REPORT TO: PLANNING AND REGULATORY SERVICES COMMITTEE ON 30 MAY 2017

SUBJECT: DEVELOPMENT SERVICES PERFORMANCE REPORT – HALF YEAR TO MARCH 2017

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 2016 to 31 March 2017.

1.2 This report is submitted to Committee in terms of Section III (E) (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.

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 2017 as outlined;

(ii) welcomes good performance as indicated in the report;

(iii) notes 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

3.2   The Economic Development and Infrastructure Services Committee at its meeting on 23 October 2012 (paragraph 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: –

Service	No. of Indicators	Green Performing Well	Amber Close Monitoring	Red Action Required	Annual PI / Data Only
Building Standards	5	0	0	4	1
Development Management	7	1	0	0	6
Environmental Health	7	3	0	1	3
Strategic Planning and Economic Development	10	4	1	0	5
Trading Standards	10	3	1	0	6
Transportation Planning	2	1	0	1	0
Total	41	12	2	6	21
Total quarter 4	20	60%	10%	30%	

4.2   Performance at this stage of the year is presented across six service areas and involves 20 indicators. Twelve of the indicators are regarded as performing well, two require close monitoring and six 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 of 2016/17	Incomplete (of due) by end of 2016/17	Cancelled	Completed ahead of time	Total complete by end of 2016/17
43	35	31 (of 35)	3 (of 35)	1 (of 35)	0	31 (of 35)

4.3 At the end of the reporting period, of the 43 actions on the 2016/19 plan, 35 actions were due for completion in 2016/17. Out of these 35, 31 have been completed and 3 are overdue and 1 has been cancelled. Overall, and including progress on actions that are not yet complete/not yet due for completion, the 2016/19 plan has made significant progress and is 87% complete at the end of the reporting period.

Complaints

4.4 During the half year to March, Development Services received 12 complaints, 71% of closed complaints were responded to within timescales. Of the 4 frontline complaints, none were upheld or part upheld; and of the 10 investigative complaints, 1 was upheld and 1 was part upheld. There were no escalations.

5. **PERFORMANCE ANALYSIS**

Local Government Benchmarking Framework

5.1 In 27 April 2017 Improvement Services released the finalised 2015/16 Local Government Benchmarking Framework (LGBF) performance results showing 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	2014/15	2015/16	Value Change 2014/15-2015/16	Performance Against Comparators / National
Trading Standards				
Cost of Trading Standards per 1,000 population	£6,111	£5,225	-886.23 (down 14.5%)	**Moray** - Cost of trading standards per 1,000 population - **5224.6** (Rank 13th) **Comparator Benchmarking Group 2:** E. Ayrshire – 10,109.8 (Rank 29) East Lothian – 1,999.0 (Rank 1) Fife – 8,136.8 (Rank 26) N. Ayrshire – 4,936.5 (Rank 11) Perth & Kinross – 3548.3 (Rank 5) S. Ayrshire – 6,521.4 (Rank 19) Stirling – 12,205.1 (Rank 31) *Comparator Av. (excluding Moray) – 6779.6* *Comparator Av. (including Moray) – 6585.2* **Scotland** – 6,034.8 **NB-** Although these indicators are published by LGBF with the two years compared as shown here, this particular indicator cannot always be compared to previous years e.g. the 2013/14 figure included the cost of Citizens Advice

Indicator	2014/15	2015/16	Value Change 2014/15-2015/16	Performance Against Comparators / National
				Bureau funding and welfare benefits service costs.
Environmental Health				
Cost of Environmental Health per 1,000 population	£14,596	£14,962	365.48 (up 2.5%)	**Moray** - Cost of environmental health per 1,000 population- **14,962** (Rank 15th) **Comparator Benchmarking Group 2:** E. Ayrshire – 11,544 (Rank 6) East Lothian – 12,004 (Rank 8) Fife – 12,609 (Rank 10) N. Ayrshire – 13,289 (Rank 12) Perth & Kinross – 17,168 (Rank 21) S. Ayrshire – 15,810 (Rank 17) Stirling – 15,835 (Rank 18) *Comparator Av. (excluding Moray) – 14,037* *Comparator Av. (including Moray) – 14,152* **Scotland** – 17,472
Development Management				
Cost of Planning per Application	£2,907	£3,383	475.53 (up 16.36%)	**Moray** – Cost per Planning Application - **3383.0** (Rank 7th) **Comparator Benchmarking Group 2:** E. Ayrshire – 9,444.4 (Rank 30) E. Lothian – 2504.5 (Rank 1) Fife – 4348.4 (Rank 16) N. Ayrshire – 4270.9 (Rank 13) Perth & Kinross – 3305.6 (Rank 5) S. Ayrshire – 4034.9 (Rank 12) Stirling – 4312.1 (Rank 15) *Comparator Av. (excluding Moray) – 4601.0* *Comparator Av. (including Moray) – 4450.5* **Scotland** – 4939.2
Average Time (Weeks) Per Commercial Planning Application	10.02	7.69	-2.32 (down 23.2%)	**Moray** - Average Time (Weeks) Per Planning Application – **7.7** (Rank 7th) **Comparator Benchmarking Group 2:** E. Ayrshire – 31.6 (Rank 31) E. Lothian – 10.4 (Rank 20) Fife – 17.6 (Rank 30) N. Ayrshire – 5.3 (Rank 1) Perth & Kinross – 7.8 (Rank 8) S. Ayrshire – 6.9 (Rank 3) Stirling – 10.8 (Rank 22) *Comparator Av. (excluding Moray) – 12.9* *Comparator Av. (including Moray) – 12.3* **Scotland** – 11.2
Economic Development				
No of Business Gateway start-ups per 10,000 population	12.66	14.34	1.68 (up 13.28%	**Moray** - No of business gateway start-ups per 10,000 population – **14.3** (Rank 25th) **Comparator Benchmarking Group 2:** E. Ayrshire – 12.1 (Rank 28) East Lothian – 14.4 (Rank 24) Fife – 15.9 (Rank 20) N. Ayrshire – 15.4 (Rank 21) Perth & Kinross – 20.3 (Rank 8) S. Ayrshire – 13.7 (Rank 26) Stirling – 25.1 (Rank 2) *Comparator Av. (excluding Moray) – 16.7* *Comparator Av. (including Moray) – 16.4* **Scotland** – 16.9

Areas of Good Performance

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 Reporting hence being reported one quarter later).*

The average time to deal with local planning applications (SDS2b) was maintained at an average of 7.0 and 6.8 weeks in Q2 and Q3 against a target of 10.4 weeks. Also the number of applications taking more than two months (Envdv263) reduced by almost half between 2014/15 and 2015/16 and has fallen to single figures in Q2 and Q3 of 2016/17, maintaining over 96% being processed in under 2 months during Q2 and Q3.

Table 1 Planning Applications – time taken

No of applications	2013/14	2014/15	2015/16	2016/17 to Q3
More than 2 months	143	58	30	20
Within 2 months	713	731	736	435
% within 2 months	83.3%	92.6%	96.1%	95.6%

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

5.4 The percentage of category A (6 months) premises inspected within time (Envdv069a) increased to 100% in Q4 of 2015/16 and has remained there for the last four quarters partly due to a reduction in the actual number of premises due for inspection following a peak of 14 premises in Q3 of 2015/16. In 2016/17 to date there have been 15 scheduled for inspection in total.

5.5 The percentage of category B (12 months) premises inspected within time (Envdv070a) fell to 61% in Q4 of 2015/16 but has recovered to the target 100% in Q3 of this year following a period of staff shortage where re-active work took precedence over pro-active work.

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%. This has remained well above target throughout this year with 89.2% in Q3.

Planning and Development

5.7   According to the Annual Employment Land Audit January 2017 the established employment land supply for Moray (Envdv265) stood at 209.49 hectares, a decrease of 10.6ha since 2016 mainly due to land at Barmuckity being identified as suitable for housing. More detail on this will be supplied in the Annual Employment Land Audit, which is the subject of a separate report on this agenda.

5.8   An effective housing land supply in excess of the Scottish Planning Policy requirement of a 5 year supply has been maintained (Endv248).

5.9   In relation to the Business Gateway (Envdv266), there has been an increasing number of new business start-ups over the last three years (between 121 – 132 per year) and 2016/17 data showed the 3 year survival rate (Envdv267) in 2016/17 has increased to 84%, from 78% in 2014/15 (based on 100% sampling). The higher number of start-ups is in part due to the Oil and Gas sector decline but this may affect the survivability, as some start-ups may go back to the Oil and Gas sector as it recovers over the next couple of years. More details of Business Gateway's activities including jobs created are available in the [Business Gateway Moray quarterly reports](#)

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 £57,905 from these clients and feedback (Envdv255) has been very positive with 94% 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 100%. This has reached its 11th year over the target 95%.

5.11   Likewise in relation to the Welfare Benefits Clients the estimated benefit gain (Envdv217) was £1,713 for this year and 96% of welfare benefits clients (Envdv216) were "very satisfied" or "fairly satisfied" with the service received. Future figures will reflect the move of the claims service to the European funded project within Revenues. The future figure will relate to remaining functions within the Financial Inclusion team (with the estimated benefit gain expected to be around £1,100 per annum).

5.12   Also in relation to the Welfare Benefits Clients, the percentage of clients with successful appeals (Envdv218b) was 79% in Q3 but this increased to 93% in Q4. This is in the face of increasing numbers of welfare benefit appeals (increased from 35 in Q3 2016/17 to 51 in Q4 2016/17).

5.13   The Percentage of clients who were 'very satisfied' or 'fairly satisfied' with the consumer complaint service (Envdv201) achieved its 7th year over the 95% target with 87% very satisfied and 8% fairly satisfied.

Service Plan

The following actions show good performance:-

5.14   Building Standards – "Continue and Improve Benchmarking with our benchmarking family leading to service improvements" – Moray's Building Standards service is leading an initiative to benchmark with other local authorities. All SOLACE group members (Benchmarking Group 2) voluntarily agreed to benchmark from 2015/16 onwards. As the eBuilding Standards System was a priority for all members, it has caused a knock-on effect to many other aspects of building services including the reporting back of this information from the members. Moray has issued requests for Q4 information and reminders for any outstanding quarters with a deadline of the end of April '17 but full buy-in and inputs are needed to complete the information from the other authorities. The aim is to have a group meeting to discuss the information, review its usefulness, and improve on it. It is also planned to produce an annual report. Locally, benchmarking information is being used to look at best practice and includes both the SOLACE group and the consortium, which includes quarterly information from Aberdeenshire, Aberdeen City, and Moray.

5.15   Development Management – both the reviews of "standard planning conditions for Transport" (Devs16-19.2.1a) and "Landscaping/Planting/Waste" (Devs16-19.2.1d) have been completed, and agreed by legal.

5.16   Development Management – "Design Guidance Shop Fronts and Signs" (Devs16-19.2.4) – as Conservation Appraisals are being carried out, the design guidance for shop fronts and signs is no longer considered necessary therefore this action has been cancelled.

5.17   Strategic Planning and Economic Development – "Development and operation of New European Structural Investment Funds, which involve, business growth, loans etc." (Devs16-19.6.03) – A number of programmes were largely agreed by the Scottish Government of administration in December 2016 for various strategic interventions (SI):

- Business Competitiveness SI (Business Gateway Local Growth Accelerator Programme) commenced in February.
- Business Loans Scotland (BLS) commenced in March.
- Employability SI (Help for unemployed people)
- Poverty & Social Inclusion SI (a small programme let by Moray Council providing Money Advice)

The LEADER programme is to be led by TSiMoray, with final agreement having been received from Scottish Govt.

Whilst Brexit still presents uncertainty for EU programmes, the government has announced it will support most agreed programmes and projects until 2020.

5.18   Strategic Planning and Economic Development – "Working with MEP media services promote Moray as a place to live work and invest & work of the Moray Economic Partnership through various media - Moray Christmas Campaign December 2016" (DevS16-19.6.08b) – General promotion of Moray as a place to live work and visit is on-going. For example advertorial in Business Scotland Summer Edition, Scottish Open Brochure, Buckie Harbour Brochure, Scotsman, Herald Supplement. Christmas Campaign for 2016 – a new/update TV advert was developed for airing for Xmas 2016. Promotional activity continued to the end of the financial year.

5.19   Strategic Planning and Economic Development – "Develop and begin to implement an action plan to address issues identified in the 2014-15 SLAED performance report and related data sets. Review of Moray Economic Strategy and development of a vision to support bids for a "City Deal" equivalent in Moray" (DevS16-19.6.10) – A briefing was provided by the Scottish Futures Trust and a background economic database gathered to help provide context for the bid with learning from S. Ayrshire, Highlands Council & Aberdeen City & Shire about respective growth deals. Updates were collated of existing Moray Economic Strategy programmes. Visioning workshops were held with key partners facilitated by Scottish Futures Trust in September '16 through to February '17. A fluid process leading to agreeing heads of terms with UK and Scottish Governments based on other localities is anticipated to take 18 months, in time for possible inclusion in HMG Budget Statement, autumn 2018.

5.20   Strategic Planning and Economic Development – "Participate in Regional Skills Investment Board linking with HIE, SDS, Employability Partnership & Moray College to identify and facilitate provision of employers skills and training needs." (DevS16-19.6.11) - Input has been provided for the review of inputs included in Regional Skills Assessments. The service has participated in the "Regional Skills Investment Plan (RSIP) Board skills evidence base advisory group" and the development of a talent attraction and retention strategy. The service has also participated in the Moray "Developing Young Workforce Operational Group". Skills Development Scotland has commissioned work to provide a replacement Moray Skills Investment Plan to be published later in 2017.

5.21   Strategic Planning and Economic Development – "Develop a town centre regeneration bid and implementation of priority elements of the Elgin Town Centre Charrette: High Street vacant shops and accommodation above shops, bus station improvements, and signage." (DevS16-6.12) - Stage 1: The application was successful to the Regeneration Capital Grant Fund for works at the Bus Station, environmental improvements outside the Town Hall, Town Centre Wi-Fi & Digital signage. The Stage 2 application was rejected at the end of March 2017. Representatives from the Scottish Government are scheduled to visit later this year to advise what might be supported in any future bids to the fund. A vacant premises survey of ground and upper floors was completed and development feasibility work has started. The funding of a temporary staff resource focussed on this activity has ended as per agreed budget for 2016-17.

5.22   Strategic Planning and Economic Development – "Support groups to gain access to finance for development (such as at Pluscarden Abbey)." (DevS16-6.15) – This is on-going, including Laich of Moray, Elgin Town Centre Regeneration, Pluscarden & Castle to Cathedral to Cashmere, Legacy.

5.23   Strategic Planning and Economic Development – "Finalise and Adopt masterplan for Elgin South" (DevS16-19.5.07) - The Final Masterplan for Elgin South was reported to P&RS Committee on 1st November and additional Transportation information was to be incorporated prior to finalisation of the Masterplan. Agreement on the wording for this has now been reached and the final Masterplan is due to be reported to P&RS Committee in May 2017. Elgin South, Dallas Dhu (which is currently in the consultation stage), and Findrassie Masterplans (see 2015-18 service plan for Findrassie) all featured in a submission which won an award at the Scottish Awards for Quality in Planning in November 2016, with Findrassie also winning an individual award.

5.24   Strategic Planning and Economic Development – "Finalise and Adopt guidance on Wind Energy" (DevS16-19.5.04) & "Finalise and Adopt guidance on Open Space" (DevS16-19.5.03) – These have both been progressed to their respective consultation stages with the final version of the Open Space guidance due to be reported to Committee in May 2017 and the Wind Energy guidance due to be sent to Scottish Government in April 2017. In addition to these a "Forestry and Woodlands" guidance (not originally included in the 2016-19 service plan) has also progressed to the consultation stage.

5.25   Strategic Planning and Economic Development – "Launch a new Webmap system and a programme of corporate awareness will be carried out to highlight the benefits of Webmap" (DevS16-19.5.10) – The new Webmap system is up and running and a period of testing will precede the corporate awareness-raising programme.

5.26   Trading Standards – "Contribute to the SOLACE / COSLA strategic review of trading standards, including options for regional and national delivery. Membership of steering group - Report to COSLA leaders" (DevS16-19.4.1a) - Recommended options were presented to a special meeting of the full Council on 29th June 2016 (paragraph 5 of the Minute refers).

Areas of performance identified for improvement

Building Standards

5.27   Four indicators (detailed below) showed reduced performance in the issuing of building warrants/applications in quarters 3 & 4. The new eBuilding Standards system is starting to bed in and the staff are becoming more familiar with the processes and procedures. There are still teething problems to overcome e.g. issues with the integration of the portal in the back office systems requiring key fixes coming from the Scottish Government which have resulted in having to re-do tasks. These fixes are scheduled for mid July 2017. A further two retirements in January is a further challenge with the

posts being advertised /assessed. A service review was carried out and the outcomes are being slowly introduced. As a result, performance showed some improvement toward the end of quarter 4 as the Service began to recover.

5.28 These included:
- The percentage of building warrants issued within 20 days (Envdv212) dropped from 72% in Q1, to 53% in Q3 against a target of 100%. The drop in the percentage in Q3 can be attributed to those issues mentioned above. However, this has now recovered to 75% in Q4 (the same value as Q4 of 2015/16).

- The average days to respond to Fast Track applications (Envdv039b) did rise from 8 in Q4 of 2015/16 to 14 days in Q4 of 2016/17. 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 from 17 days in Q1 to a high of 25 days in Q4 this year against a target of 15 days.

- The mid-range application average response time (Envdv041b), was above the target (15 days) at 22 days in Q3 of both 2015/16 and 2016/17 but in Q4 of 2016/17 it had fallen to 17 days, the lowest average time since Q2 2015/16.

Environmental Health

5.29 The percentage of responses for low-priority pest control services that met the national target (Envdv087) had risen to 87% in Q2 (242 of 278) against a target of 90%, the warmer weather meant pest requests were still outstripping resources. This had a knock on effect into Q3 and Q4 with the percentage falling to 76% and 77% in Q3 and Q4 respectively.

Trading Standards

5.30 In relation to Welfare benefit Clients and the percentage of clients with successful claims, the annual figure remains at 84% marginally missing the target of 85%.

Service Plan

5.31 At the end of the reporting period the following 3 Service Plan actions were overdue.

Development Management

5.32   "Review Development Management Procedures, since e-planning - implement" (Devs16-19.2.3b) - 60% complete. Implementation of the review of Development Management Procedures following the introduction of the e-planning system is on-going and the date for this has been revised from end of March to end of December 2017.

Strategic Planning and Economic Development

5.33   "Complete work on the Castle to Cathedral to Cashmere per the agreed programme" (DevS16-19.6.02) - 99% complete - Grant Lodge window wraps were installed in November, sculptures installed and unveiled in December, signs and interpretation manufactured and installed by February. The final 2 events were held in December with excellent attendance, High Street activity, and publicity generated. The lighting of closes is still delayed due to a lack of bids from contractors received for tender, so the package has been split and retendered. Bespoke lighting is due to be installed by end of April 2017 as agreed with funders (the Heritage Lottery Fund). All programme expenditure has been defrayed. The Royal opening was held in March.

Trading Standards

5.34   "Contribute to the SOLACE / COSLA strategic review of trading standards, including options for regional and national delivery. Membership of steering group - Future milestones dependent on outcome of report to COSLA leaders" (DevS16-19.4.1b) - National discussions are on-going with Moray taking an active part. It is not possible to quantify percentage completion – the volume of future work depends on which option is chosen. COSLA has mandated the Improvement Service to provide more details on the proposed regional model as the next stage.

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

6.1   **Appendix 1** details the proposed removals/changes/additions to the list of performance indicators which appear under the remit of this Committee. The list includes the proposed targets where appropriate and previous performance where available. 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

7. 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.

8. CONCLUSION

8.1. At the end of the reporting period, which is the second half of 2016/17, 60% of the performance indicators showed good performance and the Service Plan was 87% complete.

Author of Report: Catriona Campbell
Background Papers: