

Planning and development evaluation of guidance project – customer survey 2014





Scottish Natural Heritage
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COMMISSIONED REPORT

Commissioned Report No. 917

Planning and development evaluation of guidance project – customer survey 2014

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COMMISSIONED REPORT

Summary

Planning and development evaluation of guidance project – customer survey 2014

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Keywords

Guidance; sharing good practice; evaluation; customer survey; planning and development.

Background

SNH commissioned Why Research to carry out a customer survey to gather feedback on SNH's Planning and Development guidance and on related events within the Sharing Good Practice programme.

Main findings

The findings from this online Survey relating to SNH's Planning and Development guidance and related events within the Sharing Good Practice programme are largely positive.

- SNH's guidance appears, on the whole, to be well used and well regarded.
- The pieces of guidance used by most of those who replied to the survey were 'Assessing the cumulative impacts of onshore wind energy developments (March 2012 version)', 'Siting and Designing Wind Farms in the Landscape (2014 version)' and 'A handbook on environmental impact assessment (2013 version)'.
- Use of the two SNH Planning and Development-related Service Statements is relatively low.
- The guidance that received the highest scores for usefulness was 'Recommended bird survey methods to inform impact assessment of onshore wind farms (May 2014 version)'.
- Less than a quarter of respondents had attended any of the events. The event that most had attended was 'Spatial planning for onshore wind farms (2 October 2014 or 27 October 2014)' which was attended by 22 out of the 242 respondents.
- Responses to questions about the usefulness of events were broadly positive.

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1. EXECUTIVE SUMMARY

1.1 Key Overview

SNH commissioned Why Research to carry out an online survey to gather feedback from customers on SNH's Planning and Development guidance and on related events within the Sharing Good Practice programme.

The survey ran from 3rd December until the 31st December 2014 and generated 242 responses. Most respondents were either planning officers, ecologists, developers and planning consultants or agents. Two-thirds of respondents gave their main area of planning interest as renewables.

The findings from this survey are broadly positive. Much of SNH's Planning and Development guidance is well regarded and well used across respondent groupings.

Respondents to the survey were regular and frequent users of the SNH website and half of respondents would go straight to the SNH website in order to access SNH guidance.

Respondents were familiar with all of the guidance mentioned in questions and used some of the pieces of guidance frequently.

Respondents said most pieces of guidance were relevant and useful. The application of guidance has resulted in changes to developments - small numbers commented on changes particularly to Design or Construction Methods.

Most respondents agreed that:

- it is easy to access the guidance they require;
- SNH guidance has helped them improve the outcomes for landscape and nature;
- SNH guidance meets their needs; and
- they know what to expect when they access SNH guidance (format, style and content).

However, less than half agreed that advice given by SNH staff is always in line with their guidance. Most respondents neither agreed nor disagreed that SNH produces too many pieces of guidance.

Less than a quarter of the respondents had attended any of the SGP events. Responses from those that had attended were mainly positive.

Top level findings from the survey questions are outlined below

1.2 Accessing Guidance

Almost half of all respondents had accessed the SNH website either on the day they completed the survey or within the last week. Almost all had accessed it within the last 6 months.

Over a quarter had accessed the Planning and Development section either on the day or in the last week and most had accessed it within the last 6 months.

Almost a half said they access the Planning and Development section around once a month or more frequently.

When asked: 'When you have a need to access specific SNH guidance, where is the first place you would go?', half of all respondents said they would go to the main SNH website and just under one in five said they would use a search engine.

1.3 Specific SNH Guidance

The survey asked respondents which of a number of specific pieces of guidance they were aware of and which of these they used. While several respondents were aware of all of the specific pieces, some pieces were more familiar than others:

- Almost half of respondents were aware of the guidance on 'Assessing the cumulative impacts of onshore wind energy developments (March 2012 version)' and over a third had used it.
- Over half were aware of 'A handbook on environmental impact assessment (2013 version)' and over a third had used it.
- Other pieces of guidance had been used by a third or less.

Respondents were also asked to say how useful they found each of the pieces of guidance. The guidance that received the highest scores for usefulness was 'Recommended bird survey methods to inform impact assessment of onshore wind farms (May 2014 version)'.

The pieces of guidance seen as least useful by respondents were the two Service Level Statements: 'Renewable Energy Consultations - A Service Level Statement (May 2011 version)' and 'A Service Statement for Planning and Development (2012 version)'.

Respondents gave many examples of other guidance that they find useful. Specific examples included Landscape Character guidance or assessment documents, Wild Land pages or guidance or the recent Wild Land publications, SPA connectivity distances, Collision Risk guidance, Survey guidance, Hydro guidance or best practice, Disturbance guidance and Habitat Regulations.

Respondents also suggested a wide range of other guidance that they would find useful. The main specific suggestions, although again mentioned by a small number, was Wild Land guidance. Respondents also suggested a large number of species-specific and other specific guidance.

1.4 Use of Specific Guidance

Respondents were also asked which three pieces of guidance they use most frequently and the top three, cited by around one in five were:

- Assessing the cumulative impacts of onshore wind energy developments (March 2012 version).
- Siting and Designing Wind Farms in the Landscape (2014 version).
- A handbook on environmental impact assessment (2013 version).

While no respondents reported using any of the guidance every day, they do use some more often than others. Small numbers say they use the following several times a week:

- Good practice during wind farm construction (2013 version - 2nd edition).
- Otters and Development (SNH website section).
- Assessing the cumulative impacts of onshore wind energy developments (March 2012 version).
- Visual Representation of wind farms (July 2014).

- Recommended bird survey methods to inform impact assessment of onshore wind farms (May 2014 version).
- Siting and Designing Wind Farms in the Landscape (2014 version).

The survey found that SNH guidance is relevant to respondents, has an influence on their work and helps them to give advice.

When asked how the guidance had made a difference to their work, the main answer given was that it had resulted in them making changes to the development, especially in relation to Design and Construction Methods.

Many of the positive comments on SNH's guidance referred to comprehensiveness, clarity and usefulness. Case studies, examples and step by step guides were particularly appreciated.

There were hardly any negative comments on any of the pieces of guidance.

1.5 SNH Guidance in General

Most respondents agreed that it is easy to access the guidance they require.

Most respondents agreed that SNH guidance has helped them improve the outcomes for landscape and nature.

Over half agreed that SNH guidance meets their needs.

Over half agreed that they know what to expect when they access SNH guidance (format, style and content).

However, less than half agreed that advice given by SNH staff is always in line with their guidance. A high percentage of Developers and Planning consultants disagreed with this statement.

While most respondents neither agreed nor disagreed that SNH produces too many pieces of guidance, a high percentage of Ecologists disagreed that this is the case.

1.6 Sharing Good Practice Events

Less than a quarter of respondents had attended any of the events. The event that most had attended was 'Spatial planning for onshore wind farms (2 October 2014 or 27 October 2014)' which was attended by 22 of the respondents.

Respondents were asked a series of questions about the usefulness of the event that they had attended and responses were broadly positive.

Respondents identified a wide range of knowledge-sharing, learning or development needs; most were very specific information, advice or guidance needs. Several respondents commented on the need to keep up to date, to be aware or alerted about new or updated guidance or legislation. Respondents also suggested they would like more opportunities to share experiences, perspective and knowledge.

Around a third of respondents felt that an SNH Sharing Good Practice Event would be the best way to address needs.

Just under a quarter of respondents suggested that other, better, ways might include:

- better, more or continued access to SNH officers or more access to tailored advice;
- clear, easily accessible, up to date online advice and guidance; or
- multi-disciplinary meetings, events or more joint working.

The main suggestions from respondents on other ways in which SNH could consider helping with knowledge exchange were: webinars, blogs, other online or DVDs; a mailing list or alert about new or updated guidance; training events, CPD days, workshops, conferences, seminars or update courses.

1.7 Providing Information

One in five said they had experienced situations where the information provided by SNH could have been more relevant to the situation.

One in ten said they could think of instances where SNH could have provided information in a more suitable manner or format. The main example given was that information was not sufficiently specific.

1.8 Other Comments

Respondents were invited to provide other comments and the main theme noted amongst these responses was positive comment on SNH or on SNH's events, guidance, website, advice or staff.

2. INTRODUCTION

Scottish Natural Heritage (SNH) is the government's adviser on all aspects of nature and landscape across Scotland and aims to help people understand, value and enjoy Scotland's nature, now and in the future. SNH promotes the care for and improvement of the natural heritage, including enabling greater understanding and awareness of it and its sustainable use. Its success depends on working with others.

2.1 Guidance

SNH publishes guidance on Planning and Development issues and hosts workshops, particularly through the Sharing Good Practice (SGP) programme, to help build capacity and understanding among others on natural heritage issues. The aim of this is to provide a service to SNH's stakeholders and to influence the location, design and construction of developments in a positive way for the natural heritage.

2.2 A need to gather more detailed feedback

In recent years, SNH has undertaken a range of customer satisfaction work which has included some questions on SNH's guidance and capacity-building programmes. However, work in 2013, to measure SNH's influence on the outcome of development proposals, suggested that SNH should undertake more detailed investigation of the effectiveness of its guidance.

In November 2014, SNH commissioned Why Research to conduct a formal customer survey among the full range of its Planning and Development customers. The aim of this survey was to capture more structured feedback on SNH's Planning and Development guidance and related events within the Sharing Good Practice (SGP) programme.

Respondents were asked a series of questions about SNH guidance in general and about specific pieces of guidance; links to the documents were provided within the survey. Respondents were also asked questions about SNH Sharing Good Practice Events.

2.3 Analysis and reporting

Responses to the online survey were imported directly into SNAP software for analysis and this report details the findings from this analysis.

Where base sizes allow, responses from respondent sub-groups were analysed to look for any differences or commonalities between groups and these are mentioned wherever relevant. Where any significant differences between different sub-groups are mentioned, these can be taken as statistically significant at the 99% confidence level.

It should be noted that Figures and tables throughout this report may not add to 100% either due to rounding or because respondents were allowed to select more than one answer to a question.

3. RESPONDENT PROFILE INFORMATION

Invitations to participate in this survey were sent to 1355 individuals and organisations that have had contact with SNH on Planning and Development matters. The survey ran from the 3rd December until the 31st December 2014 and invited private, rather than corporate, views. In total, 242 responses were received; a response rate of around 18%.

Respondents were asked to provide a little background information and this information has been used to enable analysis as to whether any differences, or commonalities, appeared across the various different types of respondents that completed the survey.

3.1 Respondent groupings

In order to put the findings from this survey in context, respondents were asked to indicate their role.

As shown in Figure 1, the roles with the highest numbers of respondents were planning officers (25%), ecologists (17%), developers (14%) and planning consultants or agents (13%).

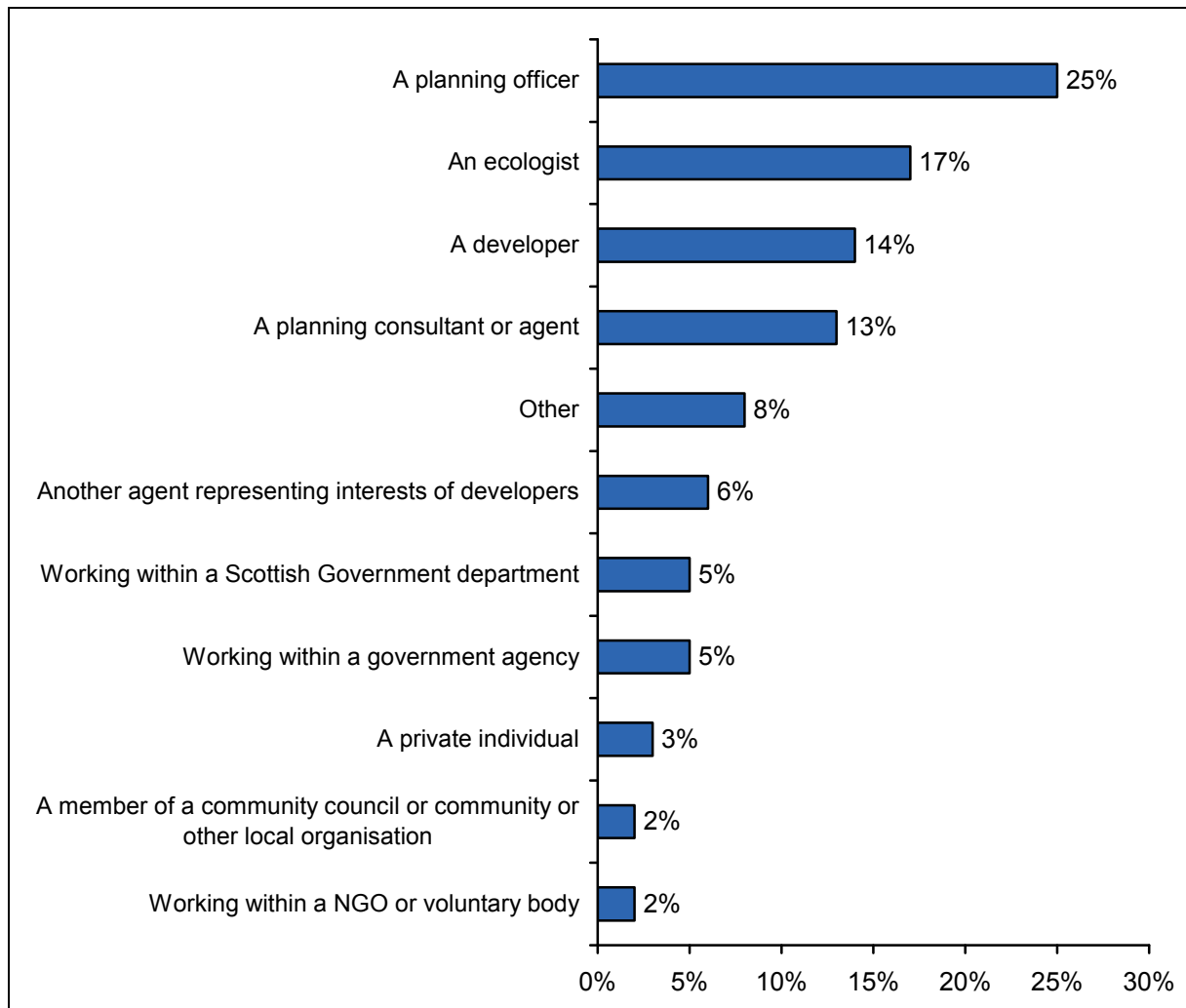


Figure 1. Respondent groupings

Source: Q1 (Base=242)

3.2 Main planning interest

Respondents were then asked to indicate their main planning interests and, as can be seen in Figure 2 below, two-thirds of respondents said they have an interest in renewables (66%), with smaller numbers involved in nature conservation (32%), housing (29%) or 'other sectors of the energy industry' (21%). Other interests were noted in 15% or less of the sample.

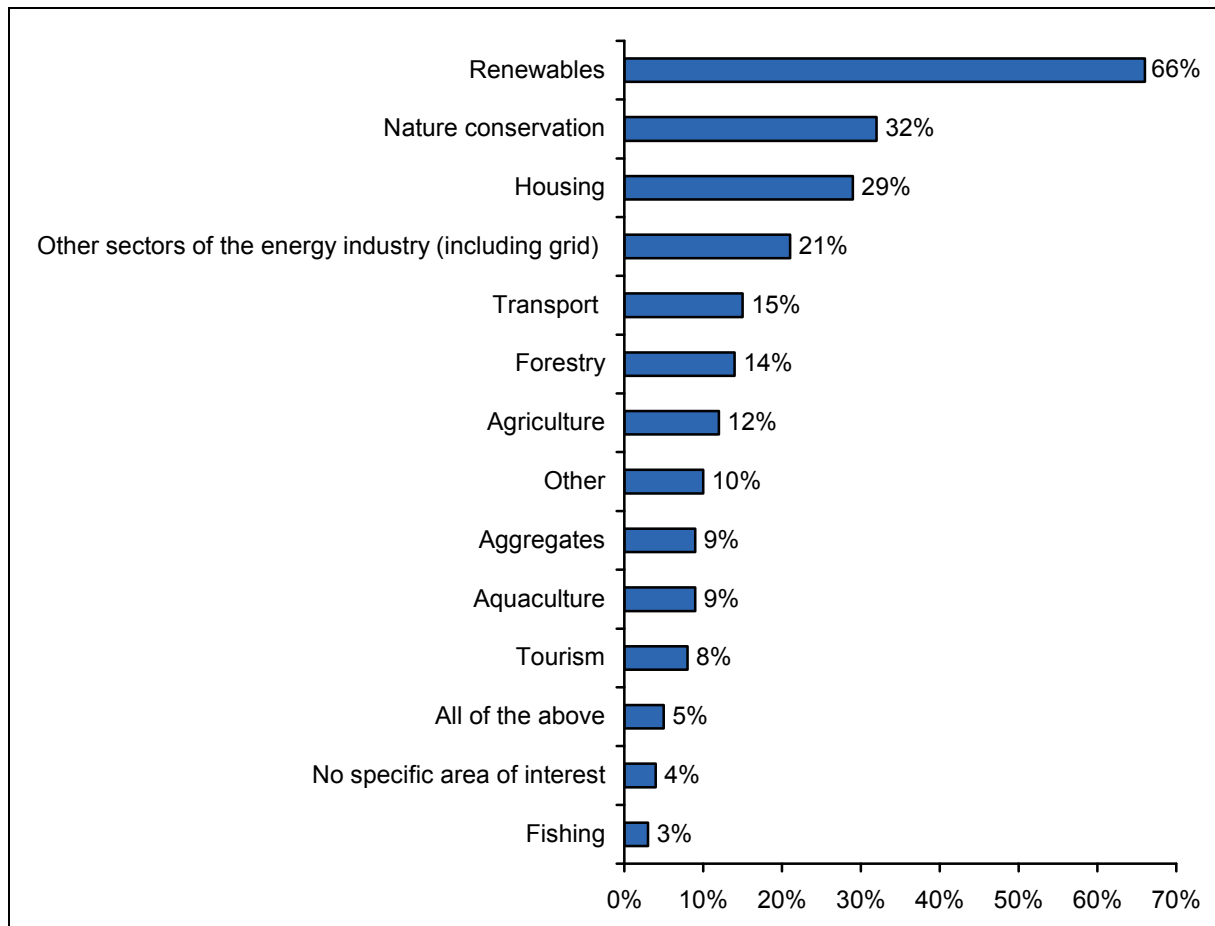


Figure 2. Main planning interest

Source: Q2a (Base=242)

3.3 Area of involvement in renewables

Respondents who selected renewables as their main area of interest were also asked to say in which area of renewables they were involved.

As Figure 3 demonstrates, onshore wind accounted for the greatest numbers of respondents (83%). Almost a half (48%) were involved in hydro and just over a third involved in solar (36%) energy.

Other forms of renewables such as biomass, offshore wind and so on were each mentioned by 28% or less.

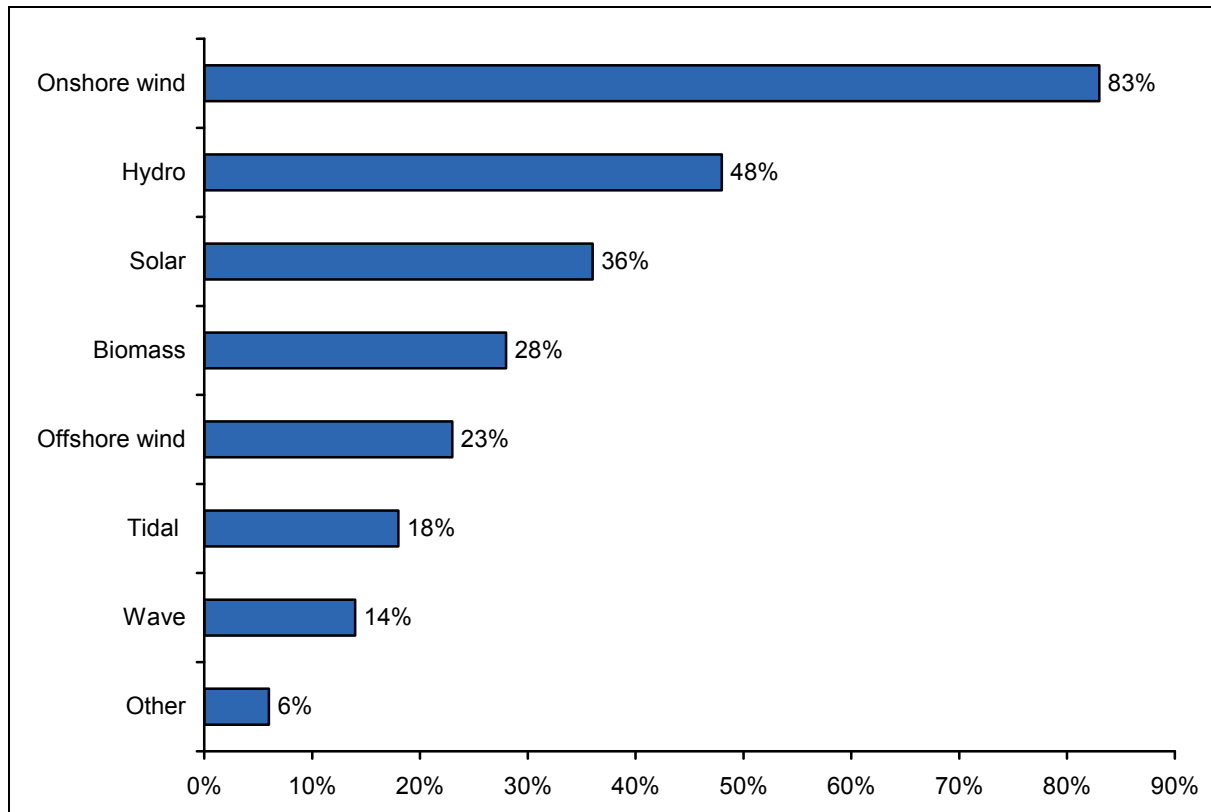


Figure 3. Area of involvement in renewables

Source: Q2b (Base=160 All involved in renewables)

4. ACCESSING GUIDANCE

To get an idea of how familiar and up to date respondents are with information available from SNH, the survey asked about frequency and recent use of the SNH website and, in particular, the Planning and Development section of the website.

4.1 Accessing the SNH website

Firstly, all respondents were asked to say when they last accessed the SNH website and when they last accessed the Planning and Development section of the website.

As can be seen in Figure 4 below, almost half (47%) of all respondents had accessed the SNH website either on the day they completed the survey day or within the last week. Almost all (88%) had accessed it within the last 6 months.

Looking at the Planning and Development section, over a quarter (27%) had accessed this part of the website either on the day or in the last week and most (77%) had accessed it within the last 6 months.

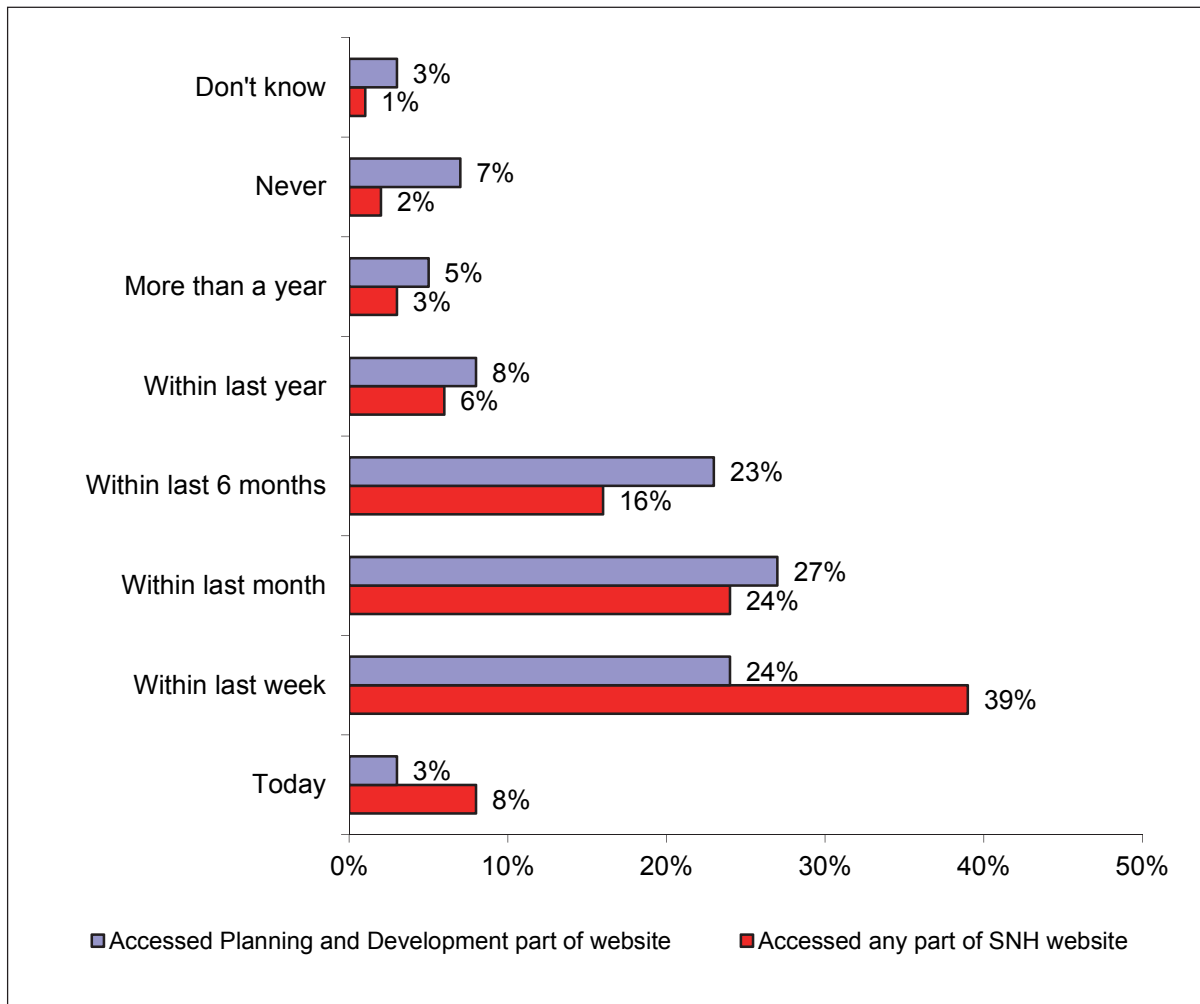


Figure 4. When last accessed the SNH website / Planning and Development section of the website

Source: Q3a (Base=242) and Q3b (Base=235 All who have accessed the SNH website)

4.2 Accessing the Planning and Development section of the SNH website

Respondents were also asked how frequently they access the Planning and Development section of the website and, as shown in Figure 5 below, almost a half (49%) said they access the section around once a month or more frequently.

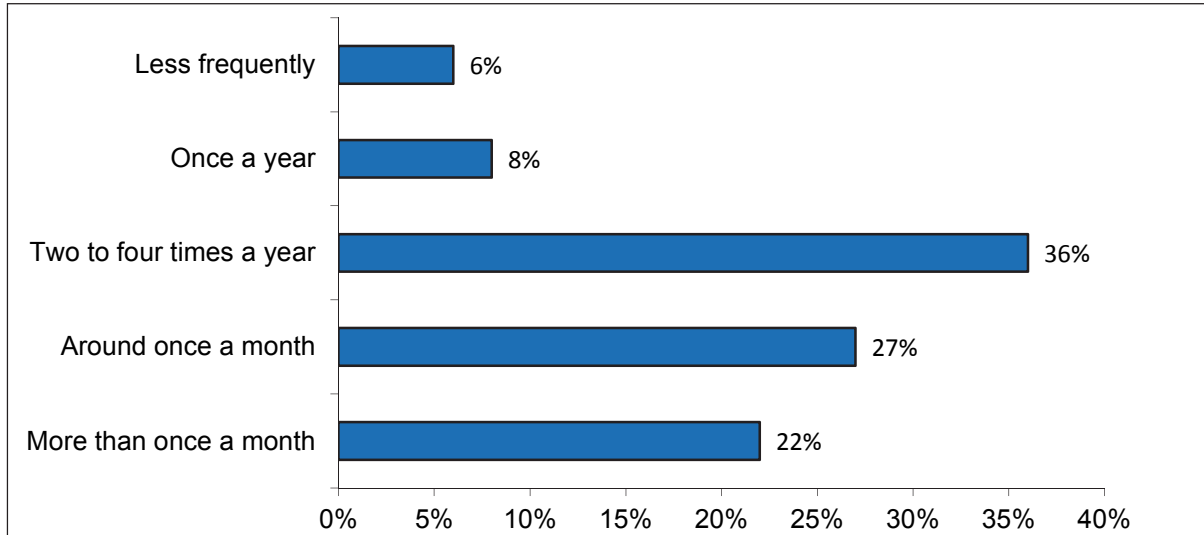


Figure 5. Frequency of accessing the Planning and Development section of the website

Source: Q3c (Base=210 All who use the Planning and Development section of the SNH website)

Looking at sub-groups, ecologists and agents representing the interests of developers appear to use the Planning and Development section most frequently, with 39% of ecologists and 36% of agents saying they access it more than once a month, compared to 22% overall.

The small number (17 respondents) who said they had never accessed the Planning and Development section were asked why and 11 respondents said they had never needed to access it while the other 6 gave a number of other reasons.

4.3 Accessing specific guidance

Finally, in this section of the survey, respondents were asked: ‘When you have a need to access specific SNH guidance, where is the first place you would go?’ and, as can be seen in Figure 6 below:

- Half (50%) said they would go to the main SNH website.
- 17% would use a search engine.
- 12% would go straight to the Planning and Development section of the SNH website.
- 9% or less would access the guidance in any other way.

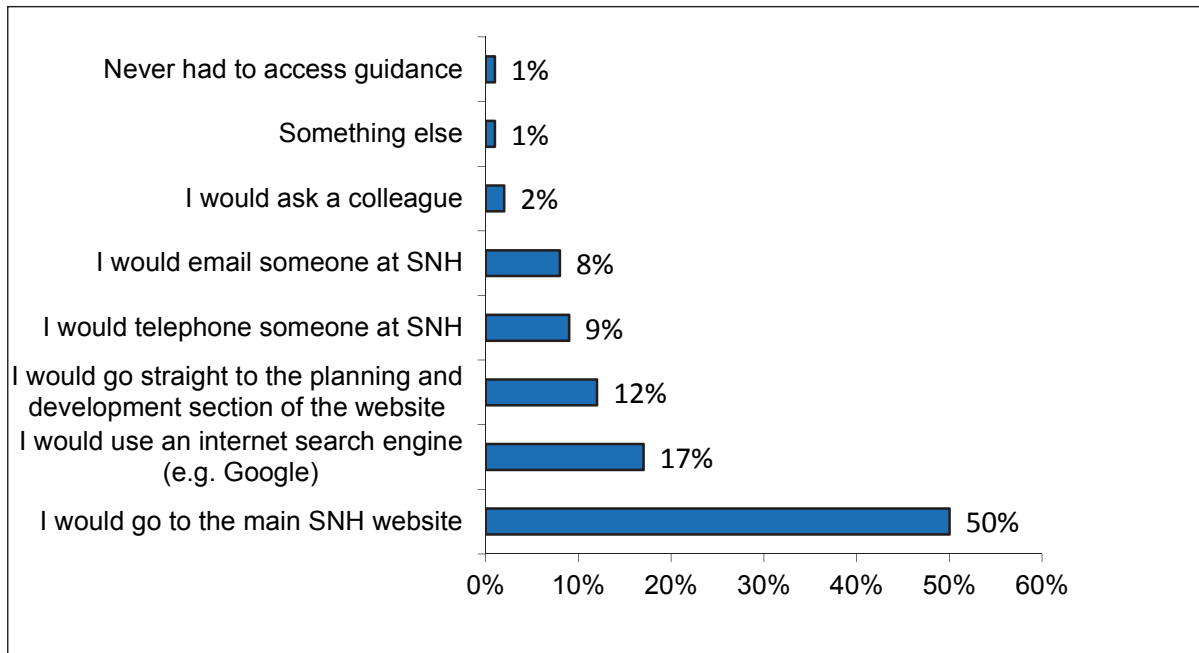


Figure 6. First place for accessing specific SNH guidance

Source: Q4 (Base=242)

5. SPECIFIC SNH GUIDANCE

The survey went on to ask about a number of specific pieces of guidance:

- A handbook on environmental impact assessment (2013 version).
- Good practice during wind farm construction (2013 version - 2nd edition).
- Assessing the impacts of small scale wind energy proposals on the natural heritage (Feb 2012).
- Assessing the impacts of small scale wind energy proposals on the natural heritage (June 2014).
- Constructed Tracks in the Scottish Uplands (June 2013 version).
- Badgers and Development (SNH website section).
- Otters and Development (SNH website section).
- Bat licences - development (SNH website section).
- Assessing the cumulative impacts of onshore wind energy developments (March 2012 version).
- Visual Representation of wind farms (March 2006).
- Visual Representation of wind farms (July 2014).
- Habitats Regulations Appraisal of Plans - guidance for plan-making bodies in Scotland (2012 version).
- Renewable Energy Consultations - A Service Level Statement (May 2011 version).
- Recommended bird survey methods to inform impact assessment of onshore wind farms (May 2014 version).
- Siting and Designing Wind Farms in the Landscape (2014 version).
- Bats and Wind Turbines (2012 version - joint with NE and CCW).
- Hydroelectric schemes and the natural heritage (2010 version).
- A Service Statement for Planning and Development (2012 version).
- The siting and design of aquaculture in the landscape: visual and landscape considerations (2011 version).

5.1 Awareness and use of specific guidance

The survey asked respondents which of these specific pieces of guidance they were aware of and which of these they used. As can be seen in Figure 7, while several respondents were aware of all of the specific pieces, some pieces were more familiar than others:

- 49% of respondents were aware of the guidance on 'Assessing the cumulative impacts of onshore wind energy developments (March 2012 version)' and 37% had used it.
- 55% were aware of 'A handbook on environmental impact assessment (2013 version)' and 35% had used it.
- Other pieces of guidance had been used by a third (33%) or less.

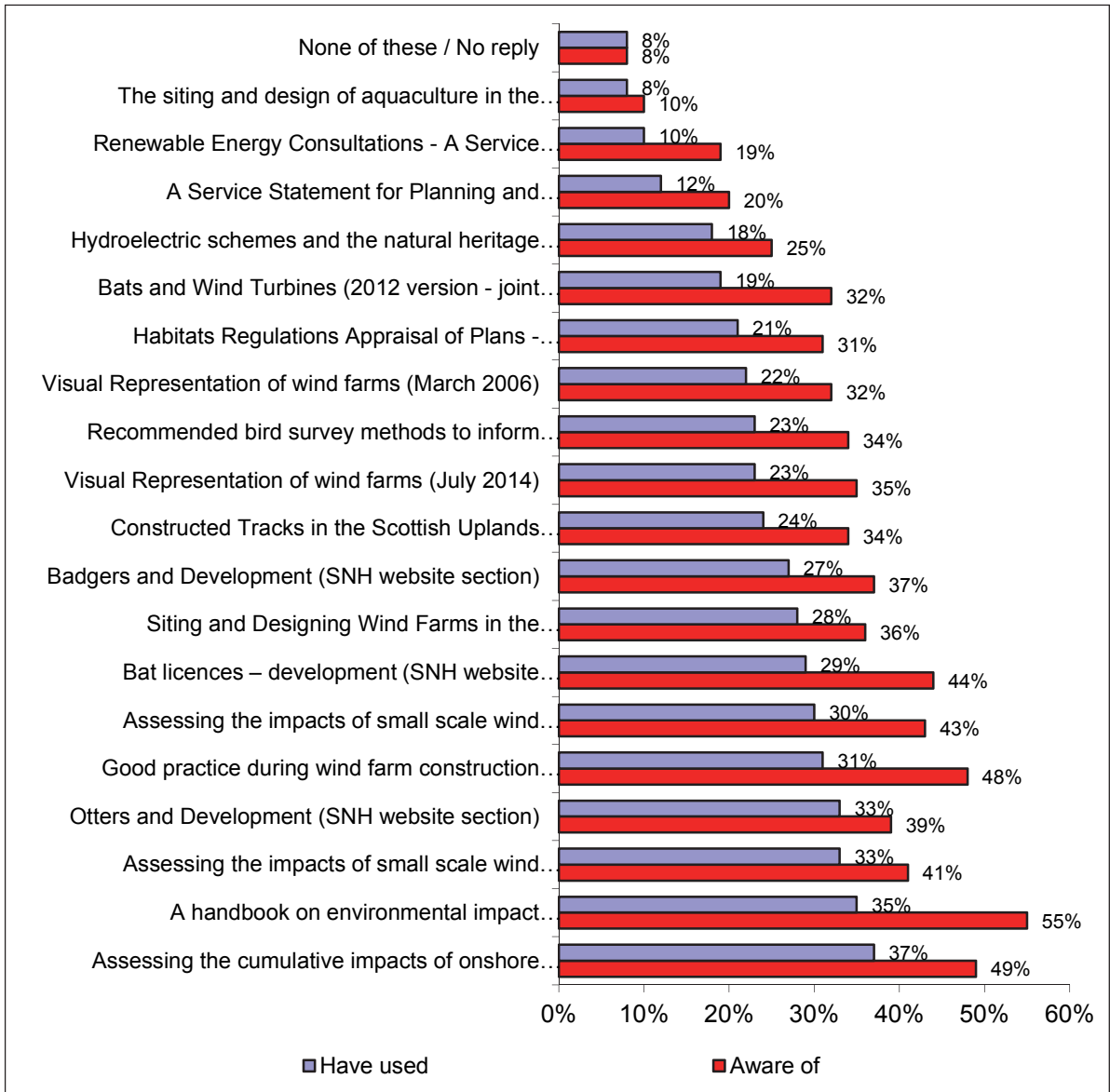


Figure 7. Awareness and use of specific pieces of SNH guidance

Source: Q5a Aware of Guidance (Base=240 All who have ever had to access guidance) and Q5b Have Used Guidance (Base=221 All who were aware of one or more of the pieces of guidance)

5.2 Usefulness of guidance

Respondents were then asked to say how useful they found each of the pieces of guidance that they had ever used, on a scale of 1 to 10 with 1 as not at all useful and 10 as extremely useful. Mean scores, based on the score given out of 10 were calculated for each piece of guidance and are set out in Table 1, below.

As can be seen, the guidance given the highest score was 'Recommended bird survey methods to inform impact assessment of onshore wind farms (May 2014 version)'.

The pieces of guidance seen as least useful by respondents were the two Service Level Statements: 'Renewable Energy Consultations - A Service Level Statement (May 2011 version)' and 'A Service Statement for Planning and Development (2012 version)'.

Table 1. Usefulness of specific pieces of SNH guidance

	Mean score
Recommended bird survey methods to inform impact assessment of onshore wind farms (May 2014 version) (Base=50)	8.18
Siting and Designing Wind Farms in the Landscape (2014 version) (Base=62)	7.85
Badgers and Development (SNH website section) (Base=60)	7.78
Visual Representation of wind farms (July 2014) (Base=50)	7.76
Bat licences – development (SNH website section) (Base=63)	7.73
Otters and Development (SNH website section) (Base=72)	7.7
Bats and Wind Turbines (2012 version - joint with NE and CCW) (Base=43)	7.41
Habitats Regulations Appraisal of Plans - guidance for plan-making bodies in Scotland (2012 version) (Base=47)	7.36
Good practice during wind farm construction (2013 version - 2nd edition) (Base=68)	7.27
Assessing the cumulative impacts of onshore wind energy developments (March 2012 version) (Base=81)	7.27
Visual Representation of wind farms (March 2006) (Base=49)	7.26
Hydroelectric schemes and the natural heritage (2010 version) (Base=39)	7.26
Assessing the impacts of small scale wind energy proposals on the natural heritage (June 2014) (Base=66)	7.22
The siting and design of aquaculture in the landscape: visual and landscape considerations (2011 version) (Base=18)	7.22
Constructed Tracks in the Scottish Uplands (June 2013 version) (Base=54)	7.15
A handbook on environmental impact assessment (2013 version) (Base=77)	7.03
Assessing the impacts of small scale wind energy proposals on the natural heritage (Feb 2012) (Base=73)	7.03
Renewable Energy Consultations - A Service Level Statement (May 2011 version) (Base=21)	6.75
A Service Statement for Planning and Development (2012 version) (Base=27)	6.74

Source: Q5d (Individual bases given=number of respondents who have ever used each piece of guidance)

Respondents were invited to give the reasons for their score and these are summarised alongside other information on each piece of guidance in the next chapter of this report.

5.3 Other guidance used

The survey asked respondents whether there are any other pieces of guidance they find especially useful and also whether there is any guidance they would find useful but that SNH does not currently offer; 53 respondents commented.

Four respondents specifically mentioned using Landscape Character guidance or assessment documents, for example: "Landscape Character Assessments and Landscape Capacity Studies. These are very useful to provide background information for Landscape and Visual Impact Assessments" (Other).

Three respondents said they use Wild Land pages or guidance or the recent Wild Land publications.

Three mentioned SPA connectivity distances, for example: "Assessing connectivity with SPAs - gives very strong guidance as to requirements" (Ecologist).

Three mentioned Collision Risk guidance, for example: "Guidance on collision risk modelling - for understanding the needs of this process" (Developer).

Three respondents mentioned Survey guidance (bats or birds), two mentioned Hydro guidance or best practice, two mentioned Disturbance guidance and two mentioned Habitat Regulations.

Six respondents reported using species-specific, general species or protected species guidance or information.

Ten of the respondents commented on other specific guidance or tools:

- "Floating Roads on Peat as it sets out how these should be designed and how they should be built.
- "Restoration and Decommissioning of onshore wind farms as it provides information for end of life and after life works against which bond values can be assessed." (Developer)
- "SNH (2006) Assessing significance of impacts from onshore windfarms on birds outwith designated areas. Battleby, UK; This document sets out clearly the process of assessment to be followed for potential impacts on birds at windfarm developments." (Ecologist)
- "Assessing significance of impact on birds outwith designated areas - allows a standardised approach to be taken in determining whether predicted impacts upon bird populations are of significance, introducing FCS and NHZ approach. Use of avoidance rates in CRM - provides an outline in which empirically derived avoidance rates can be calculated." (Ecologist)
- "Path Bridges." (Planning consultant)
- "Natura Sites in Scotland Booklet- useful summary of complex policy area Guidance on Local Landscape Designations - useful when reviewing local; designations for LDP." (Planning officer)
- "Natura guidance NI guidance Development management heritage - guidance note no. 328 Public Inquiries." (Government agency)
- "Cumulative effects assessment 2012." (Agent for developers)
- "Guidance to actual planning application form." (Developer)
- "SSSI information." (Other)
- "SNH guidance document for corkscrew injury to seals. Has helped to develop and implement construction and operational management plans for offshore and near shore structures/development." (Agent for developers)

Seven respondents commented that they use guidance or information from other sources such as BCT, JNCC, SAC, British Standards, UK BAP or SEPA.

Four respondents commented on their use of the SNH website, data downloads or SNHi.

Four respondents made negative comments on SNH guidance, including: that it is contradictory; that there is too much cross referencing; that it needs updated; or a need for tailored rather than general advice.

Three respondents made positive comments on SNH guidance or tools, including: checklists; tables; maps; or advice from staff.

5.4 Other guidance required

When asked whether there is any guidance that they would find useful but that SNH does not currently offer, 59 respondents replied.

Five respondents commented in particular on the need for detailed Wild Land guidance.

Nine respondents (two Planning officers and seven Ecologists) mentioned species-specific guidance:

- “Impact upon Great Crested Newts and water voles.” (Planning officer)
- “Is there guidance on water voles?” (Planning officer)
- “Updated reptiles survey and mitigation with relevance to Scotland and renewables.” (Ecologist)
- “Management / mitigation for black grouse on wind farms.” (Ecologist)
- “Proper Guidance on Red Squirrel Survey, Impact Assessment and mitigation related to development. All current guidance on Impacts and Mitigation (survey advice is better) is aimed at large scale felling rather than working around trees/within forestry where squirrels are present without significant felling (noise and disturbance relating to keyhole developments etc).” (Ecologist)
- “Scottish bat species-specific guidance in relation to developments.” (Ecologist)
- Pine marten survey and assessment guidance Red squirrel survey and assessment guidance ECoW role and responsibilities guidance (wider than the Good Practice during WF construction guidance).” (Ecologist)
- “Guidance on pine marten survey.” (Ecologist)
- “Guidance on reptiles and development, including survey and mitigation.” (Ecologist)

Nineteen respondents mentioned a wide range of other specific guidance:

- “Multi-use of sites (for aquaculture with different aquaculture and with marine energy etc).” (Developer)
- “Ancient Woodlands.” (Planning consultant)
- “Good practice guidance on surveying for different European Protected Species.” (Planning consultant)
- “More about small bridges.” (Planning consultant)
- “Not necessarily new guidance. Existing guidance needs more thorough and robust revision.” (Planning consultant)
- “Something that would help in identifying strategic capacity for wind farms (as referred to in SPP) Bring back the 'strategic' section of siting and designing windfarms in the landscape that was dropped from the 2014 version.” (Planning officer)
- “Guidance on residential amenity assessment.” (Individual)
- “Bird survey and assessment guidance relating to power lines.” (Ecologist)
- “Bird survey/assessment guidance in relation to small scale (1-5) turbine developments.” (Ecologist)

- “Disturbance distances for more species, e.g. breeding waders. Standard values for bird lengths, wind spans and especially flight speeds, for use in collision risk calculations, so that everyone is using the same values.” (Ecologist)
- “Guidance on the numbers and distribution of important bird populations in Scotland.” (Ecologist)
- “Offshore wind farm assessment and monitoring guidance.” (Ecologist)
- “Recommended bird survey methods for over-head power lines. More guidance on appropriate levels of protected species surveys at proposed development sites. Guidance on habitat management (delivered through planning conditions).” (Ecologist)
- “Peat and wetland management in construction.” (Other)
- “Small scale or individual residential development in rural areas where there is a need for growth, population increase and new business opportunities.” (Other)
- “Visualisation guidance on small wind turbines and other renewable energy developments. Also visualisation guidance for housing developments.” (Other)
- “Impact on habitats.” (Government agency)
- “Integrated habitat management planning as part of housing development, other types of structural development.” (Scottish Government department)
- “Roles and responsibilities for an ECoW and qualifications required.” (Scottish Government department)

There were comments in eight responses about the need for better integration between stakeholder guidance, improved consistency, joint guidance or the need for all relevant documents and information to be collected into one place. Examples included:

- “Collating some of the information in one place/document. Integrating ecological value with SEPA’s GWDTE requirements.” (Other)
- “We utilise the highland Councils Construction Environmental Management Document guidance, would be good if SNH could take this on so that it becomes Scotland wide.” (Planning consultant)
- “A joint document that lays out clearly the division of responsibilities and best practice for developments involving Marine Scotland, SNH and the Planning Authority.” (Planning officer)

Six respondents asked for more detailed, clearer or more consistent advice from SNH. For example, an Ecologist wanted to see: “Clearer guidance on licensing requirements - guidance from web sometimes differs from the guidance given by officers.”

Four respondents wanted to see tailored, rather than general, advice. For example, a Planning officer said: “Tailored advice and comment on individual applications is often required but not available.”

Three respondents commented on the need for clear guidance on SNH’s attitudes or likely stance. For example, a Planning officer wanted to see: “Clearer guidance on the position that SNH will take as a consultee in the planning system especially in response to consultations on wind farm applications and a clearer position as to whether SNH would participate as an interested party to an appeal where they have not objected to the application but have raised concerns regarding the design and siting of the wind farm.”

Five respondents made various other, single comments.

6. USE OF SPECIFIC GUIDANCE

Respondents were also asked which three pieces of guidance they use most frequently. Figure 8, below, shows that the pieces of guidance used most frequently by respondents are:

- Assessing the cumulative impacts of onshore wind energy developments (March 2012 version) (20%).
- Siting and Designing Wind Farms in the Landscape (2014 version) (20%).

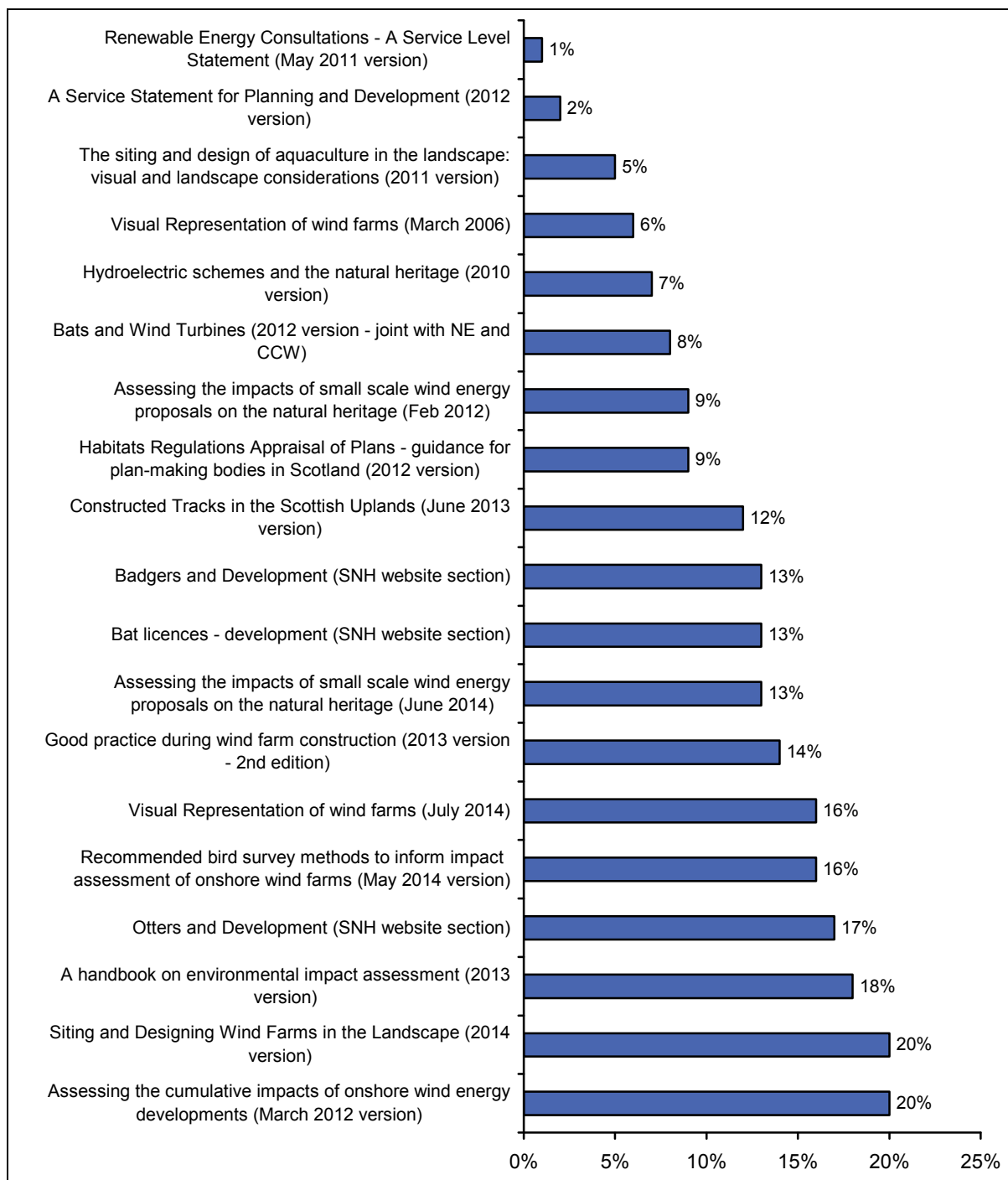


Figure 8. Guidance used most frequently

Source: Q5c (Base=204 All who have used one of the pieces of guidance)

Respondents were then asked a series of questions about each of the three pieces of guidance they had identified as being used most often:

- How frequently they use the guidance.
- Agreement or disagreement with statements about the guidance:
 - The language used is jargon-free.
 - The guidance is well laid out.
 - The guidance is unambiguous.
 - The guidance document is concise.
 - The guidance is easy to find.
 - The guidance is relevant to my role.
 - The guidance does not conflict with guidance from other agencies.
 - The guidance is comprehensive.
- Any influence the guidance has had on work:
 - I have used it to check compliance with legislation.
 - It has had an influence on a development.
 - It has had an influence on design.
 - I have used it to help me give advice.
 - It has had an influence on a local or strategic plan.
 - I have used it to get clarity on a legal position.
 - I have used it to learn more about good/best practice.
 - None of these.
- How guidance has made a difference:
 - It has led to changes in the decision-making process.
 - It has led to changes to the consents procedure.
 - It has resulted in me making changes to the development:
 - Siting.
 - Location.
 - Design.
 - Construction methods.
 - Management.
 - Post-construction management.
 - Post-construction monitoring.
 - It has resulted in me making changes to one or more policies.
 - Other.
 - None of these.

The findings from these questions for each piece of guidance are summarised below. **However, when reading the following text and tables it should be remembered that the base sizes for each of the pieces of guidance were very small (41 respondents or fewer) and therefore these findings should be taken as indicative only.**

Respondents who had given a particularly positive score (10, 9 or 8) or a particularly negative one (1, 2 or 3) in relation to the earlier question on the usefulness of specific pieces of SNH guidance, were invited to give reasons for the scores they had given and their comments are included alongside other findings for each piece of guidance.

There were few negative comments on any of the pieces of guidance.

6.1 A handbook on environmental impact assessment (2013 version)

Thirty-seven respondents commented on 'A handbook on environmental impact assessment (2013 version)'.

Most of those who answered said that they use this guidance at least once a year, only small numbers used it more frequently.

Q6 Frequency of use (Base=37)	Several times a week %	At least once a week %	At least once a month %	At least once a year %	Don't know / No reply %
A handbook on environmental impact assessment (2013 version)	-	5	14	46	35

Most agreed with all of the statements about this guidance. Over a quarter of those who commented agreed strongly that 'The guidance is relevant to my role'.

Q7 Agreement with statements (Base=37)	Agree strongly %	Agree %	Neither %	Disagree %	Disagree strongly %	Don't know / No reply %
The language used is jargon-free.	3	41	27	-	-	30
The guidance is well laid out	5	46	16	3	-	30
The guidance is unambiguous.	-	41	22	11	-	27
The guidance document is concise.	5	38	19	8	-	30
The guidance is easy to find.	5	57	11	-	-	27
The guidance is relevant to my role.	27	41	5	-	-	27
The guidance does not conflict with guidance from other agencies.	3	43	19	3	-	32
The guidance is comprehensive	11	43	11	3	-	33

When asked what influence 'A handbook on environmental impact assessment (2013 version)' has had on their work, more than half of respondents said: 'I have used it to help me give advice' (57%). Almost half said: 'I have used it to check compliance with legislation' (49%).

Q8a Influence (Base=37)	%
I have used it to check compliance with legislation	49
It has had an influence on a development	24
It has had an influence on design	22
I have used it to help me give advice	57
It has had an influence on a local or strategic plan	11
I have used it to get clarity on a legal position	14
I have used it to learn more about good/best practice	38
None of these / No reply	27

When asked how ‘A handbook on environmental impact assessment (2013 version)’ has made a difference to their work, the largest number of respondents who commented said: ‘It has led to changes in the decision-making process’ (22%).

Q8b Difference (Base=37)	%
It has led to changes in the decision-making process	22
It has led to changes to the consents procedure	14
It has resulted in me making changes to the development	16
It has resulted in me making changes to one or more policies	3
Other	5
None of these / No reply	65

The six respondents who said: ‘It has resulted in me making changes to the development’ were asked to give the changes to the development that resulted from their use of ‘A handbook on environmental impact assessment (2013 version)’:

- Siting (4 respondents).
- Location (2).
- **Design (6).**
- **Construction methods (6).**
- Management (1).
- Post-construction management (2).
- Post-construction monitoring (3).

Positive elements within ‘A handbook on environmental impact assessment (2013 version)’ included:

- Concise, clear, accessible, detailed, comprehensive, accurate, prescriptive, well laid out, clear text, well structured; good overall content.
- “Overview on process and requirements.” (Ecologist)
- “Provides the ability to scope the activity and determine what is required.” (Other)
- “The interactive nature of the document enables you to find the guidance you require quickly & effectively.” (Planning officer)
- “Reference to legislation.” (Community)

Elements which were least useful:

- “It’s difficult for any guidance to cover all industries, but parts are not applicable for hydro. We occasionally get consultants applying wind-farm thinking to small hydro schemes which can result in excessive LVIAs.” (Developer)
- “Prefer to use CIEEM guidance for this.” (Ecologist)

6.2 Good practice during wind farm construction (2013 version - 2nd edition)

Twenty-eight respondents commented on 'Good practice during wind farm construction (2013 version - 2nd edition)'.

Many of those who answered said they use the guidance at least once a month or more frequently (including a small number who said they use it several times a week); a similar proportion used it once a year.

Q6 Frequency of use (Base=28)	Several times a week %	At least once a week %	At least once a month %	At least once a year %	Don't know / No reply %
Good practice during wind farm construction (2013 version - 2nd edition)	4	7	29	46	14

Most agreed with all of the statements about this guidance. Most respondents (79%) agreed or agreed strongly that 'The guidance is well laid out' and 75% agreed or agreed strongly that 'The guidance is relevant to my role'.

Q7 Agreement with statements (Base=28)	Agree strongly %	Agree %	Neither %	Disagree %	Disagree strongly %	Don't know / No reply %
The language used is jargon-free.	-	68	18	-	-	14
The guidance is well laid out	4	75	7	-	-	14
The guidance is unambiguous.	4	61	18	4	-	14
The guidance document is concise.	4	61	18	4	-	14
The guidance is easy to find.	7	57	21	-	-	14
The guidance is relevant to my role.	11	64	4	-	-	21
The guidance does not conflict with guidance from other agencies.	11	54	18	4	-	14
The guidance is comprehensive	4	64	14	4	-	14

When asked what influence 'Good practice during wind farm construction (2013 version - 2nd edition)' has had on their work, three-quarters of respondents said: 'I have used it to help me give advice' (75%). Over two-thirds said: 'I have used it to learn more about good/best practice' (68%).

Q8a Influence (Base=28)	%
I have used it to check compliance with legislation	43
It has had an influence on a development	39
It has had an influence on design	39
I have used it to help me give advice	75
It has had an influence on a local or strategic plan	7
I have used it to get clarity on a legal position	14
I have used it to learn more about good/best practice	68
None of these / No reply	15

When asked how ‘Good practice during wind farm construction (2013 version - 2nd edition)’ has made a difference to their work, the largest number of respondents who commented said: ‘It has resulted in me making changes to the development’ (43%).

Q8b Difference (Base=28)	%
It has led to changes in the decision-making process	25
It has led to changes to the consents procedure	7
It has resulted in me making changes to the development	43
It has resulted in me making changes to one or more policies	7
Other	14
None of these / No reply	36

The 12 respondents who said: ‘It has resulted in me making changes to the development’ were asked to give the changes to the development that resulted from their use of ‘Good practice during wind farm construction (2013 version - 2nd edition)’:

- Siting (6 respondents).
- Location (5).
- **Design (8).**
- Construction methods (7).
- Management (2).
- Post-construction management (2).
- Post-construction monitoring (1).

Positive elements within ‘Good practice during wind farm construction (2013 version - 2nd edition)’ included:

- All of the guidance, its breadth, a good overview, solid, detailed, informative, well written, well laid out, clear text, good case studies and photos, helpful examples of good and bad practice.
- “Construction related advice.” (Ecologist)
- “Process and requirements with weight behind decisions.” (Ecologist)
- “Sections on habitats.” (Ecologist)
- “It provides useful information when considering whether to discharge planning conditions related to wind energy developments.” (Planning officer)
- “Methodologies in dealing with silt control and water management.” (Developer)
- “Guidance on siting wind turbines in a landscape context.” (Planning officer)
- “Information about tracks.” (Agent for developers)
- “The most useful information was that regarding public access during the wind farms construction.” (Planning consultant)
- “SNH position when considering this aspect of the development.” (Planning officer)

Elements which were least useful:

- That it is general, rather than specific, advice.
- That there is too much cross-referencing involved.
- “It’s a bit vague, not much concrete detail that developers can be held to for protecting biodiversity or detail on best practice for this.” (NGO / voluntary body)

6.3 Assessing the impacts of small scale wind energy proposals on the natural heritage (Feb 2012)

Eighteen respondents commented on 'Assessing the impacts of small scale wind energy proposals on the natural heritage (Feb 2012)'.

The highest proportion said that they use the guidance at least once a month or more frequently.

Q6 Frequency of use (Base=18)	Several times a week %	At least once a week %	At least once a month %	At least once a year %	Don't know / No reply %
Assessing the impacts of small scale wind energy proposals on the natural heritage (Feb 2012)	-	6	44	39	12

Most agreed with many of the statements about this guidance. Almost three-quarters (73%) agreed or agreed strongly that 'The guidance is relevant to my role'.

Q7 Agreement with statements (Base=18)	Agree strongly %	Agree %	Neither %	Disagree %	Disagree strongly %	Don't know / No reply %
The language used is jargon-free.	11	50	22	-	-	17
The guidance is well laid out	6	50	22	6	-	17
The guidance is unambiguous.	11	17	44	11	-	17
The guidance document is concise.	11	39	33	-	-	17
The guidance is easy to find.	11	28	28	17	-	17
The guidance is relevant to my role.	17	56	11	-	-	17
The guidance does not conflict with guidance from other agencies.	6	39	33	6	-	17
The guidance is comprehensive	6	39	28	6	-	22

When asked what influence 'Assessing the impacts of small scale wind energy proposals on the natural heritage (Feb 2012)' has had on their work, well over half of respondents said: 'I have used it to help me give advice' (61%) while half (50%) said 'It has had an influence on a development'.

Q8a Influence (Base=18)	%
I have used it to check compliance with legislation	39
It has had an influence on a development	50
It has had an influence on design	33
I have used it to help me give advice	61
It has had an influence on a local or strategic plan	-
I have used it to get clarity on a legal position	-
I have used it to learn more about good/best practice	44
None of these / No reply	17

When asked how ‘Assessing the impacts of small scale wind energy proposals on the natural heritage (Feb 2012)’ has made a difference to their work, the largest number of respondents who commented said: ‘It has led to changes in the decision-making process’ (44%).

Q8b Difference (Base=18)	%
It has led to changes in the decision-making process	44
It has led to changes to the consents procedure	-
It has resulted in me making changes to the development	28
It has resulted in me making changes to one or more policies	6
Other	6
None of these / No reply	39

The five respondents who said: ‘It has resulted in me making changes to the development’ were asked what changes to the development had resulted from their use of ‘Assessing the impacts of small scale wind energy proposals on the natural heritage (Feb 2012)’:

- Siting (3 respondents).
- Location (2).
- **Design (4).**

Positive elements within ‘Assessing the impacts of small scale wind energy proposals on the natural heritage (Feb 2012)’ included:

- Essential, good overview, helpful advice.
- “Really the first document to address the major differences between small and large scale wind.” (Developer)
- “Nothing else available that does this.” (Planning officer)
- “Clarification on when SNH should be consulted and advice on suitable radii for study areas when preparing LVIAs for small wind developments.” (Other)
- “Outlines necessary information that is required to be provided as part of a planning application for small scale wind development.” (Developer)
- “Method statement to follow when preparing ecological appraisals for single turbines.” (Ecologist)
- “Explaining the level of detail likely to be required for the planning application.” (Agent for developers)
- “Photos together with explanations re scale.” (Community)
- “The scope and application of assessment techniques to smaller schemes.” (Individual)

There were no negative comments about this guidance.

6.4 Assessing the impacts of small scale wind energy proposals on the natural heritage (June 2014)

Twenty-seven respondents commented on 'Assessing the impacts of small scale wind energy proposals on the natural heritage (June 2014)'.

Similar numbers said that they use the guidance at least once a month or more frequently as said they use it at least once a year.

Q6 Frequency of use (Base=27)	Several times a week %	At least once a week %	At least once a month %	At least once a year %	Don't know / No reply %
Assessing the impacts of small scale wind energy proposals on the natural heritage (June 2014)	-	15	33	48	4

Most agreed with many of the statements about this guidance. Over three-quarters (78%) agreed or agreed strongly that 'The language used is jargon-free' and 78% agreed or agreed strongly that 'The guidance is relevant to my role'.

Q7 Agreement with statements (Base=27)	Agree strongly %	Agree %	Neither %	Disagree %	Disagree strongly %	Don't know / No reply %
The language used is jargon-free.	4	74	11	-	-	11
The guidance is well laid out	7	59	19	-	-	15
The guidance is unambiguous.	7	52	22	11	-	7
The guidance document is concise.	7	56	26	4	-	
The guidance is easy to find.	11	48	26	4	-	11
The guidance is relevant to my role.	22	56	7	-	-	15
The guidance does not conflict with guidance from other agencies.	11	37	33	4	-	15
The guidance is comprehensive	7	30	44	4	4	11

When asked what influence 'Assessing the impacts of small scale wind energy proposals on the natural heritage (June 2014)' has had on their work, the majority of respondents said: 'I have used it to learn more about good/best practice' (81%). Over three-quarters said: 'I have used it to help me give advice' (78%).

Q8a Influence (Base=27)	%
I have used it to check compliance with legislation	48
It has had an influence on a development	41
It has had an influence on design	48
I have used it to help me give advice	78
It has had an influence on a local or strategic plan	11
I have used it to get clarity on a legal position	7
I have used it to learn more about good/best practice	81
None of these / No reply	8

When asked how ‘Assessing the impacts of small scale wind energy proposals on the natural heritage (June 2014)’ has made a difference to their work, the largest number of respondents who commented said: ‘It has led to changes in the decision-making process’ (37%) and ‘It has resulted in me making changes to the development’ (37%).

Q8b Difference (Base=27)	%
It has led to changes in the decision-making process	37
It has led to changes to the consents procedure	15
It has resulted in me making changes to the development	37
It has resulted in me making changes to one or more policies	15
Other	15
None of these / No reply	26

The ten respondents who said: ‘It has resulted in me making changes to the development’ were asked what changes to the development had resulted from their use of ‘Assessing the impacts of small scale wind energy proposals on the natural heritage (June 2014)’:

- **Siting (9 respondents).**
- Location (6).
- Design (8).
- Construction methods (2).
- Management (1).
- Post-construction management (1).
- Post-construction monitoring (2).

Positive elements within ‘Assessing the impacts of small scale wind energy proposals on the natural heritage (June 2014)’ included:

- Useful, reliable, relevant, more concisely written than previous guidance, improved definitions, simplifies the process.
- “Clarification on what is considered small scale and when SNH should be consulted.” (Other)
- “It identifies the considerations that require to be taken into account when considering small-scale wind energy developments.” (Planning officer)
- “The level of detail likely to be required for planning applications.” (Agent for developers)
- “Cumulative impact section.” (Planning officer)
- “Clarification on levels of assessment and input required.” (Ecologist)
- “Information on ecological impact.” (Community)

There was one less positive comment: a Planning officer said “the document is useful but it is only generic.”

6.5 Constructed Tracks in the Scottish Uplands (June 2013 version)

Twenty-four respondents commented on 'Constructed Tracks in the Scottish Uplands (June 2013 version)'.

Most respondents who answered said that they use this guidance at least once a year with a much smaller proportion using it at least once a month.

Q6 Frequency of use (Base=24)	Several times a week %	At least once a week %	At least once a month %	At least once a year %	Don't know / No reply %
Constructed Tracks in the Scottish Uplands (June 2013 version)	-	-	13	63	25

Most agreed with all of the statements about this guidance. The highest percentage of respondents agreed or agreed strongly that 'The language used is jargon-free' (67%) and that 'The guidance is relevant to my role' (67%).

Q7 Agreement with statements (Base=24)	Agree strongly %	Agree %	Neither %	Disagree %	Disagree strongly %	Don't know / No reply %
The language used is jargon-free.	4	63	17	-	-	17
The guidance is well laid out	4	58	13	-	4	21
The guidance is unambiguous.	4	46	21	4	4	21
The guidance document is concise.	4	38	21	13	4	21
The guidance is easy to find.	8	46	25	-	-	21
The guidance is relevant to my role.	13	54	8	-	-	25
The guidance does not conflict with guidance from other agencies.	8	38	21	4	4	25
The guidance is comprehensive	4	38	13	8	4	33

When asked what influence 'Constructed Tracks in the Scottish Uplands (June 2013 version)' has had on their work, the largest response was that 'It has had an influence on design' (67%).

Q8a Influence (Base=24)	%
I have used it to check compliance with legislation	17
It has had an influence on a development	46
It has had an influence on design	67
I have used it to help me give advice	63
It has had an influence on a local or strategic plan	-
I have used it to get clarity on a legal position	-
I have used it to learn more about good/best practice	46
None of these / No reply	13

When asked how 'Constructed Tracks in the Scottish Uplands (June 2013 version)' has made a difference to their work, the largest number of respondents who commented said: 'It has resulted in me making changes to the development' (42%).

Q8b Difference (Base=24)	%
It has led to changes in the decision-making process	21
It has led to changes to the consents procedure	4
It has resulted in me making changes to the development	42
It has resulted in me making changes to one or more policies	4
Other	-
None of these / No reply	51

The ten respondents who said: 'It has resulted in me making changes to the development' were asked to give the changes to the development that resulted from their use of 'Constructed Tracks in the Scottish Uplands (June 2013 version)':

- Siting (6 respondents).
- Location (4).
- Design (8).
- **Construction methods (9).**
- Management (1).
- Post-construction management (1).

Positive elements within 'Constructed Tracks in the Scottish Uplands (June 2013 version)' included:

- Construction advice and information about construction procedures.
- "Construction techniques and tracks in the landscape sections are useful to show to contractors and developers." (Agent for developers)
- "Simple clear and practical advice. Right blend of legislation, policy with design good practise and examples." (Planning consultant)
- "Advice on informing track design to minimise impacts." (Agent for developers)
- "Diagrams of best practise (cross sections)." (Agent for developers)
- "Very thorough, good diagrams and illustrations, case studies. Focus on real conditions on site, not just theory, but also presence of theory on landscape impact to inform layout." (Developer)

There were no negative comments about this guidance.

6.6 Badgers and Development (SNH website section)

Twenty-six respondents commented on 'Badgers and Development (SNH website section)'.

Many of those who answered said they use the guidance at least once a month (including a small number who use it at least once a week); a similar proportion said they use it once a year.

Q6 Frequency of use (Base=26)	Several times a week %	At least once a week %	At least once a month %	At least once a year %	Don't know / No reply %
Badgers and Development (SNH website section)	-	12	38	46	4

Most agreed with all of the statements about this guidance. Many of the statements saw fairly high percentages agreeing or agreeing strongly; the highest percentage (89%) agreed or agreed strongly that 'The guidance is relevant to my role'.

Q7 Agreement with statements (Base=26)	Agree strongly %	Agree %	Neither %	Disagree %	Disagree strongly %	Don't know / No reply %
The language used is jargon-free.	19	65	8	-	-	8
The guidance is well laid out	12	65	12	-	-	12
The guidance is unambiguous.	8	54	27	4	-	12
The guidance document is concise.	15	65	8	4	-	8
The guidance is easy to find.	12	69	8	4	-	8
The guidance is relevant to my role.	27	62	8	-	-	4
The guidance does not conflict with guidance from other agencies.	8	58	19	-	-	16
The guidance is comprehensive	8	42	31	8	-	12

When asked what influence 'Badgers and Development (SNH website section)' has had on their work, more than three-quarters of respondents said 'I have used it to check compliance with legislation' (77%). Over two-thirds said 'I have used it to help me give advice' (69%) while almost two-thirds said 'I have used it to learn more about good/best practice' (65%).

Q8a Influence (Base=26)	%
I have used it to check compliance with legislation	77
It has had an influence on a development	50
It has had an influence on design	54
I have used it to help me give advice	69
It has had an influence on a local or strategic plan	12
I have used it to get clarity on a legal position	54
I have used it to learn more about good/best practice	65
None of these / No reply	4

When asked how 'Badgers and Development (SNH website section)' has made a difference to their work, the largest number of respondents who commented said: 'It has resulted in me making changes to the development' (46%).

Q8b Difference (Base=26)	%
It has led to changes in the decision-making process	35
It has led to changes to the consents procedure	19
It has resulted in me making changes to the development	46
It has resulted in me making changes to one or more policies	4
Other	-
None of these / No reply	31

The 12 respondents who said: 'It has resulted in me making changes to the development' were asked to give the changes to the development that resulted from their use of 'Badgers and Development (SNH website section)':

- Siting (5 respondents).
- Location (6).
- Design (9).
- **Construction methods (10).**
- Management (5).
- Post-construction management (2).
- Post-construction monitoring (3).

Positive elements within 'Badgers and Development (SNH website section)' included:

- Good detailed advice, straight forward, easy to understand, clear, a good overview, useful.
- Good information on licensing, licence paperwork.
- "Mitigation section." (Ecologist)
- "The deemed disturbance distance; the background on badger organisation." (Ecologist)
- "General ecology and information on survey/mitigation." (Ecologist)
- "New guidance on setts." (Ecologist)
- "Clarification of badger ecology, territory size, licence distances." (Ecologist)
- "Information on the legislative position and guidance on what is required to be submitted by the developer." (Planning officer)
- "Confirmation of working practices." (Scottish Government department)

Elements which were least useful:

- "Pretty much nothing anymore as advice not changed in a long time." (Ecologist)
- "It's exceedingly vague, contains sweeping statements which are not referenced therefore cannot realistically be used in a public inquiry, consequently should perhaps not therefore be used in an EIA." (Ecologist)

6.7 Otters and Development (SNH website section)

Thirty-five respondents commented on 'Otters and Development (SNH website section)'.

Most respondents who replied said they use this guidance at least once a month (including small numbers using it more frequently).

Q6 Frequency of use (Base=35)	Several times a week %	At least once a week %	At least once a month %	At least once a year %	Don't know / No reply %
Otters and Development (SNH website section)	3	9	34	37	17

Most of the statements saw high percentages agreeing or agreeing strongly. The statement that attracted the highest percentage agreeing or agreeing strongly (86%) was 'The guidance is relevant to my role'.

Q7 Agreement with statements (Base=35)	Agree strongly %	Agree %	Neither %	Disagree %	Disagree strongly %	Don't know / No reply %
The language used is jargon-free.	9	66	9	3	3	12
The guidance is well laid out	9	60	11	6	3	12
The guidance is unambiguous.	6	51	20	9	3	12
The guidance document is concise.	3	71	11	3	-	12
The guidance is easy to find.	9	63	14	3	-	11
The guidance is relevant to my role.	20	66	6	-	-	9
The guidance does not conflict with guidance from other agencies.	6	60	11	3	3	18
The guidance is comprehensive	3	43	20	9	9	17

When asked what influence 'Otters and Development (SNH website section)' has had on their work, almost three-quarters of respondents said: 'I have used it to help me give advice' (71%). Two-thirds said: 'I have used it to check compliance with legislation' (66%).

Q8a Influence (Base=35)	%
I have used it to check compliance with legislation	66
It has had an influence on a development	37
It has had an influence on design	37
I have used it to help me give advice	71
It has had an influence on a local or strategic plan	-
I have used it to get clarity on a legal position	43
I have used it to learn more about good/best practice	57
None of these / No reply	11

When asked how 'Otters and Development (SNH website section)' has made a difference to their work, the largest number of respondents who commented said: 'It has resulted in me making changes to the development' (46%).

Q8b Difference (Base=35)	%
It has led to changes in the decision-making process	29
It has led to changes to the consents procedure	20
It has resulted in me making changes to the development	46
It has resulted in me making changes to one or more policies	6
Other	6
None of these / No reply	29

The 16 respondents who said: 'It has resulted in me making changes to the development' were asked to give the changes to the development that resulted from their use of 'Otters and Development (SNH website section)':

- Siting (9 respondents).
- Location (6).
- Design (9).
- **Construction methods (12).**
- Management (8).
- Post-construction management (3).
- Post-construction monitoring (2).

Positive elements within 'Otters and Development (SNH website section)' included:

- Clear details, clear guidance, comprehensive, good detailed advice, straight forward, easy to understand, simple, useful.
- Clear information on survey requirements and licensing.
- Details of otter ecology.
- Good information on mitigation measures.
- "The deemed disturbance distances." (Ecologist)
- "Allows me to verify advice given by specialist ecologists working on my behalf." (Other)

Elements which were least useful:

- "Pretty much nothing anymore as advice not changed in a long time. I do believe it is too restrictive in terms of natal/breeding holts and disturbance particularly in well disturbed areas." (Ecologist)

6.8 Bat licences – development (SNH website section)

Twenty-seven respondents commented on ‘Bat licences – development (SNH website section)’.

Similar proportions use the guidance at least once a month or at least once a year.

Q6 Frequency of use (Base=27)	Several times a week %	At least once a week %	At least once a month %	At least once a year %	Don’t know / No reply %
Bat licences – development (SNH website section)	-	-	44	44	11

Most agreed with all of the statements about this guidance. Well over three-quarters (86%) agreed or agreed strongly that ‘The guidance is relevant to my role’.

Q7 Agreement with statements (Base=27)	Agree strongly %	Agree %	Neither %	Disagree %	Disagree strongly %	Don’t know / No reply %
The language used is jargon-free.	7	70	7	4	-	11
The guidance is well laid out	7	63	11	4	4	11
The guidance is unambiguous.	-	63	19	4	4	11
The guidance document is concise.	15	67	11	-	-	8
The guidance is easy to find.	11	63	7	7	4	8
The guidance is relevant to my role.	19	67	7	-	-	8
The guidance does not conflict with guidance from other agencies.	22	37	15	11	-	15
The guidance is comprehensive	4	59	26	4	-	8

When asked what influence ‘Bat licences – development (SNH website section)’ has had on their work, more than three-quarters of respondents said: ‘I have used it to help me give advice’ (78%). Almost three-quarters said: ‘I have used it to check compliance with legislation’ (74%).

Q8a Influence (Base=27)	%
I have used it to check compliance with legislation	74
It has had an influence on a development	41
It has had an influence on design	37
I have used it to help me give advice	78
It has had an influence on a local or strategic plan	4
I have used it to get clarity on a legal position	41
I have used it to learn more about good/best practice	48
None of these / No reply	8

When asked how 'Bat licences – development (SNH website section)' has made a difference to their work, the largest number of respondents who commented said: 'It has led to changes in the decision-making process' (52%).

Q8b Difference (Base=27)	%
It has led to changes in the decision-making process	52
It has led to changes to the consents procedure	22
It has resulted in me making changes to the development	30
It has resulted in me making changes to one or more policies	7
Other	4
None of these / No reply	23

The eight respondents who said: 'It has resulted in me making changes to the development' were asked to give the changes to the development that resulted from their use of 'Bat licences – development (SNH website section)':

- Siting (2 respondents).
- Location (2).
- Design (4).
- **Construction methods (8).**
- Management (3).
- Post-construction management (5).
- Post-construction monitoring (1).

Positive elements within 'Bat licences – development (SNH website section)' included:

- Clear, useful, helpful, links to useful resources, rules and regulations, processes and expectations.
- Information on licensing, timing and surveys.
- "... the pdf on the likely presence of bats is very useful. The guidance on the European tests is also useful when seeking to assess the impact on eps." (Planning officer)
- "Similarly allows me to verify advise given by specialist ecologists that I have commissioned to carry out work." (Other)
- "Best practice advice." (Ecologist)

Elements which were least useful:

- "It is very unclear and unhelpful in leading us, as a consenting authority, to understand when impacts are likely to be acceptable or not, at what stage consent might be forthcoming, and/or what level of information is expected from a surveyor." (Scottish Government department)

6.9 Assessing the cumulative impacts of onshore wind energy developments (March 2012 version)

Forty respondents commented on 'Assessing the cumulative impacts of onshore wind energy developments (March 2012 version)'.

Over half of those who answered said they use the guidance at least once a month including a small number who reported using it more frequently.

Q6 Frequency of use (Base=40)	Several times a week %	At least once a week %	At least once a month %	At least once a year %	Don't know / No reply %
Assessing the cumulative impacts of onshore wind energy developments (March 2012 version)	3	8	45	40	6

Most agreed with all of the statements about this guidance. Well over three-quarters (83%) agreed or agreed strongly that 'The guidance is relevant to my role'.

There was some disagreement that the guidance is unambiguous; 23% disagreed.

Q7 Agreement with statements (Base=40)	Agree strongly %	Agree %	Neither %	Disagree %	Disagree strongly %	Don't know / No reply %
The language used is jargon-free.	-	63	33	5	-	-
The guidance is well laid out	3	60	35	-	-	3
The guidance is unambiguous.	-	40	35	23	-	3
The guidance document is concise.	5	38	43	10	3	3
The guidance is easy to find.	8	68	20	3	-	3
The guidance is relevant to my role.	28	55	13	-	-	5
The guidance does not conflict with guidance from other agencies.	8	48	33	3	3	8
The guidance is comprehensive	3	50	35	10	-	3

When asked what influence 'Assessing the cumulative impacts of onshore wind energy developments (March 2012 version)' has had on their work, more than three-quarters of respondents said: 'I have used it to help me give advice' (78%).

Q8a Influence (Base=40)	%
I have used it to check compliance with legislation	43
It has had an influence on a development	45
It has had an influence on design	30
I have used it to help me give advice	78
It has had an influence on a local or strategic plan	15
I have used it to get clarity on a legal position	15
I have used it to learn more about good/best practice	63
None of these / No reply	6

When asked how 'Assessing the cumulative impacts of onshore wind energy developments (March 2012 version)' has made a difference to their work, the largest number of respondents who commented said: 'It has resulted in me making changes to the development' (38%).

Q8b Difference (Base=40)	%
It has led to changes in the decision-making process	25
It has led to changes to the consents procedure	8
It has resulted in me making changes to the development	38
It has resulted in me making changes to one or more policies	15
Other	13
None of these / No reply	26

The 15 respondents who said: 'It has resulted in me making changes to the development' were asked to give the changes to the development that resulted from their use of 'Assessing the cumulative impacts of onshore wind energy developments (March 2012 version)'.

- Siting (7 respondents).
- Location (4).
- **Design (13).**
- Construction methods (2).
- Management (2).
- Post-construction management (1).
- Post-construction monitoring (1).

Positive elements within 'Assessing the cumulative impacts of onshore wind energy developments (March 2012 version)' included:

- The whole thing, useful guidance, helpful, clarity, content, relevant, good framework for assessments.
- "Relevant to the planning process and makes ref to other cumulative issues rather than just landscape e.g. birds." (Planning officer)
- "A good starting point for supporting statements to address cumulative impact when creating planning applications to local authorities." (Developer)
- "Landscape and visual impacts." (Planning officer)
- "Provides good baseline for CLVIA." (Planning consultant)
- "Advice on undertaking a CLVIA and guidance on appropriate scope and extents of assessments." (Other)
- "Details about scope of and targeting assessment is useful." (Agent for developers)
- "It sets out a system for appraisal." (Developer)
- "The broad methodology, including study areas and scope." (Individual)

Elements which were least useful:

- "It's too generic." (Planning officer)
- "Too detailed and difficult to digest. Not easy to put into practice." (Ecologist)

6.10 Visual Representation of wind farms (March 2006)

Thirteen respondents commented on 'Visual Representation of wind farms (March 2006)'.

Most of those who commented use the guidance at least once a month.

Q6 Frequency of use (Base=13)	Several times a week %	At least once a week %	At least once a month %	At least once a year %	Don't know / No reply %
Visual Representation of wind farms (March 2006)	-	-	46	31	23

Well over three-quarters (85%) agreed or agreed strongly that 'The guidance is easy to find' and over three-quarters (77%) agreed or agreed strongly that 'The guidance is relevant to my role'.

More respondents disagreed than agreed that 'The guidance document is concise' and similar numbers agreed as disagreed that 'The guidance is unambiguous'. There was also some disagreement that 'The guidance does not conflict with guidance from other agencies'.

There was also some disagreement that:

- The language used is jargon-free.
- The guidance is well laid out.
- The guidance is relevant to my role.

Q7 Agreement with statements (Base=13)	Agree strongly %	Agree %	Neither %	Disagree %	Disagree strongly %	Don't know / No reply %
The language used is jargon-free.	15	31	23	15	-	15
The guidance is well laid out	15	23	38	8	-	15
The guidance is unambiguous.	-	23	38	23	-	15
The guidance document is concise.	-	15	31	38	-	15
The guidance is easy to find.	8	77	-	-	-	15
The guidance is relevant to my role.	23	54	-	8	-	15
The guidance does not conflict with guidance from other agencies.	-	38	8	23	8	23
The guidance is comprehensive	-	77	8	-	-	15

When asked what influence ‘Visual Representation of wind farms (March 2006)’ has had on their work, more than half of respondents said: ‘I have used it to learn more about good/best practice’ (62%).

Q8a Influence (Base=13)	%
I have used it to check compliance with legislation	38
It has had an influence on a development	31
It has had an influence on design	31
I have used it to help me give advice	46
It has had an influence on a local or strategic plan	-
I have used it to get clarity on a legal position	15
I have used it to learn more about good/best practice	62
None of these / No reply	23

When asked how ‘Visual Representation of wind farms (March 2006)’ has made a difference to their work, the largest number of respondents who commented said: ‘It has resulted in me making changes to the development’ (46%).

Q8b Difference (Base=13)	%
It has led to changes in the decision-making process	-
It has led to changes to the consents procedure	-
It has resulted in me making changes to the development	46
It has resulted in me making changes to one or more policies	-
Other	15
None of these / No reply	38

The six respondents who said: ‘It has resulted in me making changes to the development’ were asked to give the changes to the development that resulted from their use of ‘Visual Representation of wind farms (March 2006)’:

- Siting (4 respondents).
- Location (3).
- **Design (6).**
- Construction methods (1).

Positive elements within ‘Visual Representation of wind farms (March 2006)’ included:

- The whole thing, good introduction, useful, standardised, the standard.
- “Guidance on how to prepare ZTVs, recommended ZTV study areas and use and selection of viewpoints.” (Other)
- “Detailed descriptions of the technical level of information/criteria developer is required to submit and how best to assess this information.” (Planning officer)
- “Established a baseline and for several years reduced attacks on visualization accuracy.” (Planning consultant)
- “Provided clear, instruction as to what SNH were looking for regarding the graphics and associated landscape and visual chapters.” (Planning consultant)
- “Used to demonstrate to local communities who cannot visualise the size and scale of turbines, until too late!” (Community)
- “The clarity of what is required to be included in the visualisation.” (Agent for developers)
- “The technical appendices relating to viewing distance etc.” (Individual)

There were no negative comments about this guidance although one Developer commented “It is the standard used to produce visualisations in my company, unless in Highland Council area.”

6.11 Visual Representation of wind farms (July 2014)

Thirty-two respondents commented on ‘Visual Representation of wind farms (July 2014)’.

This guidance is used fairly frequently; most of those who commented use it at least once a month with some using it at least once a week or more frequently.

Q6 Frequency of use (Base=32)	Several times a week %	At least once a week %	At least once a month %	At least once a year %	Don't know / No reply %
Visual Representation of wind farms (July 2014)	3	16	56	22	3

Over three-quarters (78%) agreed or agreed strongly that ‘The guidance is easy to find’ and three-quarters (75%) agreed or agreed strongly that ‘The guidance is relevant to my role’.

More disagreed than agreed that ‘The guidance does not conflict with guidance from other agencies’.

There was also some disagreement that:

- The guidance is unambiguous.
- The guidance document is concise.
- The guidance is comprehensive.
- The language used is jargon-free.
- The guidance is well laid out.

Q7 Agreement with statements (Base=32)	Agree strongly %	Agree %	Neither %	Disagree %	Disagree strongly %	Don't know / No reply %
The language used is jargon-free.	3	53	25	9	-	9
The guidance is well laid out	-	69	16	6	-	9
The guidance is unambiguous.	-	38	28	22	-	12
The guidance document is concise.	3	44	25	16	-	12
The guidance is easy to find.	19	59	13	-	-	9
The guidance is relevant to my role.	31	44	13	-	-	12
The guidance does not conflict with guidance from other agencies.	3	19	25	28	13	12
The guidance is comprehensive	6	63	9	9	-	12

When asked what influence ‘Visual Representation of wind farms (July 2014)’ has had on their work, more than half of respondents said: ‘I have used it to help me give advice’ (56%) and ‘I have used it to learn more about good/best practice’ (56%).

Q8a Influence (Base=32)	%
I have used it to check compliance with legislation	34
It has had an influence on a development	19
It has had an influence on design	38
I have used it to help me give advice	56
It has had an influence on a local or strategic plan	3
I have used it to get clarity on a legal position	6
I have used it to learn more about good/best practice	56
None of these / No reply	6

When asked how ‘Visual Representation of wind farms (July 2014)’ has made a difference to their work, the largest number of respondents who commented said: ‘It has led to changes in the decision-making process’ (25%).

Q8b Difference (Base=32)	%
It has led to changes in the decision-making process	25
It has led to changes to the consents procedure	9
It has resulted in me making changes to the development	16
It has resulted in me making changes to one or more policies	9
Other	19
None of these / No reply	38

The five respondents who said: ‘It has resulted in me making changes to the development’ were asked to give the changes to the development that resulted from their use of ‘Visual Representation of wind farms (July 2014)’:

- Siting (3 respondents).
- Location (1).
- **Design (5).**
- Construction methods (2).
- Post-construction management (1).
- Post-construction monitoring (1).

Positive elements within ‘Visual Representation of wind farms (July 2014)’ included:

- Preferred to previous version.
- The whole things, helpful, clarifies what is expected, ends uncertainty, clear, detailed, prescriptive, concise, very useful, reduces complexity.
- “Use it for wider LVIA work production of Photomontages, may be useful to have ‘generic’ sections and then specific wind farm stuff as it is what the planning authorities are asking for no matter what the development type.” (Planning consultant)
- “SNH are beginning to have a firmer view on their role in protecting important landscapes.” (Planning consultant)
- “Limitations to ZTV and visualisations and guidance on changes to photography equipment to be used and how it is verified.” (Other)

There were no negative comments about within ‘Visual Representation of wind farms (July 2014)’.

6.12 Habitats Regulations Appraisal of Plans - guidance for plan-making bodies in Scotland (2012 version)

Nineteen respondents commented on ‘Habitats Regulations Appraisal of Plans - guidance for plan-making bodies in Scotland (2012 version)’.

While several use this guidance at least once a month or more frequently, most use it at least once a year.

Q6 Frequency of use (Base=19)	Several times a week %	At least once a week %	At least once a month %	At least once a year %	Don't know / No reply %
Habitats Regulations Appraisal of Plans - guidance for plan-making bodies in Scotland (2012 version)	-	11	26	47	16

Most agreed with all of the statements about this guidance. Over three-quarters (79%) agreed or agreed strongly that ‘The guidance is relevant to my role’.

Q7 Agreement with statements (Base=19)	Agree strongly %	Agree %	Neither %	Disagree %	Disagree strongly %	Don't know / No reply %
The language used is jargon-free.	-	42	26	16	-	16
The guidance is well laid out	-	53	21	5	-	21
The guidance is unambiguous.	-	53	16	16	-	16
The guidance document is concise.	5	37	37	5	-	16
The guidance is easy to find.	16	47	16	5	-	16
The guidance is relevant to my role.	21	58	5	-	-	16
The guidance does not conflict with guidance from other agencies.	-	58	21	5	-	16
The guidance is comprehensive	16	42	26	-	-	16

When asked what influence ‘Habitats Regulations Appraisal of Plans - guidance for plan-making bodies in Scotland (2012 version)’ has had on their work, more than two-thirds of respondents said: ‘I have used it to check compliance with legislation’ (68%). Almost two-thirds said ‘It has had an influence on a local or strategic plan’ (63%).

Q8a Influence (Base=19)	%
I have used it to check compliance with legislation	68
It has had an influence on a development	32
It has had an influence on design	16
I have used it to help me give advice	42
It has had an influence on a local or strategic plan	63
I have used it to get clarity on a legal position	26
I have used it to learn more about good/best practice	53
None of these / No reply	16

When asked how ‘Habitats Regulations Appraisal of Plans - guidance for plan-making bodies in Scotland (2012 version)’ has made a difference to their work, the largest number of respondents who commented said: ‘It has led to changes in the decision-making process’ (58%) and ‘It has resulted in me making changes to one or more policies’ (58%).

Q8b Difference (Base=19)	%
It has led to changes in the decision-making process	58
It has led to changes to the consents procedure	11
It has resulted in me making changes to the development	16
It has resulted in me making changes to one or more policies	58
Other	-
None of these / No reply	21

The three respondents who said: ‘It has resulted in me making changes to the development’ were asked to give the changes to the development that resulted from their use of ‘Habitats Regulations Appraisal of Plans - guidance for plan-making bodies in Scotland (2012 version)’:

- Siting (1 respondent).
- Location (1).
- Design (1).
- Construction methods (1).
- Management (1).

Positive elements within ‘Habitats Regulations Appraisal of Plans - guidance for plan-making bodies in Scotland (2012 version)’ included:

- The step by step approach.
- Detailed, clear, helpful.
- Helpful in LDP preparation.
- “The guidance makes abundantly clear the importance of the relevant tests.” (Ecologist)
- “General guidance when making planning applications.” (Planning consultant)
- “Measures to protect habitats of protected species.” (Planning officer)
- “Licensing.” (Planning consultant)

One Agent for developers said: “Of limited use to project developers - more useful for local authorities etc.”

6.13 Renewable Energy Consultations - A Service Level Statement (May 2011 version)

Two respondents commented on ‘Renewable Energy Consultations - A Service Level Statement (May 2011 version)’.

Both respondents who commented use the guidance at least once a year.

Q6 Frequency of use (Base=2)	Several times a week %	At least once a week %	At least once a month %	At least once a year %	Don't know / No reply %
Renewable Energy Consultations - A Service Level Statement (May 2011 version)	-	-	-	100	-

Both agreed that ‘The guidance is relevant to my role’.

One disagreed that:

- The guidance is unambiguous.
- The guidance is easy to find.
- The guidance is comprehensive.

One disagreed strongly that ‘The guidance does not conflict with guidance from other agencies’.

Q7 Agreement with statements (Base=2)	Agree strongly %	Agree %	Neither %	Disagree %	Disagree strongly %	Don't know / No reply %
The language used is jargon-free.	-	50	50	-	-	-
The guidance is well laid out	-	50	50	-	-	-
The guidance is unambiguous.	-	50	-	50	-	-
The guidance document is concise.	-	50	50	-	-	-
The guidance is easy to find.	-	50	-	50	-	-
The guidance is relevant to my role.	-	100	-	-	-	-
The guidance does not conflict with guidance from other agencies.	-	50	-	-	50	-
The guidance is comprehensive	-	50	-	50	-	-

When asked what influence ‘Renewable Energy Consultations - A Service Level Statement (May 2011 version)’ has had on their work, both respondents said: ‘I have used it to help me give advice’ and ‘I have used it to get clarity on a legal position’. One said ‘It has had an influence on a local or strategic plan’ and one said ‘I have used it to learn more about good/best practice’.

Q8a Influence (Base=2)	%
I have used it to check compliance with legislation	-
It has had an influence on a development	-
It has had an influence on design	-
I have used it to help me give advice	100
It has had an influence on a local or strategic plan	50
I have used it to get clarity on a legal position	100
I have used it to learn more about good/best practice	50
None of these / No reply	-

When asked how ‘Renewable Energy Consultations - A Service Level Statement (May 2011 version)’ has made a difference to their work, each of the possible options attracted a response from one of the two respondents.

Q8b Difference (Base=2)	%
It has led to changes in the decision-making process	50
It has led to changes to the consents procedure	50
It has resulted in me making changes to the development	50
It has resulted in me making changes to one or more policies	50
Other	-
None of these / No reply	-

The one respondent who said: ‘It has resulted in me making changes to the development’ was asked to give the changes to the development that resulted from their use of ‘Renewable Energy Consultations - A Service Level Statement (May 2011 version)’:

- Siting (1 respondent).
- Location (1).
- Design (1).
- Construction methods (1).
- Management (1).
- Post-construction management (1).
- Post-construction monitoring (1).

Positive elements within ‘Renewable Energy Consultations - A Service Level Statement (May 2011 version)’ included:

- Information on what to expect from SNH and when to consult them.
- “Helpful layout.” (Planning consultant)

Elements which were least useful:

- “Lack of clarity on the status of SNH in any wind farm appeal where they had not objected but had concerns over the design and layout of the wind farm.” (Planning officer)

6.14 Recommended bird survey methods to inform impact assessment of onshore wind farms (May 2014 version)

Thirty-three respondents commented on 'Recommended bird survey methods to inform impact assessment of onshore wind farms (May 2014 version)'.

This guidance is used fairly frequently by the respondents who commented; most use it at least once a month with some using it at least once a week or more frequently.

Q6 Frequency of use (Base=33)	Several times a week %	At least once a week %	At least once a month %	At least once a year %	Don't know / No reply %
Recommended bird survey methods to inform impact assessment of onshore wind farms (May 2014 version)	3	15	39	39	3

Most agreed with all of the statements about this guidance. Most statements saw fairly high percentages agreeing or agreeing strongly. Most (87%) agreed or agreed strongly that 'The guidance is relevant to my role'.

Q7 Agreement with statements (Base=33)	Agree strongly %	Agree %	Neither %	Disagree %	Disagree strongly %	Don't know / No reply %
The language used is jargon-free.	18	58	9	6	-	9
The guidance is well laid out	12	55	9	12	-	12
The guidance is unambiguous.	6	30	42	12	-	9
The guidance document is concise.	15	48	15	12	-	9
The guidance is easy to find.	21	48	9	12	-	9
The guidance is relevant to my role.	48	39	3	-	-	9
The guidance does not conflict with guidance from other agencies.	15	42	24	6	3	9
The guidance is comprehensive	12	55	9	15	-	9

When asked what influence 'Recommended bird survey methods to inform impact assessment of onshore wind farms (May 2014 version)' has had on their work, almost all respondents said: 'I have used it to help me give advice' (91%). Almost three-quarters said: 'I have used it to learn more about good/best practice' (73%).

Q8a Influence (Base=33)	%
I have used it to check compliance with legislation	42
It has had an influence on a development	39
It has had an influence on design	24
I have used it to help me give advice	91
It has had an influence on a local or strategic plan	3
I have used it to get clarity on a legal position	9
I have used it to learn more about good/best practice	73
None of these / No reply	9

When asked how 'Recommended bird survey methods to inform impact assessment of onshore wind farms (May 2014 version)' has made a difference to their work, the largest number of respondents who commented said: 'It has led to changes in the decision-making process' (36%).

Q8b Difference (Base=33)	%
It has led to changes in the decision-making process	36
It has led to changes to the consents procedure	18
It has resulted in me making changes to the development	21
It has resulted in me making changes to one or more policies	6
Other	21
None of these / No reply	36

The seven respondents who said: 'It has resulted in me making changes to the development' were asked to give the changes to the development that resulted from their use of 'Recommended bird survey methods to inform impact assessment of onshore wind farms (May 2014 version)':

- Siting (3 respondents).
- Location (3).
- Design (5).
- Construction methods (3).
- Management (2).
- Post-construction management (2).
- **Post-construction monitoring (6).**

Positive elements within 'Recommended bird survey methods to inform impact assessment of onshore wind farms (May 2014 version)' included:

- Information on survey requirements, procedures, methods and timings.
- "Best practice advice." (Ecologist)
- "Good for designing scope of surveys and survey expectations." (Ecologist)
- "The recommendations for specific survey distances around windfarms." (Ecologist)
- "Disturbance distances and when trying to assess potential impacts." (Ecologist)
- "Good baseline for bird assessments." (Planning consultant)
- "Clear definition of targets." (Ecologist)
- "I keep a dog-eared copy on my desk. It's pretty prescriptive, but that is actually helpful for most sites, giving us a standard methodology for running ornithology studies on wind farm sites. It's a pretty sensible document which is hard to disagree with." (Ecologist)
- "Identification of the changes since the previous version was issued." (Ecologist)
- There were also general comments that the guidance is straightforward, concise, clear, specific and unambiguous, comprehensive and regularly updated.

There were no negative comments on this guidance, although one Ecologist commented: "... this revised doc was issued without a fanfare and we completely missed it until very much later, and in the interim period we submitted a tender for work which did not comply with the new 4-visit requirements ..., so were CROSS. Important pieces of guidance need to be advertised much more widely."

6.15 Siting and Designing Wind Farms in the Landscape (2014 version)

Forty-one respondents commented on 'Siting and Designing Wind Farms in the Landscape (2014 version)'.

Most use this guidance once a month, including small numbers who use it more frequently.

Q6 Frequency of use (Base=41)	Several times a week %	At least once a week %	At least once a month %	At least once a year %	Don't know / No reply %
Siting and Designing Wind Farms in the Landscape (2014 version)	2	2	59	29	7

Most (85%) agreed or agreed strongly that 'The guidance is relevant to my role' and over three-quarters agreed or agreed strongly that 'The guidance is well laid out' (78%) and that 'The guidance is easy to find' (76%).

There was some disagreement that the guidance is unambiguous; 17% disagreed.

Q7 Agreement with statements (Base=41)	Agree strongly %	Agree %	Neither %	Disagree %	Disagree strongly %	Don't know / No reply %
The language used is jargon-free.	2	68	17	7	-	5
The guidance is well laid out	2	76	15	2	-	5
The guidance is unambiguous.	2	39	37	17	-	5
The guidance document is concise.	2	59	29	2	2	5
The guidance is easy to find.	10	66	20	-	-	5
The guidance is relevant to my role.	22	63	10	-	-	5
The guidance does not conflict with guidance from other agencies.	5	49	27	10	2	7
The guidance is comprehensive	5	49	32	7	-	7

When asked what influence 'Siting and Designing Wind Farms in the Landscape (2014 version)' has had on their work, many respondents said: 'I have used it to help me give advice' (80%). Almost three-quarters said: 'It has had an influence on design' (71%).

Q8a Influence (Base=41)	%
I have used it to check compliance with legislation	15
It has had an influence on a development	63
It has had an influence on design	71
I have used it to help me give advice	80
It has had an influence on a local or strategic plan	5
I have used it to get clarity on a legal position	-
I have used it to learn more about good/best practice	59
None of these / No reply	5

When asked how ‘Siting and Designing Wind Farms in the Landscape (2014 version)’ has made a difference to their work, the largest number of respondents who commented said: ‘It has resulted in me making changes to the development’ (46%).

Q8b Difference (Base=41)	%
It has led to changes in the decision-making process	24
It has led to changes to the consents procedure	2
It has resulted in me making changes to the development	46
It has resulted in me making changes to one or more policies	5
Other	10
None of these / No reply	24

The 19 respondents who said: ‘It has resulted in me making changes to the development’ were asked to give the changes to the development that resulted from their use of ‘Siting and Designing Wind Farms in the Landscape (2014 version)’:

- Siting (13 respondents).
- Location (12).
- **Design (19).**
- Management (1).
- Post-construction monitoring (1).

Positive elements within ‘Siting and Designing Wind Farms in the Landscape (2014 version)’ included:

- Sensible guidance, good examples, artists impressions welcomed, sets out principles, updated document welcomed as providing clearer guidance, useful information, useful assessment tool, good language and terminology.
- “Clarification of wind farm sizes and illustrations/ photographs.” (Other)
- “Guidance on design of windfarm extensions in regards to turbine dimensions and geometry in relation to existing windfarm.” (Developer)
- “Landscape scale and scale of turbines. Cumulative impact considerations.” (Planning officer)
- “Guidance on siting wind turbines in a landscape context.” (Planning officer)
- “Sets the benchmark for SNH's expectations and what should be achieved.” (Planning consultant)
- “Sets out design objectives for wind farms in different settings.” (Agent for developers)
- “A deeper understanding of how SNH is seeing wind development and using this to improve the likelihood of designing schemes that fit their aspirations.” (Agent for developers)
- “This helps to provide support and demonstrate to clients the importance of landscape and visual input to the design of wind farms.” (Individual)
- “It’s a good guide to wind farm design in Scotland. Only problem is that people try to apply it to England and Wales where it works less well!” (Planning consultant)

Elements which were least useful:

- “Useful but lacking the 'strategic' chapter which was useful for us when preparing our SG.” (Planning officer)

- “I disagree with much of the information and concentrates on aspect of the environment which often come into conflict with those aspects within our remit. It also lacks a holistic view of landscape.” (Scottish Government department)

6.16 Bats and Wind Turbines (2012 version - joint with NE and CCW)

Sixteen respondents commented on ‘Bats and Wind Turbines (2012 version - joint with NE and CCW)’.

Most of those who commented said they use the guidance at least once a year.

Q6 Frequency of use (Base=16)	Several times a week %	At least once a week %	At least once a month %	At least once a year %	Don't know / No reply %
Bats and Wind Turbines (2012 version - joint with NE and CCW)	-	6	19	63	12

Most agreed with many of the statements about this guidance. Most (88%) agreed or agreed strongly that ‘The guidance is relevant to my role’ and over three-quarters agreed or agreed strongly that ‘The guidance document is concise’ (82%), ‘The language used is jargon-free’ (81%) or that ‘The guidance is easy to find’ (81%).

Q7 Agreement with statements (Base=16)	Agree strongly %	Agree %	Neither %	Disagree %	Disagree strongly %	Don't know / No reply %
The language used is jargon-free.	6	75	13	-	-	6
The guidance is well laid out	-	50	25	6	-	19
The guidance is unambiguous.	6	63	6	13	-	12
The guidance document is concise.	13	69	13	-	-	6
The guidance is easy to find.	6	75	6	-	6	6
The guidance is relevant to my role.	25	63	6	-	-	6
The guidance does not conflict with guidance from other agencies.	6	31	38	13	-	13
The guidance is comprehensive	-	31	44	13	6	6

When asked what influence 'Bats and Wind Turbines (2012 version - joint with NE and CCW)' has had on their work, over three-quarters of respondents said: 'I have used it to help me give advice' (81%). Almost two-thirds said: 'I have used it to learn more about good/best practice (63%).

Q8a Influence (Base=16)	%
I have used it to check compliance with legislation	31
It has had an influence on a development	25
It has had an influence on design	25
I have used it to help me give advice	81
It has had an influence on a local or strategic plan	6
I have used it to get clarity on a legal position	6
I have used it to learn more about good/best practice	63
None of these / No reply	12

When asked how 'Bats and Wind Turbines (2012 version - joint with NE and CCW)' has made a difference to their work, the largest number of respondents who commented said: 'It has resulted in me making changes to the development' (31%).

Q8b Difference (Base=16)	%
It has led to changes in the decision-making process	25
It has led to changes to the consents procedure	-
It has resulted in me making changes to the development	31
It has resulted in me making changes to one or more policies	-
Other	-
None of these / No reply	69

The five respondents who said: 'It has resulted in me making changes to the development' were asked to give the changes to the development that resulted from their use of 'Bats and Wind Turbines (2012 version - joint with NE and CCW)':

- **Siting (4 respondents).**
- Location (1).
- Design (3).
- Post-construction monitoring (1).

Positive elements within 'Bats and Wind Turbines (2012 version - joint with NE and CCW)' included:

- Short, straightforward, detailed, informative, useful, clear, overview of requirements, best practice advice.
- Good, current guidance / detail on mitigation.
- "Links to relevant resources." (Ecologist)
- "Target species and in trying to advise clients re: risks." (Ecologist)
- "Useful to help us write Supplementary Planning Guidance." (Planning officer)
- "Useful in helping me calculate the likelihood that a turbine application will pose a risk." (Planning consultant)
- "Stand-off distances." (Ecologist)
- "The simplicity of the 50 metre rule." (Planning officer)
- "Useful information on species behaviour and licence requirements and legislative position." (Planning officer)

- “The most useful section of the Bats and Wind Turbines is that it is useful for both ecologist and those without an ecological background - accessible to all.” (Planning consultant)

Elements which were least useful:

- “It’s exceedingly vague, contains sweeping statements which are not referenced therefore cannot realistically be used in a public inquiry, consequently should perhaps not therefore be used in an EIA.” (Ecologist)

6.17 Hydroelectric schemes and the natural heritage (2010 version)

Fifteen respondents commented on ‘Hydroelectric schemes and the natural heritage (2010 version)’.

Around half of the respondents who commented said they use this at least once a month, a slightly smaller number said at least once a year.

Q6 Frequency of use (Base=15)	Several times a week %	At least once a week %	At least once a month %	At least once a year %	Don’t know / No reply %
Hydroelectric schemes and the natural heritage (2010 version)	-	-	47	40	13

Most agreed with many of the statements about this guidance. Over three-quarters (80%) agreed or agreed strongly that ‘The guidance is easy to find’.

Q7 Agreement with statements (Base=15)	Agree strongly %	Agree %	Neither %	Disagree %	Disagree strongly %	Don’t know / No reply %
The language used is jargon-free.	-	60	13	7	7	13
The guidance is well laid out	-	53	7	20	7	13
The guidance is unambiguous.	-	47	27	7	7	13
The guidance document is concise.	-	67	20	-	-	13
The guidance is easy to find.	20	60	7	-	-	13
The guidance is relevant to my role.	7	40	20	7	7	20
The guidance does not conflict with guidance from other agencies.	-	53	20	7	7	13
The guidance is comprehensive	20	20	40	20	-	-

When asked what influence ‘Hydroelectric schemes and the natural heritage (2010 version)’ has had on their work, almost three-quarters of respondents said: ‘I have used it to learn more about good/best practice ‘ (73%) while over two-thirds said ‘I have used it to help me give advice’ (67%).

Q8a Influence (Base=15)	%
I have used it to check compliance with legislation	40
It has had an influence on a development	60
It has had an influence on design	60
I have used it to help me give advice	67
It has had an influence on a local or strategic plan	7
I have used it to get clarity on a legal position	20
I have used it to learn more about good/best practice	73
None of these / No reply	7

When asked how ‘Hydroelectric schemes and the natural heritage (2010 version)’ has made a difference to their work, the largest number of respondents who commented said: ‘It has resulted in me making changes to the development’ (67%).

Q8b Difference (Base=15)	%
It has led to changes in the decision-making process	27
It has led to changes to the consents procedure	27
It has resulted in me making changes to the development	67
It has resulted in me making changes to one or more policies	7
Other	-
None of these / No reply	27

The ten respondents who said: ‘It has resulted in me making changes to the development’ were asked to give the changes to the development that resulted from their use of ‘Hydroelectric schemes and the natural heritage (2010 version)’:

- Siting (8 respondents).
- Location (4).
- **Design (10).**
- **Construction methods (10).**
- Management (4).
- Post-construction management (3).
- Post-construction monitoring (2).

Positive elements within ‘Hydroelectric schemes and the natural heritage (2010 version)’ included:

- Clear, comprehensive, detailed.
- “Best practice advice.” (Ecologist)
- “Details for hydro generation work.” (Government agency)
- “The more specific details of potential effects relating to hydroelectric infrastructure and the design requirements to help minimise these effects.” (Individual)

There were no negative comments about this guidance.

6.18 A Service Statement for Planning and Development (2012 version)

Five respondents commented on 'A Service Statement for Planning and Development (2012 version)'.

The same number of respondents said that they use this guidance at least once a month as said they use it at least once a year.

Q6 Frequency of use (Base=5)	Several times a week %	At least once a week %	At least once a month %	At least once a year %	Don't know / No reply %
A Service Statement for Planning and Development (2012 version)	-	-	40	40	20

Four out of the five respondents agreed or agreed strongly that 'The guidance is relevant to my role'.

Q7 Agreement with statements (Base=5)	Agree strongly %	Agree %	Neither %	Disagree %	Disagree strongly %	Don't know / No reply %
The language used is jargon-free.	20	20	40	20	-	-
The guidance is well laid out	-	40	60	-	-	-
The guidance is unambiguous.	20	20	60	-	-	-
The guidance document is concise.	-	40	60	-	-	-
The guidance is easy to find.	20	20	60	-	-	-
The guidance is relevant to my role.	20	60	20	-	-	-
The guidance does not conflict with guidance from other agencies.	-	-	80	20	-	-
The guidance is comprehensive	-	40	60	-	-	-

When asked what influence 'A Service Statement for Planning and Development (2012 version)' has had on their work, four respondents said: 'I have used it to check compliance with legislation' (80%), three (60%) said 'I have used it to learn more about good/best practice'.

Q8a Influence (Base=5)	%
I have used it to check compliance with legislation	80
It has had an influence on a development	20
It has had an influence on design	20
I have used it to help me give advice	40
It has had an influence on a local or strategic plan	20
I have used it to get clarity on a legal position	20
I have used it to learn more about good/best practice	60
None of these / No reply	20

When asked how 'A Service Statement for Planning and Development (2012 version)' has made a difference to their work, one respondent said 'It has led to changes in the decision-making process' and one said 'It has resulted in me making changes to one or more policies'.

Q8b Difference (Base=5)	%
It has led to changes in the decision-making process	20
It has led to changes to the consents procedure	-
It has resulted in me making changes to the development	-
It has resulted in me making changes to one or more policies	20
Other	40
None of these / No reply	20

No respondents answered: 'It has resulted in me making changes to the development'.

Positive elements within 'A Service Statement for Planning and Development (2012 version)' included:

- "Good advice on what to expect." (Agent for developers)
- "To know when to consult SNH." (Planning officer)

Elements which were least useful:

- "Lack of clarity on SNH position in relation to responses to planning applications." (Planning officer)

6.19 The siting and design of aquaculture in the landscape: visual and landscape considerations (2011 version)

Eleven respondents commented on 'The siting and design of aquaculture in the landscape: visual and landscape considerations (2011 version)'.

Few commented; of those that did more said they use the guidance at least once a year than said they use it at least once a month.

Q6 Frequency of use (Base=11)	Several times a week %	At least once a week %	At least once a month %	At least once a year %	Don't know / No reply %
The siting and design of aquaculture in the landscape: visual and landscape considerations (2011 version)	-	-	18	36	45

Few respondents answered this question; the highest percentage (45%) agreed or agreed strongly that 'The guidance is relevant to my role'. Most of those who answered agreed with many of the statements about this guidance.

Q7 Agreement with statements (Base=11)	Agree strongly %	Agree %	Neither %	Disagree %	Disagree strongly %	Don't know / No reply %
The language used is jargon-free.	-	27	9	9	-	54
The guidance is well laid out	-	27	18	9	-	45
The guidance is unambiguous.	-	9	36	9	-	45
The guidance document is concise.	-	9	45	-	-	45
The guidance is easy to find.	9	18	27	-	-	45
The guidance is relevant to my role.	18	27	9	-	-	45
The guidance does not conflict with guidance from other agencies.	9	18	18	-	-	54
The guidance is comprehensive	9	9	18	9	-	54

When asked what influence 'The siting and design of aquaculture in the landscape: visual and landscape considerations (2011 version)' has had on their work, the largest number who commented said 'It has had an influence on design' (36%) and 'I have used it to help me give advice' (36%).

Q8a Influence (Base=11)	%
I have used it to check compliance with legislation	-
It has had an influence on a development	27
It has had an influence on design	36
I have used it to help me give advice	36
It has had an influence on a local or strategic plan	9
I have used it to get clarity on a legal position	9
I have used it to learn more about good/best practice	18
None of these / No reply	54

When asked how 'The siting and design of aquaculture in the landscape: visual and landscape considerations (2011 version)' has made a difference to their work, the largest number of respondents who commented said: 'It has led to changes in the decision-making process' (18%).

Q8b Difference (Base=11)	%
It has led to changes in the decision-making process	18
It has led to changes to the consents procedure	-
It has resulted in me making changes to the development	9
It has resulted in me making changes to one or more policies	-
Other	18
None of these / No reply	63

The one respondent who said: 'It has resulted in me making changes to the development' was asked to give the changes to the development that resulted from their use of 'The siting and design of aquaculture in the landscape: visual and landscape considerations (2011 version)':

- Siting (1 respondent).
- Design (1).

Positive elements within 'The siting and design of aquaculture in the landscape: visual and landscape considerations (2011 version)' included:

- "All of it! The definitive guide to landscape/seascape and aquaculture development." (Planning officer)
- "Provides info on fish farm layout, positioning and scale." (Planning consultant)

There were no negative comments about this guidance.

7. SNH GUIDANCE IN GENERAL

Respondents were given a series of statement about SNH guidance in general and asked to say whether they agreed or disagreed with each:

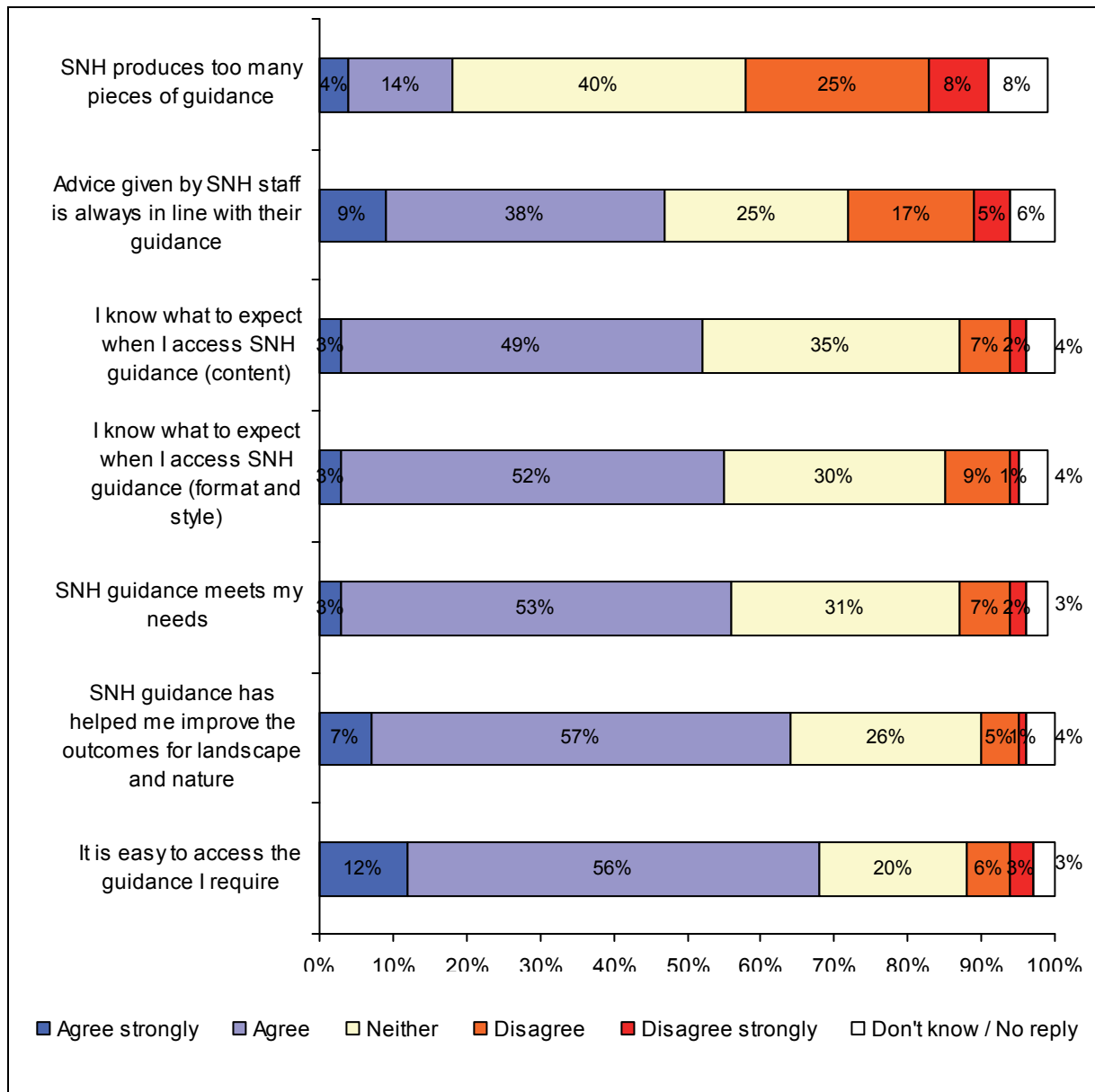


Figure 9. Agreement with statements about SNH guidance

Source: Q9 (Base=242)

As can be seen in Figure 9 above:

- Over two-thirds of respondents agreed to some extent that it is easy to access the guidance they require.
- Almost two-thirds agreed to some extent that SNH guidance has helped them improve the outcomes for landscape and nature.
- Over half agreed to some extent that SNH guidance meets their needs.
- Over half agreed to some extent that they know what to expect when they access SNH guidance (format, style and content).

However, less than half agreed to any extent that advice given by SNH staff is always in line with their guidance. Significantly fewer Planning officers disagreed with this statement (7%) than did Developers (33%) or Planning consultants (42%).

Most respondents neither agreed nor disagreed that SNH produces too many pieces of guidance; more disagreed than agreed that this is the case. Significantly more Ecologists disagreed to some extent (62%) that SNH produces too many pieces of guidance than did Agents for developers (29%), Planning officers (25%) or respondents working within Scottish Government Departments (39%).

8. SHARING GOOD PRACTICE EVENTS

Respondents were asked whether they had attended any of the SNH Sharing Good Practice Events.

As can be seen in Figure 10 below, less than a quarter of respondents (59 out of 242) had attended any of the events.

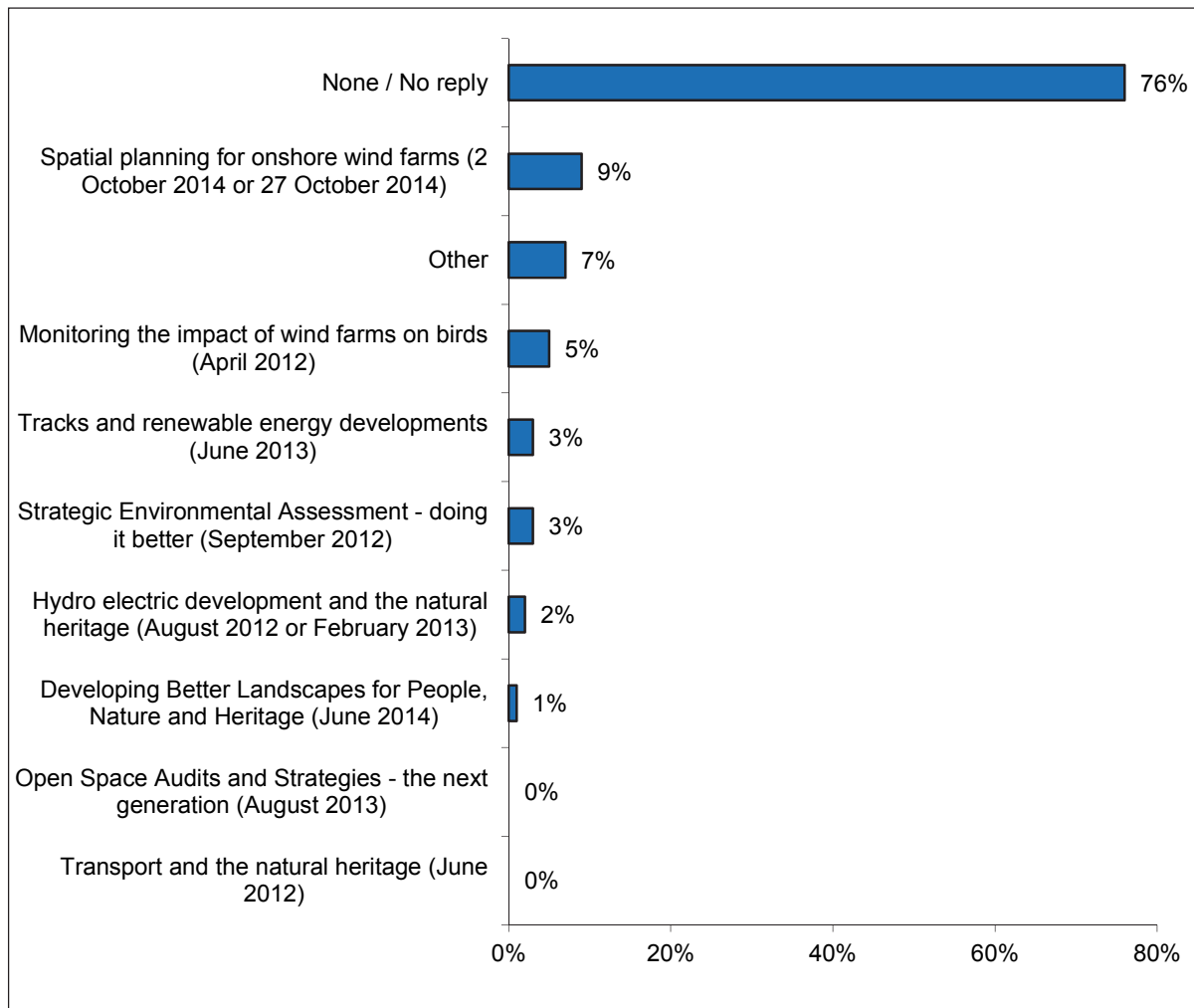


Figure 10. Sharing Good Practice Events Attended

Source: Q10 (Base=242)

The event that most had attended was 'Spatial planning for onshore wind farms (2 October 2014 or 27 October 2014)' which was attended by 22 of the respondents. Respondents also attended:

- Monitoring the impact of wind farms on birds (April 2012) (13 respondents).
- Strategic Environmental Assessment - doing it better (September 2012) (8 respondents).
- Tracks and renewable energy developments (June 2013) (8 respondents).
- Hydro electric development and the natural heritage (August 2012 or February 2013) (4 respondents).
- Developing Better Landscapes for People, Nature and Heritage (June 2014) (2 respondents).

- Open Space Audits and Strategies - the next generation (August 2013) (1 respondent).

17 respondents said they attended events not named in the survey and these included:

- “Wind Farm Visualisation Workshop October 2014.” (Other and Planning consultant)
- “Visual representation of wind farms.” (Planning consultant and individual)
- “Decommissioning wind farms event.” (Planning officer)
- “Presentation by SNH at Scottish Highland Renewable Energy Conference 2014.” (Agent for developers)
- “In-house presentation on visuals and impact by SNH experts.” (Scottish Government department)
- “Joint SNH and SEPA meetings in July(?) 2012 and 2013.” (Other)
- “Delivering Multiple Benefits from Nature - Battleby Mar 14.” (NGO / voluntary body)
- “Workshops on MPAs.” (NGO / voluntary body)
- “Visualisation guidance consultation (July 2013) and visualisation training day (October 2014).” (Individual)
- “SWBSG consultant events 2013 and 2014.” (Ecologist)
- “Peatland Action Demonstration day at Flanders Moss.” (Ecologist)
- “Nature conservation and development management.” (Planning officer)
- “HRA of plans in Battleby (2013?) Protected species licensing in Battleby (2012?).” (Ecologist)
- “Assessing the Impacts of Windfarm Developments on Birds (Sept 2008). Assessing the Cumulative Impacts of Windfarms on Birds (Dec 2009). Protected Species Law & Policy (Mar 2011). Habitat Regulations Appraisal of Plans (Jun 2011).” (Ecologist)

Respondents who had attended each of the named events were asked to say how useful they had found it in relation to a number of elements and these are summarised in the following tables.

8.1 Spatial planning for onshore wind farms (2 October 2014 or 27 October 2014)

Respondents described the opportunity to meet face to face with SNH staff along with the information provided as most useful. The opportunity to learn who does what within SNH was seen as least useful.

Q11 Usefulness (Base=22)	Very useful %	Quite useful %	Not very useful %	Not at all useful %	Don't know / No reply %
Networking	18	59	9	5	9
Opportunity to meet face to face with SNH staff	27	64	5	-	5
Opportunity to learn who does what within SNH	18	41	32	5	5
Information provided	36	55	5	-	5
Opportunity to ask questions	36	50	9	-	5

8.2 Monitoring the impact of wind farms on birds (April 2012)

Respondents felt networking was most useful. The opportunity to learn who does what within SNH was seen as least useful.

Q11 Usefulness (Base=13)	Very useful %	Quite useful %	Not very useful %	Not at all useful %	Don't know / No reply %
Networking	31	69	-	-	-
Opportunity to meet face to face with SNH staff	31	62	8	-	-
Opportunity to learn who does what within SNH	-	69	23	8	-
Information provided	15	69	15	-	-
Opportunity to ask questions	15	77	8	-	-

8.3 Strategic Environmental Assessment - doing it better (September 2012)

Respondents felt that the opportunity to meet face to face with SNH staff, the information provided and the opportunity to ask questions were most useful. The opportunity to learn who does what within SNH was seen as least useful.

Q11 Usefulness (Base=8)	Very useful %	Quite useful %	Not very useful %	Not at all useful %	Don't know / No reply %
Networking	25	63	-	-	13
Opportunity to meet face to face with SNH staff	13	88	-	-	-
Opportunity to learn who does what within SNH	13	63	25	-	-
Information provided	25	75	-	-	-
Opportunity to ask questions	25	75	-	-	-

8.4 Tracks and renewable energy developments (June 2013)

Respondents felt the information provided was most useful. The opportunity to learn who does what within SNH was seen as least useful.

Q11 Usefulness (Base=8)	Very useful %	Quite useful %	Not very useful %	Not at all useful %	Don't know / No reply %
Networking	-	75	25	-	-
Opportunity to meet face to face with SNH staff	25	50	25	-	-
Opportunity to learn who does what within SNH	13	38	50	-	-
Information provided	25	75	-	-	-
Opportunity to ask questions	13	75	13	-	-

8.5 Hydro electric development and the natural heritage (August 2012 or February 2013)

Respondents felt networking, the information provided and the opportunity to ask questions were most useful.

Q11 Usefulness (Base=4)	Very useful %	Quite useful %	Not very useful %	Not at all useful %	Don't know / No reply %
Networking	25	75	-	-	-
Opportunity to meet face to face with SNH staff	25	25	25	-	25
Opportunity to learn who does what within SNH	-	75	25	-	-
Information provided	50	50	-	-	-
Opportunity to ask questions	50	50	-	-	-

8.6 Developing Better Landscapes for People, Nature and Heritage (June 2014)

Both respondents who attended this event felt the opportunity to meet face to face with SNH staff, along with networking and the information provided were most useful. One of the respondents felt that the opportunity to learn who does what within SNH and the opportunity to ask questions were not very useful.

Q11 Usefulness (Base=2)	Very useful %	Quite useful %	Not very useful %	Not at all useful %	Don't know / No reply %
Networking	-	100	-	-	-
Opportunity to meet face to face with SNH staff	50	50	-	-	-
Opportunity to learn who does what within SNH	50	-	50	-	-
Information provided	-	100	-	-	-
Opportunity to ask questions	-	50	50	-	-

8.7 Open Space Audits and Strategies - the next generation (August 2013)

The respondent who attended this event described all of the elements as 'quite useful'.

8.8 Knowledge sharing, learning or development needs

Respondents were asked what they see as their particular knowledge-sharing, learning or development needs. 99 respondents commented.

Fifty-five respondents commented on a wide range of very specific information, advice or guidance needs. Some examples of these include:

- "Need more support guidance for SPP14." (Planning officer)
- "Cumulative effect on small scale on shore wind turbine developments." (Government agency)
- "Key issues I have relate to impact on EPS when dealing with planning applications. Interpretation of the 3 tests is critical to this and the more advice on this aspect the better as it is lacking at present with the exception of the SNH stuff." (Planning officer)

- “Dealing with SPAs which are in unfavourable or declining condition in impact assessments.” (Ecologist)
- “More guidance on interpreting new SPP requirements for spatial frameworks.” (Planning officer)
- “Turbine noise.” (Planning consultant)

Twelve respondents said that they need to keep up to date; to be aware or alerted about new or updated guidance or legislation. For example, a Planning consultant said: “Keeping up to date with legislation with regards to protected species.”

Ten respondents would appreciate more opportunities to share experiences, perspective and knowledge or wanted to see more case studies or best practice. One Planning officer commented: “General discussion re current issues re turbine proposals. Always interesting to hear how other parties have tackled these.”

Nine respondents commented on the need to know more about SNH's role, attitude, likely stance or requirements, or said that they require more clarification on specific issues from SNH. Examples included:

- “More awareness of how SNH can assist.” (Other)
- “I would like a better understanding of SNH's place in the planning process and simpler advice.” (Agent for developers)
- “A clearer steer from SNH on when they do and don't want surveys.” (Ecologist)

The need for tailored advice from SNH or better access to SNH staff was noted in eight responses. One Planning consultant commented: “Trying to understand the inconsistencies in SNH responses and approaches to consultation and engagement. In the past we have had good relations with local SNH offices and have been able to work through solutions to issues that have arisen on a case by case basis. Increasingly this is no longer available. SNH responses seem to be increasingly distant from the local offices and understanding, staff are refusing to engage, referring instead to generic guidance, and ambiguous stock responses which are completely unhelpful.”

Three said they need a wide range or all round knowledge and two asked for better access to data.

There were a range of other, single comments.

8.9 Whether an SNH Good Practice event would be the best way of addressing needs

Respondents were then asked whether an SNH Good Practice event would be the best way of addressing these needs.

As can be seen from Figure 11, below, just under a third felt it would be the best way. Just under a quarter said it was one way to address needs but not the best.

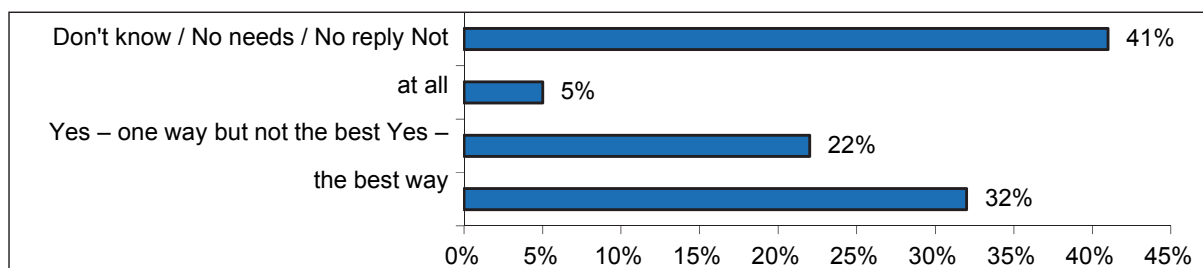


Figure 11. Whether an SNH Good Practice event would be the best way of addressing needs

Source: Q12b (Base=242)

Those who said it was one way but not the best were asked what they would say is the best way and 46 commented. The points made by the largest number of respondents are shown in the following table.

Q12c	Ecologist (14)	Developers and agents (11)	Planning Consultant (6)	Planning officer (6)	Others (9)
Better, more or continued access to SNH officers or more access to tailored advice (8 mentions)	1	3	2	1	1
Clear, easily accessible, up to date online advice and guidance (8)	6	1	1	-	-
Need for multi-disciplinary meetings, events or more joint working (7)	-	1	1	2	3

Eight wanted to see better, more or continued access to SNH officers or more access to tailored advice. One Developer said: "Access to a development officer appointed for specific projects who does not act as simply a post box and access to officers with the relevant knowledge to have a grown up discussion about sensitive issues."

Eight wanted clear, easily accessible, up to date online advice and guidance. For example: "Being consistent across all regions and communicating the latest thinking in online guidance."(Ecologist)

Seven saw the need for multi-disciplinary meetings, events or more joint working. For example: "A meeting between agencies when new guidance is drafted and also at a project level to have local staff across agencies to meet and discuss issues to avoid conflicts of requirements." (Developer)

In addition:

- Four respondents saw the need for more, or more accessible, good practice events or networking opportunities or made positive comments on SGP events.
- Four suggested online events, webinars or online videos.
- Four commented on SNH's role or remit.
- Three wanted to see alerts when there is new or updated guidance available.
- Three mentioned training or workshops on specific subjects.
- Two had specific guidance requirements.
- Two wanted to see more consistent advice.
- There were nine other, single comments.

8.10 Ways in which SNH could consider helping with knowledge exchange

Respondents were then asked to suggest other ways in which SNH could consider helping with knowledge exchange and 73 commented, as shown in the following table.

Q12d	Planning officer (19)	Developers and agents (15)	Ecologist (14)	Planning Consultant (10)	Others (15)
Webinars, blogs, other online or DVDs (12 mentions)	1	2	4	4	1
A mailing list or alert re new or updated guidance (10)	3	3	2	-	2
Training events, CPD, workshops, conferences, seminars or update courses (9)	3	3	1	2	-
Written guidance, or more written guidance, or advice, more publications, articles or newsletters (7)	-	-	4	1	2
Knowledge sharing events or facilitation or networking events (6)	1	1	1	-	3
Talks at other events, going out to other events or to talk to stakeholders, better links or engagement with stakeholders (5)	1	1	1	1	1
More events or more accessible events (not just in Perth) (4)	2	-	-	-	2
More or better online information, best practice guides or the need for an improved website (4)	1	-	1	-	2
Local Authority fora, Local Authority presentations or Local Authority events (4)	3	-	-	-	1
Case studies, online examples, easy access to similar cases (3)	1	-	-	-	2
Discussion forum or a discussion board on website (1)	1	1	1	-	-
An industry specific newsletter or press articles (3)	-	2	-	-	1
Site based or field events (2)	-	-	1	1	-
Better publicised, well publicised events (2)	-	2	-	-	-
Events on a specific subject (2)	2	-	-	-	-

The main suggestions are summarised below, with some examples:

- Webinars, blogs, other online or DVDs. (12 respondents)
 - “Webinars - easier to get information without either traveling to Battleby / Inverness or wading through internet.” (Ecologist)
 - “Webinars - often spaces are limited in events and so only a couple of people can go from my company. Webinars would allow more people to access key lectures, etc.” (Planning consultant)
 - “Webinars, more use of online videos/seminars for key speakers explain guidance and key points.” (Agent for developers)
 - “Well organised and publicised webinars may be more efficient and cut down on travel.” (Developer)
- A mailing list or alert re new or updated guidance. (10 respondents)
 - “Most people don't have time to attend good practice sharing events, especially in small business, and an online alerts page could highlight new guidance etc.” (Ecologist)
 - “Providing e-mails with updates on emerging guidance and events.” (Individual)
- Training events, CPD, workshops, conferences, seminars or update courses. (9)
 - “A series of small quick workshops discussing specific issues eg bats, natterjack toads, windfarms and birds/bats etc.” (Planning officer)
 - “Free CPD days for private Consultants who need to stay up to date.” (Planning consultant)
 - “Workshops and other interactive training events.” (Developer)
- Written guidance, or more written guidance, or advice, more publications, articles or newsletters. (7)
 - “Written guidance is most useful with updates as necessary.” (Ecologist)
 - “Policy newsletters from area offices as advice is often varying and at odds in different areas.” (Ecologist)
- Knowledge sharing events or facilitation or networking events. (6)
 - “On line best practice guides and when time allows open presentations when it is possible to network with other people in similar situations.” (Other)
 - “Further opportunities to network between regulators, NGO's, developers, and consultants to gain better understanding, and sharing lessons between projects/regions.” (Developer)
- Talks at other events, going out to other events or to talk to stakeholders, better links or engagement with stakeholders. (5)
 - “Would it be possible to identify areas of commonality with, say SEPA (or other public body), to present information on how to deliver on shared outcomes. Perhaps shared training re SE Web for example; or events delivered in partnership with NHS?” (Planning officer)
- More events or more accessible events (not just in Perth). (4)
 - “More dates for events. Visualisation workshop date I attended was the only date available. Feel attendees may benefit from a similar event in a couple of months' time once guidance is formally adopted.” (Other)

- More or better online information, best practice guides or the need for an improved website. (4)
 - “Ensure only up to date guidance is available and remove all guidance no longer in use.” (Scottish Government department)
- Local Authority fora, Local Authority presentations or Local Authority events. (4)
 - “Forums for Local Authorities to discuss complex issues and or areas that require SNH support. Improved engagement in the LDP process perhaps.” (Planning officer)
- Case studies, online examples, easy access to similar cases. (3)
 - “It may be good to include on the website examples from around the country where the relevant guidance/advice has been used in practice, and how successful it was once a development is completed and in-use.” (Planning officer)
- Discussion forum or a discussion board on website. (3)
 - “On-line forum as CPD options limited for LAs now.” (Planning officer)
- An industry specific newsletter or press articles. (3)
 - “Perhaps industry specific newsletters or emails which indicates changes in guidance, events, relevant topics etc.” (Developer)
- Site based or field events. (2)
 - “Perhaps an event on a peat covered development site, to show developers best practice in removing/storing or preserving peat. More written advice published on the subject.” (Community)
- Better publicised, well publicised events. (2)
- Events on a specific subject. (2)

In addition, four respondents made positive comments on the provisions for knowledge exchange already in place through SNH. For example: “Contact with our brilliant local office represents the most efficient and effective channel of communication between SNH and the planning authority. Its people are SNH’s most valuable resource and should be protected above all else.” (Planning officer) and “I find that the high quality of the presentation of your magazine is an effective way to maintain the profile of SNH’s role in the planning process. You could encourage the sharing of the links to increase circulation, ‘share with a friend’.” (Planning officer)

Seven respondents made comments on SNH’s role or remit, for example “Be open, be there and be consistent. It is an attitude issue really” (Developer). Two respondents reiterated the need for more or more accessible SNH staff.

Nine respondents made other, single comments.

9. PROVIDING INFORMATION

9.1 Situations where the information provided by SNH was not the most relevant to the situation

Respondents were asked whether they could think of any situations where the information provided by SNH was not the most relevant to the situation.

- 20% said 'Yes'.
- 74% said 'No'.
- 6% did not reply.

A far higher percentage of developers said 'Yes' (38%); 56% said 'No'.

All those who said 'Yes' were asked to provide details and 37 did so.

Thirteen respondents commented on information on a specific subject. Examples included:

- "In the context of hydro there is a lot of well-established guidance from SEPA that is often more detailed or relevant." (Developer)
- "Recommended survey methods, peat depth assessment." (NGO / voluntary body)
- "The guidance does not cover more specific developments, such as multiple small scale wind turbines." (Developer)
- "In some instances the Local Authority's own guidance differs and is more relevant." (Other)

Six respondents commented on SNH's role or remit, for example: "Over the last few years I have found some inconsistencies in advice and guidance provided. Sometimes guidance and policy appears to show the influence of political intervention (e.g. current visualisation guidance and wild land areas). This undermines the public and developers perception of SNH's impartiality." (Planning consultant)

Five commented on a lack of consistency of information or application of guidance or on a lack of availability of up to date guidance, for example: "Advice from Area Officers often differs from SNH (or standard) guidance or from the advice of senior SNH specialists." (Ecologist)

Five commented on confusion or conflicting guidance, particularly in relation to windfarms or visualisations), for example: "Recently prepared an LVIA for a wind farm in the Highlands and Highland Council and SNH could not agree on a graphics package that would have been suitable to both parties. Led to additional consultancy fees for the client and extra work for all concerned." (Other)

Four commented on an issue of real life versus theory or on situations which fell outwith guidance, for example: "most case work positions are more nuanced than the guidance anticipates." (Planning consultant)

Five respondents made other, single comments.

9.2 Instances where the information provided by SNH was not provided in the most suitable manner or format

Respondents were then asked whether they could think of any instances where the information provided by SNH was not provided in the most suitable manner or format.

- 11% said 'Yes'.
- 81% said 'No'.
- 7% did not reply.

Those who said 'Yes' were again asked to provide details and 20 did so.

The main examples, given by four respondents, related to responses, advice or guidance not being specific enough, for example: "Some responses to casework are exceedingly long and then only reference material that can be found online with no site specific advice. Advice on cumulative impacts is not clear enough and there is no way to take into account bird collisions that have occurred but were not predicted." (NGO / voluntary body)

Four commented on SNH in relation to objections, for example: "Advice on planning applications is often written in such a way as to be confusing as to SNH's meaning on an application. Whilst it is understood that internal policy is not to object to a development unless there is an issue of national importance at stake, it is often the case that where there is 'no objection' it is accompanied by 'advice' written in such a way as to be tantamount to an objection." (Developer)

Three respondents commented on specific guidance, information or advice including: "Consultation advice for a small-scale wind turbine development appeared only to reference best practice guidance and did not offer any kind of SNH viewpoint. This was challenged and subsequently additional details were provided." (Ecologist)

Three commented that responses or guidance are sometimes too long, for example: "Responses can be very lengthy. Eg response to an LDP can cover lots of details in one letter, not always structured in the best way." (Planning officer)

Two did not think standard responses were appropriate: "I have experienced some 'cut and paste' responses from SNH area staff which aren't entirely suitable. Given that councils quite often rely on this information I think this is concerning." (Planning consultant)

- Two had experience of advice that they did not think was sufficiently clear.
- Two had received conflicting advice.
- Two had had a lengthy wait for a response or had not received a response.

Two respondents commented that email is not always the most appropriate medium.

10. OTHER COMMENTS

Finally, respondents were invited to provide any other comments in relation to SNH guidance or events that they would like to share in order to help SNH improve its service. Forty-nine respondents commented and the largest number made positive comments on SNH or on SNH's events, guidance, website, advice or staff. Examples include:

- "SNH has always provided good, competent and concise technical advice." (Agent for developers)
- "SNH provides me, an ecologist, with fantastic support both online and when approached at area level for face-to-face advice. SNHi was a massive step forward." (Ecologist)
- "SNH SGP events are always very run, packed with relevant content and an excellent opportunity for networking with local authorities across Scotland." (Other)
- "I work in London but have had reason to use SNH guidance in the past. I often find it is easier to use and to a higher standard than NE guidance." (Ecologist)
- "The SNH website is informative and the local area office backs this up with good more site specific advice." (Scottish Government department)
- "Overall extremely satisfied with the support given by SNH towards development plan and development management work." (Planning officer)

Five respondents commented on consistency issues; whether relating to SNH staff or to conflicts with other guidance. For example, a Planning officer said: "My one wish is for a more consistent response from SNH officers during scoping discussions and review of applications. Responses are individualistic and unpredictable and not necessarily in line with SNH's own guidance." and a Developer commented: "Huge overlap with SEPA, roads and Council. Regularly end up the situation where if we follow SNH guidance, we break SEPA guidance or Council."

Five respondents again called for an alert in respect of new or updated guidance, for example: "Regular updates would be helpful particularly where advice has been amended as we don't always have time to check out the web site on a regular basis." (Planning officer)

Five respondents commented on SNH's role or remit, for example: "Make a commitment to actually uphold the by-line "All of nature for all of Scotland" - if it's not in an internationally designated area, your officers appear to be able to do very little. Be a bit more equivocal when they know damage will occur." (Planning officer)

Four wanted to see more SNH staff, or more opportunities to meet or talk to staff, including a Developer who said: "Access to SNH area staff is becoming more difficult - they do not have time to respond to site specific enquiries in the way that they used to. Need good staff who are accessible, not more guidance documents that are not."

In addition:

- Three respondents commented on the need for more or better training for SNH staff.
- Three commented on the need for less standardisation or for more focus on real situations and less on 'tick-boxes'.
- Two said that there is too much guidance /or that guidance is too lengthy.
- Two said SNH must be accountable or regulated.
- Two asked for more events or for events to be better publicised.

Five respondents wanted to see guidance or advice in a specific area and eight made other, single comments.

APPENDIX: THE QUESTIONNAIRE

SNH Planning & Development Evaluation of Guidance - Survey 2014

ABOUT YOU

Q1. This survey invites personal rather than corporate views.
Please say which of the following best describes your role:

1	A developer
2	A planning consultant or agent
3	Another agent representing interests of developers
4	A planning officer
5	An ecologist
6	Working within a Scottish Government department
7	Working within a government agency
8	Working within a NGO or voluntary body
9	A member of a community council
10	A member of a community or other local organisation
11	A private individual
12	Other (please specify)

Q2a. Which of the following represent your main planning interests?
Please tick all that apply in the list:

1	Renewables
2	Other sectors of the energy industry (including grid)
3	Housing
4	Aggregates
5	Transport
6	Agriculture
7	Forestry
8	Aquaculture
9	Fishing
10	Tourism
11	Nature conservation
12	Other (please specify)
13	All of the above
14	No specific area of interest

ALL CODED 1 at Q2a

Q2a1. Please say which area of renewables (please tick all that apply in the list):

1	Hydro
2	Onshore wind
3	Offshore wind
4	Wave
5	Tidal
6	Solar
7	Biomass
8	Other

ACCESSING GUIDANCE

Q3a. When did you last access any part of the SNH website?

1	Today
2	Within the last week or so
3	Within the last month
4	Within the last 6 months
5	Within the last year
6	More than a year ago
7	Have never accessed any part of the SNH website
8	Don't know

All those who answered codes 1 to 6 at Q3a

Q3b. When did you last access the planning and development section of the SNH website?

1	Today
2	Within the last week or so
3	Within the last month
4	Within the last 6 months
5	Within the last year
6	More than a year ago
7	Have never accessed the planning and development section of the SNH website
8	Don't know

All those who answered codes 1 to 6 at Q3b

Q3c. How frequently do you access the planning and development section of the website? (We appreciate this may vary depending on work in progress but would appreciate if you could give a rough idea)

1	More than once a month
2	Around once a month
3	Two to four times a year
4	Once a year
5	Less frequently

All those who answered 7 at Q3b.

Q3d. Why do you never use the planning and development section of the website?

Please tick all that apply

1	I have never had the need to access it
2	I prefer to get the information I require by email
3	I prefer to get the information I require by telephone
4	I prefer to get the information I require in some other way
5	I find it difficult to search or navigate
	I find it difficult to use for some other reason (please write in)
5	Other reason (please write in)

Q4. When you have a need to access specific SNH guidance, where is the first place you would go?

1	I would go to the main SNH website
2	I would go straight to the planning and development section of the website
3	I would email someone at SNH
4	I would telephone someone at SNH
5	I would ask a colleague
6	I would use an internet search engine (e.g. Google)
7	Something else (please write in)
8	Never had to access guidance

SNH GUIDANCE

If you would like a reminder of any of the guidance, please click on the relevant link.

Q5a. Which of the following guidance are you aware of?

And

Q5b. Which of these have you used?

And

Q5c. Please indicate up to 3 pieces of guidance that you use most frequently.

		AWARE	USED	3 MOST FREQUENT
1	A handbook on environmental impact assessment [2013 version]			
2	Good practice during wind farm construction [2013 version - 2nd edition]			
3	Assessing the impacts of small scale wind energy proposals on the natural heritage (Feb 2012)			
4	Assessing the impacts of small scale wind energy proposals on the natural heritage (June 2014)			
5	Constructed Tracks in the Scottish Uplands (June 2013 version)			
6	Badgers and Development (SNH website section)			
7	Otters and Development (SNH website section)			
8	Bat licences – development (SNH website section)			
9	Assessing the cumulative impacts of onshore wind energy developments [March 2012 version]			
10	Visual Representation of wind farms (March 2006)			
11	Visual Representation of wind farms (July 2014)			
12	Habitats Regulations Appraisal of Plans - guidance for plan-making bodies in Scotland [2012 version]			
13	Renewable Energy Consultations - A Service Level Statement [May 2011 version]			
14	Recommended bird survey methods to inform impact assessment of onshore wind farms [May 2014 version]			
15	Siting and Designing Wind Farms in the Landscape [2014 version]			
16	Bats and Wind Turbines [2012 version - joint with NE and CCW]			
17	Hydroelectric schemes and the natural heritage [2010 version]			
18	A Service Statement for Planning and Development [2012 version]			
19	The siting and design of aquaculture in the landscape: visual and landscape considerations [2011 version]			
20	None of these			

Filter and offer options from Q5b (all used)

Q5d. How useful did you find ?

Please use a scale of 1 to 10 where 10 is extremely useful and 1 is not at all useful

	Scale 1 to 10	DK / not aware
A handbook on environmental impact assessment [2013 version]		
Good practice during wind farm construction [2013 version - 2nd edition]		
Assessing the impacts of small scale wind energy proposals on the natural heritage (Feb 2012)		
Assessing the impacts of small scale wind energy proposals on the natural heritage (June 2014)		
Constructed Tracks in the Scottish Uplands [June 2013 version]		
Badgers and Development (SNH website section)		
Otters and Development (SNH website section)		
Bat licences – development (SNH website section)		
Assessing the cumulative impacts of onshore wind energy developments [March 2012 version]		
Visual Representation of wind farms (March 2006)		
Visual Representation of wind farms (July 2014)		
Habitats Regulations Appraisal of Plans - guidance for plan-making bodies in Scotland [2012 version]		
Renewable Energy Consultations - A Service Level Statement [May 2011 version]		
Recommended bird survey methods to inform impact assessment of onshore wind farms [May 2014 version]		
Siting and Designing Wind Farms in the Landscape [2014 version]		
Bats and Wind Turbines [2012 version - joint with NE and CCW]		
Hydroelectric schemes and the natural heritage [2010 version]		
A Service Statement for Planning and Development [2012 version]		
The siting and design of aquaculture in the landscape: visual and landscape considerations [2011 version]		

Q5e. Are there any other pieces of guidance you find especially useful? Please tell us the name of the guidance and why you find it useful

Please write in

Q5f. Is there any guidance that you would find useful but that SNH does not currently offer?

Please write in

QUESTION WILL BE ASKED DEPENDING ON SCORE GIVEN AT Q5d

Q5g1. What did you find most useful about [name of guidance will be inserted]?

Please write in

Q5g2. Which elements of [name of guidance] were not useful to you?

Please write in

Please answer the following questions about the pieces of guidance that you find most useful.

Q6. How often do you use (We appreciate this may vary depending on work in progress but would appreciate if you could give a rough idea)

	Every day	Several times a week	At least once a week	At least once a month	At least once a year	Don't know
A handbook on environmental impact assessment [2013 version]						
Good practice during wind farm construction [2013 version - 2nd edition]						
Assessing the impacts of small scale wind energy proposals on the natural heritage (Feb 2012)						
Assessing the impacts of small scale wind energy proposals on the natural heritage (June 2014)						
Constructed Tracks in the Scottish Uplands [June 2013 version]						
Badgers and Development (SNH website section)						
Otters and Development (SNH website section)						
Bat licences – development (SNH website section)						
Assessing the cumulative impacts of onshore wind energy developments [March 2012 version]						
Visual Representation of wind farms (March 2006)						
Visual Representation of wind farms (July 2014)						
Habitats Regulations Appraisal of Plans - guidance for plan-making bodies in Scotland [2012 version]						
Renewable Energy Consultations - A Service Level Statement [May 2011 version]						
Recommended bird survey methods to inform impact assessment of onshore wind farms [May 2014 version]						
Siting and Designing Wind Farms in the Landscape [2014 version]						
Bats and Wind Turbines [2012 version - joint with NE and CCW]						
Hydroelectric schemes and the natural heritage [2010 version]						
A Service Statement for Planning and Development [2012 version]						
The siting and design of aquaculture in the landscape: visual and landscape considerations [2011 version]						

ASKED FOR EACH PIECE OF GUIDANCE USED FREQUENTLY

Q7. Please say to what extent you agree or disagree with the following phrases in relation to [name of guidance]

	Agree strongly	Agree	Neither	Disagree	Disagree strongly	Don't know
The language used is jargon-free						
The guidance is well laid out						
The guidance is unambiguous						
The guidance document is concise						
The guidance is easy to find						
The guidance is relevant to my role						
The guidance does not conflict with guidance from other agencies						
The guidance is comprehensive						

Q8a. What influence has [name of guidance] had on your work?
Please tick all of the following that apply.

1	I have used it to check compliance with legislation
2	It has had an influence on a development
3	It has had an influence on design
4	I have used it to help me give advice
5	It has had an influence on a local or strategic plan
6	I have used it to get clarity on a legal position
7	I have used it to learn more about good/best practice
8	None of these

Q8b. How has [name of guidance] made a difference?
Please tick all of the following that apply to your use of the guidance

1	It has led to changes in the decision-making process
2	It has led to changes to the consents procedure
3	It has resulted in me making changes to the development
4	It has resulted in me making changes to one or more policies
5	Other (write in)
6	None of these

If Q8b=3

Q8c. Please tick the changes that resulted from your use of [name of guidance]

1	Siting
2	Location
3	Design
4	Construction methods
5	Management
6	Post-construction management
7	Post-construction monitoring
8	Other (please write in)

Thinking now about SNH guidance in general

Q9. Please say the extent to which you agree with each of the following statements about SNH guidance in general.

	Agree strongly	Quite Agree	Neither nor	Disagree	Disagree strongly	Don't know
It is easy to access the guidance I require						
SNH produces too many pieces of guidance						
I know what to expect when I access SNH guidance (format and style)						
I know what to expect when I access SNH guidance (content)						
SNH guidance meets my needs						
SNH guidance has helped me improve the outcomes for landscape and nature.						
Advice given by SNH staff is always in line with their guidance.						

Sharing Good Practice events

Q10. Which of the following events have you attended?

1	Monitoring the impact of wind farms on birds (April 2012)
2	Transport and the natural heritage (June 2012)
3	Hydro electric development and the natural heritage (August 2012)
4	Strategic Environmental Assessment – doing it better (September 2012)
5	Tracks and renewable energy developments (June 2013)
6	Open Space Audits and Strategies – the next generation (August 2013)
7	Developing Better Landscapes for People, Nature and Heritage (June 2014)
8	Spatial planning for onshore wind farms (2 October 2014 or 27 October 2014)
9	Other Please write in
10	None of these

ASK for each event attended:

Q11. Please say how useful you found the event in terms of the following

	Very useful	Quite useful	Not very useful	Not at all useful	Don't know
Networking					
Opportunity to meet face to face with SNH staff					
Opportunity to learn who does what within SNH					
Information provided					
Opportunity to ask questions					

Q12a. What do you see as your particular knowledge-sharing, learning or development needs?
Please write in

--

Q12b. Would an SNH Good Practice event be the best way of addressing these needs?

1	Yes – the best way
2	Yes – one way but not the best
3	Not at all
4	Don't know

Q12b=2

Q12c. What would you say is the best way?

--

Q12d. Can you suggest other ways in which SNH could consider helping with knowledge exchange?
This may include other types of events or other methods that you have experienced or any other suggestions you may have.

Please include channels of communication or different ways of presenting the information.

--

Q13a. Can you think of any situations where the information provided by SNH was not the most relevant to the situation?

1	Yes
2	No

Q13b. Please can you provide details.

--

Q13c. Can you think of any instances where the information provided by SNH was not provided in the most suitable manner or format?

1	Yes
2	No

Q13d. Please can you provide details.

--

Q14. Finally, please use the box below to provide any other comments in relation to SNH guidance or events that you would like to share in order to help SNH improve its service to you.

SNH are keen to continue to hear from customers about their guidance and so will be running a series of workshops at locations across Scotland. They will be inviting customers to attend one of these workshops, which will be held in February or March 2015. If you would like to be involved, please give your name and contact email below and you will be added to the invitation list.

PLEASE NOTE that your contact details will be passed to SNH but your answers to this survey will be processed separately from your contact details to ensure that your answers remain confidential.

Name

Email

www.snh.gov.uk

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