

**REPORT TO: PLANNING AND REGULATORY SERVICES COMMITTEE ON 3  
JUNE 2008**

**SUBJECT: CHANGES TO DEVELOPMENT SERVICES PERFORMANCE  
INDICATORS FOR 2008/09**

**BY: DIRECTOR OF ENVIRONMENTAL SERVICES**

**1. REASON FOR REPORT**

1.1 The Committee is asked to agree revisions to the reporting of Development Services performance information for 2008/09, as detailed in **Appendix 1**.

1.2 This report is submitted to Committee in terms of Sections F(1), F(2), F(4), F(13) and F(20) of the Council's Administrative Scheme

**2 RECOMMENDATION**

**2.1 The Committee is requested to approve changes to the Development Services performance indicators detailed in Appendix 1.**

**3 BACKGROUND**

3.1 The list of performance indicators for Development Services has been reviewed for the reporting period 2008/09 to ensure that indicators are both relevant to and reflective of service performance. Changes are recommended for Building Standards, Environmental Health and Trading Standards indicators. Full details are included in **Appendix 1**.

**4 SUMMARY OF IMPLICATIONS**

**(a) Corporate Development Plan / Community Plan / Service Improvement Plan**

The review of performance by the Department and Members is linked to the Corporate Development Plan, Working Principles 3 – Sound Governance at a Strategic, Financial and Operational Level

**(b) Policy and Legal**

This report has direct impact on the scrutiny role of Audit & Performance Review Committee.

**(c) Resources (Financial, Risks, Staffing and Property)**

None

**(d) Consultations**

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Consultation has taken place with Service Managers and the Head of Service within Development Services and they are in agreement with the changes being proposed for their service areas.

## **5 CONCLUSION**

### **5.1 The Committee is requested to approve changes to the Development Services performance indicators detailed in Appendix 1.**

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## APPENDIX 1 - PROPOSED CHANGES TO DEVELOPMENT SERVICES PERFORMANCE INDICATORS FOR 2008/09

### Building Standards

Name of indicator	Target	Amber threshold	Red threshold	Recommended change
ENVDV038 - Percentage of completion certificate applications responded to within 10 working days during quarter	85%	75% to 84%	74% and below	<p><b>Change indicator to</b>            “Percentage of Completion Certificates dealt with within 10 working days or such longer period as agreed”</p> <p>Targets and thresholds to remain unchanged</p> <p><b>Reason for change</b>            This will bring the indicator description in line with the wording used in the Building Standards Procedural Handbook</p>
ENVDV039 - Percentage of applications falling within the Fast Tracked criteria responded to within 10 working days during quarter <b>(note 1)</b>	90%	80% to 89%	79% and below	<p><b>Change indicator to</b>            It is proposed that this indicator remain unchanged but that the “average time taken to respond to applications” is also reported as contextual information</p> <p><b>Reason for change</b>            This additional contextual data will give a more detailed reflection of service performance.</p>

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<b>Name of indicator</b>	<b>Target</b>	<b>Amber threshold</b>	<b>Red threshold</b>	<b>Recommended change</b>
ENVDV041 - Percentage of applications falling within the Mid Range criteria responded to within 25 working days during quarter <b>(note 2)</b>	80%	70% to 79%	69% and below	<b>Change indicator to</b> These two indicators should be combined into one indicator covering “Percentage of other applications responded to within 25 working days during quarter”
ENVDV043 - Percentage of applications falling within the Major building warrant criteria responded to within 25 working days during quarter <b>(note 3)</b>	80%	70% to 79%	69% and below	It is also proposed that the “average time taken to respond to applications” is reported as contextual information  <b>Reason for change</b> Combining these two building warrant classes will simplify the reporting and scrutiny processes. This, combined with the additional reporting of “average time taken to respond” contextual data will offer greater clarity and understanding of service performance.
ENVDV046 - Percentage of amended plans responded to within 15 working days during quarter	80%	70% to 79%	69% and below	<b>Change indicator to</b> It is proposed that this indicator remain unchanged but that the “average time taken to respond to amended plans” is also reported as contextual information  <b>Reason for change</b> This additional contextual data will give a more detailed reflection of service performance.

**Notes:**

- 1. Minor = includes minor proposals £0 to £5,000, medical adaptations, fire and flood damaged buildings, amendments and demolitions.**
- 2. Mid = £5,001 to £250,000**
- 3. Major = >£250,000**

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### Environmental Health

Name of indicator	Target	Amber threshold	Red threshold	Recommended change
SPS1aii - Food Safety - percentage of approved premises inspected within time during quarter	100%	80% to 99%	79% and below	<b>Change indicator to</b> This indicator will no longer be reported to committee but will remain as an Audit Scotland statutory indicator.  <b>Reason for change</b> In line with forthcoming changes to the Food Standards Agency Code of Practice, "Approved Premises" will now be incorporated within the existing food hygiene categories.

### Trading Standards

Name of indicator	Target	Amber threshold	Red threshold	Recommended change
ENVDV067 - Percentage of Money Advice clients offered a first interview within 15 working days	100%	80% to 99%	79% and below	<b>Change indicator to</b> Reduce target from 100% to 95% Change amber threshold range to "80% to 94%" Red threshold to remain unchanged  <b>Reason for change</b> This target more accurately reflects realistic service performance

**ALL OTHER DEVELOPMENT SERVICES PERFORMANCE INDICATORS TO REMAIN UNCHANGED FOR 2008/09**