
















Appendix 1 - Development Services Performance Indicator data for Quarter 4 2007/08

Key







 This PI is significantly below target	 This PI is slightly below target	 This PI is on target	 This PI cannot be calculated	 This PI is a data-only PI
---	--	--	--	---

Strategy: Building Standards












PI Code & Short Name	Current Target	Yellow Threshold	Red Threshold	2005/06	2006/07	2007/08	Q1 2007/08	Q2 2007/08	Q3 2007/08	Q4 2007/08	Traffic Light Icon	Latest Note
ENVDV038 BS - Percentage of completion certificate applications responded to within 10 working days during quarter	85%	84%	74%		73%	64%	80%	58%	59%	55%		Response times for completion certificates are below target for the quarter.
ENVDV037 BS - Number of completion certificates responded to during quarter				1,456	988	966	289	250	209	218		Currently due to increases in the number of applications received in all categories together with a small number of complex major applications this has had a major impact on performance levels.
ENVDV039 BS - Percentage of building warrant applications falling within the Fast Tracked criteria responded to within 10 working days during quarter	90%	89%	79%			60%	60%	58%	61%	63%		The time taken to respond to an application for Building Warrant falling within the fast track criteria has improved over the performance attained during the last quarters.
ENVDV040 BS - Number of building warrant applications falling within the Fast Tracked criteria responded to during quarter						440	101	113	108	118		This increase in performance was also achieved in conjunction with a slightly increased number of applications having been received.





PI Code & Short Name	Current Target	Yellow Threshold	Red Threshold	2005/06	2006/07	2007/08	Q1 2007/08	Q2 2007/08	Q3 2007/08	Q4 2007/08	Traffic Light Icon	Latest Note
ENVDV041 BS - Percentage of building warrant applications falling within the Mid Range criteria responded to within 25 working days during quarter	80%	79%	69%			58%	80%	65%	38%	52%		The improvement in performance that has taken place within the mid range category must also be considered in terms of the very significant increase in the number of applications received. The performance attained is mainly due to staff undertaking overtime. Although performance in this category decreased this is due to a number of very complex applications. The number of applications received has also increased. Although performance in this category has improved the number of amended plans received remains very high. The need to deal with such numbers of amended plans has major implications for performance throughout all other categories
ENVDV042 BS - Number of building warrant applications falling within the Mid Range criteria responded to during quarter						573	114	136	106	218		
ENVDV043 BS - Percentage of building warrant applications falling within the Major criteria responded to within 25 working days during quarter	80%	79%	69%			50%	100%	17%	50%	38%		
ENVDV044 BS - Number of building warrant applications falling within the Major criteria responded to during quarter						36	7	6	10	13		
ENVDV046 BS - Percentage of amended plans responded to within 15 working days during quarter	80%	79%	69%			57%	58%	57%	55%	60%		
ENVDV045 BS - Number of amended plans responded to during quarter						2,012	490	519	434	569		

Strategy: Development Control


PI Code & Short Name	Current Target	Yellow Threshold	Red Threshold	2005/06	2006/07	2007/08	Q1 2007/08	Q2 2007/08	Q3 2007/08	Q4 2007/08	Traffic Light Icon	Latest Note
SDS1aii DC - Percentage of householder applications decided within two months during quarter	80%	79%	64%	84.5%	74%	74%	77%	67%	80%	75%		
SDS1ai DC - Number of householder applications decided during quarter				549	557	553	102	199	122	130		
SDS1bii DC - Percentage of non householder applications decided within 2 months during quarter	50%	49%	34%	36.4%	29%	30%	30%	29%	32%	29%		
SDS1bi DC - Number of non householder applications decided during quarter				815	593	907	217	206	265	219		
SDS1cii DC - Percentage of all applications decided within 2 months during quarter	60%	59%	44%	55.7%	48%	47%	45%	48%	47%	46%		
SDS1ci DC - Number of all applications decided during quarter				1,362	1,505	1,460	319	405	387	349		

Strategy: Environmental Health












PI Code & Short Name	Current Target	Yellow Thresh old	Red Thresho ld	2005/06	2006/07	2007/08	Q1 2007/08	Q2 2007/08	Q3 2007/08	Q4 2007/08	Traffic Light Icon	Latest Note
SPSz06 EH - Health & Safety - percentage of high-risk (12 months) premises inspected within time during quarter	100%	99%	79%		87%	79%	64%	82%	89%	89%		
SPSz05 EH - Health & Safety - number of high-risk premises scheduled for inspection during quarter					54	43	14	11	9	9		
SPS1aii EH - Food Safety - percentage of approved premises inspected at any time within a twelve month period	100%	99%	79%			100%						
SPS1ai EH - Food Safety - number of approved premises scheduled for inspection over a twelve month period						15						
ENVDV069 EH - Food Safety - percentage of high-risk (categories A and B) premises inspected within time during quarter	100%	99%	79%		83%	98%	100%	100%	100%	98%		
ENVDV068 EH - Food Safety - number of high-risk (categories A and B) premises scheduled for inspection during quarter					167	44	40	42	26	44		
SPS1bii EH - Food Safety - percentage of category A (6 month) premises inspected within time during quarter	100%	99%	79%	71%	77%	100%	100%	100%	100%	100%		
SPS1bi EH - Food Safety - number of category A premises scheduled for inspection during quarter				92	26	6	2	4	2	4		There were 22 premises scheduled for inspection at the beginning of the year. The final figure of 6 has been corrected in accordance with Audit Scotland PI criteria.
SPS1cii EH - Food Safety - percentage of category B (12 months) premises inspected within time during quarter	100%	99%	79%	73%	84%	99%	100%	100%	100%	98%		
SPS1ci EH - Food Safety - number of category B premises scheduled for inspection during quarter				146	141	139	37	38	24	40		
SPS1dii EH - Food Safety - percentage of all other (more than 12 months) premises inspected within time during quarter	100%	99%	79%	39.6%	45%	60%	64%	57%	70%	47%		

PI Code & Short Name	Current Target	Yellow Threshold	Red Threshold	2005/06	2006/07	2007/08	Q1 2007/08	Q2 2007/08	Q3 2007/08	Q4 2007/08	Traffic Light Icon	Latest Note
SPS1di EH - Food Safety - number of all other premises scheduled for inspection during quarter				356	361	440	107	91	121	121		
ENVDV078 EH - Percentage of abandoned vehicles that require to be removed by the council and are removed within 14 days during quarter	90%	89%	79%		84%	91%	100%	90%	67%	100%		
ENVDV077 EH - Number of abandoned vehicles that require to be removed by the council during quarter					32	22	6	10	3	3		
ENVDV085 EH - Percentage of reports of infectious disease where contact is made within 24 hours of receipt	100%	99%	79%			100%	100%	100%	100%	100%		

Strategy: Planning & Development

PI Code & Short Name	Current Target	Yellow Threshold	Red Threshold	2005/06	2006/07	2007/08	Q1 2007/08	Q2 2007/08	Q3 2007/08	Q4 2007/08	Traffic Light Icon	Latest Note
SDS3 P&D - The Moray Development Plan is less than five years old	100%	99%	99%	100%	100%	100%	100%	100%	100%	100%		

Strategy: Trading Standards

PI Code & Short Name	Current Target	Yellow Threshold	Red Threshold	2005/06	2006/07	2007/08	Q1 2007/08	Q2 2007/08	Q3 2007/08	Q4 2007/08	Traffic Light Icon	Latest Note
SPS4aiv TS - Percentage of high-risk (12 months) premises inspected within time during quarter	90%	89%	59%	91.4%	95.5%	87.3%	75%	89%	100%	88%		
SPS4aiii TS - Number of high-risk premises scheduled for inspection during quarter				87	44	77	4	44	12	17		
SPS4biv TS - Percentage of medium-risk premises inspected within time during quarter	90%	89%	69%	94.3%	95.6%	93.7%	92%	95%	98%	91%		
SPS4biii TS - Number of medium-risk premises scheduled for inspection during quarter				401	250	379	79	118	80	102		
ENVDV063 TS - Consumer Satisfaction - Rating expressed as a percentage (DTI Performance Measure)	95%	94%	79%	93%	95.5%	91.2%						
ENVDV064 TS - Business Satisfaction - Rating expressed as a percentage (DTI Performance Measure)	94%	93%	79%	94%	94.3%	94.7%						
ENVDV065 TS - Money Advice client satisfaction rating expressed as a percentage	95%	94%	79%		98.3%	99.3%						
ENVDV067 TS - Percentage of Money Advice clients offered a first interview within 15 working days	100%	99%	79%	68%	87.8%	98.2%	99.2%	97%	97.9%	100%		
SPS3aii TS - Percentage of consumer complaints investigated, responded to and completed within 10 working days of receipt during quarter	85%	84%	74%	84%	83%	78%	77%	75%	78%	80%		
SPS3ai TS - Number of consumer complaints investigated, responded to and completed during quarter				1,190	1,163	1,330	322	329	303	376		
SPS3bii TS - Percentage of business advice requests responded to and completed within 10 working days of receipt during quarter	98%	97%	79%	97.7%	94.7%	97%	96%	99%	98%	100%		
SPS3bi TS - Number of business advice requests responded to and completed during quarter				265	225	263	46	77	92	48	