

Planning Performance Framework

2019/20



Comhairle Aonghais

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Introduction

This is Angus Council's ninth Planning Performance Framework (PPF), which covers the period from 1 April 2019 to 31 March 2020. The document builds on the preceding Planning Performance Frameworks and positive feedback received in previous years.

The Planning Performance Framework (PPF) is the Planning Authorities annual report on the planning service. The PPF was developed by the Heads of Planning Scotland (HOPS) and the Scottish Government to provide a document with a range of qualitative and quantitative indicators to document planning activities.

This year's annual report has been produced during a public health pandemic and is a shorter, more concise document than in previous years as the priority of the Planning Service has been focussed on maintaining service delivery in challenging circumstances. This year's annual report omits much of the statistical performance information normally contained within a PPF, reflecting the advice provided by the Chief Planner in his email of 20 May 2020.

In 2019, Angus Council's Planning Service received a score of eleven green and two amber markers (based on RAG ratings) which mirrored our 2018 score. The evidence presented in this report illustrates the outcomes the service contributes to delivering and shows that work is continuing to improve the service.

ANGUS COUNCIL
Performance against Key Markers

| Marker | | 2012-13 | 2013-14 | 2014-15 | 2015-16 | 2016-17 | 2017-18 | 2018-19 |
|--------|--|---------|---------|---------|---------|---------|---------|---------|
| 1 | Decision making timescales | | | | | | | |
| 2 | Processing agreements | | | | | | | |
| 3 | Early collaboration | | | | | | | |
| 4 | Legal agreements | | | | | | | |
| 5 | Enforcement charter | | | | | | | |
| 6 | Continuous improvement | | | | | | | |
| 7 | Local development plan | | | | | | | |
| 8 | Development plan scheme | | | | | | | |
| 9 | Elected members engaged early (pre-MIR) | | N/A | N/A | N/A | N/A | N/A | N/A |
| 10 | Stakeholders engaged early (pre-MIR) | | N/A | N/A | N/A | N/A | N/A | N/A |
| 11 | Regular and proportionate advice to support applications | | | | | | | |
| 12 | Corporate working across services | | | | | | | |
| 13 | Sharing good practice, skills and knowledge | | | | | | | |
| 14 | Stalled sites/legacy cases | | | | | | | |
| 15 | Developer contributions | | | | | | | |

Summary – key performance markers 19/20

The planning performance framework sets out 15 key performance markers against which Planning Authorities performance is measured. The table below provides a brief explanation of the evidence (supported by hyperlinks to more information where possible) that Angus Council is delivering in each of the key performance markers. More detail on this evidence is also provided in Part 1 of this report.

| No. | Performance Marker | Evidence |
|-----|--|--|
| 1 | Decision-making: continuous reduction of average timescales for all development categories [Q1 – Q4] | Statistics and commentary on decision making timescales is provided at Parts 4 and 5 below. |
| 2 | Processing agreements: <ul style="list-style-type: none"> offer to all prospective applicants for major development planning applications; and availability publicised on website | <ul style="list-style-type: none"> Our pre application discussions relating to national, major, significant local and business critical applications always positively encourage the use of Processing Agreements. Our pre application advice model response includes reference to the availability of processing agreements. The availability of processing agreements is publicised and promoted on the Council website as detailed below. We publish processing agreements relating to individual applications on the Council's public access portal because they also an important tool for keeping the public informed of progress and timescales for the processing of an application. |
| 3 | Early collaboration with applicants and consultees <ul style="list-style-type: none"> availability and promotion of pre-application discussions for all prospective applications; and clear and proportionate requests for supporting information | <ul style="list-style-type: none"> Pre application advice is promoted on our website. We have developed a system for the online submission of pre application enquiries. We have delayed the scheduled implementation of pre application charging in light of the COVID-19 pandemic to play a small but meaningful part in bolstering the economic recovery Our local development plan and associated supplementary guidance is available on our website and is referenced in our pre application discussion and advice. It sets out where and what supporting information is required for development proposals. |

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| | | <ul style="list-style-type: none"> We provide detailed conservation advice online and have published topic specific planning advice notes, technical guidance and development briefs. |
| 4 | Legal agreements: conclude (or reconsider) applications after resolving to grant permission reducing number of live applications more than 6 months after resolution to grant (from last reporting period) | <ul style="list-style-type: none"> Where planning obligations are required, our decision notices set out the steps an applicant needs to take to progress with the preparation of a planning obligation. The Council has developed a model planning obligation which is available to prospective developers to speed up the drafting process. We use delivery packages for the delivery of affordable housing to allow flexibility for developers to make changes in how they deliver affordable housing and to remove the necessity of following the cumbersome process of a formal modification of a planning obligation. Our supplementary guidance on Affordable Housing and Developer Contributions sets out when we will require a planning obligation or other legal agreement and we reference this in our pre application advice. |
| 5 | Enforcement charter updated / re-published within last 2 years | <ul style="list-style-type: none"> Angus Council Planning Enforcement Charter – March 2019. The charter was reviewed within the 2 year period. During 2020-21, the Planning Service will review the Charter to ensure that it remains up to date. |
| 6 | Continuous improvement: <ul style="list-style-type: none"> progress/improvement in relation to PPF National Headline Indicators; and progress ambitious and relevant service improvement commitments identified through PPF report | <p>Statistics and commentary on decision making timescales is provided at Parts 4 and 5 below.</p> <ul style="list-style-type: none"> We have completed or have made progress on each of our service improvement targets for 2019/20. Part 3 of this report includes detail on service improvements for 2019/20 and includes a range of new improvements for 2020/21. |
| 7 | Local development plan less than 5 years since adoption | Angus Local Development Plan (adopted September 2016) – our LDP is less than 5 years old. |
| 8 | Development plan scheme – next LDP: <ul style="list-style-type: none"> on course for adoption within 5 years of | The Development Plan Scheme (March 2019) set out a project plan for preparation of the next Local Development Plan. Key stages: publication of Main Issues Report in spring 2020, Draft Proposed Plan in autumn |

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| | <p>current plan(s) adoption; and</p> <ul style="list-style-type: none"> project planned and expected to be delivered to planned timescale | 2020, and adoption in 2021 (within 5 years of adoption of current plan). |
| 9 | <p>Elected members engaged early (pre-MIR) in development plan preparation – <i>if plan has been at pre-MIR stage during reporting year</i></p> | <p>The participation statement in the 2019 Development Plan Scheme indicated elected member briefings and workshops to be held throughout the pre-plan period. Following the initial drop in session for elected members held in March 2019, a follow-on session was arranged in March 2020 but had to be cancelled due to lockdown.</p> <p>During the year staffing issues impacted the programme of engagement, coupled with the passing of the Planning (Scotland) Act 2019, a decision was taken that preparation of a new style plan for Angus would be beneficial and appropriate.</p> |
| 10 | <p>Cross sector stakeholders* engaged early (pre-MIR) in development plan preparation – <i>if plan has been at pre-MIR stage during reporting year</i> <i>*including industry, agencies and Scottish Government</i></p> | <p>In the early part of the reporting period work focused on developing a programme of early engagement activity and tools appropriate to support the preparation of the Main Issues Report and draft Plan. Successful events included pilot community/developer workshop sessions to explore potential for new development in South Angus and place workshops with young people in schools. An interactive online engagement hub was created to facilitate effective engagement with variety of stakeholders across our rural authority, with the invitation to get involved shared through social media. There has also been ongoing engagement with SNH on the Angus Green Network and Local Nature Conservation Sites projects.</p> <p>During the year staffing issues impacted the programme of engagement, coupled with the passing of the Planning (Scotland) Act 2019, a decision was taken that preparation of a new style plan for Angus would be beneficial and appropriate.</p> |
| 11 | <p>Regular and proportionate policy advice produced on information required to support applications.</p> | <ul style="list-style-type: none"> Our local development plan and associated supplementary guidance sets out where and what supporting information is required. |

| | | |
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| | | <ul style="list-style-type: none"> • We provide detailed conservation advice online and have published topic specific planning advice, technical guidance and development briefs. • Pre-application advice draws on and signposts the published plan and guidance and is promoted on our website. We have developed a system for the online submission of pre application enquiries. • We have delayed the scheduled implementation of pre application charging in light of the COVID-19 pandemic to play a small but meaningful part in bolstering the economic recovery. |
| 12 | Corporate working across services to improve outputs and services for customer benefit (for example: protocols; joined-up services; single contact arrangements; joint pre-application advice) | <ul style="list-style-type: none"> • See Case Studies 1,2,3,4 contained within this report. • Affordable Housing Delivery Group • Multi-disciplinary Pre Application meetings • Protocol with Roads for proportionate flooding and drainage advice • |
| 13 | Sharing good practice, skills and knowledge between authorities | <ul style="list-style-type: none"> • Tayside Biodiversity Partnership between Angus, Perth and Kinross and other stakeholders • Enforcement Benchmarking Group (Tayside and Aberdeenshire Authorities) • Participation in Knowledge Hub areas relating to Development Management and Development Planning • Participation in HoPS Executive and Development Planning and Development Management Sub Committees |
| 14 | Stalled sites / legacy cases: conclusion or withdrawal of old planning applications and reducing number of live applications more than one year old | <ul style="list-style-type: none"> • We have determined 3 legacy cases in the reporting period and have 5 remaining. Each is subject to a processing agreement that sets out the steps required by the applicant for the application to progress to determination. We have a small number of legacy cases year-on-year and they relate to cases where there is a realistic prospect that issues can be addressed in a manner that allows positive determination. • Arranged multi-disciplinary meeting of key stakeholders to try and identify |

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| | | <p>barriers to bringing forward a large allocated brownfield site at Strathmartine Hospital – not a 'legacy case' but a legacy site where redevelopment has stalled and there are ongoing issue in the deterioration and fire damaged of listed buildings.</p> |
| 15 | <p>Developer contributions: clear and proportionate expectations</p> <ul style="list-style-type: none"> • set out in development plan (and/or emerging plan); and • in pre-application discussions | <ul style="list-style-type: none"> • Our supplementary guidance on Affordable Housing and Developer Contributions sets out when we will require developer contributions. That document has been updated every two years to ensure that the requirements are clear and based on up to date information. • Our pre application advice sets out where contributions will be required and the nature and potential level of that requirement • We regularly update and publish the commuted sum value (and the methodology in reaching this) where affordable housing is being delivered via that means. • We issue invoices to developers where developer contribution triggers are reached to ensure that payments are made promptly, and developers are in no doubt as the how to make their payment. Where payments are not made promptly, the invoice passes to the Council's debt recovery staff. • We use delivery packages for the delivery of affordable housing to allow flexibility for developers to make changes in how they deliver that housing. |

Part 1: Qualitative Narrative and Case Studies

QUALITY OF OUTCOMES

Angus Council's planning service continues to deliver high quality outcomes, helping to secure high quality development on the ground, adding value through the application process and recording high levels of customer satisfaction indicated in post-application surveys.

In this year's PPF we look at 3 aspects which demonstrate the role the service has in shaping our built and natural environment and improving outcomes – linking the development plan, supplementary guidance, adding value through applications processes. In this context quality of outcomes relate to quality of service and engagement. During this year the pre-plan engagement programme was partly about helping people understand the importance of the local development plan framework in guiding decisions and ensuring we could help communities and interests choose to get involved in the next LDP.

Implementation of existing plan and delivery of development

We have included all allocated and opportunity sites identified in Angus Local Development Plan in a development delivery database and [live action programme map](#). Regular contact with the development industry ensures that we have an up to date understanding of market conditions, development progress and delivery issues across all sites identified in the Plan. This allows officers to be proactive and to help address any emerging issues quickly. We propose to continue to evolve this tool and combine it with our housing, employment, and vacant/derelict land monitoring to provide a more comprehensive view of all development related activity. This has potential to work alongside a register of publicly owned land and property assets to help identify opportunities for investment and collaboration.

Quality of design and development

The unique Angus environment plays a significant role in providing a quality place to live, work and visit (in line with the shared Community Planning and Council vision). Protecting and enhancing the environment while providing opportunities to create great places to live, sustain local economies and attract new investment requires a

keen focus on securing new development which has positive impacts. The vast estate of the former Sunnyside Royal Hospital dominates the small village of Hillside and has been largely vacant for several years. Despite a long-standing development plan allocation supporting mixed use redevelopment of the site, preparation of a development brief and a permission in principle granted in 2017, the scale of the complexities of the site might have hindered progress. During 2019 the Planning Service proactively helped get the project 'over the line'. Case Study 1 sets out the steps that helped to move the site forwards and see construction begin.

We have also worked to develop internal processes to streamline the efficiency of dealing with applications and enhance outcomes. An exercise to raise awareness and understanding of the merits of a collaborative approach to assessment of the design and layout of development proposals using the Council's Design Quality & Placemaking Supplementary Guidance was developed. Officers with development management, development plan, roads, access, parks, and flood management remits worked through the design guidance together to assess a live application – developing shared awareness of the implications of changes to accommodate requirements of one regime on others and the need to find positive solutions which would result in beneficial alteration of initial proposals.

The Angus Design Awards featured as a case study in last year's PPF and is mentioned again in the context of the role the Awards process has in raising awareness of the value of good design in new development and how people respond to and connect with that. The overall winner of the ADAs was decided by a public vote.

Biodiversity and Environment

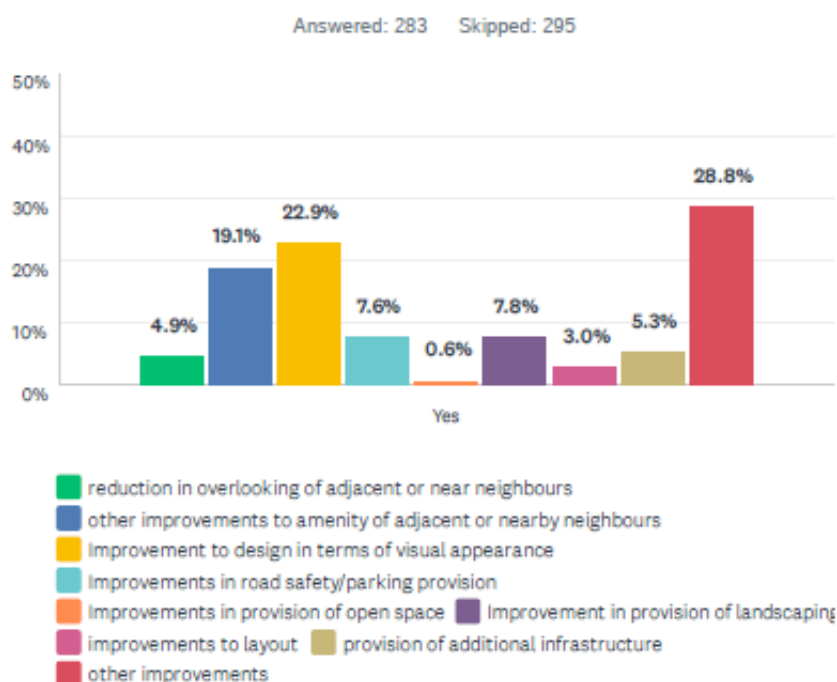
The Planning Service has led activity pulling together different Council services and external partners to carry out projects and alter operational practices to protect and promote biodiversity. Our work has also focussed on informing and upskilling Council staff and partners through training and sharing good practice so that the protection and promotion of biodiversity is embedded into everything we do. This has resulted in designing in or retrofitting bat and bird boxes into Council buildings, improving the biodiversity of land managed by the Council and habitat restoration projects. (Case Study 2).

The application process

Development management officers work to ensure added value on all applications. This continues to be monitored through a survey where every determined planning application is evaluated by the case officer in terms of the improvements, additional protections or additional value that have been introduced to the development through the planning process. In many instances Officers will have negotiated improvements to ensure better outcomes.

Whilst detailed analysis of this data has not been possible as the focus has been on service delivery since the start of the Covid 19 pandemic lockdown, the figures show the continued impact of officers in effecting change in the quality of planning permissions issued, with nearly half of the applications surveyed benefitting from added value.

Q6 Has the application benefited from added value in respect of any of the following:



QUALITY OF SERVICE AND ENGAGEMENT

This section focusses on demonstrating the positive actions we take to support sustainable economic growth, initiatives to work closely with stakeholders and deliver a positive customer experience.

Supporting sustainable economic growth

During 2019-20 work has continued on the implementation of the Angus Local Development Plan (2016) and the actions identified in the Action Programme.

Regular and ongoing contact with the development industry ensures that we have an up to date understanding of market conditions, development progress and delivery issues across all sites identified in the local development plan. This allows officers to be proactive and to help address any emerging issues quickly. The direct contact enables maintenance of an up to date [live action programme map](#) which is available on our website.

Our annual Housing Land Audit was updated in July 2019 to monitor the take up and availability of housing land within Angus. Consultation on the production of the Audit involved a range of stakeholders including Scottish Government, Homes for Scotland, public service providers, RSLs and developers/landowners. The Consultation ensured resulted in a number of minor changes to site programming in the audit, helping to align the audit process with the commitments of those involved in building new homes across Angus and the expectations of the communities in which the houses will be built.

Officers from development planning and development management continue to participate in the Angus Affordable Housing Delivery Group. The Group focusses on the delivery of the Strategic Housing Investment Plan's (SHIP) priorities for affordable housing. Monthly project meetings take place with the Council's Housing Service, RSL partners, Scottish Water and Scottish Government's Housing Service. Having the different disciplines in one arena allows for the identification of barriers to the delivery of affordable housing and the resolution of issues. The SHIP is reviewed annually by the Council's Housing Service with planning staff involved in the project development group.

Opportunities for participation

The Planning Service has been involved in numerous engagement activities with businesses, landowners, communities and agencies to inform our next LDP, as well as other placemaking and biodiversity projects.

Our 2019 Development Plan Scheme (March 2019) set an extensive period for pre-plan engagement. During the reporting period the strands of new approaches to engagement about place were developed. Our PAS Partners arrangement supported the creation of a workshop programme to bring representatives of the community and landowner/developer interests together in the southern part of Angus. The area around Dundee has the most significant level of development interest. We had not issued a traditional 'call for sites' but instead wanted to explore the potential of this format to encourage an open exchange of the different perspectives to new development.

Another PAS Partner project focussed on engagement with young people about their places, and two events, run in secondary schools in different towns, used a place standard approach to encourage pupils to talk about how they feel about their towns, what matters most to them and how they relate to what's on offer.

In summer 2019, we launched the [AngusPlan hub](#) on the Council's Shaping Angus online community engagement platform. We initially invited the community to share what they saw as the main issues for planning in Angus over the next 10 years, with an interactive Ideas Wall for virtual 'post-it' notes to be added and available for comment by all participants. We also use this space to highlight upcoming events and useful links.

An opportunity to involve 'hard to reach' young people in a place project was developed under the Youth Scotland, Young Placechangers programme. The standard format was specifically redesigned to enable young people in Montrose to get involved and to support them to achieve an award they would otherwise not have the opportunity to access. (Case Study 6)

The One Public Estate project in Arbroath and in Montrose (Case Study 4) developed from a proposal to look at asset management cost savings to embed the place principle in the approach, encouraging broader thinking around the impact of public sector assets on a place. The outputs will be included within our

next Local Development Plan to provide a statutory framework for delivery from all Community Planning Partners.

Delivering a positive customer experience

The Planning Service has taken steps to enhance electronic service delivery during 2019/20. The Council's [online planning pages](#) have been revamped with input from the Council's Communications Team to improve the content and presentation of planning information to make it more accessible for our customers.

Our online [conservation advice](#) has been expanded to improve public understanding and we hope this will result in improvements in the quality of development affecting listed buildings and in conservation areas and reduce unauthorised and inappropriate development.

We have introduced functionality on our website to allow for the [online submission of pre application enquires](#), making the process paperless and reducing the work involved in submitting them for customers and processing them once they are received. The functionality we have introduced includes a payment engine to allow for the introduction of pre application charging allowing customers to submit and pay for the pre application service in one transaction.

Our website sets out clear timescales for responding to pre application enquiries and all new enquiries are acknowledged and set out which officer is responsible for handling of the enquiry.

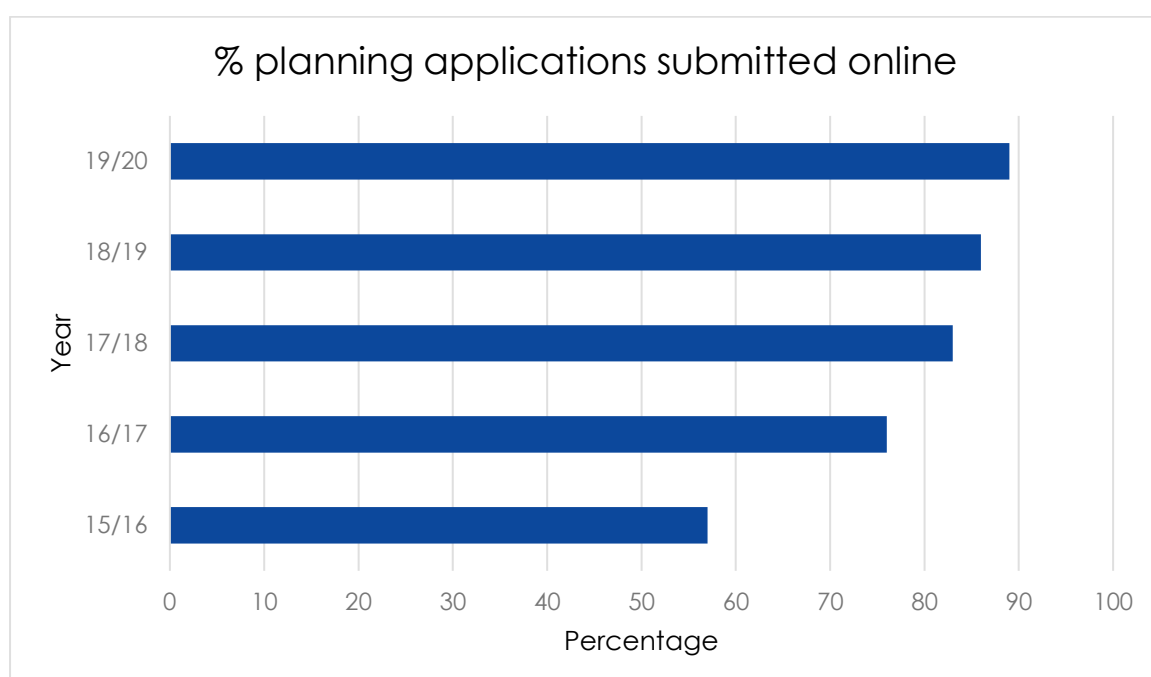
Where necessary, the Council's pre-application service seeks input from other Council services and external consultees to provide customers with a clear steer on the information that is required in support of a planning application.

Our pre application advice always sets out the type and level of where developer contributions and affordable housing are required and that information is also published in our [Developer Contributions and Affordable Housing Supplementary Guidance](#).

We positively encourage the use of Planning Processing Agreements (PPA) in relation to applications for national, major and significant or complex local developments. The availability of PPA is outlined in pre application advice for relevant application types and the use of PPA is promoted on our [website](#). We

publish PPAs agreed with applicants on our website to give interested parties clarity on progress in determining the application and to explain any delays in deciding the application.

During 2019/20, the proportion of planning applications submitted online was 89% which represents a further increase on previous years. Our website text has been revised to direct people to the eplanning website and we promote its use in our correspondence. We expect that trend to continue to grow, particularly with the temporary closure of Council offices from March 2020.



The customer satisfaction survey continues to show a relatively consistent high level of satisfaction with the Planning Service. Over the year, 62% of respondents were either satisfied or very satisfied with the service they received. The number of responses to our satisfaction survey has fallen over recent years and during 2020/2021 we will review the content of our customer satisfaction survey and consider how we can increase participation in the survey.

Following extensive pre-application discussions and meetings held in November and December 2018, an application for a Community Hub in Monifieth was submitted in August 2019. The facility had taken some time to progress and developer contributions had initially been secured for the facility from two major housing developments in 2016. The application was brought before the Development

Standards Committee in November 2019 with a recommendation for approval. The Committee granted approval subject to conditions. At the meeting the agent for the scheme stated:

"We would also wish to thank Angus Council for their constructive and efficient process when dealing with this development application."

Following determination, the community group themselves further commented that:

"...we have all been very impressed by the positive and proactive interactions throughout the whole planning process."

Working consistently with stakeholders

The Planning Service identified a source of delay in the provision of timely advice from the Roads Flooding Service created by staff shortage within that service. In January 2020, a protocol was developed with colleagues in Roads in order to be more proportionate on when to seek input from the flooding team on development proposals; coupled with a regular weekly list review meeting between planning and flooding staff to identify development proposals where further information is required early in the application process.

Angus Green and Blue Network

The Angus Green and Blue Network project, including mapping of existing assets (greenspace, habitats, access, water) in around our seven towns is highlighted in the ALDP Action Programme. The multifunctional nature of the green network means it spans different disciplines including biodiversity, active travel, water management, open space, landscape and quality of place. It is also a core part of the environmental infrastructure of our places, a framework for recreation and of value to our communities, contributing to opportunities for healthy access to outdoor spaces and nature within the towns.

The Arbroath pilot of this project was highlighted as a case study in our 2018/19 PPF which indicated the multidisciplinary workshops and the contribution of local and expert knowledge to understanding the various elements and value of their interrelationship.

During this reporting period the project has continued to evolve. A core group of officers within the planning service, including specialists, scope the potential

networks including describing their nature and characteristics. Involvement of other services of the Council assist in further developing the data for each area and mapping in GIS. This project has a role in supporting other Council agendas, strategies and plans (e.g. open space strategy, community food growing strategy, active travel strategy and climate change adaptation). The next LDP will provide the key mechanism for securing the green network, supporting those interrelated strategies and providing a framework for enhancement and protection of the network through investment and actions of the Council, public bodies, developers and community groups.

Local Nature Conservation Sites (LNCS)

We are jointly working with Perth & Kinross Council and Nature Scotland to create a suite of LNCS across both council areas. The project began in 2019 and is being overseen by two steering groups covering geodiversity and biodiversity.

We are working closely with Tayside Geodiversity whose volunteers with geological expertise have been carrying out site surveys and reports for formal assessment by a panel. The project has filtered an initial 87 potential sites to a survey list of around 40 sites. The survey is likely to complete later in 2020 (subject to COVID restrictions).

The biodiversity group comprises Tayside Biodiversity Partnership and representatives from Scottish Wildlife Trust, RSPB and local recorders from the Botanical Society of Britain & Ireland. An initial list of 118 sites is being provisionally filtered to around 40 to 60 sites. Many of these were previously surveyed around 20 years ago, which provides some initial data. The survey stages of the project are now expected to be undertaken during 2020/21 as they have been affected by COVID restrictions. It is similarly hoped that much of the survey work can be undertaken by expert volunteers.

GOVERNANCE

The Angus Council Planning and Communities Service sits within the Communities Directorate. The Communities Directorate comprises of 4 services; Environmental Services, Housing, Environmental & Consumer Protection and Planning & Communities. The Planning and Communities Service consists of the Development Standards, Strategic Planning and Building Standards teams. The structure of the Communities Directorate and the current managers can be viewed on page 52.

This current structure resulted from a Management Structure Review and was implemented in April 2018. The Review has streamlined the Council's management structure in order to be more effective and fit for purpose.

As part of the Review, Community Planning and Development Planning both sit within the Strategic Planning Team and share the same manager. This has reinforced the 'One Council' approach and has ensured better outcomes for Angus and the people who live, work and visit. This structure provides significant scope to work with our communities in the preparation of the Local Development Plan and in wider place discussions. Our timetable and approach to the Local Development Plan has been reviewed to make the most of these opportunities to work across the team.

The previous Planning Performance Framework set out that a short life member/officer working group met in late 2018 and early 2019 to undertake a review and agree a revised Development Standards Scheme of Delegation to ensure efficiency and effectiveness in determining planning applications. The Short Life Working Group concluded that the current Scheme of Delegation remained appropriate, but that further clarification would be appropriate in relation to one of the criteria. Legal advice was sought in relation to this and a form of wording was proposed. The findings of the review were presented to the Development Standards Committee in April 2019 and agreed prior to submission to Scottish Minister for approval on 13 May 2019. The scheme of delegation was approved by Scottish Ministers on 17 May 2019 and has now been adopted and is in operation.

As part of the wider Council 'Change Programme' for budget setting, it was purposed that charging for pre-application planning advice was introduced. A Report (No 56/19) detailing this recommendation was put forward to and was approved by Full Council in February 2019 with the intention for the charging scheme to come forward in 2019-2020. Work has been carried out throughout the

year on designing, testing and implementing a digital service using online forms. The service was launched in March 2020; however the decision was taken to suspend charging for the service in light of the financial challenge of the Coronavirus pandemic. A decision will be taken in the 2020/21 financial year as to when to introduce the charges. The Service has received positive feedback on the availability of the service, especially in a period of lockdown when people have found it difficult to access Council services in person.

On a wider collaboration basis, the Affordable Housing Delivery Group continues to meet and includes staff from the Housing Service, Housing Associations, Scottish Government and the Planning Service. This group continues to resolve any issues to ease delivery of affordable housing on sites.

The Planning Service is committed to on-going training of managers, officers and elected members. In the last financial year the Service authorised the expenditure of over £2,500 on staff training. This included sending Officers and Team Leaders to a number of external courses conducted by the RTPI. Places on these courses are usually allocated to staff based on areas of weakness or interest identified during yearly appraisals, such as Environmental Impact Assessment, permitted development, effective use of conditions and planning enforcement.

The Service continues to be a sponsor of the Dundee Conservation Lectures and these are well attended by Officers from the Service. The events are free to attend and are also open to anyone from students, members of the public and professional with involvement in conservation. There is strong collaboration and information sharing between attendees and the lectures offer valuable continuing professional development in relation to built heritage matters.

Case Study 2 sets out a programme of engagement and training across the organisation with the intention of embedding biodiversity work across the various areas of the Council. This included a programme of training targeted at different disciplines across the Council to enable officers to identify opportunities to protect and enhance biodiversity in their work.

In August 2019 a session was organised for elected members that looked to review governance and consider how they should make "good" decisions. The session covered general governance issues, but also decisions in relation to licensing and planning. Officers attended the session to give a presentation and answer questions.

Covid-19 Pandemic

The COVID-19 pandemic resulted in the closure of Council offices in mid-March 2020. Angus Council has been developing agile and home working arrangements in recent years and was well placed to maintain service delivery.

[Steps were taken](#) within the Planning Service leading up to the closure of Council offices to ensure service continuity which has resulted in minimal disruption to customers. Pragmatic and innovative solutions were found to deal with neighbour notification, site notices and the information gathered during site visits.

Arrangements were quickly introduced to enable the Development Standards Committee and Development Management Review Committee to carry out its duties online using the Zoom platform.

The Planning Service response to the pandemic and the changes made to procedures were communicated with customers through the [Council's website](#) and on [infogram](#); and officers remained accessible to customers throughout by telephone and email.

[Early statistical information](#) suggests that more applications were validated, and more decisions were issued in the early period of lockdown than in the corresponding period in the previous year and average decision-making timescales also reduced.

The Planning Service also took the decision to delay the introduction of pre application charging – a small but helpful step to facilitate engagement between developers and the Planning Service which should assist in the economic recovery that will follow the pandemic.

CULTURE OF CONTINUOUS IMPROVEMENT

Placemaking in Angus has continued to develop since the inception of Planning and Place as a Service in 2013. Management restructures have meant that from 1 April 2018 locality Community planning has been brought within the Planning and Communities service. This has aligned the work of Local Development Plan delivery with activity in Pride and Place and Planning for Place at a locality level. The timing of the integration has directly benefitted the approach to review of the Local Development Plan with community engagement expertise informing the engagement plan for the review. Officers in the Planning and Communities service are directly involved in the delivery and development of the Locality Plans that were originally published in September 2017.

Work by the Planning and Communities service also resulted in a review of the workings of the Locality Implementation Partnerships in late 2018, with eight recommendations identified ranging from introducing a more formal performance and reporting structure for the partnerships to better communication with partners, elected members and the Health and Social Care Partnership Local Improvement Groups.

The continuing work at the locality level has already informed the approach taken to reviewing the Local Development Framework and the emerging AngusPlan. This mirrors the intent and aspirations set out in the Planning Bill for Local Place Plans. The alignment and integration of the Locality Plans and AngusPlan moving forward will deliver efficiencies and added value to both processes.

Senior officers within Angus Council have had an active role within Heads of Planning Scotland (HOPS) regularly attending and contributing to the work and discussions as part of the Executive, Development Management and as Chair of the Development Planning sub-committees.

Officers also attended a child poverty, housing and planning roundtable organised by the National Co-ordinator – Local Child Poverty Action Reports at the Improvement Service, and a Health Principles for Planning workshop organised by NHS Health Scotland. Helping to raise awareness of the impact that planning and planning decisions have on wider outcomes.

Officers within Angus Council have also been active through other planning forums, including membership and contributions to the work of the RTPI East of Scotland Chapter and through volunteering with Planning Aid for Scotland.

Angus Council has continued its joint working with Perth and Kinross Council through the Tayside Biodiversity Partnership, and through the procurement of the Archaeological Service from Aberdeenshire.

The Service Lead has continued the role of Acting Strategic Development Plan Manager for TAYplan, and representatives from the four Tayside authorities continue to meet to discuss cross boundary issues (e.g. Housing Need and Demand Assessment requirements) and also to share experiences and good practice. Discussions with all authorities have continued through the progression of the Planning Bill in respect of the future of Strategic Planning. The Service Lead has also continued the role of Planning Advisor to the TACTRAN Joint Committee.

Work has continued on the Tay Cities Deal at a Tayside level with the Heads of Terms of the Deal being signed in December 2018. Officers in Planning and Communities have continued to be involved in developing the Strategic Outline Cases and Business Cases to deliver the deal. Officers are on the Board of the Mercury Programme which seeks to deliver clean, green growth within Angus and Tayside, focusing on a number of projects with the private sector.

The culture of continuous improvement also extends to the people within the Planning Service. The Council operates a Performance and Appraisal and Development Scheme, which aims to ensure that each officer has an agreed Action Programme and Personal Development Plan. Members of the Royal Town Planning Institute are supported to produce Personal Development Plans (PDP) and undertake Continuous Professional Development (CPD).

Alongside a programme of professional competency training available through the Council, the service has also continued to invest time and resource in project management training, a leadership programme available for nominated officer and Officers continue to attend external workshops and training events including RTPI Chapter events, Landscape Institute and Dundee Conservation Lectures which the Planning Service sponsors in part.

A number of the service improvements set out in the 18/19 Planning Performance Framework have been completed including the launch of the digital pre-application enquiry process and the e-forms for planning enforcement (see digitising planning Case Study 3). Engagement with schools has also been undertaken including an LDP session with S5/6 pupils (Case Study 5) and delivery of the young placechangers programme at Montrose Academy (see Case Study 6). The review of our Section 43 Scheme of Delegation was also completed.

Other improvements have not progressed as anticipated with corporate pressures seeing a delay in the Planning and Communities Service review, which will now commence in 2020/21. The Tay Cities Deal Heads of Terms referred to a Masterplan Consent Area for Montrose North. The area was not one of the pilot projects and the results of those projects is awaited as well as the enactment of relevant legislation. It is considered that an initial cost benefit analysis approach will now be taken to the potential Masterplan Consent Area in the context of revisions and extensions of permitted development rights relating to energy generation. The collaborative community approach to conservation area appraisals has been progressed but is incomplete due to the Built Heritage officer vacating their post. There is an opportunity to incorporate this approach in any Local Place Plans that come forward.

All other improvements set out are part of a continuing journey of improvement, such as the place-based approach to the work on AngusPlan – the Local Development Plan review and proactive engagement with landowners / developers.

The Council received two amber flags in its Performance Makers Report 2018/19. The first of these related to Processing Agreements. Whilst the assessment showed that we encouraged processing agreements to applications where necessary, the 2018/19 report did not make clear whether processing agreements are published on the website. Appropriate hyperlinks to the website are provided as part of this report to evidence this.

The second amber related to stalled sites and legacy cases. The assessment showed that there was commitment to reducing the number of stalled sites and that they were expected to be cleared in the current reporting period. Three legacy cases have been determined in the reporting period, but with additional cases added there are still five awaiting conclusion. Each is subject to a processing agreement

that sets out the steps required from the applicant for the application to progress to determination. The additional legacy cases are a result of the approach taken to delay determination where there is a realistic prospect that issues can be addressed in a manner that allows positive determination.

CASE STUDY 1: SUNNYSIDE DESIGN DAYS



Location and Dates:

Angus Council Offices – April 2019

Elements of a High Quality Planning Service this study relates to (please select all that apply):

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

Key Markers (please select all that apply):

Note which key markers 1-15 this case study relates to:
2, 3, 11, 12, 15

Key Areas of Work (please select the main area of work covered - 1 to 2 options maximum):

- | | |
|--|---|
| <ul style="list-style-type: none"> • Regeneration • Design • Conservation | <ul style="list-style-type: none"> • Collaborative working • Interdisciplinary working • Planning applications |
|--|---|

Stakeholders Involved (please select the main stakeholders - 1 to 2 options maximum):

- | | |
|---|---|
| <ul style="list-style-type: none"> • Developer | <ul style="list-style-type: none"> • Authority Staff |
|---|---|

Overview:

Sunnyside Estate covers an area of around 21 hectares comprising several listed buildings and the woodland policies of the former Sunnyside Royal Hospital. The hospital was closed in 2011 and the site was bought by Sunnyside Estates Ltd in 2016. The listed buildings are included on the [Buildings at Risk Register](#).

The site has featured previously in the council's planning performance framework (2016 – 2017). At that time it was recognised the council had worked collaboratively with NHS Tayside and Scottish Futures Trust on a Development Framework to inform the disposal of the site. The council also prepared and approved an updated development brief for the site in order to ensure there was clear and up-to-date policy advice available. Regular progress meetings were subsequently held between the prospective developers and the council. Planning permission in principle was granted in 2017 for a mixed-use redevelopment of the former hospital estate, including reuse of listed buildings.

Subsequently, an application for approval of matters specified in conditions attached to the planning permission in principle was submitted for an initial phase of the redevelopment. That application was subject of ongoing discussion and negotiation but had reached a point where several outstanding issues remained that were proving difficult to reconcile.

An initial high-level meeting between the developers and council planning officers allowed free and frank discussion regarding the developer's aspirations for the site and the associated challenges faced in delivering a development. It also allowed opportunity for the council to clearly identify environmental and policy constraints affecting the proposal and to highlight areas where revision was considered necessary in the context of development plan policy, associated supplementary guidance, and the approved development brief. That discussion allowed both parties to agree a shared vision for delivery of the site and to identify key outcomes that were necessary for both parties to see a successful development. Agreement on those matters ensured subsequent discussion was focused on resolving the issues of greatest importance. It was agreed that a series of 'design days' involving the applicants design team, officers from the planning service and other officers from all relevant council services would be helpful. These were arranged to be held on a frequent basis in order to maintain momentum.

Subsequent meetings were arranged where the broad topic areas to be addressed were agreed in advance. These included built and natural heritage impacts; design layout and associated amenity concerns; road layout and drainage; and development phasing. This allowed both parties to ensure that relevant staff were either in attendance or on-hand to participate in discussion. This process ensured that changes relating to one aspect of the development could quickly be discussed with relevant experts in relation to other areas of interest. This avoided the situation where a solution to one matter created an unexpected issue in relation to another e.g. revisions to road layout creating issues for public transport connectivity, drainage or landscaping. It allowed issues to be discussed and for workable solutions to be identified on the same day. Attendance, as necessary, by officers from other council services assisted in providing certainty on the acceptability of proposed changes and allowed for clear understanding of additional information requirements and timescales for submission and subsequent review. It ensured that everyone in attendance was working towards the same desired outcomes.

Amongst other things, the overall process identified areas where proposed roadways were over-engineered, areas where vehicular connectivity was unnecessary and, where permeability within the site could be better achieved by active travel.

Consequential revisions to the road layout reduced potential development costs and allowed retention of additional existing woodland and connected greenspace.

The process also allowed identification of a further development area within the site helping to ensure development viability. This created greater flexibility elsewhere within the site and opportunity for other design improvements and place making elements including, a better mix of house type and size, reduced impacts on amenity of neighbours and built and natural heritage assets, improved accessibility by active travel and well-connected green space.

The application for approval of matters specified in conditions attached to the planning permission in principle was subsequently reported to and approved by the council's Development Standards Committee 2-months after the date of the initial design day meeting. The design day process assisted significantly in addressing issues and securing a deliverable and high-quality development. Development has now commenced on site.



Goals:

Sunnyside Hospital Estate has lain vacant and largely unused for several years. Despite positive efforts by the landowners, listed buildings were vandalised, their condition deteriorated, and the associated woodland policies have lacked active management.

The collaborative and interdisciplinary working model sought to: -

- address barriers to the regeneration and redevelopment of the site which is a key element of the [Angus Local Development Plan \(2016\)](#) development strategy for Montrose;
- secure the retention and enhancement of important built and natural heritage interests, including several significant listed buildings on the buildings at risk register;
- ensure provision of a high-quality development consistent with the council's policies and objectives for good place-making;
- ensure provision of a sustainable mixed community with a range of house types, sizes, tenure and affordability;
- ensure all council services are working together with a common goal and understanding of desired outcomes;

- provide certainty and a positive customer experience through effective communication of advice, information requirements and timescales, and one-stop meetings with relevant council officers;
- ensure provision of a financially viable development with a realistic prospect of delivery.

Outcomes:

The collaborative working approach allowed clear understanding of the barriers towards redevelopment and allowed the developer and the council to develop a shared ambition and understanding of what a high-quality, sustainable and deliverable design solution for the site would look like. That overall ambition for a high quality development was the focus of all subsequent discussion and the resultant permission granted for the site provides a good design solution with a sustainable, mixed community that retains important heritage assets and is compatible with the council policy and supplementary guidance on [design quality and place making](#) and [developer contributions & affordable housing](#). Significantly, the approved development was financially viable, and works have commenced on the delivery of much needed mainstream and affordable housing units. A positive future has been secured for listed buildings that were at risk and for a large brownfield site that's redevelopment has potential to contribute significantly to the general amenity of the area.



< Ex-Sunnyside hospital staff cut turf marking the start of work on 35 new affordable homes on the historic site

The interdisciplinary approach adopted by the council ensured that all council services were working to achieve the same outcomes in the knowledge of relevant constraints. It provided the developer with

access to a 'one-stop shop' where identified issues could be discussed and workable solutions identified, in some cases on the same day. The round table approach with all necessary parties in attendance, or available at short notice, ensured that matters were considered in a holistic manner. While that process was reasonably resource intensive, it was over a short duration. The series of frequent design day meetings ensured effective communication and minimised resource commitment and delay in addressing issues through subsequent consultation. It provided the developer with clarity and confidence, and ultimately a better customer experience.

The overall process has demonstrated the council's commitment to delivering high quality outcomes and to quality of service and engagement. The process has helped maintain a positive working relationship with the developers, with one of the joint-venture partners acting as a sponsor for the council's design awards ceremony.



< Pert-Bruce, Sunnyside Estate Ltd joint-venture partner, and sponsor of the Angus Design Awards - best restoration/conversion of an existing building category

The value of the collaborative and interdisciplinary approach is something that the council is working to develop and embed within its processes for determination of major development proposals.

"We found the concentrated design days really useful, having everyone around the table, working to help find solutions to outstanding issues and getting the development over the line in a more efficient and timely manner. " Sunnyside Estate

Name of key officer

Alan Hunter, Manager - Development Standards

CASE STUDY 2: MAINSTREAMING BIODIVERSITY INTO THE WORK OF THE COUNCIL



Location and Dates:

Angus Coastal Festival 13 - 23 September 2019; Damacre Centre Housing Redevelopment (February 2020); Building Better Biodiversity Yammer Group (ongoing); Building Better Diversity Training Sessions (ongoing, December 2019, February 2020); Identification of Species Champions (ongoing);

Elements of a High Quality Planning Service this study relates to (please select all that apply):

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

Key Markers (please select all that apply):

Note which key markers 1-15 this case study relates to:
12, 13

Key Areas of Work (please select the main area of work covered - 1 to 2 options maximum):

- | | |
|---|---|
| <ul style="list-style-type: none"> • Environment • Staff Training | <ul style="list-style-type: none"> • Collaborative Working |
|---|---|

Stakeholders Involved (please select the main stakeholders - 1 to 2 options maximum):

- | | |
|--|---|
| <ul style="list-style-type: none"> • General Public • Local Developers • Key Agencies | <ul style="list-style-type: none"> • Planning Committee • Authority Planning Staff • Authority Other Staff |
|--|---|

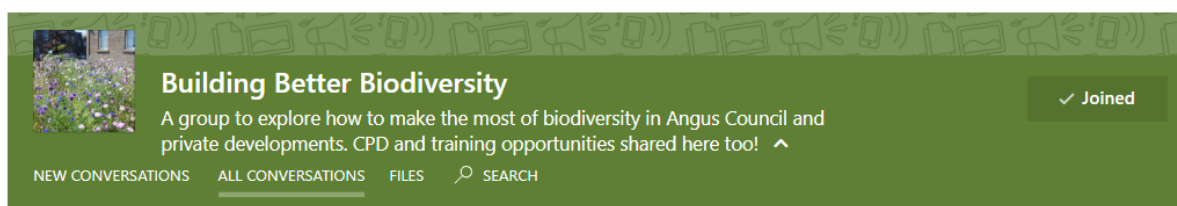
Overview:

Angus Council has been working to embed biodiversity protection and enhancement into the work of the Council and its partners as part of our implementation of the [Tayside Local Biodiversity Action Plan \(2016-26\)](#) and the Angus Local Development Plan (2016).

The Planning Service has led activity pulling together different Council services and external partners to carry out projects and alter operational practices to protect and promote biodiversity. Our work has also focussed on upskilling Council staff and partners through training and sharing good practice so that the

protection and promotion of biodiversity is embedded into everything we do. Staff have worked in partnership with communities and businesses resulting in cleaning of beaches and delivering projects to enhance the habitat of threatened coastal flora and fauna. Some of these projects are detailed below:-

- Staff training: a programme of **Building Better Biodiversity staff training sessions** targeted at different disciplines across the council and its partners. The sessions focus on different topics areas (e.g. woodland enhancement, swifts) and aim to upskill staff so that they can identify opportunities in the way they work to protect and enhance biodiversity.
- Sharing good practice: The creation of a **Building Better Biodiversity Yammer group** - an online forum to share training opportunities, ideas and good practice across the Council and provides a platform to develop projects and resolve issues across services. The group membership includes staff from planning, housing, roads, economic development, architects, parks and burial grounds and strategic policy.



- Collaborative working: The [Montrose Space for Nature Pilot](#) was developed by members of the group and involves a change in the grass cutting regime and herbicide application in open spaces in Montrose to allow wildflower regeneration. A 2km section of cycle path is reducing from 16 to 2 cuts per year, with the final cut and lift in late autumn. This will reduce nutrient load on the verges allowing wildflowers and pollinators to thrive. The pilot project was modelled on good practice shared by Dorset Council and Butterfly Conservation, and the project is a partnership with local native wildflower seed producers Scotia Seeds. The project has enhanced biodiversity by allowing regeneration of native grassland meadow and has improved the food source for pollinators. **See picture 1 below.**



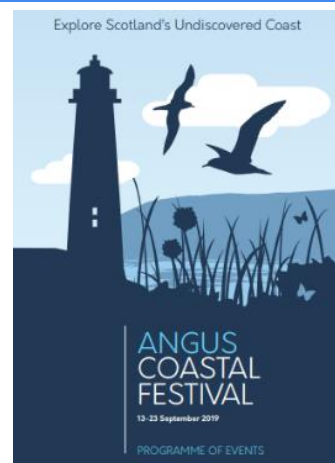
- Collaborative working: The **Council building programme** of new schools and affordable housing has incorporated measures to improve biodiversity. Affordable housing developments in Brechin and Newtyle include bird and bat boxes in the construction of new homes. The Timmergreens Regeneration Project in Arbroath includes significant new tree planting and hedgehog highways. The Council Office complex in Forfar has also been retrofitted with swift boxes which have proven to be popular with starlings and house martins! **See picture 2 below.**



- Collaborative working: The roll out of **Species and Habitats Champions** has continued with the Councils elected members, and champions for Urban Trees and Climate Change has increased the number to 17. The species and habitats champions are leads in promoting and conserving their own habitats and species. The champions have successfully initiated projects and involvement from local schools, with Woodlands PS (small blue butterfly and swift), Ladyloan PS (marine litter) and Glenisla PS (wildcat) primary schools joining the initiative.



- Collaborative working: The [Angus Coastal Festival](#) ran from 13 - 23 September 2019. The festival, led by the Tayside Biodiversity Partnership's Marine & Coastal Group, had a varied programme of events across 11-days providing an opportunity to explore the hidden coastal corners of Angus and discover the county's rich natural history. The festival enhanced participants understanding and enjoyment of the Angus coast and several beaches were cleaned by volunteers during the festival.
- Collaborative working: The Council's work on the conservation of small blue butterflies was recognised nationally in December 2019. 'Back from the Brink – Saving our small blue' won the [RSPB Nature of Scotland Community Initiative Award 2019](#) in recognition of the work with coastal communities in Angus to understand and halt the sharp decline of the small blue butterfly. The project demonstrated how working together may provide a future to a species on the brink. It also achieved the [Association of Local Government Ecologists' 25th anniversary "Local Government Biodiversity Project" Award](#).
- Collaborative working: Angus Council, in collaboration with the River South Esk Catchment Partnership and the Abertay University was awarded £160,000 from the Biodiversity Challenge Fund in October 2019 to deliver nature-based solutions in the catchment that address biodiversity loss and climate change. The project, which will be delivered during 2020/21, will involve working with local landowners on river habitat enhancement projects and native tree planting on six local sites within the River South Esk SAC catchment.



Goals:

- The council's work on mainstreaming biodiversity contributes to the protection and enhancement of the natural environment and to meeting the actions identified in the [Tayside Local Biodiversity Action Plan \(2016-26\)](#) and policies contained the [Angus Local Development Plan \(2016\)](#).
- Positive action to protect and enhance biodiversity also contributes to the aims of the [Council Plan \(2019-2024\)](#) to ensure that *Angus is a great place to live, work and visit*. It also makes a positive contribution to the health and wellbeing of the citizens of Angus.

Outcomes:

The case study demonstrates the benefits which can be secured through collaborative working with partner agencies, developers, landowners, elected members and with the local community and through training and information sharing amongst staff. The Council is in the process of building a substantial number of new affordable homes and has taken steps to ensure that those homes include measures to protect and enhance the habitat for protected bird and bat species.

The Small Blue butterfly project is an example of a species in sharp decline but the collaborative approach between council staff, communities and landowners has resulted in habitat restoration and has given the species the chance of a more positive future.

Staff training and information sharing has increased staff understanding of biodiversity issues and has promoted opportunities for protection and enhancement in council projects and decision making. The Montrose Space for

Nature Pilot highlights how collaborative working between Council services can improve the biodiversity of land managed by the Council as well as reducing costs to the Council by reducing the amount of resources spent on maintaining public land.

Name of key officer

Kelly Ann Dempsey, Environmental Strategy Project Officer

CASE STUDY 3: DIGITISATION OF PLANNING SERVICES

| | |
|--|---|
| Location and Dates: | |
| online at https://www.angus.gov.uk/planning_and_building amendments made during 2019/20 | |
| Elements of a High Quality Planning Service this study relates to (please select all that apply): | |
| <ul style="list-style-type: none"> • Quality of outcomes • Quality of service and engagement • Culture of continuous improvement • Governance | |
| Key Markers (please select all that apply): | |
| <p>Note which key markers 1-15 this case study relates to:</p> <p>3 - Early collaboration with applicants and consultees; 5 – Enforcement Charter; 6 – Continuous improvement; 11 – Regular and proportionate policy advice; 12 – Corporate working across services; 13 - Sharing good practice, skills and knowledge between authorities; 15 – Developer contributions – clear and proportionate expectations in pre application discussions.</p> | |
| Key Areas of Work (please select the main area of work covered): | |
| <ul style="list-style-type: none"> • Online Systems • Process Improvement • Local Development Plan & Supplementary Guidance | <ul style="list-style-type: none"> • Enforcement • Development Management Processes • Conservation |
| Stakeholders Involved (please select the main stakeholders): | |
| <ul style="list-style-type: none"> • General Public • Authority Planning Staff | <ul style="list-style-type: none"> • Authority Other Staff |
| Overview: | |
| <p>In the period 2019-20 the Planning Service has reviewed and enhanced the Council's online planning pages and has introduced new functions to improve the online customer experience and the efficiency of processing and handling planning information. These measures aim to putting the Service on a 'digital by default' footing and make it easier for customers to access services and find information without the need to contact a member of staff.</p> <p>The roll out of online service delivery coupled with steps the Council has taken in recent years to introduce agile working has enabled a smooth transition from an office based working model to a home-based working model during the COVID-19 pandemic without any notable loss of planning service delivery. During the 2019/20 financial year, the following improvements have been introduced:</p> <p>Online Reporting of a Breach of Planning Control – key markers 5/6</p> <p>The planning enforcement online reporting functionality was designed in collaboration with the Council's Communications Team and IT Service to provide a user-friendly way for our customers to report alleged breaches of planning control. The function was designed to enable the submission, receipt and acknowledgement of observations made in respect of alleged breaches of planning control and the gathering of evidence in respect of alleged breaches in a single customer transaction. The function enables service users to upload photographic and other graphic materials as part of their observation and it</p> | |

provides tools such as diary sheets on which observers can record and save information relating to the time and frequency of alleged breaches.

Since going live in 30 August 2019 to the end of the reporting period, around 35% of all new enforcement observations in Angus have been reported through the online channel. Early indications are this has improved efficiency by making the passage of an observation to a recorded case more streamlined and less vulnerable to errors in the handling of information. Anecdotal evidence also indicates that the observations made using this channel have been less vexatious in nature and less likely to be submitted anonymously or contain false information. A review of the online reporting function will be undertaken after one year of operation to identify strengths, weaknesses and areas for improvement. Consideration is also being given to measures to increase reporting through this channel to establish it as the principal channel to report an alleged breach of planning control in line with the Council's digital by default agenda.

COVID-19 (Coronavirus) – latest service information, help and news
Click on the link above for more information.

Report a planning breach

If you believe someone is carrying out work which doesn't have planning permission or meet planning conditions, you can use our online form to report it.

Before you submit the form, please visit [public access](#) to:

- check if planning permission has been granted
- view any conditions relating to planning applications.

[Report a planning breach](#)

Cairngorms National Park

Possible breaches of planning control within the Cairngorms National Park are investigated by the [Cairngorms National Park Authority](#).

Further information on planning enforcement

- [Planning Enforcement Charter](#)
- [Scottish Government eplanning website](#)

View planning enforcement cases

Planning enforcement cases are published on [public access](#).

Online submission of pre application enquiries – key markers 3/6/11/12

In March 2020, we introduced a system to enable the [online submission of pre application enquiries](#). This system was designed in collaboration with the Council's Communications Team and IT Service in order to provide a clear and simple mechanism to submit online requests for pre application advice. One of the key catalysts for establishing the function was the introduction of pre application charging and the functionality includes a payment engine allowing customers to submit and pay for the pre application service in one transaction. The online page has been designed to separate enquiries relating to whether planning permission is required (free advice) from enquiries relating to whether planning permission would be granted (charged advice) although the introduction of charging has been put on hold due to the COVID-19 pandemic and the Council's desire to facilitate economic recovery.

The benefits of digitising the system have borne fruit immediately because shortly after the introduction of the system staff were relocated to work from home as a result of COVID-19 and paper submissions sent to the offices were more likely to be

delayed with restrictions placed on access to Council buildings. The system has already reduced the amount of paper we receive and produce and has resulted in efficiency savings due to a reduction in the manual input of information into our records management system.

Planning pre-application advice

[Guidance](#) [Contact details](#) [Application type](#) [Summary](#)

Before you begin

This form will take approximately five minutes to complete. You will need information about the proposed development including drawings, plans and photos.

What happens next

You will be contacted by a member of our planning team within **five working days** setting out:

- the name of the officer dealing with your enquiry
- a timescale for a full response

Privacy

Please confirm you have read our [privacy statement](#) (opens in a new tab) explaining how we will use your information.

☐ I have read privacy statement

Development of online conservation guidance – key marker 6

In April 2019, we launched a redesigned and expanded conservation section on our website with input from the web design team to make online conservation advice and information clearer and more accessible to our customers. It is hoped that improving the availability of conservation advice will result in customers being more able to find the information they are looking for without requiring staff input and will hopefully result in more appropriate developments in conservation areas and affecting listed buildings and less unauthorised development.

The improvements went live in April 2019 with further revisions introduced in October 2019. The redesign took account of what information users most commonly access coupled with customer feedback. The conservation pages are now easier to navigate and better linked with other areas of the planning pages of the Council's website and relevant external content. In the forthcoming period further analysis of usage is planned to better understand customer usage and review how previous redesigns have influenced customer uptake of certain functions.

Conservation

[What is conservation?](#)

[Managing the built heritage of Angus](#)

[Conservation areas](#)

[Listed buildings](#)

[Buildings at risk register](#)

[Building standards and historic buildings](#)

[Archaeology and scheduled monuments](#)

[Conservation: additional information sources](#)

[Gardens and designed landscapes](#)

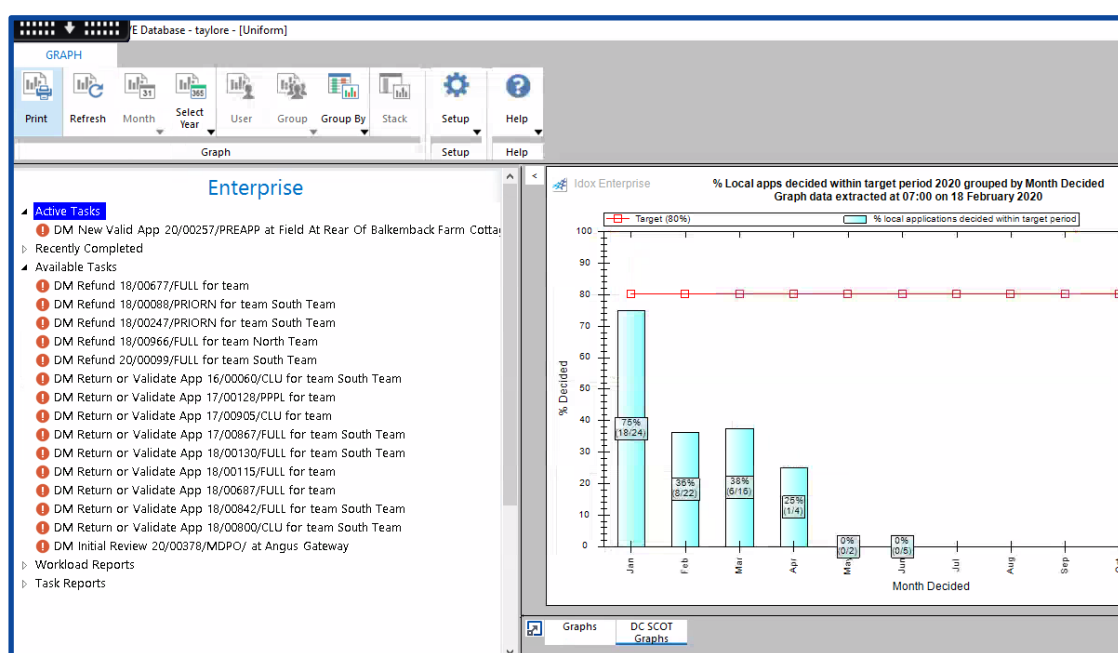
[Kirriemuir Conservation Area Regeneration Scheme \(CARS\)](#)

[Powers to protect vulnerable heritage](#)

Procurement of Enterprise task-based management system – key markers 6 & 13

Angus Council has procured the Enterprise module for the Uniform planning database following a recent visit to a neighbouring planning authority to see how we could improve our development management and building standards processes. The Enterprise module will allow the introduction of task-based workflow to navigate officers and processing staff through the various tasks involved in processing an application and enforcement case. Using a task driven system should ensure that the process is more streamlined and efficient – reducing the need for staff to email when the next stage of the task needs to be completed and allowing managers the ability to easily monitor workload and redistribute work.

Staff have been trained in how to generate tasks and the building standards service has piloted the functionality successfully during 2019/20. It is intended to roll this out in development management during 2020/21 although there is a possibility that this will be delayed due to the COVID-19.



Goals:

- The Council Plan (2019-2024) has a Digital by Design thread running through it with the aim of the council being digital by 2020. The roll out of online delivery of planning services is compatible with the council's desire to give customers the flexibility of accessing services 24/7, whenever it suits them and accessing services so good, people prefer to use them.
- The work also contributes to the Council Plan (2019-2024) in making processes 'lean' and digitising all our processes to reduce waste and ensure they are fit for the future.

Outcomes:

- The roll out of online service delivery coupled with steps the Council has taken in recent years to introduce agile working has enabled a smooth transition from an office based working model to a home-based working model during the COVID-19 pandemic without any notable loss of planning service delivery.
- It is anticipated that the roll out of Enterprise into the work of development management will improve the efficiency of the processing of applications and enforcement case work by ensuring key tasks are undertaken at the right time

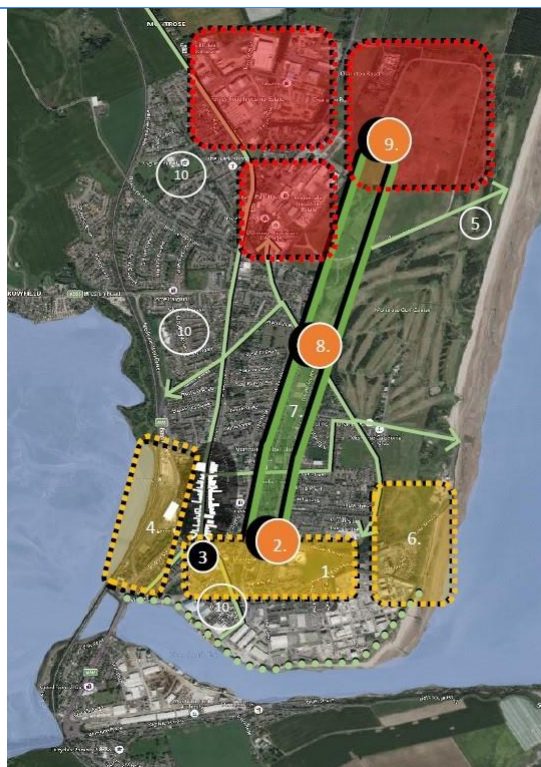
and by reducing the need for manual work-arounds to communicate between different parties involved in the process.

- The roll out of online service delivery puts the Service on a 'digital by default' footing and makes it easier for customers to access services and find information without the need to contact planning staff.

| |
|---|
| Name of key officer |
| <i>Alan Hunter, Manager - Development Standards</i> |

CASE STUDY 4: MONTROSE ONE PUBLIC ESTATE

| | |
|---|-------------------------|
| Location and Dates: | |
| Initial workshop session: 31 st October 2020 Follow up session: 29 th November 2020 Outputs from sessions and next steps are ongoing | |
| Elements of a High Quality Planning Service this study relates to (please select all that apply): | |
| <ul style="list-style-type: none"> • Quality of outcomes • Quality of service and engagement • Culture of continuous improvement • Governance | |
| Key Markers (please select all that apply): | |
| <p><i>Note which key markers 1-15 this case study relates to:</i></p> <p>6 - Continuous improvement; 7 - Local development plan; 10 - Stakeholders engaged early (pre MIR); 12 - Corporate working across services</p> | |
| Key Areas of Work (please select the main area of work covered - 1 to 2 options maximum): | |
| • Placemaking | • Collaborative Working |
| Stakeholders Involved (please select the main stakeholders - 1 to 2 options maximum): | |
| • Business interests | • Authority other staff |
| Overview: | |
| <p>This area of work initially developed from a requirement to identify savings with the public sector estate as part of the Council's Change programme. Working with colleagues from Scottish Futures Trust (SFT), officers developed the brief and approach to take a more strategic and long term 'outside in' look at the public sector estate and consider the impact of options on the Place rather than simply a focus on short term organisation savings.</p> <p>The initial workshop session brought together asset management representatives from across our Community Planning Partners, including Communities, Education, Angus Alive (leisure and culture trust), Police, Health and Social Care Partnership, Fire, Dundee and Angus College as well as private business interests. Facilitated by SFT the session split participants into small groups to focus on:</p> <ol style="list-style-type: none"> 1. establishing the sense of place for Montrose, identify current issues, priorities and learning; 2. Changing service demand, opportunities and success criteria; and 3. Benefits of collaboration, long term scenarios and the role of the town centre and wider geography. <p>A follow up session brought together the same participants working on large maps of the town to agree a set of principles for all asset based decisions, focus on the learning opportunities to develop a closer relationship with employers and related apprenticeships and further study within the town, to encourage retention of younger people and how people use Montrose.</p> | |



Goals:

Places are shaped by the way resources, services and assets are directed and used by the people who live and invest in them. Each of the towns in Angus have a unique context that means a different starting point, needs and direction.

A pilot for Montrose was progressed (in addition to Arbroath) given the specific opportunities presented within the town. Significant international companies are located in Montrose (e.g. GSK) and 2019/20 has seen the opening of Baker Hughes GE worldwide centre of excellence and Montrose Port being selected as the operations and maintenance base for the construction of SSE's Seagreen Offshore Wind Farm. The town offers some of the most sought-after employment opportunities in the world. New investment from in ZeroFour will see investment in 123 acres of prime development land bringing new investment to the area with the town being central to the Mercury Programme as part of the Tay Cities deal.

Responsibility for this change project provided an opportunity to ensure that the Place Principle was central to the inputs from all partners, underpinning our approach to our next Local Development Plan. We are looking to bring this forward as a Place Plan that coordinates and integrates all place-based activity across all partners, providing a statutory framework for delivery.

Montrose has excellent environmental quality; a linear urban form; a beach; the basin; the 5th oldest golf course in the world. International industries and the port maintain good employment. It occupies an important regional position with good train links and access to regional services.

The vision therefore needed to focus around the substantial opportunities presented by Montrose: a small place which has and continues to make a significant global contribution. Unique to Montrose is the close involvement of the

private sector in the future of the town and learning, with a Memorandum of Understanding underpinning collaborative working with BHGE.

One of the key challenges presented at the outset is how we utilise these private sector relationships and opportunities (all of which are located to the north and could quite easily be progressed on their own) to connect with the wider town, particularly to South Montrose where the majority of our public assets are and from a people perspective expectancy and incomes are much lower than elsewhere in Montrose.



Outcomes:

A focus on the public sector estate and its interrelationship with business interests has enabled partners to think more broadly about how decisions impact on how Montrose functions and the linkages to other initiatives that have the potential to benefit the wider population. More specifically partners have been enthused about the opportunities presented by how people use the assets (e.g. learning) which has stemmed from approach and discussion adopted, as well as the unique asset the mid links creates in terms of health and wellbeing, active travel and connecting spaces. This work has been central to discussions around the school estate.

The scale and form of Montrose lends itself to a campus model of learning provision to connect repurposed existing assets with private sector assets offering state of the art facilities linked to future employment prospects. The town has a high quality green network linking these areas, all of which are walkable.

There was no doubt from the initial workshop session of the unique historic and environmental assets of Montrose but also significant challenges around attracting and retaining a younger generation. The collective approach of partners and enthusiasm within the discussions has provided a greater understanding of how all need to work together to achieve this quickly.

The workshops have provided this shared vision and approach however the next stage is more challenging in how to ensure that all partners continue to work in this way and share information in progressing actions. Interim work has been undertaken to bring together the Tay Cities Mercury Programme to ensure it links with this whole place approach.

We had deliberately kept the data out of these initial sessions to allow this broader discussion but the next stages will bring together specifics around condition of buildings, floorspace and usage data to start and develop a series of options within these parameters and an understanding of how this links with service deployment.

There have been various community engagement exercises undertaken within Montrose around specific areas and follow-up will involve engagement with the community and employees of these employers to test scenarios developed and the principles as part of the work on the development plan.

It is envisaged that the outcome will include an initial action plan and spatial representation of this to guide the development of a transformation programme which will provide a framework to bring together different initiatives and secure external funding to deliver.

| |
|---|
| Name of key officer |
| <i>Jill Paterson, Manager - Strategic Planning (Development Plan and Communities)</i> |

CASE STUDY 5: EARLY ENGAGEMENT IN PLACEMAKING AND PLAN-MAKING

Location and Dates:

Various – May 2019 to March 2020

Elements of a High Quality Planning Service this study relates to (please select all that apply):

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

Key Markers (please select all that apply):

Note which key markers 1-15 this case study relates to:
8,9,10

Key Areas of Work (please select the main area of work covered - 1 to 2 options maximum):

- | | |
|------------------------|--------------------------|
| • Community Engagement | • Local Development Plan |
|------------------------|--------------------------|

Stakeholders Involved (please select the main stakeholders - 1 to 2 options maximum):

- | | |
|---------------|-------------------------|
| • Communities | • Development interests |
|---------------|-------------------------|

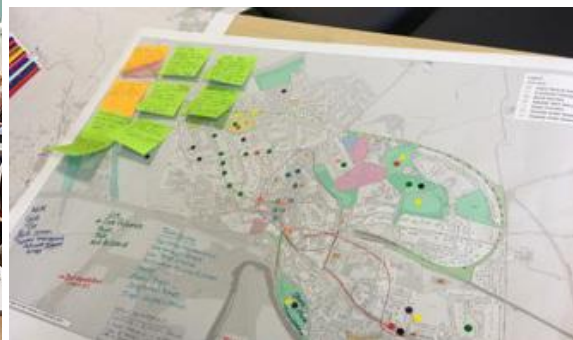
Overview:

Introduction

The 2018/19 Development Plan Scheme (March 2019) set out an extensive period for a varied range of pre-plan engagement activity to help shape the next local development plan – the AngusPlan. We wanted to ensure that all stakeholders had good opportunities to contribute to the development of options for the Plan around different topics and at various stages of plan preparation.

Working with schools

In May 2019 we worked with PAS (Planning Aid Scotland) holding two schools workshops involving around 60 pupils from Arbroath Academy and Brechin High School. A general introduction to 'What Planners Do' encouraged pupils to think about how planning works in practice, how they saw their places and to assess where new development should be located. A variety of activities were designed to obtain the current opinions and experiences of young people living in or using Arbroath and Brechin, what matters to them about those places and how they would like to see these towns develop in the future.



Bringing communities and developers together – South Angus Workshop

The pressure for development in Angus is most significant in the South Angus Housing Market Area and again with PAS as facilitators, we invited developers, landowners, interest groups, elected members and local communities to come together in November 2019 to explore the potential for development across this area. We did not issue a formal call for sites when we announced our intention to prepare a new local development plan. Instead we wanted to explore the benefits of providing a forum to assist a shared understanding of the complexity of the issues that need to be considered when considering areas for development and to raise awareness of the need to balance conflicting points of view. Around 30 people chose to get involved in this pilot and were led through a series of activities to think about the scope for future development in the area and the issues that need to be considered.

Shaping Angus (Social Pinpoint)



In summer 2019, we launched the AngusPlan hub on the Council's Shaping Angus online community engagement platform. At that time, we invited people to share what they saw as the main issues for planning in Angus over the next 10 years or so. The hub was intended to enable interactive online conversation among all parties about whatever was submitted. In the short time it was live most comments related to housing and jobs, a call for development to be focused in our main settlements and the scale and nature of development in our countryside to take account of the need to support rural services and protect the environment.

Using Social Pinpoint for engagement – Planning Skills webinar

Angus Council were the first local authority in Scotland to identify the scope of the Social Pinpoint product to enable interactive digital engagement for development plan preparation. It provides significant scope to engage in a variety of ways supplementing more traditional off-line methods. Through direct input, Angus Council staff have influenced the products offered by Social Pinpoint including the Participatory Budgeting module. In August 2019, through an Improvement Service Planning Skills Webinar [Digital Community Engagement with Social Pinpoint](#) we shared our experience with others.

Goals:

An LDP is created through a process of participation and collaboration. The commitment to the role of community engagement in plan making supports the Council Plan (2019 – 2024) strategic objective 'We want our communities to be strong, resilient and led by citizens'.

The opportunities to develop a variety of effective online and offline methods to raise awareness of the local development plan, issues of placemaking and encourage participation by a wider representation of people, communities and interests in Angus continue to evolve.

Outcomes:

The ambition to undertake engagement in the early stages of plan preparation is ongoing. The decision to prepare a 'new style' LDP under the 2019 Act was set out in our draft DPS (March 2020). The Covid-19 related lockdown impacted the continuation of this early engagement activity, and the subsequent changes to the delivery timescales for the Scottish Government's Development Planning and Community Engagement guidance for new style plans requires an updated DPS which will be prepared in due course. This will revise the programme for preparation of the AngusPlan under the new (emerging) arrangements along with an update of the provisions for early engagement supporting the preparation of an Evidence Report next year and a Proposed Plan thereafter. These changes also permit us the opportunity to review what we have learned from the initial engagement activities.

The developer/community sessions in South Angus appear to have the potential to offer a unique opportunity for collaboration among parties uncommonly paired. We will reschedule the additional sessions as soon as practical and we propose to further develop this style of workshop-based engagement to support plan preparation. We envisage this being appropriate to considering topics as well as geographic issues.


Following the school workshops, we had positive discussions with all secondary school heads about the potential for further pupil participation in the LDP process. Further work to explore the most appropriate mechanisms to facilitate this including the potential to embed LDP engagement into the curriculum is at an early stage. We are exploring the scope for co-design of a digital platform which would encourage young people at primary and secondary stages to be able to be involved in various plan making stages on an ongoing basis. The potential to raise awareness of the ways in which young people can be involved in shaping their local area may also encourage continuing participation in local democracy and raise awareness of the planning profession as a career option.

The Shaping Angus engagement hub will continue to be developed as a core element of the provision we make for people to get involved in preparing the AngusPlan and keeping up to date with progress. We have learned that its full potential may only be realised with dedicated time and effort including responding to submissions as well as general and targeted promotion through social media channels.

Name of key officer

Jill Paterson, Manager - Strategic Planning (Development Plan and Communities)

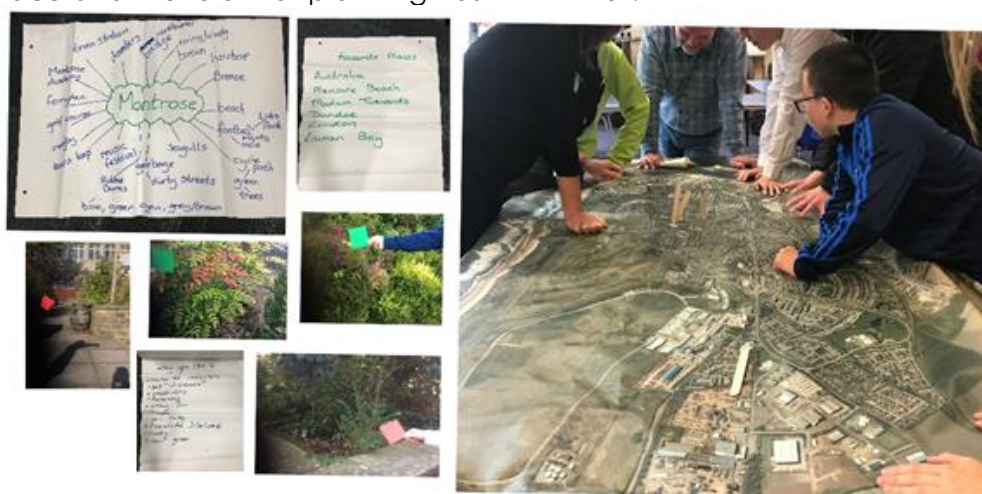
CASE STUDY 6: YOUNG PLACECHANGERS : ENGAGING HARD TO REACH YOUNG PEOPLE ABOUT PLACE

| | |
|---|---|
| Location and Dates: | |
| Montrose Academy, September 2019 to December 2019 | |
| Elements of a High Quality Planning Service this study relates to (please select all that apply): | |
| <ul style="list-style-type: none"> • Quality of outcomes • Quality of service and engagement • Culture of continuous improvement | |
| Key Markers (please select all that apply): | |
| Note which key markers 1-15 this case study relates to: 6,10 | |
| Key Areas of Work (please select the main area of work covered - 1 to 2 options maximum): | |
| <ul style="list-style-type: none"> • Community Engagement | <ul style="list-style-type: none"> • Placemaking |
| Stakeholders Involved (please select the main stakeholders - 1 to 2 options maximum): | |
| <ul style="list-style-type: none"> • Hard to reach groups | <ul style="list-style-type: none"> • Young people |
| Overview: | |
|  | <p>The Montrose programme was developed in partnership between the Council's Strategic Planning Team, Greenspace Scotland, and Montrose Academy staff. It was adapted to run in-school over a period of 10 weeks and specifically tailored to pupils with additional support needs.</p> <p>The purpose of the programme was to get the group involved in and provide an opportunity for them to have their say about Montrose to feed into wider initiatives such as the Local Development Plan.</p> <p>A variety of activities were undertaken to get the pupils talking and thinking about Montrose including various drawing and discussion activities, use of red and green cards to identify place they liked and didn't like, planning and undertaking a site visit to the Links and High Street, use of maps, learning how to use and undertaking the place standard and encouraging the young people to reflect and articulate what they like and dislike about Montrose.</p> |
| Goals: | |
| <p>Young people, and more significantly, young people with additional needs are often excluded or missing from consultations and conversations around planning and place. Greenspace Scotland & Youth Scotland originally developed the Young Placechangers programme to be delivered as part of a residential programme across Scotland.</p> <p><i>"The programme engages and empowers young people to take the lead on changing the places where they live. Through peer facilitation and training it gives young people, and the youth workers and other adults that support them, the skills and confidence to engage with others in their communities to take action to improve the environmental quality, biodiversity, playability and vibrancy of neighbourhoods – and, in the process, change attitudes and mindsets."</i></p> | |

In recognition of the various difficulties this group of young people face daily, the team actively identified and overcame barriers to enable participation, learning, achievement and progression. This ensured all the young people in the group were able to participate at their own pace and level. This included adapting work sheets, using visual aids, ensuring the walkabout route was appropriate and meaningful, understanding and adapting communication methods and most importantly ensuring the young people were engaged, participating and had fun.

Developing the programme provided an opportunity for Communities staff to engage in the work of the Development Plan team and look at how they might use their skills and the CLD approach to engage those in discussions about Place.

Our next LDP will focus on broader issues about Place and we feel a useful starting point is using a combination of different tools to encourage people to think about their Place and the role that planning has within that.



Outcomes:

Many young people with support needs tend not to be in a position to gain accreditation for courses. In addition to being able to participate, through tailored adaptation of the programme including identifying the level of accreditation, the seven who took part in the Montrose programme also achieved their Youth Scotland Hi5 Award. To gain the award, young people choose a challenge, complete a minimum of 5 hours of activity, think about and comment on their achievements and gather evidence of their participation. This was a pilot project and we believe the first of its kind in Scotland.

Whilst this project was targeted at ASN pupils, further work is already underway to develop programmes as part of the curriculum within Planning & Communities to get young people to set out how they want to talk about their places using technology and the place standard.

Separate from this Young Placechangers project, young people within Brechin were also successful in seed funding to develop a space in their community and have run a cinema event using outdoor space within the town to raise further funds. This was a group of disengaged youths who have now gone on to run a successful youth project.

Name of key officer

Helen Reid, Team Leader (Communities)

Part 2: Supporting Evidence

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

- [TAYplan Strategic Development Plan publications](#)
- [Angus Community Planning Partnership Local Outcomes Improvement Plan](#)
- [Angus Community Planning Partnership Locality Plans](#)
- [Angus Development Plan Scheme 2019](#)
- [Angus Local Development Plan 2016](#)
- [Angus Local Development Plan Action Programme \(2018 update\)](#)
- [Development Delivery Database](#)
- [Angus Developer Contributions and Affordable Housing supplementary Guidance 2018](#)
- [Angus Design Quality and Placemaking Supplementary Guidance 2018](#)
- [Planning Advice Notes](#)
- [Angus Housing Land Audit 2018](#)
- [Development Management Online Information](#)
- [Angus Council Conservation Online Information](#)
- [Angus Council Climate Change Information](#)
- [Scottish Government Planning Authority Performance Statistics](#)
- [Tay Cities Deal Information](#)
- [Angus Council Local Housing Strategy](#)
- [Angus Planning Enforcement Charter 2019](#)
- [Angus Employment Land Audit 2018](#)
- [Angus Biodiversity Information](#)
- [Angus Council Engagement Hub](#)
- [Schedule of Council meetings](#)
- [Report on the Service Lead Planning and Communities Scheme of delegation](#)
- [Report on the audit of Section 75 Agreements](#)
- [Report on Developer Contributions and Affordable Housing, and Design Quality and Placemaking Supplementary Guidance](#)
- [Report on Local Development Plan Action Programme Update](#)
- [Report on Angus Development Plan Scheme](#)
- [Report on Built Heritage Management](#)

Checklist for Part 2: Qualitative Narrative and Case Studies

| Elements of a High Quality Planning Service | Case Study |
|--|-------------|
| <input type="checkbox"/> Quality of outcomes | 1,2,3,4,5,6 |
| <input type="checkbox"/> Quality of service and engagement | 1,2,3,5,6 |
| <input type="checkbox"/> Governance | 3,4 |
| <input type="checkbox"/> Culture of Continuous Improvement | 1,2,3,4,5,6 |
| Key Area of Work | Case Study |
| <input type="checkbox"/> Design | 1,2,4,5 |
| <input type="checkbox"/> Conservation | 1,2,3 |
| <input type="checkbox"/> Regeneration | 1,2,4,5 |
| <input type="checkbox"/> Environment | 1,2,4,5 |
| <input type="checkbox"/> Greenspace | 1,2,3,4,5 |
| <input type="checkbox"/> Town Centres | 4,5 |
| <input type="checkbox"/> Masterplanning | 1,2,3,4,5,6 |
| <input type="checkbox"/> Local Development Plan & SG | 1,2,3,4,5,6 |
| <input type="checkbox"/> Housing Supply | 1,3,5 |
| <input type="checkbox"/> Affordable Housing | 1,3,5 |
| <input type="checkbox"/> Economic Development | 4,5 |
| <input type="checkbox"/> Enforcement | 3 |
| <input type="checkbox"/> Development Management Processes | 1,2,3 |
| <input type="checkbox"/> Planning Applications | 1,2,3 |
| <input type="checkbox"/> Interdisciplinary Working | 1,2,3,4,5,6 |
| <input type="checkbox"/> Collaborative Working | 1,2,3,4,5,6 |
| <input type="checkbox"/> Community Engagement | 2,3,4,5,6 |
| <input type="checkbox"/> Placemaking | 1,2,5,6 |
| <input type="checkbox"/> Charrettes | 5 |
| <input type="checkbox"/> Place Standard | 6 |
| <input type="checkbox"/> Performance Monitoring | 3 |
| <input type="checkbox"/> Process Improvement | 2,3,4,5 |
| <input type="checkbox"/> Project Management | 1,2,3,4,5 |
| <input type="checkbox"/> Skills Sharing | 2,3,5 |
| <input type="checkbox"/> Staff Training | 2,3 |
| <input type="checkbox"/> Online Systems | 2,3,5 |
| <input type="checkbox"/> Transport | 4,5 |
| <input type="checkbox"/> Active Travel | 2,4,5 |

| | Page : |
|--|-----------|
| Case Study 1: Sunnyside Design Days | 23 |
| Case Study 2: Mainstreaming biodiversity into the work of the Council | 28 |
| Case Study 3: Digitisation of planning services | 33 |
| Case Study 4: Montrose One Public Estate | 38 |
| Case Study 5: Early engagement in placemaking and plan-making | 42 |
| Case Study 6: Young Place Changers | 45 |

Part 3: Service Improvements

| Service improvement 2019/2020 | Progress and evidence | |
|--|---|--|
| Undertake a review of the Planning and Communities service in line with the OD/ZBB budgeting principles and to support more effective integration across teams | <p>In progress – The budgeting principles agreed as part of the OD / ZBB process have been completed and savings made / processes introduced as agreed by the Council's Corporate Leadership Team and Change Programme.</p> <p>A full service review has been delayed. Work has been undertaken on the role and remit of the Communities teams within Planning and Communities and this will inform a full Service Review which has now been further delayed by the Covid pandemic.</p> | |
| Launch our digital pre-application enquiry process | Complete – launched March 2020 | |
| Launch our eforms for planning enforcement | Complete – launched August 2019 | |
| Progress a masterplan consent area for Montrose North | MCA provisions of Planning (Scotland) Act 2019 not commenced. However, this improvement was superceded : detailed planning permission for site infrastructure and access issued (December 2019 - 19/00160/FULL). Site now acquired by Crown Estate Scotland . | |
| Progress a collaborative community approach to conservation area appraisals. | In progress – preliminary work undertaken before the built heritage officer post became vacant. Scope for community involvement in conservation area appraisals as part of next LDP/LPP will be explored. | |
| Delivery of LDP session as part of curriculum to S5/6 pupils in Angus Secondary Schools and Angus College | Largely complete – see Case Study 5. 2 schools workshops completed, session with Angus College has not happened yet. | |
| Delivery of young place changers programme at Montrose Academy | Complete - see Case Study 6 | |
| Undertake Joint Community and Developer events to explore the | Largely complete - see Case Study 5. First event successfully held, progress with follow up events delayed due to Covid lockdown. | |

| | | |
|--|--|--|
| development strategy in South Angus | | |
| Conclude the review of our Section 43 A Scheme of Delegation | Complete – approved by Scottish Ministers 17 May 2019 | |
| Ensure maximum coverage of Development Plan and Placemaking engagement activity as part of the Plan preparation. | Partially complete – revision of programme for progression of next plan means this improvement will continue into the next reporting period. | |

| Service improvement for 2020/2021 | Why? |
|---|--|
| Up-skilling our planning support staff to undertake a greater role in validation of applications | To reduce officer involvement in the validation process and make the validation process quicker and more efficient |
| Implementation of Enterprise module in Uniform system to improve efficiency of processing planning applications | To reduce the requirement for manual intervention in the different stages in the processing of an application |
| Introduce Design Review Panel as part of implementation of Design and Placemaking Supplementary Guidance, Mainstreaming Placemaking | To provide quicker, more holistic and more effective comment on proposals at an early stage, along with suggestions for design improvements with the overall aim of improving the quality of development on the ground |
| Review and digitise customer satisfaction approach associated with development management | To encourage increased response to our survey in order that we better understand customer experience/perception of our service |
| Developing the use of digital and virtual technology for planning application site visits | To reduce time and cost associated with site visits |
| Move presentation of land audits/ floorspace surveys onto digital GIS platform | To improve accessibility and presentation of key information and trends |
| Investigate potential for model for cocreation of digital programme for LDP engagement with pupils/ young people | To raise awareness of what planning is about, career potential, opportunities for involvement of young people in local government and planning specifically, and to gain the input of this cohort of the population. |

Part 4: National Headline Indicators (NHI)

A: NHI Key outcomes - Development Planning:

| Development Planning | 2019-20 | 2018-19 |
|---|---------------------|---------------------|
| Local and Strategic Development Planning: | | |
| Age of strategic development plan(s) at end of reporting period | 2 years 6 months | 1 year 6 months |
| Age of local development plan(s) at end of reporting period | 3 years 6 months | 2 years 6 months |
| Will the local/strategic development plan(s) be replaced by their 5 th anniversary according to the current development plan scheme? | N | Y |
| Has the expected date of submission of the plan to Scottish Ministers in the development plan scheme changed over the past year? | Y | N |
| Were development plan scheme engagement/consultation commitments met during the year? | Y/N | Y |
| Effective Land Supply and Delivery of Outputs¹ | | |
| Established housing land supply | 3469 units | 3859 units |
| 5-year effective housing land supply programming | 1939 units | 2112 units |
| 5-year effective land supply total capacity | 2991 units | 3455 units |
| 5-year housing supply target | 1550 units | 1550 units |
| 5-year effective housing land supply (to one decimal place) | 6.3 years | 6.8 years |
| Housing approvals | 601 units | 363 units |
| Housing completions over the last 5 years | 1377 units | 1236 units |
| Marketable employment land supply | 167.14 ha | 166.0 ha |
| Employment land take-up during reporting year | 0 ha | 2.71 ha |

¹ Based Upon Draft 2020 Housing Land Audit & 2019 Employment Land Audit

B: NHI Key outcomes – Development Management:

| Development Management: | 2019-20 | 2018-19 |
|---|----------------|----------------|
| Project Planning | | |
| Percentage and number of applications subject to pre-application advice | 41.6% 279 | 30% 261 |
| Percentage and number of major applications subject to processing agreement | 100 % 1 | 50% 2 |
| Decision Making | | |
| Application approval rate | 98.4% | 98.0% |
| Delegation rate | 96.3% | 96.6% |
| Validation | See note | 64% |
| Decision-making Timescales | | |
| Major Developments | 14.7 weeks | 10.3 weeks |
| Local developments (non-householder) | 7.3 weeks | 7.5 weeks |
| Householder developments | 6.1 weeks | 5.9 weeks |
| Legacy Cases | | |
| Number cleared during reporting period | 3 | 4 |
| Number remaining | 5 | 5 |

Note: Validation – it has not been possible to generate this figure for 2019/20.

C: Enforcement activity

| | 2019-20 | 2018-19 |
|---|----------------|----------------|
| Time since enforcement charter published / reviewed | 12 months | 0 months |
| Complaints lodged and investigated | 123 | 166 |
| Breaches identified – no further action taken | 19 | 106 |
| Cases closed | 171 | 167 |
| Notices served | 30 | 27 |
| Direct Action | 0 | 0 |
| Reports to Procurator Fiscal | 0 | 0 |
| Prosecutions | 0 | 0 |

D: NHI Key Outcomes – Commentary

The Council's performance dealing with applications timeously remains better than the Scottish average and generally in the upper quartile for key indicators. More applications were determined in the current reporting period than in 2018/19.

Average timescales for dealing with major applications has increased but remains significantly better than the Scottish average and in the top quartile.

More major applications were determined within this reporting period and each of the applications determined required a legal agreement. Performance remains strong.

Average timescales for dealing with householder applications has increased slightly during the reporting period but remains significantly better than the Scottish average and in the top quartile. This increase was due to a long-term staff absence where a recruitment exercise seeking temporary cover was unsuccessful. Performance remains strong.

Average timescales for dealing with local non-householder applications have reduced in comparison to the previous reporting period. Performance remains significantly better than the Scottish average and in the top quartile. This improvement is due in part to continued focus on more proportionate use of site visits and standardised or template style reports of handling.

Performance across all development types remains strong and compares favourably with Scottish average figures.

There is continued use of planning processing agreements to deal with additional information requirements for major and local applications. The use of processing agreements to effectively manage application timescales is promoted on our website and actively pursued by case officers where appropriate. Teamleaders within the Development Management Section undertake regular caseload reviews with officers to ensure progress of applications is positively managed. Information on timescales for determination of applications is regularly reviewed and distributed to development management officers in order to monitor and maintain focus on performance.

The application approval rate is in excess of 98%. This demonstrates that the council's published guidance is helpful in allowing applicants to prepare proposals that are acceptable; it demonstrates the value of our pre-application service; and demonstrates the effectiveness of officers in negotiating improvements that allow proposals to be approved. The Council reviewed its S43A scheme of delegation during the reporting period and an updated scheme was submitted to and approved by Scottish Ministers. In excess of 96% of applications were delegated during the reporting period demonstrating effective and proportionate decision making.

The enforcement charter was reviewed, updated and submitted to Scottish Ministers in March 2019. It is up-to-date and less than 2-years old but will be reviewed in 2020/2021.

The Council seeks to promote electronic reporting of suspected breaches of planning control and has developed an online reporting tool.

Progress reviewing and closing legacy enforcement cases has been adversely impacted by staff vacancy and that may be affected going forward with the anticipated retirement of an existing staff member. However, closure of legacy cases remains a priority and should be addressed with recruitment and training of new staff.

The Council continues to seek resolution of enforcement cases through negotiation, but it has successfully defended a number of enforcement appeals during the year.

The adopted Angus Local Development Plan 2016 remains up to date and is in line with the TAYplan Strategic Development Plan (2016 – 2026). The decision to prepare a 'new style' LDP under the 2019 Act in line with published timescales was set out in our draft DPS (at March 2020). The Covid-19 lockdown impacted the consideration of the DPS by the Council, and continuation of planned early engagement activity. This, coupled with impacts on the Scottish Government's timescales for the guidance and regulations for new style plans, now requires an updated DPS which is in preparation. This will reflect a revised programme for preparation of the AngusPlan under the emerging arrangements along with an update of the provisions for early engagement supporting the preparation of an Evidence Report next year and a Proposed Plan thereafter.

Part 5: Official Statistics

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

| Timescales | 2019-20 | 2019-20 | 2018-19 |
|--|---------|------------|------------|
| Overall | | | |
| Major developments | 5 | 14.7 weeks | 10.3 weeks |
| Local developments (non-householder) | 271 | 7.3 weeks | 7.5 weeks |
| • Local: less than 2 months | 83.4% | 6.6 weeks | 6.6 weeks |
| • Local: more than 2 months | 16.6% | 10.7 weeks | 10.7 weeks |
| Householder developments | 253 | 6.1 weeks | 5.9 weeks |
| • Local: less than 2 months | 94.5% | 5.9 weeks | 5.8 weeks |
| • Local: more than 2 months | 5.5% | 9.5 weeks | 11.7 weeks |
| Housing Developments | | | |
| Major | 1 | 9.7 weeks | 10.3 weeks |
| Local housing developments | 94 | 6.6 weeks | 7.6 weeks |
| • Local: less than 2 months | 90.4% | 6.3 weeks | 6.5 weeks |
| • Local: more than 2 months | 9.6% | 9.5 weeks | 11.2 weeks |
| Business and Industry | | | |
| Major | 0 | 0 weeks | 0 weeks |
| Local business and industry developments | 38 | 7.4 weeks | 7.7 weeks |
| • Local: less than 2 months | 86.8% | 6.7 weeks | 6.8 weeks |
| • Local: more than 2 months | 13.2% | 11.9 weeks | 10.2 weeks |
| EIA Developments | 0 | 0 weeks | 0 weeks |
| Other Consents | 89 | 6.0 weeks | 6.2 weeks |
| Planning/legal agreements | | | |
| • Major: average time | 4 | 14.7 weeks | 0 weeks |
| • Local: average time | 3 | 6.8 weeks | 7.8 weeks |

B: Decision-making: local reviews and appeals

| | Total number of decisions | Original decision upheld | | | |
|-------------------------------|---------------------------------|--------------------------|-------|-----------|-----|
| | | 2019-20 | | 2018-2019 | |
| | | No. | % | No. | % |
| Type | No. | No. | % | No. | % |
| Local reviews | 7 | 3 | 42.9% | 10 | 100 |
| Appeals to Scottish Ministers | 3 | 2 | 66.7% | 0 | 0 |

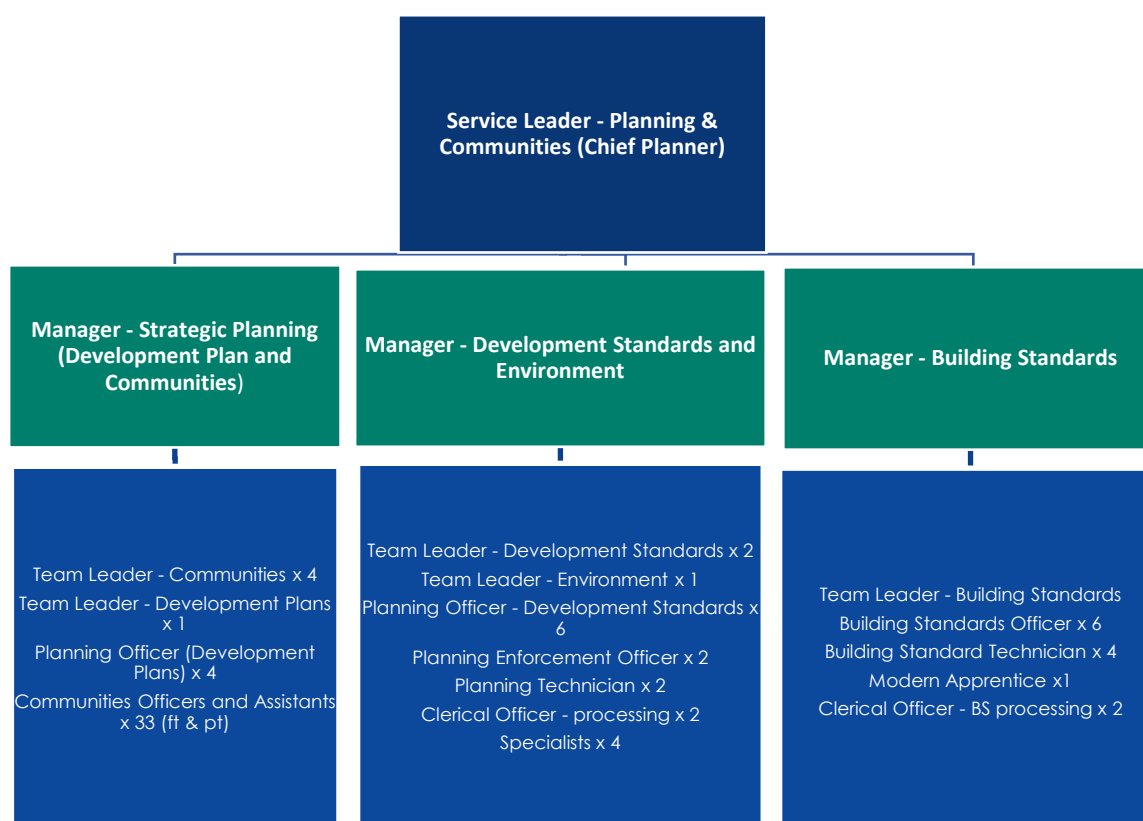
Part 6: Workforce Information

| | Tier 1 Chief Executive | Tier 2 Director | Tier 3 Head of Service | Tier 4 Manager |
|-------------------------------|----------------------------------|---------------------------|----------------------------------|--------------------------|
| Angus Council Equivalent role | Chief Executive | Depute Chief Exec | Director | Service Leader |
| Head of Planning Service | | | | x |

| Staff Age Profile | 2019/20 |
|-------------------|---------|
| Under 30 | 0 |
| 30-39 | 8 |
| 40-49 | 9 |
| 50 and over | 8 |

| RTPI Chartered Staff | Headcount |
|------------------------|----------------|
| Staff with MRTPI | 17 |
| Other RTPI affiliation | 2 x licentiate |

Planning Service Structure:



The Service Leader is the Council's Chief Planner and has three managers covering development management, building standards and development planning and local community planning within the portfolio. During the reporting period there was

1 Team Leader post vacant for the full year, another was vacant for 5 months, a few officer posts remain vacant, whilst a technician post was vacant (maternity leave) for 12 months. In addition to those listed, there are other staff who support the day to day operation of the service including business support staff and digital/ technical colleagues who are not directly employed by the planning service.

Part 7: Planning Committee Information

| Committee and Site Visits | Number per year |
|------------------------------------|-----------------|
| Full Council Meetings ¹ | 2 |
| Planning committees | 10 |
| Area Committees | - |
| Committee Site Visits | 0 |
| Local Review Body | 11 |
| LRB Site Visits | 4 |

¹The number of meetings where a specific 'planning' matter was considered.