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**REPORT TO: PLANNING AND REGULATORY SERVICES COMMITTEE ON  
17 JANUARY 2017**

**SUBJECT: DEVELOPMENT SERVICES PERFORMANCE REPORT – HALF  
YEAR TO SEPTEMBER 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 April 2016 to 30 September 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 September 2016 as outlined;**
- (ii) welcomes good performance as indicated in the report; and**
- (iii) notes the actions being taken to improve performance where required.**

**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 (item 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. Some minor changes to the performance indicators were approved at the Economic Development and Infrastructure Services Committee at its meeting on 14 June 2016 (Item 10(iv) of the Minute refers).

#### 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	0	0	4	1
<b>Development Management</b>	7	1	0	0	6
<b>Environmental Health</b>	7	3	2	0	2
<b>Strategic Planning and Economic Development</b>	10	0	0	0	10
<b>Trading Standards</b>	10	1	1	0	8
<b>Transportation Planning</b>	2	1	1	0	0
<b>Total</b>	41	6	4	4	27
<b>Total Quarter 2</b>	<b>14</b>	<b>43%</b>	<b>28.5%</b>	<b>28.5%</b>	

- 4.2 Performance at this stage of the year is presented across six service areas and involves 14 indicators. Six of the indicators are regarded as performing well, four require close monitoring and four require action if the targets are to be met.

## Service Plan

Number of actions in 2016/19 plan	Number of actions due by end of 2016/17	Completed (of due) by end Q2 of 2016/17	Incomplete (of due) by end Q2 of 2016/17	Completed ahead of time	Total complete by end of Q2 of 2016/17	Still to be completed in 2016/17
43	39	15 (of 17)	2 (of 17)	4	19 of (39)	20 (of 39)

- 4.3 At the end of the reporting period, of the 43 actions on the 2016/19 plan, 39 actions are due for completion in 2016/17. Of these 39, 17 were due for completion by the end of quarter 2. Of these 17, 15 have been completed and 2 are overdue and a further 4 due later in the year have been completed ahead of time giving a total of 19 completed actions. Overall, and including progress on actions that are not yet complete, the plan was 70% complete at the end of the reporting period.

## Complaints

- 4.4 During the half year to September, Development Services received 17 complaints, 94% of closed complaints were responded to within timescales. Of the 10 frontline complaints, 1 was upheld; and of the 7 investigative complaints, 1 was upheld and 1 was part upheld. There were no escalations.

## 5. PERFORMANCE ANALYSIS

### Areas of Good Performance

- 5.1 *Performance indicator references are shown in brackets and refer to the relevant quarterly monitoring statements published on-line.*
- 5.2 **Development Management** *(these PIs are reported in line with Scottish Government Reporting hence being reported one quarter later).*
- 5.3 The average time to deal with local planning applications (SDS2b) is being maintained at 7.2 weeks or less 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 has almost halved again in 2015/16 with over 96% now being processed within two months despite the number of applications (Envdv262) rising slightly (see table 1 below).

**Table 1 Planning Applications – time taken**

No of applications	2013/14	2014/15	2015/16
More than 2 months	143	58	30
Within 2 months	713	731	736
% within 2 months	83.3%	92.6%	96.1%

- 5.4 **Environmental Health** *(Food Safety PIs are reported in line with Scottish Government Reporting hence being reported one quarter later).*

- 5.5 The percentage of category A (6 months) premises inspected within time (Envdv069a) increased from 78.6% in Q3 to 100% in both Q4 and Q1 partly due to a reduction in the actual number of premises due for inspection following a peak in Q3.
- 5.6 The percentage of rated registered food premises which are broadly compliant with food law (ENVDV070c) increased from 77.4% in Q1 2015/16 to 90.1% in Q1 2016/17 against a target of 80%.

### **Planning and Development**

- 5.7 In relation to the Business Gateway, 425 small/medium sized enterprises were assisted through the Gateway (Envdv260) in the first half of 2016/17 compared to 420 over the same period last year.
- 5.8 Over the last three years (2013/14 to 2015/16) there have been between 120 to 130 new business start-ups per year through the Business Gateway; however, in the first half of 2016/17 there were 81 new business start-ups with 48 in Q1 alone. This is in part due to the Oil and Gas sector decline but this may affect the survivability as some start-ups will go back to the Oil and Gas sector as it recovers over the next couple of years.

### **Trading Standards**

- 5.9 In relation to the Welfare Benefits Clients, the percentage of clients with successful appeals (Envdv218b) was 77% in quarter 2 having remained at 79% in the previous two quarters. This is in the face of increasing numbers of welfare benefit appeals (increased from 17 in Q2 2015/16 to 39 in Q2 2016/17).

### **Service Plan**

The following actions show good performance:-

- 5.10 Building Standards – “Implement National eBuilding Standards System and review procedures accordingly” – The system went live on 24 August, accommodating on-line submissions. Movement away from the hardcopy system is now underway and although initial procedures are in place, these will continue to be reviewed and revised along with the training.
- 5.11 Development Management – both the reviews of “standard planning conditions for Wind Farms” (Devs16-19.2.1b) and “Environmental Health/Contaminated Land/Private Water” (Devs16-19.2.1c) have been completed. Also the buildings risk register has been updated (Dev 16-1.2.2) ahead of schedule and a report on Derelict/Vacant Buildings and Land was submitted to this committee in September 2016.
- 5.12 Strategic Planning and Economic Development – “Facilitate community groups to re-establish “Doors Open Day” during the last weekend of September as a local event and increasingly an event to attract visitors from

outside Moray” (Devs16-19.6.05) - 17 locations recorded a total of 1,300 visitors on “Doors Open Day” on 17 September following the re-establishment of the event through the Elgin CARS (Conservation Area Regeneration Scheme) and the Moray Heritage connections, with more venues expressing an interest in participating in 2018.

- 5.13 Strategic Planning and Economic Development – “Working with the Moray Economic Partnership media services to promote Moray as a place to live work and invest, and work of the Moray Economic Partnership (MEP) through various media - complete preparation work for the “Its Moray” promotion in May 2016” (DevS16-19.6.08a) – This has been completed with “This is Moray” videos launched on June 13 2016 and posted on the MEP Facebook page and shared. Since then there have been more than 17,000 viewings.
- 5.14 Strategic Planning and Economic Development – “Coordinate Council input to events logistics of Council services for Piping at Forres and the Findhorn Bay Festival” (DevS16-19.6.13a & b).
- In the region of 20,000 visitors attended the 4th European Pipe Band Championships on June 25. Post event lessons have been learned and there are on-going discussions in preparation for 2017.
  - The Findhorn Bay Festival took place from the 21 to the 26 of September. This year’s event exceeded all expectations and targets, with audience attendances across ticketed and free events estimated to be in the region of 13,659, with school attendances over 1000; over 50 volunteers stewarding at events; and over 300 people from the local community contributing to Culture Day Forres. As well as seeing an increase in numbers of visitors coming from across Scotland; England; and Northern Ireland, international visitor numbers increased with people travelling from Italy; Germany; Switzerland; the Netherlands; USA; and Australia.
  - Castle to Cathedral to Cashmere (Sword, Fire & Stone) took place in Cooper Park, Elgin on the 13 and 14 of August 2016 with over 4,000 visitors each day.
  - The Enchanted Forest, a new community lead event, is scheduled for Nov 2016.
- 5.15 Environmental Health – “Continue utilisation and development of the hand held device and apps” (DevS16-19.3.1) – Ahead of schedule, all the relevant staff now have tablets, training, and are required to use these for data collection. Optimisation of the app will continue as a matter of course as will the optimisation of the data management.
- 5.16 Environmental Health – “Implement change management plan to address workload issues across the range of functions in Environmental Health resulting in a more flexible team, increased support for food associated work and reduced work on contaminated land” (DevS16-19.3.2) – This has been completed though further recruitment is on hold until the relevant national professional exams are held.

- 5.17 Strategic Planning and Economic Development – “Guidance on the Developer Obligations”; “Rural Groupings”; and “Accessible Housing” (ahead of schedule) (DevS16-19.5.01; DevS16-19.5.02 & DevS16-19.5.05) – have all been completed and will all have been adopted/implemented by the end of October. The “Transfer of the Street Naming and Numbering Process” (DevS16-19.5.09) has also been completed ahead of schedule.

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

#### **Building Standards**

- 5.18 Four indicators showed reduced performance in the issuing of building warrants/applications in quarters 1 & 2. In line with national expectations the introduction and bedding in of the new eBuilding Standards system has slowed down the overall process in that it is currently taking longer to assess an application electronically. This will continue until users become more familiar with the system and procedures, though these are still being tweaked & reviewed. This combined with staff shortages including long-term sick leave; the preparation work for the implementation of the eBuilding Standards; and the resultant backlog, have all impacted on the workload for the service in general. Some interim help has been made available from Aberdeen City. It is hoped that this will improve in the long term.

- 5.19 These included:

- The percentage of building warrants issued within 20 days (Envdv212) dropped from 75% in Q4, and 72% in Q1, to 61% in Q2 against a target of 100%. The drop in the percentage in Q2 can be attributed to those issues mentioned above.
- The average days to respond to Fast Track applications (Envdv039b) did rise from 8 and 10 in Q4 and Q1 respectively, to 12 days in Q2. The rise in the time taken can be attributed to those issues mentioned above.
- The average days to respond to major applications (Envdv043b) did rise to a high of 24 days in Q3 of last year but since then has been improving (to 17 and 18 in Q1 and Q2 respectively) but is still over the target of 15 days.
- Similarly the mid-range warrant average response time (Envdv041b), was above the target (15 days) at 22 days in Q3 of last year but has been maintained at 19 days for the last three quarters.

#### **Environmental Health**

- 5.20 The percentage of category B (12 months) premises inspected within time (Envdv070a) fell from over 89% in Q3 to 61% in Q4 but has recovered to 85% in Q1 as re-active work took precedence over pro-active work in a period of staff shortage.

- 5.21 The percentage of responses for low-priority pest control services which met the national target (Envdv087) have risen from 81% in Q4 to 86% in Q1 (177 of 207) and 87% in Q2 (242 of 278) against a target of 90%, the warmer weather meant pest requests were still outstripping resources.

### **Service Plan**

- 5.22 At the end of the reporting period the following 2 Service Plan actions were overdue.

### **Development Management**

- 5.23 “Review standard planning conditions – Transport” (Devs16-19.2.1a) - 90% complete. The review has been completed and is now awaiting the agreement of legal services which is expected by the end of December 2016.

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

- 5.24 “Support establishment of LEADER 2014-2020 programme and Fisheries Fund programme 2014-2020” (DevS16-19.6.14) - 50% complete. The Highlands & Moray Fisheries Local Action Group (FLAG) has been established, and the service level agreement and operation details with Marine Scotland are being finalised. The LEADER programme is anticipated to be led by TSi Moray subject to the final agreement of Scottish Government which has not yet been confirmed, hence a delay in this actions completion. No current action is required from the Council.

## **6. SUMMARY OF IMPLICATIONS**

### **(a) Moray 2026: A Plan for the Future and Moray Corporate Plan 2015-2017**

Development Services performance indicators reflect priorities included within the Moray 2026: A Plan for the Future and Moray Corporate Plan 2015-2017.

### **(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.

**7. CONCLUSION**

- 7.1 At the end of the reporting period, which is the first half of 2016/17, 43% of the performance indicators showed good performance and the Service Plan was 70% complete.**

Author of Report: Catriona Campbell