
ARGYLL AND BUTE COUNCIL

**Planning, Protective Services and
Licensing Committee**

Customer Services

18 January 2017

Draft Service Plan 2017-20 – Planning and Regulatory Services

1.0 EXECUTIVE SUMMARY

1.1 The purpose of this report is to present to the Planning, Protective Services and Licensing (PPSL) Committee the Draft Service Plans 2017-20 for Planning and Regulatory Services. The Draft Service Plan for 2017-20 supports the delivery of the Corporate Plan.

1.2 The Strategic Management Team agreed at their meeting on 19th September 2016 to proceed with three-year service plans with a one-year budget, the Draft Service Plan attached covers the 2017-20 period. The budget for 2017-18 will be included once the budget settlement figure is known.

1.3 It is recommended that the PPSL Committee note the attached Draft Service Plan 2017-20 for Planning and Regulatory Services.

Draft Service Plan 2017-20 – Planning and Regulatory Services

2.0 INTRODUCTION

2.1 The Strategic Management Team agreed at their meeting on 19th September 2016 to proceed with three-year service plans with a one-year budget, the Draft Service Plan attached covers the 2017-20 period. The budget for 2017-18 will be included once the budget settlement figure is known.

3.0 RECOMMENDATIONS

3.1 It is recommended that the PPSL Committee note the attached Draft Service Plan 2017-20 for Planning and Regulatory Services.

4.0 DETAIL

4.1 The Strategic Management Team agreed at their meeting on 19th September 2016 to proceed with three-year service plans with a one-year budget, the Draft Service Plan attached covers the 2017-20 period. The budget for 2017-18 will be included once the budget settlement figure is known.

4.2 Work was undertaken by HR&OD to improve the format, consistency and use of plain language in service plans. This has resulted in the previous 63 Service Outcomes being replaced with 32 Business Outcomes; the use of Access rather than Excel; Service Plans becoming 2-part with a strategic 'locked-down' top level and operational, flexible lower level. These changes support high-level scrutiny and strategic focus by Elected Members.

4.3 The Draft Service Plans 2017-20 include key Improvements that each service has identified it will work towards.

4.4 Operational Risks will be aligned to the Challenges set out in the Draft Service Plans as identified by Services. The service-led Challenges will provide a more robust and appropriate source for the operational risks.

4.5 HR&OD supported Heads of Service through the service planning process and undertook a robust quality assurance exercise.

4.6 The Draft Service Plans will clearly identify how different services are contributing to the same Business Outcome along with the appropriate resources.

4.7 Two Business Outcomes focusing on Education – BO19 and BO20 - have been combined to remove reference to Primary and Secondary. This is in line with the holistic approach taken throughout the education system from pre-school to leavers' destinations.

5.0 CONCLUSION

5.1 The Draft Service Plan 2017-20 for Planning and Regulatory Services is presented in a new format to support high-level scrutiny and strategic focus by Elected Members with a more consistent use of plain language throughout and aligned to the delivery of the Corporate Plan.

6.0 IMPLICATIONS

6.1 Policy - None

6.2 Financial - None

6.3 Legal - None

6.4 HR - None

6.5 Equalities - None

6.6 Risk - None

6.7 Customer Service – The format of the Draft Service Plans for 2017-20 was developed after taking into account customer feedback from previous years.

Executive Director of Customer Services

9 December 2016

For further information contact: Jane Fowler, Head of IHR.

APPENDICES

Appendix 1 – List of Business Outcomes

Appendix 2 - Draft Service Plan 2017-20 for Planning and Regulatory Services.

Business Outcomes_All	
BORef	Business Outcome
BO01	The health of our people is protected through effective partnership working
BO02	Lifelong participation in sport and physical activity are increased
BO03	Prevention and support reduces homelessness
BO04	Benefits are paid promptly and accurately
BO05	Information and support are available for everyone
BO06	Quality culture, archives, libraries and museums are provided to promote wellbeing
BO07	Our communities benefit from the development of renewables
BO08	The third sector has increased capacity to support sustainable communities
BO09	Our assets are safe, efficient and fit for purpose
BO10	Quality of life is improved by managing risk
BO11	There is no place for discrimination and inequality
BO12	High standards of Public health and health protection are promoted
BO13	Our built environment is safe and improved
BO14	Our transport infrastructure is safe and fit for purpose
BO15	Argyll and Bute is open for business
BO16	We wholly embrace our Corporate Parenting responsibilities
BO17	The support needs of children and their families are met
BO18	Improved lifestyle choices are enabled
BO19	All children and young people are supported to realise their potential.
BO20	<i>No longer used – incorporated into BO19</i>
BO21	Our young people participate in post-16 learning, training or work
BO22	Adults are supported to realise their potential.
BO23	Economic growth is supported
BO24	Waste is disposed of sustainably
BO25	Access to and enjoyment of the natural and built environments is improved
BO26	People have a choice of suitable housing options
BO27	Infrastructure and assets are fit for purpose
BO28	Our processes and business procedures are efficient, cost effective and compliant
BO29	Health and safety is managed effectively
BO30	We engage with our customers, staff and partners
BO31	We have a culture of continuous improvement
BO32	Our workforce is supported to realise its potential
BO33	Information and support are available for our communities

The principal purpose of the Service is to:

Planning and Regulatory Services is an outward looking service which seeks to harness development opportunities, support businesses, protect the public and improve the economic, social and environmental wellbeing of the area by ensuring that development takes place in a sustainable manner.

The Service employs 107 FTE

The Service faces the following significant challenges:

To continue to demonstrate that customer care is embedded within our service delivery arrangements e.g. Building Standards retention and Planning and Regulatory attainment of Customer Services Excellence.

Responding to national and strategic review of Trading Standards.

Responding to and implementation of White Paper and Planning Bill in 2017 (which will deliver on Scottish Ministers recent (May 2016) independent review of Planning).

Implementation of Regulatory Reform Act and associated 'penalty clause' related to Planning Performance Framework.

Review of advice services in Argyll and Bute.

Retention of Building Standards verification function due for review by Scottish Government in May 2017.

The difference the Service makes:

The Service contributes to the following Business Outcomes:

BO25	PR25	Access to and enjoyment of the natural and built environments is improved
BO15	PR15	Argyll and Bute is open for business
BO23	PR23	Economic growth is supported
BO12	PR12	High standards of Public health and health protection are promoted
BO05	PR05	Information and support are available for everyone
BO27	PR27	Infrastructure and assets are fit for purpose
BO13	PR13	Our built environment is safe and improved
BO01	PR01	The health of our people is protected through effective partnership working

Planning and Regulatory Services success measures

BORef	SO Ref	Outcome success measures	Target	Timescale	Benchmark
BO01	PR01	Protecting health through the delivery of the formally approved Joint Health Protection Plan with NHS Highland, Highland Council and Argyll and Bute Council.	40% of plan achieved by 31/3/2018	Quarterly	No
BO05	PR05	Provide consumer advice and to undertake formal interventions as appropriate within 14 days from receipt of enquiry.	80%	Quarterly	Yes, nationally and through benchmarking club
BO05	PR05	The percentage of clients satisfied that they are better able to deal with their financial problems following our support and intervention.	90%	Quarterly	No
BO12	PR12	Increase the percentage of broadly compliant food businesses as a result of our enforcement interventions.	90%	Quarterly	Yes, nationally and through benchmarking club
BO12	PR12	Respond to public health incidents which have an immediate impact on public health within 20 working days.	80%	Quarterly	Yes, nationally and through benchmarking club
BO13	PR13	The percentage of our service users who are happy with our service. (Building Standards)	84%	Quarterly	G4S audit CSE benchmarking group CSE (Cross section of Local Authorities, Private sector and 3rd sector)
BO13	PR13	Produce and submit a Balanced Scorecard (Business Plan). (Building Standards)	Annual Balanced Scorecard submitted	Annually	Annual review with other 31 LA's.
BO13	PR13	Respond to Completion Certificate applications within 10 days.	80%	annually	Clyde Valley Benchmarking group

BORef	SO Ref	Outcome success measures	Target	Timescale	Benchmark
BO13	PR13	Respond to Building warrant applications within 20 days.	80%	annually	Clyde Valley Benchmarking group
BO13	PR13	Produce and submit a Continuous Improvement Plan.	Quarterly performance reports accepted by the Building Standards Division of the Scottish Government.	Quarterly	
BO15	PR15	Update and Improve our Conservation Area Appraisal Coverage.	Produce 2 Conservation Area Appraisals / annum	Annually	Explore performance measure / benchmark with other Local authorities with view to measure by end of 2016 (Suggest % of CAs with Appraisals??)
BO15	PR15	Maintaining a Local Development Plan less than 5 years old.	On track with Development Plan Scheme	Annually	Large Rural Authorities Benchmark Club: percentage of population coverage by Local Development Plan (100%); LDP scheme on track
BO15	PR15	Maintain an effective five year supply of housing land demonstrated annually in a housing land audit.	On Track	Annually	Large Rural Authorities Benchmark Club / NPPF.
BO23	PR23	Pre-application enquiries processed within 20 working days.	75%	Quarterly	Heads of Planning Scotland (HoPS) Benchmarking Group

BORef	SO Ref	Outcome success measures	Target	Timescale	Benchmark
BO23	PR23	Achieve an above national average level of application approval rates.	Above 95%	Quarterly	National Performance Statistics (Annual)
BO23	PR23	Register and neighbour notify applications within 5 days.	90%	Quarterly	Heads of Planning Scotland (HoPS) Benchmarking Group
BO23	PR23	Define the opportunities in the maritime industry sector of Argyll and Bute, and explore the feasibility of locally delivered training, apprenticeships and skills development for the marine industry in Argyll and Bute	Establish Working Group	FQ1 2017	N/A
BO23	PR23	Create a public sector asset register to develop economic growth.	Create register	2018	N/A
BO23	PR23	Determine 'All Planning Applications' quicker than the National Average.	10 Weeks	Quarterly	National Performance Statistics (Annual) + Heads of Planning Scotland (HoPS) Benchmarking Group
BO25	PR25	Increase visitor numbers to the Argyll and Bute Core Path network by promoting awareness and knowledge of footpath routes.	Create new links to online footpath guides for 30 Core Paths per annum	Annually	Explore with other access authorities (suggest % of Core Footpaths with online guide)
BO27	PR27	Develop an intervention programme to enable the necessary infrastructure be fit for purpose to deliver sites within the Local Development Plan.	Update LDP Action Programme bi-annually demonstrating progress	bi annually	Large Rural Authorities Benchmark Club

Planning and Regulatory Services service improvements

BORef	SO Ref	Improvement Action	Completion date	Source	Source detail
BO12	PR12	Development and implementation of an integrated system for delivery of successful and safe events across Argyll and Bute.	30th September 2017	Public Service Improvement Framework or other self-assessment	The improvement seeks to develop an integrated approach to event safety within the Council and implement the Safety Advisory Group model as advocated by COSLA.
BO12	PR12	Implementation and delivery of Food Safety Improvement Plan.	2019	Annual Performance Review	This improvement plan seeks to address gaps in the food safety service against the Framework standards: to prepare the Council for external audit; and to make changes to meet the new Code of Practice and other emerging food safety issues. The plan was agreed by PPSL Committee on the 21st September 2016.
BO13	PR13	Trial the building standards surveyor mobile working solution derived by Idox for building standards site inspection works.	March 2017	Employee suggestion	This improvement seeks to ensure a faster and more customer focused on site service delivery
BO15	PR15	Delivery and adaption of new signage strategy for Argyll and Bute.	April 2017	Annual Performance Review	Planning, Protective Services and Licencing Committee.

BORef	SO Ref	Improvement Action	Completion date	Source	Source detail
BO15	PR15	Trial the Place Standard Tool to conduct public consultation.	FQ2 2017	Employee suggestion	The Place Standard Tool has been devised by Scottish Government in 2016 and is the Government preferred mechanism for future LDP consultation activity.
BO23	PR23	Review Enforcement Charter and provision of Planning Enforcement Service following team re-structure.	July 2017	Annual Performance Review	Planning, Protective Services and Licencing Committee
BO23	PR23	The development of a protocol and process for involving Members in providing early key advice for major development.	July 2017	Annual Performance Review	Planning, Protective Services and Licencing Committee