

NATIONAL PLANNING IMPROVEMENT FRAMEWORK

Improvement Action Plan 2024

Loch Lomond & The Trossachs National Park
Authority





A high performing planning authority needs to have the right number of people to do the work expected of it with the rights skills set. It also needs to have a strategy to ensure that it retains and recruits the right staff in the future. It supports staff to upskill and to be prepared for changes in policy, legislation, and new circumstances.

Attribute	Score (1=Making excellent progress, 5= No progress)
1. The planning authority has sufficient resources and skills to maximise productivity	2
2. The planning authority has a valued and supported workforce	2

Based on the grading above, outline any areas of improvement that are required and by whom and their level of importance (High/ Medium/ Low) and by when (short/ medium/ long term).

Improvement Action What action will you take? What will the outcome be?	Owner	Importance High Medium Low	Timescale Short term – 1 year Medium term – 3 years Long term – 3+ years	Resources
Continue to focus on reducing application determination times with a particular focus on householder applications and straight forward local applications where limited additional value can be added to the proposal through the planning process. This can improve the overall performance of the Planning Service by reducing the average determination time and focusing resources and staff	Development Management Manager.	Short Term	1	DM Staff Time



time on applications which can deliver the outcomes of NPF4.				
Develop an ongoing review of Personal Development Plans (PDP's) to support individual staff needs and training requirements across the service. The preparation of these can be used to develop a formal training plan for the service and identify areas where internal knowledge/best practice can be shared among officers and where external expertise is required.	Communities and Place Manager and Development Management Manager with support of Senior Planner.	Short Term	1	DM Staff Time





A high performing planning authority has a positive culture through ensuring it has sound governance, effective leadership and a commitment to continuous improvement. The authority has an identified chief planner, who is supported by a strong leadership group to advise on decision-making, policy and operational management.

Attribute	Score (1=Making excellent progress, 5= No progress)
3. This Planning Authority has embedded continuous improvement	3
4. This Planning Authority has sound governance	1
5. This Planning Authority has effective leadership	1

Based on the grading above, outline any areas of improvement that are required and by whom and their level of importance (High/ Medium/ Low) and by when (short/ medium/ long term).

Improvement Action <small>What action will you take? What will the outcome be?</small>	Owner	Importance <small>High Medium Low</small>	Timescale <small>Short term – 1 year Medium term – 3 years Long term – 3+ years</small>	Resources
Develop an effective monitoring system to allow real time tracking of applications to facilitate more effective caseload monitoring and to identify areas where applications are being stalled. Consideration will be given to the development of a system that integrates with the Uniform System,	Development Management Manager.	High	3	DM Staff Time. IT Specialist Time. GIS Specialist Time.



<p>enabling real-time tracking of all pending applications.</p> <p>This will allow monitoring of casework and any 'blockages' to be identified and resolved.</p>				
<p>Produce a Fee Charter to include discretionary fee charging. This should include consideration of charging for pre-application advice services, discharge of conditions and reduction in planning fees for community development trusts.</p> <p>The outcome of this is that the planning service can potentially recover more fees helping to cover the costs associated with assessing, determining, and monitoring applications.</p>	Development Management Manager.	High	1	DM Staff Time.
<p>Review of validation requirements at national level to require the submission of information noted at pre-application stage and overall increase in quality requirements for planning application.</p>	Improvement Service	High	1	<p>Improvement Service Staff.</p> <p>Planning Authorities and Agents as Stakeholders.</p>





A high performing planning authority needs to have an effective local development plan and other strategies in place to provide a vision for the future of the area. It needs to be able to set and deliver on policy ambitions and priorities by clearly informing decision making and providing certainty and predictability for communities, developers and investment. The authority's development management systems need to be effective in making the right decisions about development and be as efficient as possible in doing this. The planning authority makes best use of digital technology and how it manages and uses data.

Attribute	Score (1=Making excellent progress, 5= No progress)
6. The planning authority has a robust policy and evidence base	2
7. The planning authority makes best use of data and digital technology	3
8. The planning authority has effective and efficient decision-making processes	2

Based on the grading above, outline any areas of improvement that are required and by whom and their level of importance (High/ Medium/ Low) and by when (short/ medium/ long term).

Improvement Action What action will you take? What will the outcome be?	Owner	Importance High Medium Low	Timescale Short term – 1 year Medium term – 3 years Long term – 3+ years	Resources
Enforcement charter review and update.	Development Management Manager.	High	1	DM Staff Time.



<p>Collaboration with the NP Communications Team to consider how customers interact with the planning service and how we can best serve their requirements.</p> <p>Consideration will be given to the ability for applicants to submit other applications, (non-material variations, condition discharge, pre-application enquiries etc) via an online form.</p> <p>Website development project: easier way to navigate planning information pages to respond to common enquiries, such as permitted development rights.</p>	Development Management Manager.	Medium	3	<p>Planning Support Staff Time.</p> <p>GIS Staff Time.</p> <p>Comms Staff Time.</p>
<p>Implementation of Retention Schedule. The outcome of this is to ensure that the Authority is operating with Data governance requirements.</p>	Development Management Manager.	High	3	<p>Planning Support Staff Time.</p> <p>DM Staff Time.</p>





A high performing planning authority should ensure a wide range of people are involved in shaping their future places. Engagement should be fair and inclusive, early, collaborative, meaningful and proportionate and should include difficult to reach groups. The authority should engage with a wide range of partners at a national, regional and local level to ensure a joined-up approach and that links are made across policies and programmes. The planning authority should demonstrate good customer care, transparency and effective communication.

Attribute	Score (1=Making excellent progress, 5= No progress)
9. This planning authority has good customer care	2
10. The planning authority has effective engagement and collaboration with stakeholders and communities.	2

Based on the grading above, outline any areas of improvement that are required and by whom and their level of importance (High/ Medium/ Low) and by when (short/ medium/ long term).

Improvement Action <small>What action will you take? What will the outcome be?</small>	Owner	Importance <small>High Medium Low</small>	Timescale <small>Short term – 1 year Medium term – 3 years Long term – 3+ years</small>	Resources
Organise an Agents and Architects Forum and seek feedback as to how best to engage with them going forward, and the frequency of such events and communication.	Development Management Manager.	Medium	2	DM Staff Time. Place Planning Staff Time.



'Planning Awareness' sessions with Community Councils linked with LDP engagement.

Development
Management
Manager.

Medium

2

DM Staff Time.

Place Planning Staff
Time.





A high performing planning authority should demonstrate place leadership by taking a collaborative place-based approach in line with the Place Principle. It should use the Place and Wellbeing Outcomes in decision-making processes, to achieve the three spatial principles outlined in NPF4: sustainable places, where we reduce emissions, restore and better connect biodiversity; liveable places, where we can all live better, healthier lives; and productive places, where we have a greener, fairer, and more inclusive wellbeing economy. The planning authority should seek to ensure that there are no impediments to delivering agreed development.

Attribute	Score (1=Making excellent progress, 5= No progress)
11. The planning authority supports the delivery of sustainable, liveable and productive places	2
12. This planning authority supports the delivery of appropriate development	2

Based on the grading above, outline any areas of improvement that are required and by whom and their level of importance (High/ Medium/ Low) and by when (short/ medium/ long term).

Improvement Action What action will you take? What will the outcome be?	Owner	Importance High Medium Low	Timescale Short term – 1 year Medium term – 3 years Long term – 3+ years	Resources
Implement recording of added value on applications to reach, or exceed, policy and guidance requirements to create an evidence base to assess performance against place and wellbeing outcomes and biodiversity gains. This evidence base will then inform a monitoring and evaluation process to	Development Management Manager.	Medium	3	DM Staff Time. GIS Staff Time.



ensure these are being effectively embedded into decision making and review processes.

