









Appendix 1 - Development Services Performance Indicator data for Quarters 1 and 2, 2009/10






Generated on: 29 October 2009







Alert	Warning	OK	Unknown	Data only
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Development Services Building Standards													
Cat	Service Outcome/Statement	Code & Name	Current Target	2007/08	2008/09	2009/10	Q2 2008/09	Q3 2008/09	Q4 2008/09	Q1 2009/10	Q2 2009/10	Latest Note	Status
				Value	Value	Value	Value	Value	Value	Value			
SS	SO - The Health and Safety of the public are protected. SS - We will respond to a request for a Completion Certificate with either a Site Visit or an appointment for a Site Visit within 10 working days.	ENVDV038 BS - Percentage of Completion Certificates dealt with within 10 working days or such longer period as agreed	85%	64%	74%		53%	67%	88%	81%	81%	Performance maintained	
SO													
LI	Contextual information.	ENVDV038a BS - Number of completion certificates responded to during quarter	Data only	966	1,210	578	255	305	294	304	274	A slight drop in the number of applications has taken place. In some part this is due to a reduction in the numbers of volume house building.	
SS	SO - The Health and Safety of the public are protected. SS - We will respond to at least 90% of requests for a Building Warrant falling within the 'Fast Track' criteria with either a Building Warrant or a request for further information within 10 working days.	ENVDV039 BS - Percentage of building warrant applications falling within the Fast Tracked criteria responded to within 10 working days during quarter	90%	60%	85%		82%	89%	95%	82%	87%	An improvement in performance has taken place. A slight downturn in the number of applications within this category is noted.	
SO													
LI	Contextual Information.	ENVDV039a BS - Number of building warrant applications falling within the Fast Tracked criteria responded to during quarter	Data only	440	222	113	52	47	44	62	51		
LI	Contextual Information.	ENVDV039b BS - Average time taken to respond to Fast Track	Data only	9	7		7	7	5	8	6		



		applications											
SS	SO - The health and safety of the public are protected. SS - We will respond to at least 80% of requests for a Building Warrant falling within the mid-range criteria with either a Building Warrant or a request for further information within 25 working days.	ENVDV041 BS - Percentage of building warrant applications falling within the Mid-Range criteria responded to within 25 working days during quarter	80%	58%	76%	63%	86%	97%	95%	98%	The number of applications within this category remains fairly constant. Slight improvement in performance attained.		
SO													
LI	Contextual Information	ENVDV041a BS - Number of building warrant applications falling within the Mid Range criteria responded to during quarter	Data only	573	537	327	140	99	100	167	160		
LI	Contextual Information.	ENVDV041b BS - Average time taken to respond to Mid Range applications	Data only	30	25		29	22	19	21	18		
SS	SO - The health and safety of the public are protected. SS - We will respond to at least 80% of requests for a Building Warrant falling within the major criteria with either a Building Warrant or a request for further information within 25 working days.	ENVDV043 BS - Percentage of building warrant applications falling within the Major criteria responded to within 25 working days during quarter	80%	50%	63%	33%	43%	94%	100%	88%	Due to the complexity of the applications falling within this category measurement of performance can be difficult. Performance is reasonably constant given the slight increase in applications received.		
SO													
LI	Contextual Information	ENVDV043a BS - Number of building warrant applications falling within the Major criteria responded to during quarter	Data only	36	48	15	15	7	16	7	8		
LI	Contextual Information.	ENVDV043b BS - Average time taken to respond to Major applications	Data only	32	31		36	44	21	21	22		
SS	SO - The health and safety of the public are protected. SS - We will issue a Building Warrant or request further information on at least 80% of Amended Plans that require to be rechecked for compliance with Building Regulations within 15 working days.	ENVDV046 BS - Percentage of amended plans responded to within 15 working days during quarter	80%	57%	76%	74%	83%	72%	79%	84%	Increase in performance attained although the number of amended plans shows slight increase.		
SO													
LI	Contextual Information	ENVDV046a BS - Number of amended plans responded to during quarter	Data only	2,012	2,317	1,262	665	504	516	624	638		

LI	Contextual Information.	ENVDV046b BS - Average time taken to respond to amended plans	Data only	19	15		18	10	19	14	10		
SO	SO - The public are not subjected to injury and risk arising from dangerous buildings and unauthorised works.	ENVDV047a BS - Number of Injuries and Incidents reported	0			0				0	0		
SO	SO - The public are not subjected to injury and risk arising from dangerous buildings and unauthorised works.	ENVDV047b BS - Number and value of litigation claims	0			0				0	0		
SO	SO - The public are provided with advice and guidance in relation to building related matters.	ENVDV048a BS - Level of satisfaction of enquirers with advice and guidance provided					Not measured for Quarters					New Annual Indicator	
SO	SO - The public are provided with advice and guidance in relation to building related matters.	ENVDV048b BS - Customer Satisfaction with service provided by Building Standards	0				Not measured for Quarters					New Annual Indicator	








**Development Services
Development Control**




Cat	Service Outcome/Statement	Code & Name	Current Target	2007/08	2008/09	2009/10	Q2 2008/09	Q3 2008/09	Q4 2008/09	Q1 2009/10	Q2 2009/10	Latest Note	Status
				Value	Value	Value	Value	Value	Value	Value	Value		
SO	SO - The Community will benefit by having quicker and 24/7 access to information on planning applications which are submitted, without the need for direct contact with officers of the Council, allowing those who choose to make applications to do so online at any time, assisting in the quicker determination of planning applications.	ENVDV132a DC - Percentage of all planning applications submitted online	Data only									New indicator	
SO	SO - The Community will benefit by having quicker and 24/7 access to information on planning applications which are submitted, without the need for direct contact with officers of the Council, allowing those who choose to make applications to do so online at any time, assisting in the quicker determination of planning applications.	ENVDV132b DC - Number of planning applications submitted online	Data only									New indicator	
SO	SO - The Community will benefit by having quicker and 24/7 access to information on planning applications which are submitted, without the need for direct contact with officers of the Council, allowing those who choose to make applications to do so online at any time, assisting in the quicker determination of planning applications.	ENVDV132c DC - Total number of planning applications submitted	Data only									New indicator	
SO	SO - Awareness within communities of planning proposals within their locality will be raised and communities will benefit from a more structured approach	ENVDV133 DC - Weekly list of planning proposals made available to public through Community Councils, Community Associations and the Internet	Data only									New indicator	

	to the provision of information.												
SO	SO - Consistent and acceptable levels of customer service will be provided by the Service reviewing its internal procedures and customer care.	ENVDV134 DC - Number of complaints received	Data only										
AS	SO - Consistent and acceptable levels of customer service will be provided by the Service reviewing its internal procedures and customer care. AS - The percentage of planning applications dealt with within two months.	SDS1ai DC - Percentage of householder applications dealt with within 2 months during quarter	80%	74%	75%		74%	65%	73%	91%	67%		
AS	AS - The percentage of planning applications dealt with within two months.	SDS1aii DC - Number of householder applications dealt with within 2 months during quarter	Data only	553	453	168	119	101	96	110	58		
AS	AS - The percentage of planning applications dealt with within two months.	SDS1aiii DC - Total number of householder applications decided during quarter	Data only	No data for this range			No data for this range						
AS	SO - Consistent and acceptable levels of customer service will be provided by the Service reviewing its internal procedures and customer care. AS - The percentage of planning applications dealt with within two months.	SDS1bi DC - Percentage of non householder applications dealt with within 2 months during quarter	50%	30%	34%		29%	33%	32%	41%	36%		
AS	AS - The percentage of planning applications dealt with within two months.	SDS1bii DC - Number of non householder applications dealt with within 2 months during quarter	Data only	907	810	327	212	183	194	189	138		
AS	AS - The percentage of planning applications dealt with within two months.	SDS1biii DC - Total number of non-householder applications decided during quarter	Data only	No data for this range			No data for this range						
AS	SO - Consistent and acceptable levels of customer service will be provided by the Service reviewing its internal procedures and customer care. AS - The percentage of planning applications dealt with within two months.	SDS1ci DC - Percentage of all applications dealt with within 2 months during quarter	60%	47%	49%		45%	45%	46%	60%	45%		






AS	AS - The percentage of planning applications dealt with within two months.	SDS1cii DC - Number of all applications dealt with within 2 months during quarter	Data only	1,460	1,263	495	331	284	290	299	196		
AS	AS - The percentage of planning applications dealt with within two months.	SDS1ciii DC - Total number of all applications decided during quarter	Data only	No data for this range			No data for this range						

**Development Services
Environmental Health**










Cat	Service Outcome/Statement	Code & Name	Current Target	2007/08	2008/09	2009/10	Q2 2008/09	Q3 2008/09	Q4 2008/09	Q1 2009/10	Q2 2009/10	Latest Note	Status
				Value	Value	Value	Value	Value	Value	Value	Value		
AS	AS - The number of complaints of Domestic Noise received during the year.	ENVDV083a EH - Domestic Noise - number of complaints settled without the need for attendance on site	Data only										
AS	AS - The number of complaints of Domestic Noise received during the year.	ENVDV083b EH - Domestic Noise - number of complaints requiring attendance on site	Data only										
AS	AS - The number of complaints of Domestic Noise received during the year.	ENVDV083c EH - Domestic Noise - average time (hours) between the time of the complaint and attendance on site	Data only										
LI		ENVDV086 EH - Percentage of responses for high-priority pest control services which met the national target	90%	80%	100%	100%	60%	100%	100%	100%	100%		
LI		ENVDV087 EH - Percentage of responses for low-priority pest control services which met the national target	90%	94%	93%		96%	96%	100%	94%	96%		
SS	SO - Consumers of food will have a reduced risk of food poisoning and contamination. Employees and public frequenting workplaces will encounter a safer and healthier environment. SS - We will carry out programmed food hygiene inspections of commercial premises within 12 months for premises classified as high risk. (Premises are classified following a Risk Assessment conducted by Environmental Health staff).	ENVDV068a EH - Food Safety - percentage of high-risk (categories A and B) premises inspected within time during quarter	100%	98%	99%		96%	89%	100%	85%	98%		
SS	SO - Consumers of food will have a reduced risk of food poisoning and contamination. Employees and public frequenting workplaces will	ENVDV078a EH - Health & Safety - percentage of high-risk (12 months) premises inspected within time during quarter	100%	79%	89%		82%	71%	100%	91%	89%		




	encounter a safer and healthier environment. SS - We will carry out all programmed workplace safety inspections of commercial premises within 12 months for premises classified as high risk. (Premises are classified following a Risk Assessment conducted by Environmental Health staff).												
SS	SO - Risks of infectious disease spreading are minimised. SS - We will try to make contact with all notified cases of infectious disease that require investigation within 24 hours of receipt.	ENVDV085 EH - Percentage of reports of infectious disease where contact is made within 24 hours of receipt	100%	100%	100%		100%	100%	100%	100%	100%		
SO	SO - To bring back damaged land into beneficial use for development and preserve the development of Greenfield land.	ENVDV088 EH - Number of potentially contaminated sites	Data only				Not measured for Quarters					New annual indicator	
SO	SO - To bring back damaged land into beneficial use for development and preserve the development of Greenfield land.	ENVDV089 EH - Number of contaminated sites remediated	Data only				Not measured for Quarters					New annual indicator	

Development Services Planning & Development

Cat	Service Outcome/Statement	Code & Name	Current Target	2007/08	2008/09	2009/10	Q2 2008/09	Q3 2008/09	Q4 2008/09	Q1 2009/10	Q2 2009/10	Latest Note	Status
				Value	Value	Value	Value	Value	Value	Value	Value		
SO	Communities benefit from services or projects which would otherwise not be achievable financially, by the Council securing external funding.	ENVDV031 P&D - Ratio of external funding to Moray Council funding for local projects and services (target at least 1:1)	1	2.85	35.7		No data for this range					External Funding Team secured a ratio of 35:1 for every £1 of Council contribution to partnership schemes in Moray (i.e. for every £1 of Council funding, £35 was spent in Moray by other organisations). For those in which the Council is the lead partner, the ratio is 2.5:1	
SO	Communities understand how their locality will be maintained, conserved, enhanced or developed and are confident about the information as to how changes and conservation will take place.	ENVDV119 P&D - Percentage of planning applications which are submitted as departures and are approved as an acceptable departure	33%	42%	67%		70%	74%	81%	56%	69%	There has been a higher rate of approvals than expected during Quarters 1 and 2 of 2009/10. The Planning manager is currently investigating the evidence being used in obtaining these figures.	
SO	Communities understand how their locality will be maintained, conserved, enhanced or developed and are confident about the information as to how changes and conservation will take place.	ENVDV119a P&D - Percentage of planning applications that are determined in accordance with the Development Plan		No data for this range			No data for this range					New indicator to be reported from Q3 onwards	
SO	Development occurs in appropriate locations, to appropriate standards and at the appropriate time, maintaining and enhancing the local economy and environment.	ENVDV132 P&D - Percentage of housebuilding permissions in Moray accommodated on sites designated for that purpose		No data for this range			No data for this range					New indicator to be reported from Q3 onwards	
SO	The opportunities offered through Moray Training result in a high success rate of permanent employment.	ENVDV135 P&D - Percentage of client group who go on to obtain employment or successfully attain the necessary qualification	66%		71%		No data for this range					New Annual Indicator	

Development Services Trading Standards

Cat	Service Outcome/Statement	Code & Name	Current Target	2007/08	2008/09	2009/10	Q2 2008/09	Q3 2008/09	Q4 2008/09	Q1 2009/10	Q2 2009/10	Latest Note	Status
				Value	Value	Value	Value	Value	Value	Value	Value		
LI	Previously an Audit Scotland indicator.	ENVDV115a TS - Percentage of high-risk (12 months) premises inspected within time during quarter	90%	87.3%	84.8%		89%	100%	69%	100%	100%		
LI	Previously an Audit Scotland indicator	ENVDV115b TS - Number of high-risk premises scheduled for inspection during quarter	Data only	79	79		46	13	16	7	7		
LI	Previously an Audit Scotland indicator.	ENVDV116a TS - Percentage of medium-risk premises inspected within time during quarter	90%	93.7%	91.9%		97%	96%	87%	100%	97%		
LI	Previously an Audit Scotland indicator.	ENVDV116b TS - Number of medium-risk premises scheduled for inspection during quarter	Data only	380	432		60	161	192	34	79		
SO	SO - Consumers are informed and confident when dealing with consumer law problems.	ENVDV063 TS - Consumer Satisfaction - Rating expressed as a percentage (DTI Performance Measure)	95%	91.2%	95.3%		No data for this range					Annual Indicator	
SO	SO - Businesses are informed and compliant with regard to Trading Standards requirements.	ENVDV064 TS - Business Satisfaction - Rating expressed as a percentage (DTI Performance Measure)	94%	94.7%	96.4%		No data for this range					Annual Indicator	
SO	SO - Consumers with debt problems become informed and more confident and have practical solutions to reduce the financial and social burdens upon them.	ENVDV065 TS - Money Advice client satisfaction rating expressed as a percentage	95%	99.3%	98.7%		No data for this range					Annual Indicator	
SS	SS - We use an appointment system and offer a first interview within 21 days. We will assist immediately when required; for example, if you are threatened with eviction.	ENVDV067 TS - Percentage of Money Advice clients offered a first interview within 15 working days	95%	98.2%	96.7%		99.2%	98.9%	98.2%	90.6%	87.8%	Performance temporarily dropped due to annual leave combining with continued high demand for service. Interviews now returning to normal.	
AS	AS - The number of (Trading Standards) consumer complaints and business advice requests received and	SPS3ai TS - Number of consumer complaints investigated, responded to and completed during quarter	Data only	1,343	1,221		305	285	309	311	354		

	the proportion completed in 14 days.												
SS	SS - We will investigate, respond to and complete at least 80% of consumer complaints within 14 days of receipt.	SPS3aii TS - Percentage of consumer complaints investigated, responded to and completed within 10 working days of receipt during quarter	80%	78%	79%	81%	79%	82%	76.8%	82%			
AS	AS - The number of (Trading Standards) consumer complaints and business advice requests received and the proportion completed in 14 days.												
AS	AS - The number of (Trading Standards) consumer complaints and business advice requests received and the proportion completed in 14 days.	SPS3bi TS - Number of business advice requests responded to and completed during quarter	Data only	270	166	47	33	27	49	25			
SS	SS - We will respond to and complete at least 98% of business advice requests within 14 days of receipt.	SPS3bii TS - Percentage of business advice requests responded to and completed within 10 working days of receipt during quarter	98%	97%	98.8%	100%	100%	96%	95.9%	96%		The slight drop in performance against this target has been identified and communicated to the team. Work ongoing to improve team response	
AS	AS - The number of (Trading Standards) consumer complaints and business advice requests received and the proportion completed in 14 days.												