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REPORT TO: PLANNING AND REGULATORY SERVICE COMMITTEE ON 11 AUGUST 2015

SUBJECT: DEVELOPMENT SERVICES PERFORMANCE REPORT – HALF YEAR TO MARCH 2015

BY: CORPORATE DIRECTOR (ECONOMIC DEVELOPMENT, PLANNING & INFRASTRUCTURE)

1. REASON FOR REPORT

- 1.1 To inform the Committee of performance of the service for the period from 1 October 2014 to 31 March 2015.
- 1.2 This report is submitted to Committee in terms of Section III (E) (19) and (20) of the Council's Scheme of Administration relating to developing and monitoring the Council's Performance Management Framework for the Planning and Regulatory Services and contributing to public performance reporting.

2. RECOMMENDATION

2.1 It is recommended that Committee:

- (a) **scrutinises performance against Planning and Regulatory Performance Indicators, Service Plan and Complaints to the end of March 2015 as outlined;**
- (b) **welcomes good performance as indicated in the report;**
- (c) **notes the actions being taken to improve performance where required; and**
- (d) **approves the proposed changes to the performance indicators which are reported to this committee.**

3. BACKGROUND

- 3.1 The Policy and Resources Committee, at its meeting on 27 April 2010 (para 12 of the Minute refers), approved the development of a Quarterly Performance Monitoring Statement document, which provides the supporting information for the Performance Management Framework. This half-yearly performance report refers to the data held within that document.

- 3.2 The Economic Development and Infrastructure Services Committee at its meeting on 23 October 2012 (para 11 of the Minute refers) asked whether Transportation Planning performance indicators could also be reported to this Committee. To comply with this request the indicators are now reported to both Committees. The responsibility for oversight of the Transportation Planning indicators remains with the Economic Development and Infrastructure Services Committee.
- 3.3 Performance indicators are reviewed annually. Any changes to the indicators need approval from this committee.

4. **SUMMARY OF PERFORMANCE**

Performance Indicators

- 4.1 The tables below summarise performance: –

Service	No. of Indicators	Green Performing Well	Amber Close Monitoring	Red Action Required	Annual PI / Data Only
Building Standards	5	4	1	0	0
Development Management	5	1	0	0	4
Environmental Health	7	1	2	2	2
Strategic Planning and Economic Development	4	2	0	2	0
Trading Standards	6	2	0	0	4
Transportation Planning	3	3	0	0	0
Total	30	13	3	4	10
Total quarter 4	20	65%	15%	20%	

- 4.2 Performance at this stage of the year is presented across six service areas and involves 20 indicators. Thirteen of which are regarded as performing well, three require close monitoring and four require action if the targets are to be met.

Service Plan

Number of Actions	Expected by end quarter 4	Actual by end quarter 4
31	21	10

- 4.3 At the end of the reporting period 31 actions were due for completion. 21 of the actions were completed and 10 are overdue. Overall, and including progress for actions that are not complete, the plan is 83% complete at the end of the reporting period.

Complaints

- 4.4 During quarter 3 2014/15, Development Services received 16 complaints, 81% of which were responded to within timescales. Three complaints were partially upheld.
- 4.5 During quarter 4 2014/15, Development Services received 10 complaints, 83% of which were responded to within timescales. One complaint was upheld and three complaints were partially upheld.

5. PERFORMANCE ANALYSIS

Areas of good performance

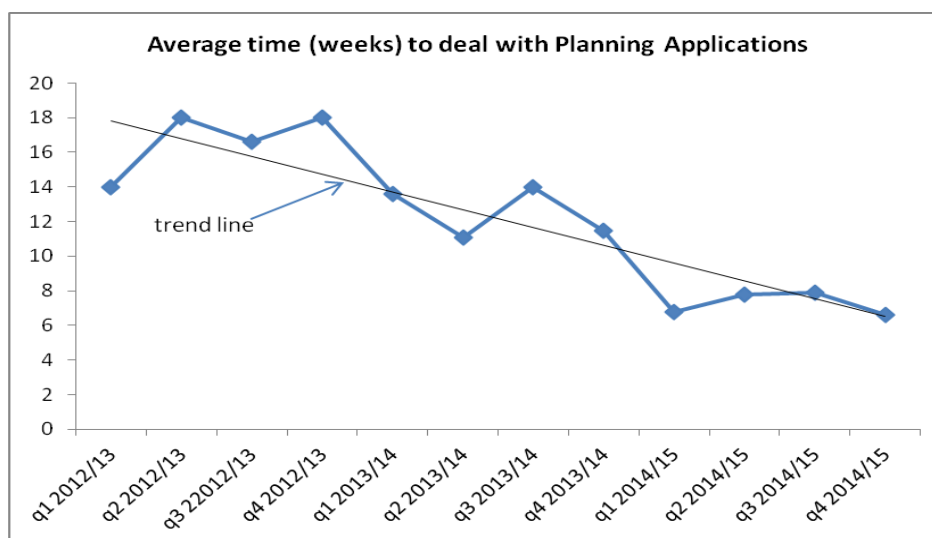
Building Standards

- 5.1 The indicators which measure the response times to applications for Building Warrants, (Fast Track (ENVDV039b); Mid-Range (ENVDV041b); and Major (ENVDV043b)) continue to meet targets, as they have done each quarter for the last three and a half years.

Type of application	Working Days to Respond			
	Q3 2014/15	Q4 2014/15	2014/15	Target
Fast Track	6	7	7	10
Mid - Range	14	13	13	15
Major	12	11	11	15

Development Management

- 5.2 For the first time most planning applications were done online (ENVDV132a). In the half year to March 2015, 51.8% of all planning applications (222 of 429) were done electronically.
- 5.3 The average time to deal with local planning applications (SDS2b) at the end of the reporting period was two and a half times quicker than it was three years ago. At Q2 2012/13 applications took 18 weeks while the latest result was 6.8 weeks in Q4 2014/15 (see graph below).



Also, the average time to deal with two major planning applications (SDS2a), in Q4, was 16.7 weeks. Over the three years that this has been measured, this is the best quarterly result by a 4 week margin. Major planning applications vary greatly in size and complication but this result is further evidence of improved efficiency in dealing with all types of planning applications.

Trading Standards

- 5.4 Nearly all customers who responded to surveys on the service they had from Trading Standards in 2014/15 gave a positive response. For consumer advice (ENVDV201), welfare benefit (ENVDV216), and money advice (ENVDV300) customers the satisfaction ratings were 100%, 97.5%, and 100% respectively.

Service Plan

- 5.5 The following actions from the service plan show good performance:-

- Environmental Health - A review of prioritisation and associated risks for contaminated land has been completed and a system to assist has been developed (DevS14.22).
The review resulted in a short-list of higher risk historic land use categories which are to be further investigated. Prioritisation of work to deal with sites is to be based on the likely nature of contamination, the number of residential properties affected, and the probability of exposure to contaminants on each site.
- Planning & Development - Master planning to improve the quality of development and quality of life in Moray (DevS14.22).
The proposed Moray Local Development Plan requires that larger and more complex sites have masterplans prepared. All masterplans within phase 1 are now up and running and the process has been established.

Areas of performance identified for improvement

Environmental Health

- 5.6 Food safety inspections for Category A premises (Two premises) (Envdv069a) and Category B premises (18 premises) (Envdv070a) were both below target performance in quarter four. Category A premises are the highest risk premises with the highest frequency of planned inspections (six months). Category B premises are deemed to have a medium risk for food safety with planned annual inspections.
- 5.7 Neither of the two planned Category A inspections and only 50% (9 of 18) of the planned Category B inspections were done within timescales in quarter four. The target for both indicators is 100%. All of the inspections which did not meet the target timescales have since been done.
- 5.8 Over the year, 2014/15, 10 of 13 Category A and 66 of 81 Category B inspections met target. Access problems to one Category A premises in quarter 3 was the cause of the only other schedule failure for Category A inspections in the year. Also, apart from performance in quarter 4, performance against category B inspections was at an acceptable level.
- 5.9 The main cause of the reduction in performance in quarter four is the lack of resources. Resources in Environmental Health were already reduced, following the Designing Better Services savings in 2013/14, when, in January 2015, a full time Environmental Health Officer (EHO) post became vacant. Because there is a shortage of EHOs nationally, the service has proposed a graduate development scheme to enable the recruitment of a technical officer. The officer will use distance learning to become a fully qualified EHO by October 2017. In addition the service is implementing technology changes to improve the efficiency of the service.

Strategic Planning and Economic Development

- 5.10
- The Local Development Plan is more than five years old (Envdv247). The Proposed Moray Local Development Plan was reported to a special meeting of this Committee on 24th June 2015. The expectation would then be that the new Plan will be adopted by August 2015.
 - The vacancy rate of retail floor space (Envdv250) was 12.2% against a target of 10% in the reporting period. Progress in the service plan against the action to 'facilitate town centre investment and local area regeneration' (DevS14.09a) shows that there is a great deal of work being done to improve town centres and thereby reduce vacancy rates. This work includes the Moray Towns Partnership programme; Conservation Area Regeneration projects in Keith and Elgin; and working in partnership with the private sector on the Elgin Business Improvement District. The Development Management section also has an action (DevS14.09b) to

facilitate town centre investment. Although there has been a delay with this there has been good progress (see 5.2.3 (iv) below).

Service Plan

5.11 At the end of the reporting period the following Service Plan actions were overdue:

Building Services

- (i) DevS14.24 – ‘Review and revise Charter in line with the National Charter’ progress 25% due 30 September 2014
The existing charter has been reviewed. Due to workload pressures the completion date is now expected to be June 2015.
- (ii) DevS14.25 – ‘Review and improve Customer Satisfaction Survey system’ progress 50% due 31 August 2014
Methods to collect feedback have been identified. The process will now be introduced by June 2015.

Development Services

- (iii) DevS14.03 – ‘Review model conditions’ progress 20% due 31 March 2015
Workload pressures was the reason for non-completion of this action. The action is continued in the Service Plan for 2015-18 which was approved at the March meeting of this committee (agenda item 8 refers). The review is now expected to complete in November 2015 and, if needed, a report would go to this committee in December.
- (iv) DevS14.09b- ‘facilitate town centre investment and local area regeneration’ progress 50% due 31 March 2015
A new guide to Elgin centre’s food and drink venues has been produced by Elgin Business Improvement District (BID) with support from Moray Council and financial support from the Scottish Government as part of their Town Centre Action Plan.
The second phase of this action which is the development of a protocol for projects is included in the current service plan.

Environmental Health

- (v) DevS14.13- ‘Progress benchmarking with local authority family groups’ progress 60% due 31 March 2015
There has been good progress against this but negotiations with other authorities are taking longer than expected. Work is ongoing but progress is outwith the control of the Council.
- (vi) DevS14.14- ‘Improve rate of customer satisfaction responses’ progress 50% due 31 March 2015
Customers were emailed invitations to respond to surveys but response rates remained low. The section is exploring other ways to improve the response

rates.

- (vii) DevS14.19- 'Review workloads and impact of DBS on service' progress 80% due 31 December 2014
Most of this has been done. The introduction of data capture devices has taken longer than anticipated. The action will now complete by the end of the calendar year 2015.

Strategic Planning and Economic Development

- (viii) DevS14.07- 'Encourage early engagement of developers in Master planning process for specific sites' progress 94% due 31 March 2015
The vast bulk of this has been done. All of the major house builders, except one, have been engaged about work on masterplans. The early engagement with developers will assist with the preparation of the masterplans as part the implementation of the Local Development Plan.
- (ix) DevS14.11- 'Partner with Aberdeenshire and others to create a Strategic Energy Action Plan' progress 20% due 31 March 2015
The final report on this is now due to be delivered in January 2016 which is nine months after the original due date. The delay is outwith Moray Council's control because the procurement is being led by another authority (Aberdeenshire) and group consensus is required for progress.
- (x) DevS14.30- 'Engage with the development community about the implementation of the Local Development Plan. Devise outreach and feedback tools.' progress 50% due 31 March 2015. The Community Best Practice Guide was reported and approved by this Committee on 24 June 2015. The Strategic Planning and Economic Development section are looking into introducing a form of quality auditing to ensure and assess developments against ¹Designing Streets and ²Creating Places and this is likely to evolve into what is known as a Place Standard currently being developed by Architecture and Design Scotland who are doing some work on urban design and health implications which is being closely monitored because it fits with the aims of Moray 2023.

6. PROPOSE CHANGES TO THE PERFORMANCE INDICATORS WHICH ARE REPORTED TO THIS COMMITTEE

Appendix 1 lists all the indicators for which this committee is responsible for oversight. If the information exists, the list includes the current target, the last three years' and five quarters' data, and the proposed change.

¹ 'Designing Streets' is the first policy statement in Scotland for street design

² "Creating Places" is the Scottish Government's policy statement on architecture and place

7. SUMMARY OF IMPLICATIONS**(a) Moray 2023: A Plan for the Future/Service Plan**

Development Services performance indicators reflect priorities included within the Moray 2023: A Plan for the Future/Service Plan.

(b) Policy and Legal

The Council has a statutory requirement to publish a range of information that will demonstrate that it is securing best value and assist in comparing performance both over time and between authorities where appropriate.

(c) Financial implications

None.

(d) Risk Implications

None.

(e) Staffing Implications

None.

(f) Property

None.

(g) Equalities

An Equality Impact Assessment is not needed because the report is to inform the Committee on performance.

(h) Consultations

None.

8. CONCLUSION

- 8.1 At the end of the reporting period, which is the second half of 2014/15, 65% of the performance indicators showed good performance. The Service Plan for 2014/15 was 83% complete.**

Author of Report:

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Background Papers:

Held by Bob Ramsay, Research & Information Officer

Ref:

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Proposed Changes to Development Services Indicators

Building Standards

Cat	PI Code & Short Name	Current Target	2012/13		2013/14		2014/15		Q4 2013/14		Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15		Proposed change
			Value		Value		Value		Value		Value		Value		Value		Value		
Local	ENVDV039b BS - Average number of days taken to respond to Fast Track applications	10	7.5		9		7		7		7		7		6		7		Make management information and replace with a single new PI below. The new PI captures performance for all types of warrant application.
Local	ENVDV041b BS - Average number of days taken to respond to Mid Range applications	15	14.5		14		13		14		15		12		14		13		
Local	ENVDV043b BS - Average number of days taken to respond to Major applications	15	12.5		14		11		15		12		10		12		11		
Local	ENVDV046b BS - Average number of days taken to respond to amended plans	15	5		5		5		7		5		4		5		6		
Nat(b)	Envdv212 Percentage of building warrant first reports issued within 20 working days	100%	N/A		90.67%		93.8%		90.5%		91.4%		97.2%		94.6%		93.9%		None
	Average time per Building Warrant (Working Days)	N/A	N/A		N/A		7.7		N/A		8.0		6.9		5.3		8.3		New PI to replace ENVDV039b, ENVDV041b, ENVDV043b, and ENVDV046b above

Development Management

Cat	PI Code & Short Name	Current Target	2012/13		2013/14		2014/15		Q4 2013/14		Q1 2014/15		Q2 2014/15		Q3 2014/15		Q4 2014/15		Proposed change
			Value		Value		Value		Value		Value		Value		Value		Value		
Local	ENVDV132a DC - Percentage of all planning applications submitted online	N/A	43%		43.58%		48.11%		41.73%		44.05%		45.78%		51.86%		51.75%		Make management information. Although it shows efficiencies from using new technology it is felt that it is not as good for measuring performance in the section.
Nat(b)	SDS2a Average time (weeks) to deal	N/A	53.6		96.6		100.5		110.1		N/A		186.1		N/A		16.71		Remove as it would be replaced by the two new

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	with major planning applications																proposed indicators below (SDSaii & SDSaiii) which take into account whether or not processing agreements are in place. The two new indicators can be benchmarked.
Nat(b)	SDS2ai Number of major planning applications determined	N/A	9	11	4				4	0	2	0	2				None
Nat(b)	SDS2b Average time (weeks) to deal with local planning applications	10.4	16.7	13.5	7.2				11.5	6.9	7.7	7.6	6.8				None
Nat(b)	SDS2bi Number of local planning applications determined	N/A	1,002	987	789				234	179	2226	189	195				Make management information. The information from this PI would still be available from the two new proposed PIs Envdv262 and Envdv263 below.
Nat(b)	Envdv252 Enforcement Activity. Number of cases taken up	n/a	n/a	143	188				35	55	54	29	50				
Nat(b)	SDSaii Average time (weeks) taken to determine Major Planning Applications (with processing agreements)	n/a	n/a	117.6	N/A				N/A	N/A	N/A	N/A	N/A				
Nat(b)	SDSaiii Average time (weeks) taken to determine Major Planning Applications (without processing agreements)	n/a	n/a	22.1	13.1				N/A	N/A	16.4	N/A	9.7				New PIs. All are national indicators which are also reported to the Scottish government and would allow benchmarking with other authorities
Nat(b)	Envdv262 Number of local planning applications determined in less than 2 months	n/a	n/a	713	731				167	171	206	175	179				
Nat(b)	Envdv263 Number of local planning applications determined in more than 2 months	n/a	n/a	143	58				36	8	20	14	16				

Environmental Health

Cat	PI Code & Short Name	Current Target	2012/13 Value	2013/14 Value	2014/15 Value	Q4 2013/14 Value	Q1 2014/15 Value	Q2 2014/15 Value	Q3 2014/15 Value	Q4 2014/15 Value	Proposed change
Local	ENVDV069a EH - Food Safety - percentage of category A (6 month) premises inspected within time during quarter	100%	95%	90%	84.6%	100%	100%	100%	75%	0%	None
Local	ENVDV070a EH - Food Safety - percentage of category B (12 months) premises inspected within time during quarter	100%	92%	90%	81.5%	87.5%	88.8%	91.7%	100%	50%	None

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	quarter																			
Local	ENVDV070c EH - Food Safety - % of registered food premises which are broadly compliant with food law	80%	82.5%	78.5%	78.83%	78.8%	78.9%	79.5%	80.11%	76.82%	None									
Local	ENVDV078a EH - Health & Safety - percentage of high-risk (12 months) premises inspected within time during quarter	100%	100%	87.5%	75%	100%	100%	50%	N/A	N/A	None									
Local(b)	ENVDV086 EH - Percentage of responses for high-priority pest control services which met the national target	95%	100%	100%	78%	N/A	73%	86%	N/A	100%	None									
Local(b)	ENVDV087 EH - Percentage of responses for low-priority pest control services which met the national target	90%	94%	94%	93%	91%	98%	95%	87%	86%	None									
Nat(b)	Envdv215b Cost of environmental health services per 1,000 population.	N/A	£15,607	£15,241	N/A		Not measured for Quarters				The indicator is to be benchmarked against the Scottish average (£18,322 for 2013/14). (There is inconsistent reporting of this national indicator)									

Strategic Planning and Economic Development

Cat	PI Code & Short Name	Current Target	2012/13 Value	2013/14 Value	2014/15 Value	Q4 2013/14 Value	Q1 2014/15 Value	Q2 2014/15 Value	Q3 2014/15 Value	Q4 2014/15 Value	Proposed change
Local	ENVDV119a P&D - Percentage of planning applications that are determined in accordance with the Development Plan	90%	94.7%	94.8%	99.2%		Not measured for Quarters				None
Local	ENVDV247 P&D - Age of local development plan (requirement less than 5 years)	Yes	Yes	No	No		Not measured for Quarters				None
Local	ENVDV248 P&D - The effective housing land provision is greater than a 5 year supply	Yes	N/A	Yes	Yes		Not measured for Quarters				None
Local	ENVDV250 P&D - Vacancy rate of retail floor space	10%	N/A	N/A	12.2%		Not measured for Quarters				None

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Trading Standards

Cat	PI Code & Short Name	Current Target	2012/13	2013/14	2014/15	Q4 2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	Proposed change
			Value	Value	Value	Value	Value	Value	Value	Value	
Local	ENV/DV201 Percentage of clients who were 'very satisfied' or 'fairly satisfied' with the consumer complaint service.	95%	96.1%	96%	100%		Not measured for Quarters	Not measured for Quarters	Not measured for Quarters	None	
Nat(b)	ENV/DV215a Cost of Trading Standards per 1,000 population.	N/A	£7,749	£8,129	N/A		Not measured for Quarters	Not measured for Quarters	Not measured for Quarters	The indicator is to be benchmarked against the Scottish average (£5,609 for 2013/14). (There is inconsistent reporting of this national indicator)	
Local	ENV/DV216 Percentage of welfare benefits clients who were 'very satisfied' or 'fairly satisfied' with service received	N/A		100%	97.5%		Not measured for Quarters	Not measured for Quarters	Not measured for Quarters	Give the indicator a target of 95% in line with the two data points.	
Local	ENV/DV217 Welfare Benefits clients – estimated benefit gain	N/A	£1,661,000	£2,063,902	£2,269,607	£468,027	£507,542	£578,848	£482,192	£701,025	None
Local	ENV/DV218 Welfare Benefit clients – percentage of clients with successful claims and appeals	N/A	71%	82%	89%	89%	72%	93%	86%	87%	None
Local	ENV/DV300 Percentage of money advice clients who were 'very satisfied' or 'fairly satisfied' with service received.	95%	100%	98%	100%		Not measured for Quarters	Not measured for Quarters	Not measured for Quarters	None	