



**REPORT TO: PLANNING AND REGULATORY SERVICES COMMITTEE ON
19 JUNE 2018**

**SUBJECT: DEVELOPMENT SERVICES PERFORMANCE REPORT – HALF
YEAR TO MARCH 2018**

**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 2017 to 31 March 2018.

1.2 This report is submitted to Committee in terms of Section III (A) (4) and Section III (E) (19) of the Council's Scheme of Administration relating to contributing to public performance reporting; and 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 2018 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 On 30 May 2017 this Committee agreed changes to a small number of performance indicators (paragraph 9 of the Minute refers).
- 3.4 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	2	0	2	1
Development Management	9	1	0	0	8
Economic Development	4	0	0	0	4
Environmental Health	9	1	3	0	5
Planning and Development	6	3	0	0	3
Trading Standards	9	3	0	0	6
Transportation Planning	2	0	1	0	1
Total	44	10	4	2	28
Total Quarter 4	16	62.5%	25%	12.5%	

- 4.2 Performance at this stage of the year is presented across seven service areas and involves 16 indicators. Ten of the indicators are regarded as performing well, four require close monitoring and two require action if the targets are to be met.

Service Plan

Number of actions due by end of 2017/18	Incomplete by end 2017/18	Cancelled	Total complete by end of 2017/18
60	17	4	39

- 4.3 At the end of the reporting period, of the 60 actions on the 2017/19 plan, all actions were due for completion in 2017/18. Out of these 60, 39 have been completed, 17 are incomplete, and 4 have been cancelled. Overall and including progress on actions that are not yet complete, the 2017/19 plan has made significant progress and is 83% complete at the end of the reporting period.

Complaints

- 4.4 During the half year to March, Development Services received 12 complaints, and 13 were closed (1 carried over from previous quarter). Of the 2 frontline complaints closed, 1 was part upheld; and of the 11 investigative complaints closed, 2 were part upheld. There were no escalations. The average time for frontline complaints was 11 days against a target of 5 days while the average time for investigative complaints was 24.4 days against a target of 20 days. Of the 13 complaints closed, 54% (7) complaints being closed within the target timescales. Performance on this did improve between Q3 and Q4.

5. PERFORMANCE ANALYSIS

Local Government Benchmarking Framework

- 5.1 On 31 March 2018 Improvement Services released the finalised 2016/17 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 the results relating to Development Services.

Local Government Benchmarking Framework Indicators – Development Services

Indicator	2015/16	2016/17	Value Change 2015/16-2016/17	Performance Against Comparators / National
Trading Standards				
Cost of Trading Standards per 1,000 population	£5,225	£4,955	-269.86 (down 5.2%)	<p>Moray - Cost of trading standards per 1,000 population - 4,954.72 (Rank 12th)</p> <p>Comparator Benchmarking Group 2: E. Ayrshire – 2,872.34 (Rank 4) East Lothian – 2,046.31 (Rank 2) Fife – 8,465.42 (Rank 29) N. Ayrshire – 3,716.24 (Rank 10) Perth & Kinross – 3,411.20 (Rank 8) S. Ayrshire – 7,068.55 (Rank 23) Stirling – 8,352.00 (Rank 28) Comparator Av. (including Moray) – 5110.85 Comparator Median – 4335.48</p> <p>Scotland – 5,494.29</p>

Indicator	2015/16	2016/17	Value Change 2015/16-2016/17	Performance Against Comparators / National
				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 Bureau funding and welfare benefits service costs.
Environmental Health				
Cost of Environmental Health per 1,000 population	£14,962	£15,041	79.33 (up 0.5%)	<p>Moray - Cost of environmental health per 1,000 population- 15,041.12 (Rank 17th)</p> <p>Comparator Benchmarking Group 2: E. Ayrshire – 14,950.90 (Rank 15) East Lothian – 10,327 (Rank 6) Fife – 11,670.67 (Rank 7) N. Ayrshire – 13,466.77 (Rank 12) Perth & Kinross – 15,788.43 (Rank 20) S. Ayrshire – 16,128.75 (Rank 21) Stirling – 12,725.33 (Rank 10) Comparator Av. (incl Moray) – 13,762.45 Comparator Median –14,208.84</p> <p>Scotland – 15,883.03</p>
Development Management				
Cost of Planning per Application (Total Planning costs include Gross Expenditure on Building Control, Development Control, Planning Policy and Environmental initiatives)	£3,383	£3,879	496.19 (up 14.7%)	<p>Moray – Cost per Planning Application – 3,879.19 (Rank 11th))</p> <p>Comparator Benchmarking Group 2: E. Ayrshire – 7,278.11 (Rank 30) East Lothian – 2,823.15 (Rank 2) Fife – 3,966.18 (Rank 14) N. Ayrshire – 3,787.11 (Rank 8) Perth & Kinross – 5,329.08 (Rank 25) S. Ayrshire – 3962.50 (Rank 13) Stirling – 5,014.49 (Rank 24) Comparator Av. (including Moray) – 4,504.98 Comparator Median – 3964.34</p> <p>Scotland – 4,564.87</p>
Average Time (Weeks) Per Commercial Planning Application	7.69	6.95	-0.74 (down 9.7%)	<p>Moray - Average Time (Weeks) Per Planning Application – 6.95 (Rank 5th))</p> <p>Comparator Benchmarking Group 2: E. Ayrshire – 11.17 (Rank 26) East Lothian – 12.43 (Rank 28) Fife – 14.23 (Rank 30) N. Ayrshire – 6.49 (Rank 2) Perth & Kinross – 7.40 (Rank 7) S. Ayrshire – 7.23 (Rank 6) Stirling – 10.15 (Rank 23) Comparator Av. (including Moray) – 9.50 Comparator Median –8.77</p> <p>Scotland – 9.31</p>
Economic Development				
No of Business Gateway start-ups per 10,000 population	14.34	13.74	-0.60 (down 4.2%)	<p>Moray - No of business gateway start-ups per 10,000 population – 13.74 (Rank 24th)</p> <p>Comparator Benchmarking Group 2: E. Ayrshire – 21.03 (Rank 11) East Lothian – 21.71 (Rank 7) Fife – 14.61 (Rank 23) N. Ayrshire – 22.37 (Rank 5) Perth & Kinross – 15.80 (Rank 21) S. Ayrshire – 11.65 (Rank 29) Stirling – 24.96 (Rank 2)</p>

Indicator	2015/16	2016/17	Value Change 2015/16-2016/17	Performance Against Comparators / National
				Comparator Av. (including Moray) – 18.23 Comparator Median – 18.41 Scotland – 16.62

Areas of Good Performance

Performance indicator references are shown in brackets and refer to the relevant quarterly monitoring statements published on-line:

http://www.moray.gov.uk/moray_standard/page_92321.html

Performance Indicators

Building Standards

- 5.2 The average days to respond to Fast Track applications (Envdv039b) recovered from 15 days in Q1 of 2017/18 to 8.5 & 9 days in Q3 and Q4, despite experiencing issues with workload and resources (see “areas for improvement” below).
- 5.3 The mid-range application average response time (ENVDV041b), was above the target (15 days) at 22 days in Q3 of 2016/17. In Q3 of this year the average fell to 14.6 and remained within target at 15 days in Q4.

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

- 5.4 The average time to deal with local planning applications (SDS2b) has improved steadily over the last few years and has been maintained at between 6 and 7 weeks from Q2 2016/17 to Q3 2017/18 but this has now reached a record low with an average of 5.5 weeks in Q4 against a target of 10.4 weeks. In addition, the proportion of applications taking less than two months (Envdv263) continues to perform well with over 89% being processed in under 2 months during Q3 and Q4.

Economic Development

- 5.5 Over the last five years (2013/14 to 2017/18) there have been between 120 to 132 (averaging 127.6) new business start-ups per year through the Business Gateway (ENVDV266). There were 128 new business start-ups in 2017/18, which have allowed 186 FTE jobs to be either retained or created by start-up businesses, business purchasers, and growing businesses. This data is collected by BG Moray as a result of direct BG interventions. Total enquiries have also increased by 10% since last year. More details of Business Gateway’s activities are available in the [Business Gateway Moray quarterly reports - http://www.moray.gov.uk/moray_standard/page_59743.html](http://www.moray.gov.uk/moray_standard/page_59743.html)

- 5.6 The Business Gateway 3yr survival rate has increased to 86% (based on 100% sampling), the highest rate recorded since the indicator was set up in 2014/15 when the percentage was 78%.

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

- 5.7 The percentage of rated registered food premises that are broadly compliant with food law (ENVDV070c) has remained above the 80% target at 90.3% in Q3 and 87% in Q4.

Planning and Development

- 5.8 According to the Annual Employment Land Audit January 2018 the established employment (Marketable/Effective) land available in Moray (Envdv265) stood at 80.27 hectares, down only 0.35ha compared to last year. Meantime the area Immediately Available / Serviced Employment Land fell slightly to 17.95ha, down just 0.12ha. 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 An effective housing land supply in excess of the Scottish Planning Policy requirement of a 5 year supply has been maintained (Endv248). More detail on this will be supplied in the Housing Land Audit, which is the subject of a separate report on this agenda.

Trading Standards

- 5.10 The percentage of clients who were 'very satisfied' or 'fairly satisfied' with the consumer complaint service (Envdv201) achieved its 8th year over the 95% target with 86.15% 'very satisfied' and 9.23% 'fairly satisfied'.
- 5.11 Of the welfare benefits clients (Envdv216), 97% were "very satisfied" or "fairly satisfied" with the service received while the estimated benefit gain (Envdv217) was £1,049k for this year. The figures for the year now reflect the move of the claims service to the European funded project within Revenues and relates to remaining functions within the Financial Inclusion team (where the estimated benefit gain was expected to be around £1,100k per annum).
- 5.12 Also in relation to the Welfare Benefits Clients, the percentage of clients with successful appeals (Envdv218b) slipped below target to 71% in Q3 but has since recovered to 83% in Q4 against a target of 75%.
- 5.13 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 £72,642 in 2017/18 compared to £57,905 in 2016/17 from this client group, an increase of 25%. Meanwhile the survey feedback (Envdv255) has been very positive with 98% 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 12th year over the target 95%.

Service Plan

The following actions show good performance:-

Building Standards

- 5.14 “Ensure that the terms of the Verification Operating Framework are met and/or implemented” – Three sub actions under this:
 - 5.14.1 “Review the risk assessment protocols for Building Warrants“(DevS17-19.3.01c) – This has been reviewed.
 - 5.14.2 “Review the risk assessment protocols for Completion Certificates” (DevS17-19.3.01d) – This has also been reviewed and resulted in a new team structure and procedures being put in place.
 - 5.14.3 “Set up a public access facility to view electronic documents from Building Warrant files“(DevS17-19.3.01f) – This has been completed.

- 5.15 “Work to achieve the targets set out in the National Performance Framework” – Two sub actions under this:
 - 5.15.1 “Establish processes and procedures to enable the measuring and recording of the new KPO targets for the ‘during construction’ process“ (DevS17-19.3.02a) – The National template is being populated quarterly, local performance indicators have been reviewed, and the processes /procedures are being reviewed in line with the National Framework. Feedback has been provided on the quality of the template, as it does not facilitate the recording that is required. Nothing further can be done until the template issues have been resolved.
 - 5.15.2 “Performance review at 6 months” (DevS17-19.3.02b) – Review has been completed and feedback on the template has been provided with issues pertaining to the template.

- 5.16 “Address the actions for improvement set out in the Appointment of Verifiers - Gauge level of customer satisfaction with the verifications - Review processes to improve consistency and level of turnaround times for issuing first reports on building warrants.” (DevS17-19.3.03a) – Improvements have been made which can be attributed to the introduction of ‘Enterprise’; the review of the team structure and processes; along with constant monitoring which will remain as part of the continuing processes.

- 5.17 “Continue and Improve Benchmarking with our benchmarking family leading to service improvements - Write Annual report” (DevS17-19.3.04b) - This has been completed.

Development Management

- 5.18 “Review Project Management Approach to Major Planning Applications & Integration of Other Consents” (Devs17-19.1.02) - This has been completed with charging now fully implemented from 1 November 2017.
- 5.19 “Review Development Management Procedures, since e-planning - implement” (DevS17-19.1.03) – This has now been completed and has been superseded by the introduction of the enterprise model in uniform.
- 5.20 “Introduce Standard Validation Guidance & Review Procedure for Validating Applications” (Devs17-19.3.05) - National validation standards were completed and reported to this Committee on 5 December 2017 and agreed (para 8 of the minute refers). A workshop with agents was then held in February 2018.

Economic Development

- 5.21 “Support Development of growth bid Heads of Terms” (DevS17-19.1.01) – UK Government has moved to an annual budget announcement, in which Heads of Terms for City Deals and Growth Deals may be included. For Moray the November 2017 budget announcement did not include any indication. Government officials have advised to refine strategic outline business cases (SOCs) and submit. 8 SOC's were submitted to government in March 2018, 5 more in April. It is possible that an announcement could be made outside of the budget setting process in a window between June and November 2018. A Business Assembly has been established to support the bid. This is now an on-going work stream for 2018-19.
- 5.22 “Development and operation of New European Structural Investment Funds, which involve, business growth, loans etc. - Local Growth Accelerator Programme” (DevS17-19.1.09) – Programmes were largely agreed by Scottish Government of administration in December 2016 for various strategic interventions (SI):

5.22.1 Business Competitiveness SI (Business Gateway Local Growth Accelerator Programme).

To date 6 businesses have been assisted with specialist advice, 8 businesses were assisted with HR advice, 7 growth workshops have been delivered, and 2 graduate placements aided.

5.22.2 Business Competitiveness SI (Business Loans Scotland {BLS})

Moray has made 4 loans: Probond Marine issued May; Makar (issued August); Wooha Brewing Company; and Windswept Brewing Company (issued December). A 5th loan is anticipated in the Spring after the 2nd tranche of European Regional Development Fund is released. This will use up Moray's allocation of the fund. The deadline for expending loan allocations has been extended to the end of June 2019 by the Scottish Government. A second phase of loan funding will be procured later this

year, BLS will tender to run a loan fund that will not require any local match and loans will be made on a first come first served basis.

5.22.3 **The Employability SI (help for unemployed people)**

Elgin Youth Café has successfully recruited a small number of young people for their first 2018 training course which could lead to a catering industry qualification for the participants. In early February, the third “Wide Horizons” course run by the Social Enterprise Academy was based in Elgin for the first time.

5.22.4 **The Poverty & Social Inclusion SI (a programme led by Moray Council providing financial advice).**

This project continues to offer support and advice to persons with debt or personal finance problems as it moves into its second successful year with a continuing demand for the service. The total amount of benefits awarded to individual clients following support work and advice now totals over £1,142,969 since the start of the project in February 2017.

5.22.5 Whilst Brexit still presents uncertainty for EU programmes, the government has confirmed it will support most agreed programmes and projects until 2020. Information regarding the second phase of programme funding was published in December 2017 seeking proposals by December 2018. There is a more favourable higher intervention rate to attract proposals. A report to the Council will be made in the spring about these opportunities.

- 5.23 “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.” (DevS17-19.1.11) – Participation has included assisting in the review of inputs to be included in the Regional Skills Assessments; participating in RSIP Board skills evidence base advisory group; development of a talent attraction and retention strategy; and participating in the Moray Developing Young Workforce Operational Group. Consultants, appointed by SDS, published a replacement Moray Skills Investment Plan in September 2017, the recommended actions have been considered by the Employability Partnership & Economic Partnership Plan. A short-life working group has been established from the stakeholders to oversee an action plan derived from the Skills Investment Plan.
- 5.24 “Support groups to gain access to finance for development (such as at Pluscarden Abbey).” (DevS17-19.1.13) – This work is on-going, with Laich of Moray, Elgin Town Centre Regeneration, Pluscarden, and the ‘Castle Cathedral, Cashmere, Legacy’.
- 5.25 “Review Moray Economic Strategy” (DevS17-19.1.14) – A review group of key partners has been established and a revised draft is provisionally scheduled to be considered by the economic partnership in May.
- 5.26 “Regeneration: Elgin Conservation Area Regeneration Scheme (CARS)” (DevS17-19.2.5a) – The 5 year schedule of works was completed on 31st March 2018. Some owners have opted to carry out additional works which

they are entirely funding themselves beyond this date. A total of 66 grants have been awarded, which includes General Fabric repairs together with Shopfront repairs. The public realm completed works now also includes The Elgin Fountain and new signage for the Elgin Closes in addition to the Muckle Cross and replacement Lion rampant.

- 5.27 “Regeneration: Castle Cathedral Cashmere (CCC) develop delivery calendar of events” (DevS17-19.2.5b) – Working with CCC project partners and others, this involves actions to take forward opportunities generated by the infrastructure investments made as part of the CCC project completed earlier this year.
- 20th September, switch on of the sculpture lighting.
 - 24th October sculpture lighting, ambient lighting within the town centre and the lighting of Landshut Bridge being turned purple to celebrate National Polio Day – working with Elgin Rotary.
 - Beatles Event – 18th November – A celebration of the visit of the Beatles in January 1963 –an exhibition of Artefacts and music will be played by local musicians.
 - In December – The ‘Moray Xmas’ short film was projected on the wall of church (following replacement of the Lion to the Muckle Cross). Discussions are on-going with the programme group & Lantern of the North for other films to be projected in the future, subject to funding availability.
- 5.28 “Regeneration: Training young people to be tour guides” (DevS17-19.2.5c) – Training was delivered in March using Elgin CARS funding.
- 5.29 “Regeneration: Empty properties – for example working with GSA” (DevS17-19.2.05e) – Discussions will be on-going with property owners.
- 5.30 “Review operation of Business Gateway Moray in comparison with other rural authorities including Argyll and Bute” (DevS17-19.3.12) – The review of operations, 1 year since taking part of the service in-house, is complete and a report was presented to Economic Development and Infrastructure Services Committee on the 23rd January 2018 (item 10 of the minute refers).

Planning and Development

- 5.31 “Review, update and adopt the Developer Obligations Guidance.” (DevS17-19.1.05) – A report was presented to this Committee on 5th December and approved (item 9 if the minute refers). Since then the Scottish Government has approved the guidance and it was adopted as statutory supplementary guidance on 1st March 2018.
- 5.32 “Local Development Plan (LDP) - Prepare first stage of next LDP with Housing Needs & Demand Assessment - HNDA to achieve “robust and credible” status by the CHMA” (DevS17-19.1.06b) - The draft HNDA was presented to the Scottish Government and expected to be approved in January. Since then minor points of clarification have been sent to the Scottish Government who awarded the HNDA “robust and credible” status on 5 April 2018.

- 5.33 “Local Development Plan (LDP) - Prepare main issues report” (DevS17-19.1.06c) - Finalised and approved at a special Meeting of this Committee on 15th Dec (para 2 of the minute refers), and was published for public consultation purposes between the 8th January to 30th March.
- 5.34 “Finalise and Adopt guidance on Wind Energy” (DevS17-19.2.04) – The Wind Energy guidance was presented to Committee on the 28th Feb '17 and the guidance was then sent to the Scottish Government in early June '17. The Scottish Government asked for three time extensions in which to consider their response. On 1st November, this was approved by the Scottish Government.

Trading Standards

- 5.35 “Renew accreditation of money advice service to the Scottish National Standards for Information and Advice Providers (SNSIAP) and gain accreditation for the welfare benefits service – Peer review completed” (DevS17-19.2.01b) – The peer review has been completed and a report went from the reviewer to Scottish Legal Aid Board Moderation Committee on the 30th of January.
- 5.36 “Promote ‘Friends Against Scams’ www.friendsagainstscams.org.uk – There were three sub-actions to complete this main action (DevS17-19.2.02a-c):
- a. “Council becomes ‘Friends Against Scams’ organisation” – A report was presented to this Committee on 10 October 2017 and was approved (para 5 of the minute refers).
 - b. “Promote scheme with staff and provide access to support material” – Training material was made available and promoted via the interchange and ‘Connect’ magazine.
 - c. “Deliver publicity campaign to encourage public to become friends against scams” – The scheme has been promoted via traditional and social media.

Areas of performance identified for improvement

Performance Indicators

Building Standards

- 5.37 Two indicators (detailed below) showed reduced performance in the issuing of building warrants/major applications in quarters 3 & 4. An additional Inspector started in mid-November and an Assistant post commenced in January. These additional resources along with the introduction of the Enterprise Workflow Management system should help relieve some of the pressures on the service in the long term but meantime changes in processes and training have had a detrimental effect on some of the performance.

5.38 These included:

- The percentage of building warrants issued within 20 days (ENVDV212) had recovered to 89% in Q2 and was maintained at 89% for Q3 however, this slipped back to 85% in Q4. The training and new processes seemed to affect the performance most in January and February but March did show some improvement.
- The average days to respond to major applications (ENVDV043b) did rise to a high of 25 days in Q4 of 2016/17 against a target of 15 days. Since then this has improved to 18.9 days in Q3 and 17 in Q4, which is just above the target.

Environmental Health

5.39 The percentage of responses for low-priority pest control services that met the national target (ENVDV087) had fallen to 76% in the second half of 2016/17 against a target of 90%. This is now being maintained at 83% with 103 of 124 responses meeting the national target in the second half of 2017/18 compared to 102 out of 134 in the same period last year.

Service Plan

5.40 At the end of the reporting period, the following Service Plan actions were overdue.

Building Standards

5.41 Absence/resource issues in Q1-Q3 have had a knock on effect on the completion of these actions.

5.42 These included:

“Ensure that the terms of the Verification Operating Framework are met and/or implemented” – Three sub actions under this:

5.42.1 “Create a record management process and database for training records” (DevS17-19.3.01a) - 45% complete. - Discussions about the Training Plan and database have been concluded and draft templates have been created.

5.42.2 “Set up and implement random sampling of building warrant and completion certificate decisions” (DevS17-19.3.01b) - 50% complete - A ministerial review changed the approach to this in regards of what constitutes random sampling thus has been delayed, but a blank template has now been created ready for implementation.

5.42.3 “Create operational desktop manual for reference and audit purposes on document management system” (DevS17-19.3.01e) - 15% complete – The creating of the outline template has indicated this to be a more in-depth action than anticipated and to do it justice will take more time and resources.

- 5.43 “Address the actions for improvement set out in the Appointment of Verifiers - Gauge level of customer satisfaction with the verifications” – Three sub actions under this:
- 5.43.1 “Gauge level of customer satisfaction with the verifications – agent’s focus group, satisfaction survey” (DevS17-19.3.03b) – 75% complete. The National survey is complete and the overall satisfaction rating has improved from 6.6 (2016) to 7.2 (2017) out of 10. Work on the focus group is still to be done but has been postponed due to resource issues as mentioned above.
 - 5.43.2 “Detail existing verification services staff contingency planning in desktop manual” (DevS17-19.3.03c) - 80% complete. There are now 2 new separate worker development pathways, which will enable the service to develop their own officers. A re-assigning of areas and coverage within a new team structure and change of culture is helping to provide additional contingencies, which once tried and tested will be documented in the manual.
 - 5.43.3 “Review at end of year 1 (on what still needs to be done)” (DevS17-19.3.03d) - 65% complete. Due consideration is being given on what still needs to be done.
- 5.44 “Continue and Improve Benchmarking with our benchmarking family leading to service improvements” – Two sub actions under this:
- 5.44.1 “Arrange discussion group to review annual information” (DevS17-19.3.04c) - 50% complete. Each quarter suggestions are made to discuss this however it is still to be arranged as a couple of the authorities were going through audits, so this was not a priority for some areas. Quarterly meetings with the Grampian group are on-going.
 - 5.44.2 “Continue data gathering for 2017/18 Q1-4” (DevS17-19.3.04d) - 65% complete. Q4 information has been requested along with reminders for any information still to be received.

Development Management

- 5.45 “Review Project Management Approach to Major Planning Applications & Integration of Other Consents” (Devs17-19.1.04) - 70% complete. Regular project meetings have been held and a workshop on Roads Construction Consent aligned with planning held in January 2018. A report has been drafted and is currently with Transport. The revised target date is 30 June 2018 with the report planned to go to committee in June.

Economic Development

- 5.46 “Regeneration: Support package for tour operators accommodation providers & taxi drivers” (Devs17-19.2.05d) 25% completed – No funding is available at present. Development is underway through the CCC Programme Management Group such as research to see what the visitor wants, speaking to customer facing people etc. With no funding to implement at this time investigations are under way into the possibility of funding from the ‘Great Place Initiative’. If this is possible, any implementation will be after March 2018, hence this action is deemed as cancelled meantime.
- 5.47 “Implement proposal for future financing of Museums service” (Devs17-19.3.011b) - 0% completed – A time frame is still to be determined following investigations carried out in 2017/18. This has been cancelled in relation to 2017/18 so will be a task to include in the 2018/19 Service Plan.

Environmental Health

- 5.48 Due to Food Inspection Audit actions taking priority over the past few months, time spent on the Service Improvement Plan actions has been extremely limited hence all actions are behind.
- 5.49 These included:
“Review Pest Control Service” (DevS17-19.3.06) - 5% complete - Initial calculations for the number and type of jobs have been completed. The project is on hold until all extra evaluations re Food Audit have been completed.
- 5.50 “Evaluate Dog Control Service” (DevS17-19.3.07) - 5% complete. The Dog Module has been reviewed within the back office system and use has been initiated. The gathering of all dog control data is now on-going but completion of this action has been postponed until next year.
- 5.51 “Review Private Water Supply service in relation to new Private Water Supply legislation” (DevS17-19.3.08) - 90% complete - Still awaiting finalisation of the guidance however the workload has been identified with new charges to be ratified by committee before implementation.
- 5.52 “Conduct Section Workload Assessment” (DevS17-19.3.09) - 15% complete - The Enterprise system has been purchased and switched on, old jobs are to be closed when all data has been added. New procedures for allocation are now in place.
- 5.53 “Evaluate utilisation of wider tablet capability” (DevS17-19.3.10) - 20% complete - Currently completing a quality evaluation of fieldwork to set a base for further evaluation, which will be ongoing.

Trading Standards

- 5.54 “Renew accreditation of money advice service to the Scottish National Standards for Information and Advice Providers (SNSIAP) and gain accreditation for the welfare benefits service – Accreditation achieved” (DevS17-19.2.01c) 50% complete – The Quality of advice peer review part of audit has been completed and passed. The only remaining part to complete this action is the Organisational standards audit, which is scheduled for April 2018.

6. SUMMARY OF IMPLICATIONS

(a) Corporate Plan and 10 Year Plan (Local Outcomes Improvement Plan (LOIP))

Development Services performance indicators reflect priorities included within the Local Outcomes Improvement Plan (LOIP)) and the Moray Corporate Plan 2017-2022.

(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/Socio Economic Impact

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

(h) Consultations

Corporate Director (Economic Development Planning & Infrastructure), Head of Development Services, the Manager, Development Management, the Building Standards Manager, the Environmental Health Manager, Planning and Economic Development Manager, the Trading Standards Manager, the Legal Services Manager (Property and Contracts), Equal Opportunities Officer and Lissa Rowan (Committee

Services Officer) have been consulted and their comments have been incorporated into this report.

7. CONCLUSION

- 7.1. At the end of the reporting period, which is the second half of 2017/18, 62.5% of the performance indicators showed good performance and the Service Plan was 83% complete.**

Author of Report: Catriona Campbell

Background Papers: Held by Catriona Campbell, (Research & Information Officer)

Ref: