	
LDP2 & Supplementary Guidance		Process Improvement	
Housing Supply		Project Management	
Affordable Housing		Skills Sharing	
Economic Development		Staff Training	
Enforcement		Online Systems	
Development Management Processes		Transport	
Planning Applications		Active Travel	
Other: Operational Response	1		
Strategic Planning	2		

[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.]



The Old Toll Bar, Gretna Green

Part 3: Service Improvements 2021 - 2022



Loch Ken, Castle Douglas

In the coming year we will:

- Relaunch the full pre-application enquiry service, utilising the new methods of holding virtual meetings;
- Take forward and further develop the positive aspects of digital and remote working which have emerged during the pandemic;

Delivery of our service improvement actions in 2020-21:

Committed improvements and actions	Complete?
<p>Develop site-specific packages of information for sites on the Vacant and Derelict Land Register to facilitate and encourage their reuse.</p> <p>Site specific packages prepared for all sites on the Vacant and Derelict Land Register.</p>	Yes
<p>Undertake a review of the separate Development Management and Development Planning sections of the Council website with a view to improving linkages between the two in order to better assist customer self-service.</p> <p>Review undertaken with both sections updated. The website will be kept under review to ensure customers are able to navigate their way round the web site easily and obtain the information they need.</p>	Yes
<p>Complete an initial review of services in relation to increasing the use of digital platforms and software.</p> <p>Initial review undertaken.</p>	Yes



Clatteringshaw Dam

Part 4: National Headline Indicators (NHIs)

Key outcomes	2020-21	2019-20
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> 	1 year 5 months	0 years 5 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? 	No (see para 1.2.1 and 4.1.2)	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? 	Yes	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 	11,820 units	8,755 units
<ul style="list-style-type: none"> 5-year effective housing land supply programming 	3,603 units	3,068 units
<ul style="list-style-type: none"> 5-year effective land supply total capacity 	12,750 units	7,259 units
<ul style="list-style-type: none"> 5-year housing supply target 	2,476 units	3,477 units
<ul style="list-style-type: none"> 5-year effective housing land supply (to one decimal place) 	7.3 years	4.4 years
<ul style="list-style-type: none"> Housing approvals 	490 units	554 units
<ul style="list-style-type: none"> Housing completions over the last 5 years 	1,495 units	1,592 units
<ul style="list-style-type: none"> Marketable employment land supply 	254.51 ha	254.51 ha
<ul style="list-style-type: none"> Employment land take-up during reporting year 	0.0 ha	1.6 ha
Development Management		
Project Planning		
<ul style="list-style-type: none"> Percentage and number of applications subject to pre-application advice 	24.0% (324)	15.0% (214)
<ul style="list-style-type: none"> Percentage and number of major applications subject to processing agreement 	50% (3)	53.3% (8)
Decision-making		
<ul style="list-style-type: none"> Application approval rate 	96.3%	95.6%
<ul style="list-style-type: none"> Delegation rate 	96.9%	95.1%
Validation		
<ul style="list-style-type: none"> Percentage of applications valid upon receipt 	37%	19.7%

Key outcomes	2020-21	2019-20
Decision-making timescales		
Average number of weeks to decision:		
• Major developments	42.6	30.2
• Local developments (non-householder)	12.5	9.4
• Householder developments	6.5	5.6
Legacy Cases		
• Number cleared during reporting period	14	10
• Number remaining	28	23

* 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	162	132
• Breaches identified - no further action taken	11	19
• Cases closed	92	125
• Notices served	1	6
• Direct Action	0	0
• Reports to Procurator Fiscal	0	0
• Prosecutions	0	0



Red Kite in Galloway Forest Park

4.1 Development Planning

4.1.1 The Council formally adopted its second Local Development Plan (LDP2) on 3 October 2019.

4.1.2 Several pieces of Supplementary Guidance and Planning Guidance were adopted during the reporting period. Work continues of drafting and consulting on the remaining pieces of Supplementary Guidance that support LDP2. The Council were part of the Scottish Government Simplified Planning Zone (SPZ) pilot aimed at promoting self and custom house building, to reduce the number of statutory processes so as to help smaller groups deliver quality in terms of placemaking and design outcomes. The Council adopted the SPZ for an allocated housing site in November 2020.

The 12th edition of the Development Plan Scheme (DPS) was published in November 2020. The absence of a timetable from the Scottish Government on when the LDP regulations will be published meant the 12th edition of the DPS does not contain a timetable for the production of LDP3. However, it does set out what the changes are, what will happen next and how people can get involved. It is hoped that a timetable for that process will be clearer when the time comes to prepare the 13th edition of the DPS.

4.2 Effective Land Supply

4.2.1 The housing land supply figures contained in this year's return are based on the adopted 2019 Local Development Plan 2.

4.3 Employment Land

4.3.1 No employment land was developed during the reporting period. However, planning permission was granted for development of land at DFS.B&I1 Heathhall - north of Aviation Museum which will hopefully be built during the period 2021/2022.

4.4 Development Management

4.4.1 As set out in paragraph 1.3.3, the Development Management service changed from the 3 hierarchy-based teams which were introduced in 2014/15, to 2 teams, namely Major & Local Applications, and Minor Applications & Enforcement. Commentary on performance is provided under Part 5 – C: Context below.



The Bridge Education Centre, Dumfries



Part 5: Scottish Government Official Statistics

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

Category	Average timescale (weeks)		
	2020-21	2020-21	2019-20
Major developments	3	42.6	30.2
Local developments (non-householder)	510	12.5	9.4
• Local: less than 2 months	220 (43.1%)	6.3	6.0
• Local: more than 2 months	290 (56.9%)	17.2	15.7
Householder developments	340	6.5	5.6
• Local: less than 2 months	304 (89.4%)	6.0	5.3
• Local: more than 2 months	36 (10.6%)	10.9	14.4
Housing developments			
Major	1	44.0	98.0
Local housing developments	178	15.9	11.4
• Local: less than 2 months	35 (19.7%)	7.3	6.7
• Local: more than 2 months	143 (80.3%)	17.9	16.2
Business and industry			
Major	0	0	15.4
Local business and industry	5	14.5	27.1
• Local: less than 2 months	2 (40%)	6.4	6.0
• Local: more than 2 months	3 (60%)	19.9	37.6
EIA developments	0	0	0
Other consents	173	7.1	7.9
Planning/legal agreements			
• Major: average time	0	0	0
• Local: average time	1	41.0	33.5
Local reviews	15	20.3	10.9

B: Decision-making: local reviews and appeals

Type	Total number of decisions	Original decision upheld			
		2020-21		2019-20	
		No.	%	No.	%
Local reviews	15	10	66.7	5	71.4
Appeals to Scottish Ministers	3	2	66.7	5	83.3

C: Context

1. In terms of Development Management performance, unsurprisingly there was a slowing in the average time taken to process all headline application categories in comparison to 2019/20. However, in addition to the impact of pandemic as set out in **Case Study 1**, another factor was undoubtedly registration. The Planning Registration Team (PRT) comprises 1 full time and 0.5 FTE member of staff. Unfortunately the full time member of staff went off on long term sick leave in August 2020 and given the specialist planning knowledge required for this process, the initial basic registration functions were passed onto case officers for their individual applications for the rest of the reporting period, with the remaining PRT member continuing to undertake the more technical aspects. Inevitably, the effect of officers having to take on this unfamiliar task in addition to their normal caseload had an impact on determination periods. The average householder application determination period was 6.5 weeks (5.6 in 2019/20). The local applications (non-householder) determination period was 12.5 weeks (9.4 weeks in 2019/20).

2. The Major application determination timescales were 42.6 weeks on average for those without a processing agreement, this timescale having increased from the 30.2 weeks in 2019/20 but still faster than the 45.1 weeks in 2018/19. However, as ever, the number of Major applications remains a very small percentage of the overall total number of decisions (6 applications or 0.6% of all decisions).

3. The number of applications determined in 2020/21 was only 5 fewer than in the previous year (1063 compared to 1068 in 2019/20), which in the context of the initial slowdown in applications during the first lockdown is perhaps surprising but demonstrates that the service was able to continue, despite the above challenges.

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)



Common Riding at Langholm

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 6 on the 12 November 2020 Planning Applications Committee agenda).

Agenda for Planning Applications Committee on Thursday, 12th November, 2020, 10.30 am (modern.gov.co.uk)

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, our formal pre-application enquiry service for all applications had to be temporarily suspended at the start of lockdown but it was restored in a reduced manner in May 2020. We also 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 slight improvement in the number of applications which were valid on receipt during 2020/21, rising to 37% from 19.7% in 2019/20. We continue to use 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.

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

7. There were considerably fewer DPEA appeal decisions compared to the previous year. 3 appeals were determined by the Reporters acting for the Scottish Ministers within the period (there were 6 in 2019/20). The 2 appeals against decisions where the Planning Applications Committee had refused planning permission were dismissed (both decisions were in accordance with officer recommendation). The only appeal which was upheld was an appeal against the discharge of a Section 75 planning obligation made under delegated powers. The

number of Local Review Body decisions doubled from the previous year (15 Notices of Review compared with 7 in 2019/20). 66/7% of the reviews upheld the original decision in 2020/21, a reduction from the 71.4% upheld the previous year.

8. Consultations which we received 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 resource 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 7 S36 consultations for wind farms during this period, with each case requiring comments from a number of internal consultees and the production of a lengthy report. Although the volume of Environmental Impact Assessment (EIA) screening requests (4) and scoping requests (6) received inevitably reduced during the pandemic, it still has an impact on workload.

9. 162 Enforcement cases were taken up during 2020/21, an increase on the previous year where there were 132 cases taken up. 92 breaches were resolved (125 resolved in 2019/20). We currently have only 1 Planning Inspector to cover the region. Accordingly, a risk-based approach for prioritising enforcement cases is taken and this is set out in our **Planning Enforcement Charter**.

Part 6: Workforce Information

(as on 31 March 2021)

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

RTPI Qualified Staff	Headcount
Chartered Staff	17

Staff Age Profile	Headcount
Under 30	2 (6%)
30 - 39	4 (12%)
40 - 49	13 (38%)
50 and over	15 (44%)

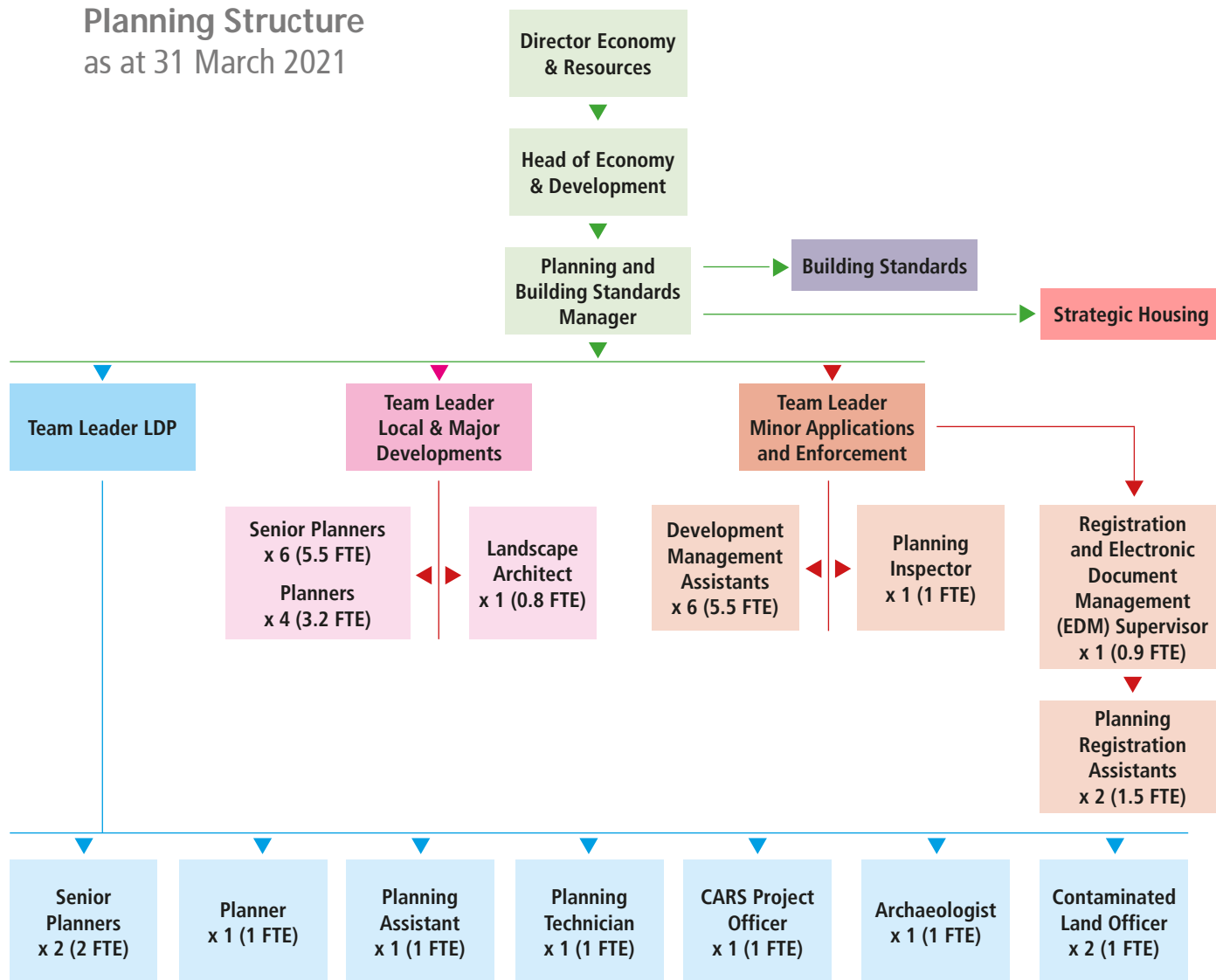
Context

During the reporting period, Dumfries & Galloway Council's planning function sat within Economy and Development, one of 4 services which comprised Economy and Resources. The Head of Service was also responsible for Economic Development; Property & Estates; Facilities Management; & Project Management Office. In addition to both the Development Management and Development Planning aspects of Planning, the Service Manager also has responsibility for Building Standards and Strategic Housing Investment. The Planning Service is based principally within Dumfries & Stranraer with a satellite office in Newton Stewart (although all staff were solely working from home during the reporting period). A Business Support function is shared with Building Standards.



Cairnryan port

Planning Structure as at 31 March 2021



Part 7: Planning Committee Information

Committee and Site Visits	Number per year
Full council meetings	0 (for planning applications)
Planning Applications Committee meetings	8 scheduled in revised Council diary (8 held)
Area committees	N/A
Committee site visits	2
LRB	5 scheduled in revised Council diary (5 held)
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
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 1.2.3, 1.2.4, 1.2.5, 1.2.6 Case Study 4 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 C: Context Para 4
5 Enforcement charter updated/re-published	Within 2 years	Planning Act (s158A)	NHIs; Para 1.2.4

Driving Improved Performance

Performance Marker	Measure	Policy Background to Marker	PPF
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 1.2.9, 1.4.2 Part 3 Part 5: Official Statistics and C: Context Case Study 1



Classic Car Rally in the Moffat Hills

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, 4.1.1
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, 4.1.1
9	Elected members engaged early (pre-MIR) in development plan preparation	Evidence of activity		Quality of Service and Engagement Governance <i>[NB – not applicable at current stage of LDP process]</i>
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 <i>[NB – not applicable at current stage of LDP process]</i>
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 1.2.3, 1.2.4, 1.2.5, 1.2.7 Case Study 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 1.2.10, 1.4.4, 1.4.5 Case Study 2
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 Case Study 2
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 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 Para 1.2.3 C: Context Para 5





Caerlaverock Castle near Dumfries