

final report

Vang Vieng Town and Environs Master Plan 2010-2020

Management and Monitoring Toolkit

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Abbreviations

DAR	Development Application Register
GIS	Geographic Information System
IT	Information Technology
VVMPCC	Vang Vieng Master Plan Co-ordination Committee
UDA	Urban Development Authority

1 Purpose of the Toolkit

The purpose of the Monitoring and Management Tool Kit is as follows:

1.	To assist in the establishment of a data base which records and monitors all future land use and development (including public works) approved and constructed within Vang Vieng Town and Environs commencing from 1 January 2010.
2.	To facilitate decision making on public and private sector projects by applying a step-by-step process of assessment of all construction/development applications.
3.	To outline the review process necessary to amend the Master Plan as new opportunities and development proposals arise which are consistent with the Vision Statement, Principles and Objectives of the Plan.

This Toolkit is a 'how to' guide for the implementation of the Vang Vieng Town and Environs Master Plan, 2010-2020. It is a guide to be used by the following key stakeholders:

- **Public sector agencies** involved in the future growth and development of the town and environs.
- **Private sector developers/investors** who are seeking the necessary approvals from Government to undertake land use and development projects in the town and environs.
- **Local community of Vang Vieng** who live and work in the town and environs and hence need to take 'ownership' of the Master Plan at the village level.

2 Monitoring Change

To ensure the Master Plan realises its Vision, Principles and Objectives it will be necessary to establish review and monitoring procedures for growth and development within Vang Vieng Town and Environs, as well as the implementation of Actions underpinning the Vision. Government agencies responsible for the implementation of the Plan need a sound knowledge of the location, scale and types of land use and development occurring in the area to facilitate and co-ordinate its future public works program, including the staged roll-out of hard and soft infrastructure. This will require the establishment of a comprehensive database that encompasses **key indicators** for monitoring change over time, preferably using a Geographic Information System (GIS) and Microsoft Excel or equivalent digital software packages. The GIS is a collection of computer hardware, software, and geographic data for capturing, managing, analysing, and displaying all forms of geographically referenced information in a spatial manner.

In effect the Government needs to establish an Atlas of social, economic and environmental data upon which to manage change. Table 1 identifies information to be included in the Vang Vieng Town and Environs Data Base. This very comprehensive, but essential data base about Vang Vieng Town and Environs must be developed with full co-operation from the relevant Government agencies, landowners and village committees.

The data collection, analysis and monitoring of change will be the responsibility of the proposed Vang Vieng Master Plan Co-ordination Committee (VVMPPC) or if this agency is not established then the Urban Development Authority (with assistance from provincial and district offices of all relevant Government agencies) will co-ordinate and manage this task. If this is the case then the UDA will need to be appropriately resourced both in terms of skills and knowledge as well as office accommodation, IT equipment and administration support.

To facilitate the collection of this data requires Government to prepare a questionnaire (with assistance from the Urban Research Institute) for each of the categories identified in Table 1 and then distribute the questionnaires to the relevant agency, landowners, households or businesses for its completion and collection by a nominated date. Village committee members would be responsible for encouraging all households and businesses in the town to complete the questionnaire, as accurately as possible, given that the data collected will be vital to the tracking of future growth and development in Vang Vieng Town and Environs. It is recommended the data questionnaire to the respective stakeholder groups be regularly updated every three years.

Diagram 1 Information to be included in the Data Base - Key Indicators

Category	Details of information required
All existing physical infrastructure (roads, footpaths, drains, reticulated water, septic tanks and reticulated sewerage (when applicable), electricity cables, street lighting, solid waste disposal sites, street trees, etc)	<ul style="list-style-type: none"> ▪ Location, condition and design capacity of infrastructure ▪ Date when infrastructure was installed ▪ Date(s) of maintenance/upgrades of infrastructure
All existing community and public infrastructure (schools, hospital, training college, community hall, Government offices, post office, bus station, parks and recreational facilities etc.)	<ul style="list-style-type: none"> ▪ Type, condition and design capacity of infrastructure ▪ Date when infrastructure was installed ▪ Date(s) of maintenance/upgrades of infrastructure
Characteristics of the town's population (both as total figures as well as a breakdown for each village within the town)	<ul style="list-style-type: none"> ▪ Total number of people ▪ Age structure on 5 year intervals (0-4, 5-9, 10-14 etc) ▪ Gender ▪ Religion ▪ Place of birth ▪ Marital status ▪ Size of household / average number of people per household ▪ Occupation ▪ Level of education (primary, secondary, college, university) ▪ Home/land owner ▪ Farm owner ▪ Mode of travel to work (walk, bicycle, motorcycle, car, truck, etc.) ▪ Type and number of vehicle per household (bicycle, motorcycle, car, truck, etc.) ▪ Number of televisions; computers; fridges; air conditioners per household ▪ How many pets (and type of animal)
Characteristics of Dwellings in the town	<ul style="list-style-type: none"> ▪ Type of construction – walls and roof (brick, timber, bamboo, concrete, tin, tiles etc.) ▪ Number of storeys (1, 2, 3 or more) ▪ Floor space of dwelling (by square metres) ▪ Size of allotment on which the dwelling is located ▪ Provision of services (water, electricity, sewerage, drainage etc.) ▪ Nature of business operating from the residential allotment (if applicable), and if business is operating, floor space (by square metres) this use is occupying
Characteristics of Non Residential Development in the town	<ul style="list-style-type: none"> ▪ Building type (bank, mechanical workshop, shop, post office, etc.) ▪ If factory – type of goods produced ▪ Number of employees ▪ Mode of travel to work by employees (walk, bicycle, motorcycle, car, truck etc.) ▪ Type of construction – walls, floors and roof (earth, brick, timber, bamboo, concrete, tin, tiles etc.) ▪ Number of storeys (1, 2, 3 or more) ▪ Floor space of building (by square metres) ▪ Size of allotment on which the building is located ▪ Provision of services (water, electricity, sewerage, drainage etc.)

Agricultural activities	<ul style="list-style-type: none"> ▪ Location and size of farm allotment and owner's name ▪ Agricultural activities carried out on the land (vegetable growing, rice, grazing of animals etc.) ▪ Products cultivated on the farm allotment – specify whether for the family only or sold in the marketplace or to a food processing business
Investment <i>(key indicators of economic growth: Foreign Direct Investment (FDI) and Gross Domestic Product (GDP))</i>	<ul style="list-style-type: none"> ▪ Type of development project ▪ Construction value of development project ▪ Project funded by domestic or international investor ▪ FDI and GDP for Vang Vieng and compare against Provincial and National FDI and GDP
Tourism characteristics	<ul style="list-style-type: none"> ▪ Number of tourists per month and per annum ▪ Number of rooms available to accommodate tourists ▪ Classification of tourist accommodation (standards and classification system needs to be established) ▪ Tourist attractions – number of visitors to each. Visitor questionnaire can assist to determine further information, with questions such as: <ul style="list-style-type: none"> ▪ How long will you stay in Vang Vieng? ▪ How much money do you spend daily (on average)? ▪ Where are you from (country)? ▪ Last location of disembarkation? ▪ Which tourist activity did you like the most? ▪ Which tourist activity did you like the least? ▪ Are you travelling with a group tour; or are you an independent traveller?

It is highly desirable to first pilot the questionnaire in both a residential area and a commercial area before sending it to the wider community for completion thus ensuring that the wording of the questions and data being sought is appropriate. The questionnaire responses will then be digitally mapped, tabulated, analysed and updated as the Town and Environs change over time.

Whilst substantial time and resources will be required initially to set up the data base, the on-going updating of this data will be less onerous and is a significant investment in the future of the Town and Environs. Adequate funding for the purchase, training and maintenance of the software (including IT support) will also need to be provided for perhaps by a donor agency, university or government agency.

The establishment of the database for Vang Vieng is a high priority. The sooner it is established and operational, the more accurate will be the review and monitoring process for the Vang Vieng Town and Environs Master Plan. Furthermore, the database creates a very valuable and useful 'library' of information which can be used to promote investment in the Town, as well as track changes in land and development throughout the life of the Master Plan to determine if the objectives of the Plan are being met and the Actions are being implemented by the respective parties.

Investors seeking opportunities in the or Environs will also benefit from this social, economic, physical and spatial information in terms of seeking suitable land for development and, being aware of the nature of growth and development occurring in the Town during the life of the Master Plan.

Finally, the wider community will benefit from this information, particularly in terms of people from other villages and locations outside Vang Vieng deciding whether or not to reside in the Town and, existing residents deciding whether to or not they will invest more in the Town's future.

2.1 Reviewing the Master Plan

Regular reviewing of the Master Plan on the basis of annual audit reports will also be undertaken by the VVMPC or, if this management model is not adopted by government, then by the UDA (with assistance from provincial and district offices of all relevant Government agencies). The audits will indicate which actions have been implemented and which have not and, the reasons why action has not occurred. Accountability and transparency in the implementation of the Master Plan, as well as the annual audits, are effective ways of determining whether the relevant agencies and stakeholders are delivering on their responsibilities identified in the Plan. Each of the agencies responsible for implementing the actions identified in the Master Plan will be required to report directly to the VVMPC demonstrating each agency's performance in implementing the Plan.

The following format is suggested for these annual audits:

Theme	Action	Who is responsible	What has been implemented in accordance with the action in the MPlan and date when implemented?	Cost and timing involved in implementing the	What has not been implemented in accordance with the action in the Master Plan and why?	Other comments from relevant agency

Associated with the annual audit process is the need for a Three Year Audit of the Master Plan by the VVMPC with input from all relevant Government agencies, members of the community and developers/investors. This is a more complex and detailed audit but once the digital data base is operational the process can be streamlined.

Three Year Audit process will:	Examine the findings of each annual audit report and summarise the progress on implementation of the Master Plan.
	Review the contents of the Master Plan in the context of the findings/outcomes of these annual audits.
	Recommend amendments to the Master Plan, where warranted.

A summary report is to be prepared followed by a round of stakeholder consultations in Vang Vieng to discuss the findings and recommendations of each Three Year Audit Report. Based on the comments raised at the consultations appropriate amendments may need to be made to the Master Plan.

It is vital to track the implementation of the Master Plan on three-year cycles being a period of growth and development where various trends may emerge which will trigger the need to amend the Plan or, bring forward into the budgeting of public works and specific projects which are needed sooner than expected. The Three Year Audit process also highlights the emergence of new opportunities which may have not been foreseen but which will contribute to the achievement of the objectives of the Plan and in turn, the Vision Statement for Vang Vieng Town and Environs. Similarly, it is probable that some of the actions identified in the Implementation Program the Master Plan may not have been implemented for legitimate reasons and, reviewing why this has occurred will assist the future implementation of the Master Plan, activating the need for adjustments, where necessary.

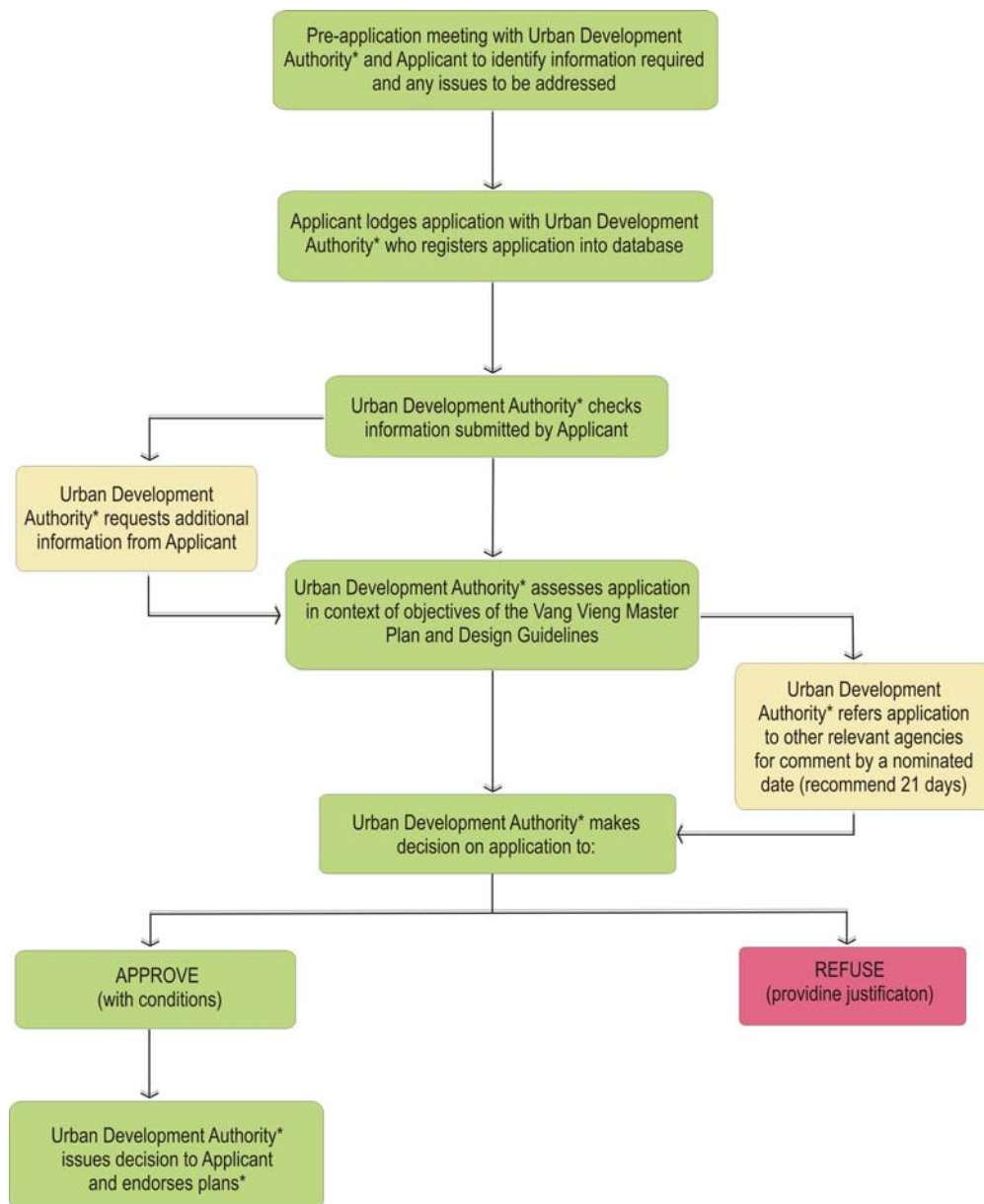
3 Development Application Process

All decisions made by Government on land use, development and infrastructure projects in Vang Vieng Town and Environs are to be consistent with the Vision Statement, Principles, Objectives and Actions within the Master Plan. This will require the Government assessment process to refer to these elements of the Plan when determining if the development should be approved or refused. The Design Guidelines of the Master Plan are also to be applied in the assessment as well as other relevant regulations related to land use and development applications.

3.1 Private Sector Development

Diagram 1 identifies the steps the Private Sector is to follow in the Development Application Process once the Master Plan is adopted by Government. The applicant is strongly encouraged to attend a pre-application meeting with the approval authority prior to lodging application documents and to liaise with the relevant public utility servicing authorities to ensure adequate reticulated power, water, drainage and other infrastructure can be provided to the site in accordance with the relevant Government regulations.

Diagram 2 Development Application Process for the Private Sector



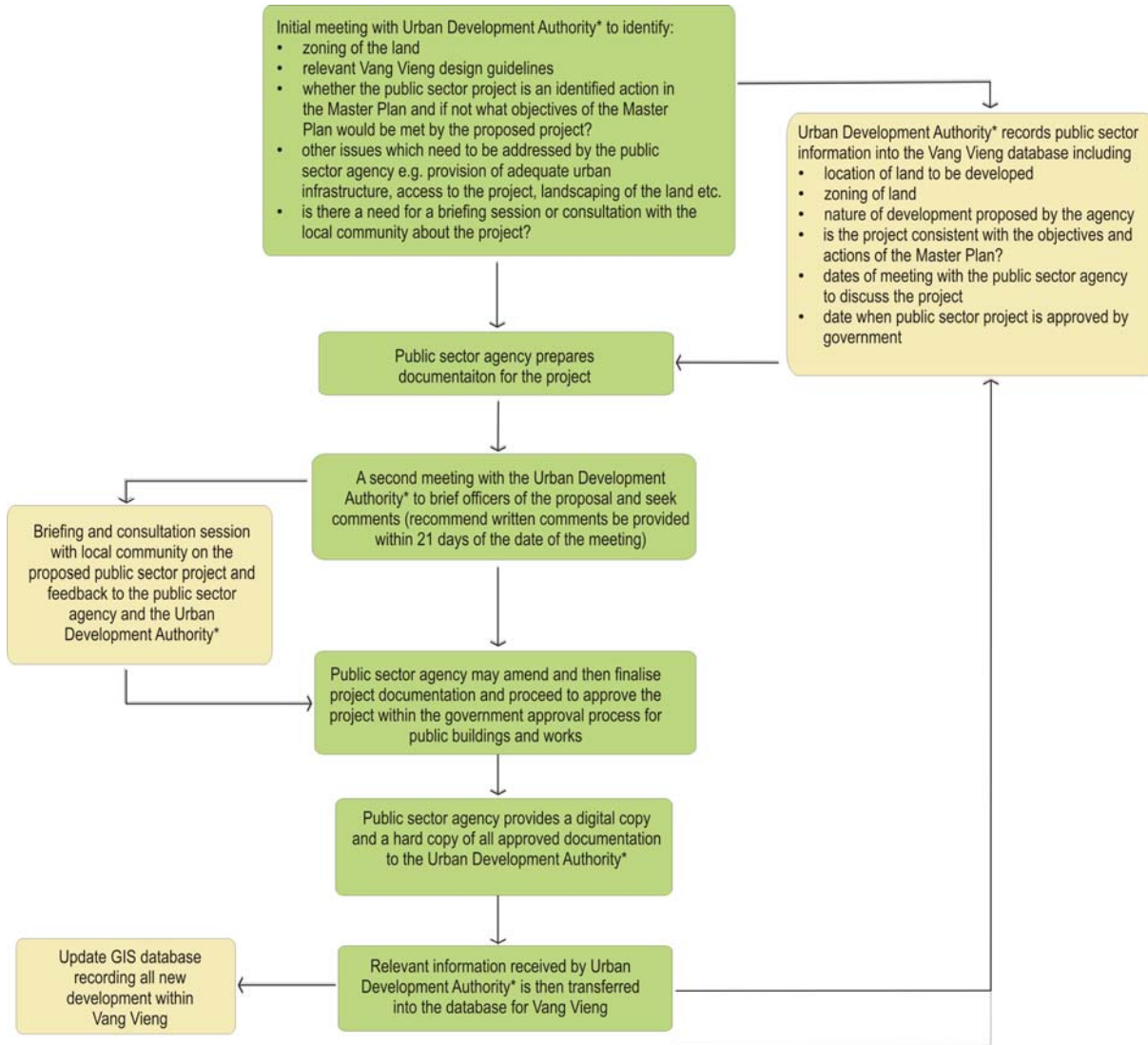
*Note that if the Vang Vieng Master Plan Co-ordination Committee (VVMPPC) is established then the reference to the Urban Development Authority is to be replaced with the VVMPPC.

3.2 Public Sector Development

Several actions aimed at upgrading and enhancing the physical and social infrastructure of Vang Vieng, coupled with actions to improve the town character, liveability and functionality of the Town and Environs are identified and prioritized in the Master Plan. The relevant responsible agency for implementation of these public sector projects is also identified in the Implementation Program for the Master Plan.

All public sector projects are required to comply with the relevant zoning, design guidelines and other provisions of the Master Plan. Diagram 2 shows the application process outlined for public sector projects in Vang Vieng.

Diagram 3 Development Application Process for Public Sector Projects



*Note that if the Vang Vieng Master Plan Co-ordination Committee (VMPCC) is established then the reference to the Urban Development Authority is to be replaced with the VMPCC.

Approvals given for new public sector projects such as road and footpath upgrades, new road intersection treatments, street tree planting, street light installation etc are required to be recorded on the cadastral data information system for the Town and Environs. If the works are undertaken in stages then the authority responsible for completing the works is to provide the above details to the approval agency as each stage is approved and completed.

The same check list of information (Appendix 1) to be submitted for private sector applications also applies to public sector projects. In addition, some public sector projects will need to seek comments from the local community prior to the approval of the plans by the government's approval agency.

The Vang Vieng Town and Environs Master Plan also identifies Indicative section plans for the following actions:

- Nam Xong river walkway
- Greening of the streets
- Redevelopment of the old airstrip

Whilst these plans are 'indicative' they involve potential public sector projects of local community interest and concern. Final plans will be prepared by Government for the proposed river walkway, the first stage of the greening of the streets within the Town and the overall development plan for the old airstrip followed by these plans being displayed for community comment prior to approval and commencement of works. The views of relevant government departments will also be sought.

3.3 What should a Development Application include?

Before an applicant formally lodges a development application for new buildings and works, the applicant is required to meet with the relevant approval authority (referred to as a 'pre-application meeting') to discuss the proposal and identify what information needs to be submitted, any issues to be specifically dealt with by the applicant in the siting and design of the development and, and the list of referral authorities who will be consulted in the assessment of the application. It is at this initial meeting that the applicant will be provided with the following:

1.	Application form for new buildings and works (that is, 'development').
2.	Check list of items to be provided with the application for approval.
3.	Advice about the Zoning of the land based on the zoning provisions contained in the Vang Vieng Town and Environs Master Plan
4.	Copy of the Vang Vieng Town and Environs Design Guidelines.

The check list is attached as Appendix 1 to this Tool Kit. The check list completed by the applicant is to be submitted with the development application and then the development approvals officer will cross check the list as part of the registering of the application into the digital data base.

Applicants are encouraged to provide as much relevant information about his/her development application to the approval authority. Applicants should also contact the physical infrastructure agencies before preparing development plans to ensure that all reticulated urban services are or can be made available to the property as part of the development works.

3.4 Development Application Register (DAR)

All new development applications within Vang Vieng Town and Environs seeking government approvals will be recorded on a digital Development Application Register (DAR) by the approval authority. The following information will be included in the DAR:

1.	Date of receiving the development application.
2.	An application number indicating the year the application was lodged and a reference number for the application e.g. 2010/001 being the first application received in the year 2010.
3.	The address of the application land.
4.	The current zoning of the land based on the zones identified in the Vang Vieng Town and Environs Master Plan.
5.	The name of the applicant and his/her contact details.
6.	Details of what is proposed e.g. demolition of an existing dwelling and construction of a new two storey dwelling; two storey guesthouse comprising six guest rooms.
7.	Date of pre-application meeting with the applicant.
8.	Date of preliminary assessment of application to check information is adequate and if not, date of a letter sent to the applicant requesting further information about the application.
9.	Comments from any referral agencies or other relevant Government offices who have been consulted by the development approval officer on the application – include date of comments received and summary of comments.
10.	Date when application was assessed by the development approval authority and nature of decision (approval or refusal).
11.	Date when approval was issued to the applicant with a copy on the file including two copies of the endorsed plans accompanying the approval notice.

The DAR will track the performance of the approval process. Delays in determining development applications can be identified by tracking dates when key actions are taken and milestones are reached. For example, the time taken to notify applicants for additional information about their development proposal may create delays in decision making and this may trigger the need for more advice and assistance from the approval authority at the pre-application meeting with the applicant before the application is lodged. Delays may also arise when an application is referred to another agency for its comments – hence the need to place timelines (e.g. 14 days) on comments being received by the development approval agency from these other government agencies.

The DAR will also provide a vital information base for tracking not only the future use and development of land within Vang Vieng and surrounds, but the type, scale and nature of development as the Town grows and diversifies its activities. The value of new investment in the development sector will also be recorded to determine the amount of domestic and foreign investment occurring in the area etc.

Finally, the DAR will establish an important record of the history of development during the life of the Vang Vieng Town and Environs Master Plan and beyond. Recording change over time will inform current and future generations about how the Town has evolved, consolidated and expanded.

3.5 The Role of Referral Agencies

The Development Approvals Officer responsible for checking the information submitted by an applicant (public or private sector) may write to the applicant seeking further information and may also refer the application onto other relevant Government agencies for comments. There may be environmental or hard infrastructure matters which require further attention as a result of the nature of the development and hence the views of other agencies will provide local knowledge and expertise on these considerations.

Applications which are referred onto another agency for comments may require the applicant to provide additional information not foreseen at the pre-application meeting. All referral agencies should provide their written comments to the Development Approval Officer within 21 days of being formally notified of the application. Some referral agency comments may be included in a development approval as conditions to be met by the applicant and, others may involve changes to the development plans prior to endorsement of the plans and construction commencing on the land.

Appendix 1 | Development Application Check List



CHECK LIST FOR DEVELOPMENT APPLICATIONS IN VANG VIENG TOWN AND ENVIRONS

This check list has been prepared to assist applicants seeking a development approval on land within Vang Vieng Town and Environs to lodge the required information with the approval authority.

Applicants are advised that participation in a pre-application meeting with the approval agency is highly encouraged prior to the submission of an application. Such a meeting will assist in further identifying any issues with the development proposal, including whether the proposal is potentially inconsistent with the Vang Vieng Town and Environs Master Plan, 2010-2020 or whether additional information may be required. This will also assist in streamlining the process, and reducing the likelihood of the request for further information after the application has been lodged.

The applicant must ensure the following material is included with the application:

Check List of Information to be submitted to the development approval authority	Applicant's Use ✓	Officer's Use ✓
1. Development Application form completed & signed including name of applicant; contact details for applicant; address of property; a description of what is proposed on the site in terms of land use and development; and the total estimated cost of the new development proposed.	<input type="checkbox"/>	<input type="checkbox"/>
2. Accurate dimensions of the land proposed to be developed and ownership details of that land (may require legal document to verify the ownership).	<input type="checkbox"/>	<input type="checkbox"/>
3. Existing use(s) and development on the land. You may like to include a photograph of existing development on your land.	<input type="checkbox"/>	<input type="checkbox"/>
4. Existing Conditions Site Plan of the land to scale (1:200 or 1:500 depending on the total area of land) showing the location of existing buildings, access into the property, the topography of the land (preferably with land contours) where possible, identification of any land subject to flood or as part of the natural drainage system. Also indicate on the Plan any existing street trees in the road frontage to the land as well as any existing vehicle crossovers and footpaths (including their condition) and electricity poles.	<input type="checkbox"/>	<input type="checkbox"/>
5. Proposed Site Conditions Plan (scale of 1:100 or 1:200) showing the following: <ul style="list-style-type: none"> ▪ All four sides (North, South, East and West) of all buildings proposed to remain and new buildings to be constructed on the site; ▪ Natural ground level and finished ground level including the depth of any proposed cut and/or fill (including retaining walls); ▪ The distances of all new buildings from the existing boundaries of the land (distance from road frontage, side boundaries and rear boundary of the property); ▪ A plan reference name, reference number, version number, date of version, version update details including date and reason for update. ▪ Location of any new boundary fencing and new access into your property; ▪ Location of any existing trees proposed to be removed during the proposed buildings and works. 	<input type="checkbox"/>	<input type="checkbox"/>

Check List of Information to be submitted to the development approval authority	Applicant's Use ✓	Officer's Use ✓
<p>6. Three (3) copies of floor plans for all new buildings proposed on your land. Use a suitable scale for these floor plans (1:50 or 1:100). These plans are to show the following:</p> <ul style="list-style-type: none"> ▪ Dimensions of rooms; ▪ Use of each room; ▪ Location of windows and doors; and ▪ If more than one storey, stairwells should be shown. 	<input type="checkbox"/>	<input type="checkbox"/>
<p>7. Three (3) copies of all elevations of new buildings proposed on your land. Use a suitable scale for these floor plans (1:50 or 1:100). These plans are to show the following:</p> <ul style="list-style-type: none"> ▪ Wall heights from natural and finished ground level (for each building elevation) ▪ Overall building height from natural and finished ground level (show the height of the walls to the underside of the eaves and also to the highest point of the roof); ▪ A dashed line showing the proposed finished floor levels; ▪ The type and colour of materials to be used in the construction of new buildings including roof material. ▪ The height and type of construction of all new fences. 	<input type="checkbox"/>	<input type="checkbox"/>
<p>8. Three (3) copies of a written assessment of your development application demonstrating that it is consistent with the relevant objectives of the Vang Vieng Town and Environs Master Plan 2010-2020 and the relevant Design Guidelines. The Master Plan can be viewed at the District Administration and/or Urban Development Authority Office.</p> <p>Note that if the Vang Vieng Master Plan Co-ordination Committee (VVMPPCC) is established then the reference to the Urban Development Authority is to be replaced with the VVMPPCC.</p>	<input type="checkbox"/>	<input type="checkbox"/>
<p>9. There may be other information which you want to submit with your application. This may include information in response to issues raised by the development approvals authority during the preparation of your development application.</p>	<input type="checkbox"/>	<input type="checkbox"/>