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**REPORT TO: PLANNING AND REGULATORY SERVICES COMMITTEE ON  
14 JUNE 2016**

**SUBJECT: DEVELOPMENT SERVICES PERFORMANCE REPORT – HALF  
YEAR TO MARCH 2016**

**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 2015 to 31 March 2016.
- 1.2 This report is submitted to Committee in terms of Section III (D) (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:**

- (i) **scrutinises performance against Planning and Regulatory Performance Indicators, Service Plan and Complaints to the end of March 2016 as outlined;**
- (ii) **welcomes good performance as indicated in the report;**
- (iii) **the actions being taken to improve performance where required; and**
- (iv) **approves the proposed changes to the performance indicators which are reported to this Committee, as set out in Appendix 1.**

**3. BACKGROUND**

- 3.1 The Policy and Resources Committee, at its meeting on 27 April 2010 (paragraph 12 of the minute refers), approved the development of a Quarterly Performance Monitoring document which provides supporting information for the Performance Management Framework. The half-yearly performance report refers to this document. The document includes performance indicators, service plan and complaints data (including codes as referred to in Section 5 of this report), and can be found at:

[http://www.moray.gov.uk/moray\\_standard/page\\_92321.html](http://www.moray.gov.uk/moray_standard/page_92321.html)

- 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. Changes to the indicators require approval from this Committee.

#### 4. **SUMMARY OF PERFORMANCE**

##### **Performance Indicators**

- 4.1 The tables below summarise performance: –

<b>Service</b>	<b>No. of Indicators</b>	<b>Green Performing Well</b>	<b>Amber Close Monitoring</b>	<b>Red Action Required</b>	<b>Annual PI / Data Only</b>
<b>Building Standards</b>	5	1	0	3	1
<b>Development Management</b>	7	1	0	0	6
<b>Environmental Health</b>	7	2	1	1	3
<b>Strategic Planning and Economic Development</b>	9	5	0	0	4
<b>Trading Standards</b>	9	2	0	0	7
<b>Transportation Planning</b>	2	1	0	1	0
<b>Total</b>	39	12	1	5	21
<b>Total quarter 4</b>	<b>18</b>	<b>67%</b>	<b>5%</b>	<b>28%</b>	

- 4.2 Performance at this stage of the year is presented across six service areas and involves 18 indicators. Twelve of the indicators are regarded as performing well, one requires close monitoring and five require action if the targets are to be met.

### Service Plan

Number of actions in 2015/18 plan	Number of actions due by end Q4 of 2015/16	Completed (and due) by end Q4 of 2015/16	Incomplete (and due) by end Q4 of 2015/16	Cancelled (and due) by end Q4 of 2015/16	Total completed in 2015/18 plan	Total cancelled in 2015/18 plan	Still to be completed in 2015/18 plan
48	34	24 (of 34)	7 (of 34)	3 (of 34)	26 of (48)	4 (of 48)	18 (of 48)

- 4.3 At the end of the reporting period, of the 48 actions on the 2015/18 plan, 34 actions were due for completion in 2015/16. Of these 34, 24 were completed, 7 were overdue and 3 were cancelled. Overall, and including progress for actions that are not complete, the plan is 74% complete at the end of the reporting period.

### Complaints

- 4.4 During the half year to March, Development Services received 21 complaints, 90% of closed complaints were responded to within timescales. No complaints were upheld or partially upheld and there were no escalations.

## 5. PERFORMANCE ANALYSIS

### Local Government Benchmarking Framework

- 5.1 In April 2016, Improvement Services released the finalised 2014/15 Local Government Benchmarking Framework (LGBF) performance results on how all Scottish councils perform in delivering services to local communities, including the cost of services. The table below provides a brief summary of these results in relation to Development Services.

#### Local Government Benchmarking Framework Indicators – Development Services

Indicator	2013/14	2014/15	% Value Change 2013/14-2014/15	Performance Against Comparators / National
Trading Standards				
Cost of trading standards per 1,000 population	£8,129	£6,111	-24.83	<p><b>Moray</b> - Cost of trading standards per 1,000 population – <b>£6,110.82 per 1,000 population (Rank 16<sup>th</sup> of 32)</b></p> <p>Comparator Benchmarking Authorities:</p> <p>Angus – £7,371.85</p> <p>Argyll &amp; Bute – £6,091.72</p> <p>East Lothian – £4,879.96</p> <p>Highland – £3,822.39</p> <p>Midlothian – £8,189.31</p> <p>Scottish Borders – £3,814.79</p> <p>Stirling – £10,438.96</p> <p><b>Scotland - £5,735.84</b></p> <p><b>NB-</b> Although these indicators are published by LGBF with the two years compared as shown here, this particular indicator cannot be compared with the previous year as the 2013/14 figure included the cost of Citizens Advice Bureau funding and welfare benefits service costs.</p>

Environmental Health				
Cost of environmental health per 1,000 population	£15,241	£14,596	-4.23	<b>Moray</b> - Cost of environmental health per 1,000 population – <b>£14,596.31 per 1,000 population (Rank 14<sup>th</sup> of 32)</b> Comparator Benchmarking Authorities: Angus – £ 20,658.32 Argyll & Bute – £ 26,363.22 East Lothian – £12,709.46 Highland – £16,924.07 Midlothian – £9,697.25 Scottish Borders – £11,584.67 Stirling – £16,597.51 <b>Scotland - £17,697.66</b>

### Areas of Good Performance

- 5.2 Performance indicator references are shown in brackets and refer to the relevant quarterly monitoring statements published on-line here:-  
[http://www.moray.gov.uk/moray\\_standard/page\\_92321.html](http://www.moray.gov.uk/moray_standard/page_92321.html)

### Building Standards

- 5.3 Despite pressure of workload and staff shortages the average time taken to respond to fast track applications (Envdv039b) has been maintained at or below target throughout the year. Also the average time to issue building warrants (Envdv251) has reduced from 97 working days in Q2 down to 76 working days in Q4.

### Development Management *(these PIs are reported in line with Scottish Government Reporting hence being reported one quarter later)*

- 5.4 The average time to deal with local planning applications (SDS2b) has reduced further to below the seven week mark at 6.6 weeks in Q3 against a target of 10.4 weeks. Also the number of applications taking more than two months (Envdv263) reduced by roughly half between 2013/14 and 2014/15 and is still on course to half again this year.

**Table 1 Number of Planning Applications taking more than eight weeks**

2013/14	2014/15	2015/16
143	58	18 to the end of Q3

- 5.5 Over the same period (the last 2 ½ years) the number of planning applications taking less than two months (Envdv262) has shown an increasing annual trend which shows that performance is improving despite an increasing workload.

### Planning and Development

- 5.6 The proportion of Planning and Development's planning applications determined in accordance with the Development Plan (Envdv119a) was above target for the 6<sup>th</sup> year running and its second year above 98% against a target of 90%.
- 5.7 There is a 9.2 year supply of effective housing land (Envdv248) and a total established supply of 24.4 years, so is comfortably over the target 5 year

supply. More details on this will be provided in the Annual Housing Land Audit which is the subject of a separate report on this agenda.

- 5.8 Likewise there has been an increase in the established supply of employment land available (Envdv265) to 220 hectares with increases across all settlements largely due to the new sites being added from the Moray Local Development Plan 2015 and more detail on this will be supplied in the Annual Employment Land Audit which is the subject of a separate report on this agenda.
- 5.9 In relation to the Business Gateway (Envdv266), there has been a steady number of new business start-ups over the last three years (between 120 – 130 per year) and 2015/16 data showed the 3 year survival rate (Envdv267) has increased to 80%.

### **Trading Standards**

- 5.10 In relation to the Money Advice Clients (Envdv254), there has been an estimated increase in the Council's collection of Rent and Council tax of £59,000 from these clients and feedback (Envdv255) has been very positive with 90% saying "It's been a great help" and the remainder saying "It's helped a bit". The percentage of Money Advice Clients who were 'very satisfied' or 'fairly satisfied' (Envdv300) was 97%. This has reached its 10<sup>th</sup> year over the target 95%.
- 5.11 Likewise in relation to the Welfare Benefits Clients the estimated benefit gain (Envdv217) was £2,086k for this year and 95% of welfare benefits clients (Envdv216) were "very satisfied" and 5% "fairly satisfied" with the service received. This is in the face of increasing numbers of initial welfare benefit claims (increased from 436 in 2014/15 to 467 in 2015/16) and welfare benefit appeals (increased from 157 in 2014/15 to 195 in 2015/16), though this has been supported by one additional externally funded officer providing claims assistance.
- 5.12 The Percentage of clients who were 'very satisfied' or 'fairly satisfied' with the consumer complaint service (Envdv201) achieved its 6th year over the 95% target with 92% very satisfied and 4% fairly satisfied.

### **Service Plan**

- 5.13 The following actions show good performance:-
- Development Management's - Town Centre Pilot project - Food & Drink Trail/Upper Floors Regeneration & Protocol - Second phase (DevS15-18.2.8). This phase is now complete, well ahead of the original Sept 2016 deadline. Work is ongoing on the Upper Floors regeneration and has been incorporated into ongoing charrette work.
  - Strategic Planning and Economic Development – A draft of the Findhorn Conservation Area Appraisal (DevS15-18.5.2k) was presented to this Committee on 1 December 2015 (para 9 of the minute refers).

## **Areas of performance identified for improvement**

### **Building Standards**

- 5.14 Three indicators showed reduced performance in the issuing of building warrants in Q4. An increase in applications late in Q2, due to customers pre-empting forthcoming changes to the regulations (making them more stringent) and a shortage of staff, (one position being re-advertised at time of writing and long term sick leave), have had a knock on effect to many of the Building Standards' management PIs and workload for the second half of the year. This and other PIs affected by the workload are now showing signs of improvement in Q4.
- 5.15 These included:
- The percentage of building warrants issued within 20 days (Envdv212) which dropped from 93% in Q1, 79% in Q2, and 47% in Q3 against a target of 100%. This seemed to recover in Q4 with 75%. The drop in the percentage in Q3 can be attributed to those issues mentioned above but also to the inclusion of 7 customer agreed warrants issued within the customer agreed time but over the 20 days measured for this PI.
  - The average days to respond to major applications (Envdv043b) did rise from 14 and 15 in Q1 and Q2 respectively, to 24.2 days in Q3. This too is showing a slight recovery in Q4 to 23 days.
  - Similarly the mid-range warrant average response time (Envdv041b), was above the target (15 days) at 17 days in Q2, 22 days in Q3, and 19 days in Q4. This is the first year in 4 years that any of the PIs measuring the average time of response have not met the target.

### **Environmental Health**

- 5.16 The percentage of category B (12 months) premises inspected within time (Envdv070a) fell from over 89% in Q3 to 61% in Q4 as re-active work took precedence over pro-active work in a period of staff shortage.
- 5.17 Again due to resource issues there has been a drop in the percentage of responses for low-priority pest control services which met the national target (Envdv087) from 93% in Q2 to 81% in Q4.

### **Service Plan**

- 5.18 At the end of the reporting period the following 7 Service Plan actions were overdue and 4 were cancelled (3 due in 2015/16).

### **Development Management**

- 5.19 Review standard planning conditions - Transport (Devs15-18.2.1a) - 30% complete.  
Development Management have revised the dates for this review to enable

easier work scheduling between the two sections involved, namely Transportation and Development Management, which has been difficult due to work pressures. However a meeting has been scheduled for July 2016.

- 5.20 Review standard planning conditions - Landscaping/Planting/Waste (Devs15-18.2.1d) - 20% complete.  
Development Management have revised the dates for this review due to lack of resources. The action is now expected to complete in July 2016.
- 5.21 Review Development Management Procedures – implement (Devs15-18.2.5b) - 50% complete.  
Work is underway and now due to be completed by end of December 2016.
- 5.22 Tree Works – Applications for consent to consider Tree Preservation Orders & works within a Conservation Areas (DevS15-18.2.4) - Cancelled.  
It has been agreed that this work will now stay with Development Plans, so has now been removed from this service plan.

### **Environmental Health**

- 5.23 Environmental Health - Partial team utilisation of hand held data capture and automatic upload of data (Devs15-18.3.4) - 66% complete. At time of writing this had actually been completed and had entered the review and optimisation stage.

### **Strategic Planning and Economic Development**

- 5.24 Develop developer obligations supplementary guidance report (Devs15-18.5.2d) - 90% complete.  
This was reported to this Committee on 1 December 2015 (para 6 of the minute refers), with the intention that the second (additional) public consultation would be carried out in Q1 2015/16 before final approval in June 2016. The second consultation is currently underway. Officers have met with NHS and a follow up session for developers with members has been arranged for April. Presentation of the final guidance is the subject of a separate report on this agenda.
- 5.25 Work collaboratively with Springfield Properties to prepare Elgin South Masterplan as supplementary guidance (Devs15-18.5.2g) - 75% complete.

A draft was presented to the meeting of this Committee on 19 April 2016 (para 6 of the minute refers) and the final report will be submitted to a future meeting of this Committee following public consultation. This was delayed due to revisions required to the Masterplan to make it acceptable to The Moray Council.

### **Trading Standards**

- 5.26 Re-design of Financial Inclusion Service - Complete training for benefits advice (Devs15-18.4.4c) - 0% complete.  
This work has been postponed due to unexpected demands and events on the service including increases in demand for benefits advice, long term

sickness absence, and two resignations requiring training for replacement staff.

- 5.27 Implement outcome of national strategic review (DevS15-18.4.1a-c) - Cancelled.

- (a) Phase 1 - the evaluation of trading standards activity
- (b) Phase 2 - planning around options presented in Phase 1
- (c) Phase 3 - implementation

This 3 part task has been passed to a SOLACE led working group reporting to COSLA. There is no action required by The Moray Council at this time. However the Trading Standards Manager now sits on the SOLACE led working group which is due to report to SOLACE in May 2016 and the COSLA Leaders in August 2016.

## **6 PROPOSED CHANGES TO THE PERFORMANCE INDICATORS WHICH ARE REPORTED TO THIS COMMITTEE**

- 6.1 **Appendix 1** details a few small proposed changes to a couple of performance indicators which already appear under the remit of this Committee. The list includes the proposed targets where appropriate and previous performance where available. In both cases the change is designed to provide more detail on each of the 2 existing indicators. A full list of current indicators is available on The Moray Council Service Performance web page:-  
[http://www.moray.gov.uk/moray\\_standard/page\\_92321.html](http://www.moray.gov.uk/moray_standard/page_92321.html)

## **7 SUMMARY OF IMPLICATIONS**

- (a) **Moray 2023: A Plan for the Future/Service Plan/Health and Social Care Integration**

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 2015/16, 67% of the performance indicators showed good performance and the Service Plan was 74% complete.**

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