

REPORT TO: PLANNING AND REGULATORY SERVICES COMMITTEE ON 24 NOVEMBER 2009

SUBJECT: PROGRESS REVIEW AGAINST PERFORMANCE INDICATORS AND REVENUE BUDGETS FOR PERIOD APRIL 2009 TO SEPTEMBER 2009

BY: DIRECTOR OF ENVIRONMENTAL SERVICES

1. REASON FOR REPORT

1.1 The reason for the report is to: -

- (a) Provide the Committee with an update of service performance against indicators relating to the Development Services division of the Environmental Services Department;
- (b) Advise the Committee on progress against annual revenue budgets;
- (c) Provide the Committee with an overview of Development Services complaints and
- (d) Seek Committee approval of the revised reporting format.

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 scrutinise and note the update of Service Performance regarding the Performance Indicators relating to Development Services.

2.2 The Committee is requested to scrutinise and note progress against departmental budgets.

2.3 The Committee is asked to consider and approve the attached report format.

3. BACKGROUND

- 3.1 The revised performance management framework was approved at the Special Meeting of Full Council on 30th September 2009. As a result, Service Outcomes, Service Standard results and Statutory Performance Indicators will be reported on a quarterly basis. With the introduction of the revised framework, a review of performance indicators previously submitted was undertaken and as a result, indicators, although still collected for use within the service, may not be routinely be reported but will be available to support service reports.
- 3.2 Copies of the Appendices referred to in this report are available on request from Committee Services.
- 3.3 Revenue monitoring reports are submitted in accordance with the Financial Regulations section 2.13.

4 Executive Summary of Performance

4.1 Performance Indicators (see Appendix 1)

Development Services	Number of PIs	Green - Performing well	Amber - Close Monitoring	Red - Action Required	Annual PI
Building Standards	9	5	2		(2 new indicators)
Development Control	3		3		
Environmental Health	5	3	2		
Planning and Development	5	2		1	(2 new indicators)
Trading Standards	8	3	2		3
Total	30	13	9	1	7 (including 4 new indicators)
% Total - Quarter		43.3%	30.0%	3.3%	26.7%

There are 5 new indicators being introduced during 2009/10, for most of which there are no values at the present time. It is expected these will be in place for reporting in Quarter 3. Out of the 26 indicators relating to Development Services for which data is present, 23 are due to be reported in Quarters 1 and 2. Of these, 22 (96%) are achieving, or within an acceptable threshold of, targets for the quarter. One (4%) indicator is significantly below target.

4.3 Revenue Budgets (see Appendix 2)

Service	Annual Budget £000s	Budget YTD £000s	Actual & Comm. £000s	Variance £000s	Variance %
Development Services	4722	2488	2689	-201	-4.26

The totals can be further analysed as shown below.

Service	Budget areas	Number within 5% of expected	Number within 10% of expected	Number greater than 10% of expected	Number projected to deliver within year-end budget
Development Services	8	2	4	2	

Overall the service is 4.26% over budget as of the end of quarter 2.

4.4 Complaints Monitoring

(Note: to avoid reporting response times across quarters, the quarter is calculated one month in arrears)

Type of Complaint	Development Services		
	Quarter 1 total	Quarter 2 total	Total 09/10
Informal Complaint	3	0	3
General Stage 1	19	11	30
General Stage 2	8	3	11
Ombudsman	8	4	12
Total	38	18	56

Progress against targets		Development Services		
		Quarter 1 total	Quarter 2 total	Total to date 09/10
Percentage acknowledged within 2 days (Target = 100%)	General Stage 1	68% (13 of 19)	73% (8 of 11)	70% (21 of 30)
	General Stage 2	88% (7 of 8)	100% (3 of 3)	91% (10 of 11)
Percentage responded to within 20 days (Target = 85%)	General Stage 1	63% (12 of 19)	73% (8 of 11)	67% (20 of 30)
	General Stage 2	50% (4 of 8)	67% (2 of 3)	55% (6 of 11)
Number part or fully upheld		1	1	

Acknowledgement times for quarter 1 of 2009/10 are below target for Development Services as a result of the 2-day acknowledgement deadline having been missed for 6 of 19 complaints. Of the 6 that missed the deadline, 4 (67%) were acknowledged one working day outwith the deadline. In the 2nd quarter, 3 of 11 complaints were not acknowledged within the 2 day deadline.

Performance for response times is below target for quarter 1 for Development Services as a result of the 20-day response deadline having been missed for 7 of 19 complaints. In the 2nd quarter, 3 of 11 complaints were not responded to within the 20 day deadline.

Complaint Outcomes – The number of complaints that were upheld or part upheld detailing what the complaints were about and what remedial actions has been put in place to ensure the situation does not happen again.

Type of Complaint	Outcome	Responsible Officer	Action required	Date
Complaint against Staff	Reply sent on 21/5/09 apologising for delay and advising actions to be taken.	Alan Short	None	21/05/2009
Local Plan	Apology for omission from R2 text for Cummington. Erratum to be inserted in all copies of Local Plan held in Department and in libraries and on the internet.	Stewart Halkett	None	27/07/2009

5. Comments on Exceptions

5.1 Performance Indicators and Revenue Budget

5.1.1 Building Standards

The section was £72k over budget for the first half of 2009/10. Although the number of building warrant applications has remained relatively stable, there has been a very limited number of major, high value projects attracting higher fee levels. This is due to the present financial downturn nationally and is outwith the control of Building Standards.

5.1.2 Development Control

No exceptions

5.1.3 Environmental Health

No exceptions

5.1.4 Planning & Development (inc. Moray Training)

Indicator ENVDV119 P&D – ‘Percentage of planning applications which are submitted as departures and are approved as an acceptable departure’.

Service Outcome

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.

5.1.5 Euro Unit/Business Development

The section was £141k over budget for the first half of 2009/10. This imbalance is due to budget funding being made available to 2 LEADER projects which has not yet registered as income.

5.1.5 Trading Standards

No exceptions

6 **SUMMARY OF IMPLICATIONS**

(a) Single Outcome Agreement / Service Improvement Plan

Performance contributes towards achievement of the Single Outcome Agreement local priority Economic Development and contributes to Community Planning Strategic group Wealthier and Fairer.

(b) Policy and Legal

This review of performance is in accordance with the Financial Regulations section 2.14.

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

Any issues regarding finances or staffing are raised in the Report.

(d) Consultations

Development Services senior management have been consulted during the preparation of this report.

7 **CONCLUSION**

All areas of Developments Services have performed well during the first two quarters of 2009/10, with 83% of indicators showing levels better than or equal to last year. There are still slight improvements to be made over the remainder of the current financial year.

Author of Report: Robert A Stewart, Director of Environmental Services

Background Papers: Held by Anna Jermyn, 23A High Street, Elgin
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