










Appendix 1 - Development Services Performance Indicator data for Quarter 4, 2009/10

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Building Standards													
Cat	Service Outcome/Statement	Code & Name	Current Target	2007/08	2008/09	2009/10	Q4 2008/09	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 2009/10	Latest Note	Status
				Value	Value	Value	Value	Value	Value	Value	Value		
SS SO	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%	85%	88%	81%	81%	93%	88%		
LI	Contextual information.	ENVDV038a BS - Number of completion certificates responded to during quarter		966	1,210	1,047	294	304	274	254	215		
SS SO	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%	87%	95%	82%	87%	92%	90%		
LI	Contextual Information.	ENVDV039a BS - Number of building warrant applications falling within the Fast Tracked criteria responded to during quarter		440	222	178	44	62	51	36	29		
LI	Contextual Information.	ENVDV039b BS - Average time taken to respond to Fast Track applications		9	7	7	5	8	6	5	7		



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%	97%	97%	95%	98%	99%	96%	
LI	Contextual Information	ENVDV041a BS - Number of building warrant applications falling within the Mid Range criteria responded to during quarter		573	537	575	100	167	160	129	119	
LI	Contextual Information.	ENVDV041b BS - Average time taken to respond to Mid Range applications		30	25	18	19	21	18	18	16	
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%	94%	94%	100%	88%	86%	100%	
LI	Contextual Information	ENVDV043a BS - Number of building warrant applications falling within the Major criteria responded to during quarter		36	48	35	16	7	8	7	13	
LI	Contextual Information.	ENVDV043b BS - Average time taken to respond to Major applications		32	31	20	21	21	22	20	17	
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%	81%	72%	79%	84%	78%	82%	
LI	Contextual Information	ENVDV046a BS - Number of amended plans responded to during quarter		2,012	2,317	2,311	516	624	638	489	560	
LI	Contextual Information.	ENVDV046b BS - Average time taken to respond to amended plans		19	15	12	19	14	10	12	12	

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	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	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				This is a new PI introduced in 2009/10. The survey has been designed and it is the intention to implement it in the near future as part of a structured customer engagement programme.	
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	90%		65%	N/A		Not measured for Quarters				This survey was last conducted during 2008/09 and it is still to be decided whether it will remain in the planned new customer engagement structure.	





Development Control

Cat	Service Outcome/Statement	Code & Name	Current Target	2007/08	2008/09	2009/10	Q4 2008/09	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 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				27.33%			23%	30%	29%	A new PI introduced during 2009/10. A target will be set for 2010/11 based on 2009/10 performance.	
LI	Contextual Information	ENVDV132b DC - Number of planning applications submitted online				277			75	101	101		
LI	Contextual Information	ENVDV132c DC - Total number of planning applications submitted				1,009			328	337	344		
SO	SO - Awareness within communities of planning proposals within their locality will be raised and communities will benefit from a more structured approach to the provision of information.	ENVDV133 DC - Weekly list of planning proposals made available to public through Community Councils, Community Associations and the Internet				Yes			Yes	Yes	Yes		

SO	SO - Awareness within communities of planning proposals within their locality will be raised and communities will benefit from a more structured approach to the provision of information.	ENVDV133a DC - Average number of representations for Major applications						Not measured for Quarters				The Major Application category was introduced in August 2009 since when there have been just 13 applications submitted to 31 st March 2010.	
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				23		11	4	1	7	Qtr 4: 1 regarding planning permission, 4 regarding a process/procedure, 2 complaints against staff. 1 complaint against staff upheld, the other part upheld.	
SO	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%	59.26%		90.91%	67.24%	43.2%	41.96%	Qtr 4: Procedural changes made during quarter 4 in relation to administration did not lead to the anticipated improvements. Consequently, team changes have now been made that have doubled the officer input on householder applications with the aim of returning to target performance of 80% in one year.	
AS													
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				240		100	39	54	47		
AS	AS - The percentage of planning applications dealt with within two months.	SDS1aiii DC - Total number of householder applications decided during quarter		553	455	405	96	110	58	125	112		
SO	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%	28.92%		41.27%	36.23%	14.66%	26.2%	Qtr 4: Staff time has been increased by involving officers from the development plans team and reorganising the duties of the development management team.	
AS													
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		273.15	258.16	216	62.08	78	50	28	60		
AS	AS - The percentage of planning applications dealt with within two months.	SDS1biii DC - Total number of non-householder applications decided during quarter		907	770	747	194	189	138	191	229		
SO	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%	39.58%		59.53%	45.41%	25.95%	31.38%	Qtr 4: See SDS1ai and SDS1bi	
AS													

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				456		178	89	82	107		
AS	AS - The percentage of planning applications dealt with within two months.	SDS1ciii DC - Total number of all applications decided during quarter		1,460	1,225	1,152	290	299	196	316	341		


Environmental Health

Cat	Service Outcome/Statement	Code & Name	Current Target	2007/08	2008/09	2009/10	Q4 2008/09	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 2009/10	Latest Note	Status
				Value	Value	Value	Value	Value	Value	Value	Value		
LI		ENVDV086 EH - Percentage of responses for high-priority pest control services which met the national target	90%	80%	100%	100%	100%	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%	100%	94%	96%	97%	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%	90%	100%	85%	98%	97%	80%		
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 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).	ENVDV078a EH - Health & Safety - percentage of high-risk (12 months) premises inspected within time during quarter	100%	79%	89%	88%	100%	91%	89%	88%	83%		










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%	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										5600		
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										25		




Planning & Development

Cat	Service Outcome/Statement	Code & Name	Current Target	2007/08	2008/09	2009/10	Q4 2008/09	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 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	2.5	2.15	Not measured for Quarters					External Funding Team secured a ratio of 2.15:1 for local projects and services. That is, for every £1 Moray Council contributed to partnership schemes, other organisations contributed £2.15.	
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%	66%	81%	56%	69%	16%	100%	Qtr 4: There were just 3 planning applications submitted as departures all of which were approved.	
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	90%	No data for this range							99.1%	Qtr 4: 338 of 341.	
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 house-building permissions in Moray accommodated on sites designated for that purpose	80%	No data for this range					No data for this range			Results for 2009/10 will be reported with quarter 1 2010/11 performance.	

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 attain employment or successfully attain the necessary qualification	66%		71%	90%	Not measured for Quarters					
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Trading Standards

Cat	Service Outcome/Statement	Code & Name	Current Target	2007/08	2008/09	2009/10	Q4 2008/09	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 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%	85.7%	69%	100%	100%	100%	44%	Qtr 4: The 9 visits programmed for January and February 2010 were severely affected by the weather, and although now visited were beyond the programmed date.	
LI	Previously an Audit Scotland indicator	ENVDV115b TS - Number of high-risk premises scheduled for inspection during quarter		79	79	35	16	7	7	12	9		
LI	Previously an Audit Scotland indicator.	ENVDV116a TS - Percentage of medium-risk premises inspected within time during quarter	90%	93.7%	91.9%	95.7%	87%	100%	97%	100%	77%	Qtr 4: Weather in January and February significantly disrupted ability to carry out inspections although all premises have now been visited.	
LI	Previously an Audit Scotland indicator.	ENVDV116b TS - Number of medium-risk premises scheduled for inspection during quarter		380	432	233	192	34	79	65	35		
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)		91.2%	95.3%	91.2%	Not measured for Quarters						
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)		94.7%	96.4%	96%	Not measured for Quarters						
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		99.3%	98.7%	98.6%	Not measured for Quarters						
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%	93.7%	98.2%	90.6%	87.8%	93.8%	100%		
AS	AS - The number of (Trading Standards) consumer complaints and business advice	SPS3ai TS - Number of consumer complaints investigated, responded to and completed		1,343	1,221	1,351	309	311	354	368	321		

	requests received and the proportion completed in 14 days.	during quarter												
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%	82%	82%	76.8%	81%	82%	84%			
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		270	166	177	27	49	25	46	42			
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%	94.9%	96%	95.9%	96%	96%	95%			
AS	AS - The number of (Trading Standards) consumer complaints and business advice requests received and the proportion completed in 14 days.													