



**REPORT TO: PLANNING AND REGULATORY SERVICES COMMITTEE ON
13 NOVEMBER 2018**

**SUBJECT: DEVELOPMENT SERVICES PERFORMANCE REPORT – HALF
YEAR TO SEPTEMBER 2018**

**BY: CORPORATE DIRECTOR (ECONOMIC DEVELOPMENT,
PLANNING & INFRASTRUCTURE)**

1. REASON FOR REPORT

- 1.1 To inform the Committee of performance of the service for the period from 1 April 2018 to 30 September 2018.
- 1.2 This report is submitted to Committee in terms of Section III (A) (4) and Section III (E) (19) of the Council's Scheme of Administration relating to contributing to public performance reporting; and developing and monitoring the Council's Performance Management Framework for the Planning and Regulatory Services.

2. RECOMMENDATION

2.1 It is recommended that Committee:

- (i) **scrutinises performance against Planning and Regulatory Performance Indicators; Service Plan; and Complaints to the end of September 2018 as outlined;**
- (ii) **welcomes good performance as indicated in the report; and**
- (iii) **notes the actions being taken to improve performance where required.**

3. BACKGROUND

- 3.1 The Policy and Resources Committee, at its meeting on 27 April 2010 (paragraph 12 of the Minute refers), approved the development of a Quarterly Performance Monitoring document which provides supporting information for the Performance Management Framework. The half-yearly performance report refers to this document. The document includes performance indicators, service plan, and complaints data (including codes as referred to in

Section 5 of this report), and can be found at:
http://www.moray.gov.uk/moray_standard/page_92321.html

- 3.2 The Economic Development and Infrastructure Services Committee at its meeting on 23 October 2012 (paragraph 11 of the Minute refers) asked whether Transportation Planning performance indicators could also be reported to this Committee. To comply with this request the indicators are now reported to both Committees. The responsibility for oversight of the Transportation Planning indicators remains with the Economic Development and Infrastructure Services Committee.
- 3.3 Performance indicators are reviewed annually. Changes to the indicators require approval from this Committee. On 19 June 2018 this Committee agreed changes to a small number of performance indicators (paragraph 11 of the Minute refers).
- 3.4 The Service Plan for 2018-22 was approved by this Committee on 18 September 2018, (paragraph 14 of the Minute refers).

4. SUMMARY OF PERFORMANCE

Performance Indicators

- 4.1 The tables below summarise performance: –

Service	No. of Indicators	Green Performing Well	Amber Close Monitoring	Red Action Required	Annual PI / Data Only
Building Standards	6	3	0	0	3
Development Management	9	0	0	0	9
Economic Development	4	0	0	0	4
Environmental Health	9	2	2	0	5
Planning and Development	6	0	0	0	6
Trading Standards	9	1	0	0	8
Transportation Planning	2	1	0	0	1
Total	45	7	2	0	36
Total Quarter 2	9	78%	22%	0%	

- 4.2 Performance at this stage of the year is presented across seven service areas and involves nine indicators. Seven of the indicators are regarded as performing well, two require close monitoring and none require action if the targets are to be met.

Service Plan

Number of actions in 2018/22 plan	Number of actions due by end of 2018/19	Completed (of due) by end of Q2 2018/19	Incomplete (of due) by end of Q2 2018/19	Completed ahead of time	Total complete by end of Q2 2018/19	Total complete of whole plan
23	18	3 (of 0)	0 (of 0)	3	3 (of 18)	3 (of 23)

- 4.3 At the end of the reporting period, of the 23 actions on the 2018/22 plan, 18 are due for completion in 2018/19. Out of these 18, none were due to be completed by the end of Q2 however 3 have been completed ahead of time. The remaining 15 that are due to be completed in 2018/19 are either underway or due to commence in Q3. Overall and including progress on actions that are not yet complete, the 2018/22 plan made significant progress and was **45%** complete at the end of the reporting period.

Complaints

- 4.4 During the half year to September, Development Services received 12 complaints, and 10 were closed. Of the 6 frontline complaints closed, none were upheld; and of the 4 investigative complaints closed, 1 was partly upheld and one was escalated. The average time for frontline complaints was 4.2 days against a target of 5 days while the average time for investigative complaints was 16.3 days against a target of 20 days. Of the 10 complaints closed, 90% (9) complaints were closed within the target timescales. Performance on this has improved since Q3 and Q4 of 2017/18 and despite a rise in the number of MP/MSP enquiries.

5. PERFORMANCE ANALYSIS

Areas of Good Performance

Performance indicator references are shown in brackets and refer to the relevant quarterly monitoring statements published on-line:

http://www.moray.gov.uk/moray_standard/page_92321.html

Performance Indicators

Building Standards

- 5.1 The percentage of building warrant and amendment first reports issued within 20 days (ENVDV-BS-KPO1(B)) exceeded the 95% target in Q1 with 97% and has risen to 98.5% in Q2, and is the highest quarterly percentage achieved since recording began in 2013/14. The new system, training, and new processes seem to be taking effect.
- 5.2 The percentage of building warrants and amendments issued within 10 days of receipt of satisfactory information (ENVDV-BS-KPO2(C)) started out with 81% in Q1 (reflecting the higher number of building warrant applications and amended plans responded to in that quarter) but has since risen to 97.4% in Q2 exceeding the 90% target.

- 5.3 The number of days taken to respond to amended plans (ENVDV046b) remained well below the target (15 days) at 6.5 days in Q1 of 2018/19 and 6.9 days in Q2.

Development Management *(these PIs are currently reported in line with quarterly Scottish Government Reporting hence being reported one quarter later in 2017-18. However as Scottish Government Reporting for Development Management is moving to 6 monthly from 2018-19 onwards, performance covering Q1 & Q2 of 2018/19 will appear in the end of year report).*

- 5.4 The average time to deal with local planning applications (SDS2b) has been maintained at between 6 and 7 wks from Q2 2016/17 to Q4 2017/18 with an average of 6.1 weeks in Q4 against a target of 10.4 weeks. In addition, the proportion of applications taking less than two months (Envdv263) continues to perform well with over 97% being processed in under 2 months during Q4.

Economic Development

- 5.5 There were 70 new business start-ups in the first half of 2018/19, which have allowed 95.5 FTE jobs to be either retained or created by start-up businesses, business purchasers, and growing businesses. This data is collected by BG Moray as a result of direct BG interventions. Total enquiries have also remained steady with 413 instances of assistance to small or medium enterprises. More details of Business Gateway's activities are available in the Business Gateway Moray quarterly reports - http://www.moray.gov.uk/moray_standard/page_59743.html

Environmental Health *(Food Safety PIs are reported quarterly in line with Scottish Government Reporting hence being reported one quarter later).*

- 5.6 The percentage of category A (6 month) premises inspected within time (ENVDV069a) returned to meet the target of 100% during Q4 and Q1 following a dip in performance in the previously reported Q3.
- 5.7 The percentage of category C (18 month) premises inspected within time (ENVDV259a) recovered to 90% following a dip in performance in Q4 (80.9%). This is the highest proportion since recording of this indicator began in 2015/16.
- 5.8 The percentage of rated registered food premises that are broadly compliant with food law (ENVDV070c) has remained comfortably above the 80% target at 88.8% in Q4 and 88.7% in Q1.

Trading Standards

- 5.9 In relation to the Welfare Benefits Clients, the percentage of clients with successful appeals (Envdv218b) slipped below target to 71% in Q3 last year but has since recovered to 80% in Q1 and 91% in Q2 against a target of 75%. The estimated benefit gain (Envdv217) was £429k for the first half of 2018/19.

Service Plan

The following actions show good performance:-

Economic Development

- 5.10 “Review our customer satisfaction methods & implement new or improved methods to capture relevant data - Economic Development” (DevS18-22.2.02e) – Business Gateway has in place a Client Records Management System that includes records of customer satisfaction. Economic Development Programmes include records of customer engagement including surveys.
- 5.11 “Review shared service provisions with Highland Council for Small and Medium Enterprise (SME) business support to ensure best value” (DevS18-22.2.03) – Service Agreement is kept under review each year. The Local Growth Accelerator Programme (LGAP) is match funded from the Business Competitiveness Strategic Intervention. There is a need to retain at minimum an oversight of LGAP whilst undertaking LGAP in partnership with Highland Council.
- 5.12 “Review the Business Loan Scheme and determine best value in terms of ongoing support and management of funds and alternative options for Moray.” (DevS18-22.2.04) – BLS Phase 1 is scheduled to end in December 2018. 5-year loans will not be fully repaid until 2022. BLS has been awarded a contract for the second phase of the SME loan fund. Transitional arrangements should be agreed between BLS and the Scottish Government by Dec 2018.

Areas of performance identified for improvement

Performance Indicators

- 5.13 No performance indicators required additional action for the targets to be met and only a couple require monitoring.

Service Plan

- 5.14 At the end of the reporting period, no service plan actions were overdue.

6. SUMMARY OF IMPLICATIONS

(a) Corporate Plan and 10 Year Plan (Local Outcomes Improvement Plan (LOIP))

Development Services performance indicators reflect priorities included within the Local Outcomes Improvement Plan (LOIP)) and the Moray Corporate Plan 2017-2022.

(b) Policy and Legal

The Council has a statutory requirement to publish a range of information that will demonstrate that it is securing best value and assist in comparing performance both over time and between authorities where appropriate.

(c) Financial implications

None.

(d) Risk Implications

None.

(e) Staffing Implications

None.

(f) Property

None.

(g) Equalities/Socio Economic Impact

An Equality Impact Assessment is not needed because the report is to inform the Committee on performance.

(h) Consultations

Corporate Director (Economic Development Planning & Infrastructure), Head of Development Services, Senior Officers in Development Services, the Head of Financial Services, the Legal Services Manager (Property and Contracts), the Equal Opportunities Officer and Lissa Rowan (Committee Services Officer) have been consulted and their comments have been incorporated into this report.

7. CONCLUSION

7.1. At the end of the reporting period, which is the first half of 2018/19, 78% of the performance indicators showed good performance and the 2018/22 Service Plan was 45% complete.

Author of Report: Catriona Campbell

Background Papers: Held by Catriona Campbell, (Research & Information Officer)

Ref: