

**PLANNING AND REGULATORY SERVICES PERFORMANCE
REPORT FQ4 2018-19**

1.0 INTRODUCTION

- 1.1 The Planning and Performance Management Framework sets out the process for presentation of the council's quarterly performance reports.
- 1.2 This paper presents the PPSL Committee with the Planning and Regulatory Services performance report with associated scorecard for performance in FQ4 2018-19 (January to March 2019).

2.0 RECOMMENDATIONS

- 2.1 It is recommended that the Committee reviews the scorecard as presented.

3.0 DETAIL

- 3.1 The performance scorecard for Development and Infrastructure Services was extracted from the Council's Pyramid performance management system and is comprised of key performance indicators incorporating the services that make up Development and Infrastructure Services.
- 3.2 It is worth noting that in FQ4 the Building Standards team responded quickly to maintain public safety in Ardrishaig as a result of a dangerous building. The dangerous building resulted in a road closure however the road was re-opened as soon as possible to assist with minimising disruption.
- 3.3 It is also worth highlighting in FQ4 the planning application approval rate was above the target of 95% for the 23rd consecutive quarter at 97.9%. The approval rate demonstrates that we are open for business.

4.0 IMPLICATIONS

- 5.1 Policy None

5.2	Financial	None
5.3	Legal	The Council has a duty to deliver best value under the Local Government in Scotland Act 2003
5.4	HR	None
5.5	Equalities/Fairer Scotland Duty	None
5.6	Risk	Ensuring performance is effectively scrutinised by members
5.7	Customer Service	Inherent

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APPENDICES

FQ4 2018/19 Performance reports and score cards – Development and Infrastructure Services

Key Successes

Planning, Housing and Regulatory Services (PHRS)

Business Outcome 5 – Information and Support are Available to All

1. In response to the outcome of the EU Referendum, in 2017 the Council established the Industry and Regional Development Sounding Board which has been active in developing an initial understanding of risks and opportunities. The Chief Executive subsequently established a tactical level working group to support preparedness for the UK Withdrawal from EU from a Council and Health and Social Care Partnership perspective. Through the work of the Tactical Group, and using Scottish Government planning assumptions for a “no deal”, the risk were fully evaluated, assessed, and an Action Plan was agreed. The Council/HSCP fully engaged in national groups which considered a range of issues including the areas of highest risk for export of food to EU countries, food insecurity, economy, medicines and civil contingencies, and rurality. Work continues to deliver the Action Plan although this has slowed due to the extension agreed by the EU. Notwithstanding this, this work undertake has ensured that there are adequate arrangements in place for business continuity and contingency planning with the Council /HSCP and that they meet COSLA’s assessment criteria of “ready”, (the highest level) in a very short timescale.

Business Outcome 13 – Our Built Environment is Safe and Improved

1. Extended our commercialisation to East Lothian, Inverclyde and East Dunbartonshire Councils which enabled us to return an end of year budget surplus of £215k. We will continue to monitor Building Standards income and expenditure tightly and retain our verifier contract(s) with Babcocks and other Local Authorities which provide additional income generation streams.

Business Outcome 23 – Economic Growth is Supported

1. Planning application approval rate was above target (95%) for the 23rd consecutive quarter (97.9%).

Key Challenges and Actions Completed In Previous Quarter

Short-term Operational Challenges

PHRS

1. The average determination period of ‘all local’ applications increased during FQ4 from 10 weeks to 10.2 weeks and the average response time for pre-application enquiries during FQ4 decreased from 69% to 56.7%. Performance has been impacted by reduced resources in MAKI for an extended time period and has also been below expected levels in OLI as a result of a requirement to commit officer resources to a Judicial Review

during FQ4. Performance has also been impacted by efforts during FQ4 to reduce the number of legacy files required to meet Planning Performance Framework targets. Performance is expected to return to target levels during FQ1. Performance will continue to be monitored weekly basis; additional performance reporting tools will be provided to Area Team Leaders and Planning Officers to better gauge performance against targets. FQ4 has seen a focus on the determination and closure of legacy files (applications older than 1 year old) to meet Planning Performance Framework targets; determination of a higher than normal number of older applications has had an adverse impact on determination time periods during

2. Training requirements for the new Planning System Tech were delivered during the latter part of FQ4 – the availability of IDOX training has impeded the development of the Planning System Tech to date.
3. Service Redesign has been implemented during the latter part of FQ3 resulting in changes to the management arrangements of the area teams. Whilst proposals are intended to deliver a seamless transition with appropriate handover periods for all staff involved there is potential for such significant change in the management structure and expected retirement of an experienced member of staff to have a short term negative impact upon performance relating to timeliness of determinations.
4. Operational capacity of the shared BS / DM Admin Support service is remains depleted following loss of one staff member on secondment from Jan 2019 and another on maternity leave from February 2019. Recruitment has been completed with new starts taking up post in March and April. Whilst workload is being shared amongst the wider BS / DM Admin Support team there is potential during periods of planned/unplanned absence for the reduced availability of Admin resource to impact upon speed of determination for both DM and BS and gives rise to additional procedural risk arising from delay in tasks being completed.
5. Accelerate the delivery of the Food Control Improvement Plan, the Trading Standards Improvement Plan and to deliver the Food Standards Scotland Audit Action Plan (completion 30th April 2019. Work is ongoing. Further evidence was provided to FSS to demonstrate progress however they have taken some time to respond. Further meeting is planned for May to clarify the position in terms of the Audit report.

Key Challenges and Actions to address the Challenges (PHRS)

Business Outcome BO05 Information and support are available to all

1. **Challenge** – To work towards delivering the review of advice services action plan

Action – Contract being evaluated at present. New model implemented for debt counselling and governance arrangements are in place. Update to be provided to the next Policy and Resources Committee.

Carried Forward From Previous Quarter – Y

Completion Due Date: Ongoing

Responsible Person: Regulatory Services Manager

2. **Challenge** – The development of Council EU Withdrawal Plan and Risk Register

Action - Tactical Group has been established and met its remit. Risks have been fully evaluated, an Action Plan developed, there is strong engagement with the civil contingency framework in Scotland and work is ongoing to ensure that the Council and HSCP are prepared for EU withdrawal. This work continues whilst the final details are agreed nationally by Westminster and the EU.

Carried Forward From Previous Quarter – Y	Completion Due Date: Ongoing	Responsible Person: Regulatory Services Manager
Key Challenges and Actions to address the Challenges		
Business Outcome 12 – High Standards of Public Health and Health Protection are Promoted		
<p>1. Challenge - Effective service management, meeting our core statutory priorities and our improvement agenda</p> <p>Action - Deliver the outcomes defined in the plan within the agreed milestones. To redesign the delivery of the environmental health service and better direct its resources more effectively to meet the statutory framework for food authorities, and to complete the actions required from the Food Standard Scotland (FSS) audit. The development and training of new staff, and securing arrangements to recruit to vacant posts. Deliver Food Control Improvement Plan, FSS audit plan and actions from internal audit reports for environmental health and trading standards.</p>		
Carried Forward From Previous Quarter – N	Completion Due Date: 30/09/2019	Responsible Person: Regulatory Services Manager
Key Challenges and Actions to address the Challenges		
Business Outcome 27 – Infrastructure and assets are fit for purpose		
<p>1. Challenge - Maintain an LDP Less Than Five Years Old. Engaging with Members following Main Issues Report (MIR) consultation took until 1st September to complete. This delayed production of the Local Development Plan (LDP) by four months. Reduced resources meant it is not possible to recover the delay. As a result the planned time frame for production of the proposed LDP2 is spring 2019. Team currently focusing on detailed policy writing, digitization of new sites and amended boundaries, creation of a Geographic Information System (GIS) version, and the carrying out of a Strategic Environmental Assessment, Habitat Regulations Assessment, and EQIA. Other demands continue to stretch the team's ability to focus on this core task: e.g. Houses In Multiple Operation, CSE Assessment, Best Value 3 Audit, Community Growing Strategy.</p> <p>Action - The Development Plan Scheme which has been adjusted accordingly and sets a revised timetable was approved at February PPSL Committee. Continue to prioritize team workload including wider specialist members of the Development Policy Team contributing to LDP work, and hold weekly team project monitoring meetings. Aim to complete drafting of Proposed LDP2 for FQ1 2019-20 and publication thereafter. It is anticipated that the LDP2 will be adopted October 2020. It should be noted that until the new Local Development Plan is adopted, the current Local Development Plan's statutory status remains. The current LDPs main proposals were set for the period up to year 10 from adoption. The Housing Land Supply is currently sufficient to meet the demand and will continue to be monitored. Therefore planning applications will continue to be processed as normal during the short delay period.</p>		
Carried Forward From Previous Quarter – Y	Completion Due Date: FQ2 19/20	Responsible Person: Senior Planning and Strategies Officer

Key Challenges and Actions to address the Challenges**Business Outcome 27 – Infrastructure and assets are fit for purpose**

2. **Challenge** - Update and Improve our Conservation Area Appraisal Coverage. Continuing to deliver 2 conservation area appraisals in the absence of the conservation officer who was on maternity leave until January 2019. Cover arrangements had been planned within the LDP team, but workload pressure within the LDP work (as above) and the extended length of consultation period that was required for the Slate Island Conservation Area Appraisals means that the planned timetable of work slipped. In addition it is now necessary for the Design and Conservation officer to support the development policy team writing the Proposed LDP2.

Action - Delay completion of slate islands Conservation Area (CA) appraisals until LDP2 proposed plan completed. As a twin track, consultants have been appointed to produce CA appraisals in Lochgilphead, Tarbert and Helensburgh. This is in partnership with Economic Development and in order to facilitate CARS funding. It is now planned that these should all be reported to PPSL Committee in June allowing the formal consultation process to be started.

Carried Forward From Previous Quarter – Y

Completion Due Date: FQ4 19/20

Responsible Person: Senior Planning and Strategies Officer

Planning, Housing & Regulatory Services Scorecard 2017-20
Scorecard owned by: Angus Gilmour
FQ4 18/19

Click here for Full Outcomes

Development Policy Team Scorecard

Development Management Team Scorecard

Building Standards Team Scorecard

Regulatory Services Team Scorecard

Housing Services Team Scorecard

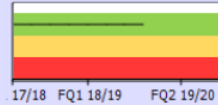
Click here for Dev & Infrastructure Services Scorecard

Management Information

BO01 The health of our people is protected through effective partnership working [PR]

Aligns to ABOIP Outcome No. 5

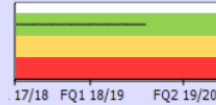
Success Measure →



BO13 Our built environment is safe and improved [PR]

Aligns to ABOIP Outcome No. 6

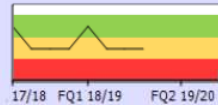
Success Measure →



BO03 Prevention and support reduces homelessness [PR]

Aligns to ABOIP Outcome No. 5

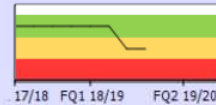
Success Measure →



BO15 Argyll and Bute is open for business [PR]

Aligns to ABOIP Outcome No. 2

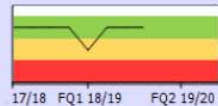
Success Measure →



BO05 Information and support are available for everyone [PR]

Aligns to ABOIP Outcome No. 5

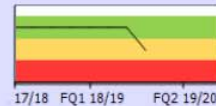
Success Measure →



BO23 Economic growth is supported [PR]

Aligns to ABOIP Outcome No. 1

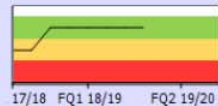
Success Measure ↓



BO12 High standards of public health and health protection are promoted [PR]

Aligns to ABOIP Outcome No. 6

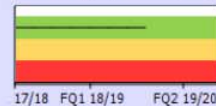
Success Measure →



BO26 People have a choice of suitable housing options [PR]

Aligns to ABOIP Outcome No. 1

Success Measure →



RESOURCES

People	Benchmark	Target	Actual	Status	Trend
Sickness absence PR		1.8 Days	1.6 Days		↓
PDRs PR		90 %	97 %		↑

Financial	Budget	Forecast	Status	Trend
Finance Revenue totals PR	£K 5,844	£K 5,649		↓
Capital forecasts - current year PR				
Capital forecasts - total project PR				

IMPROVEMENT

	Total No	Off track	On track	Complete	Status	Trend
PHR Service Improvements 2017-20	14	1	8	5		→
Planning, Housing & Regulatory Services Audit Recommendations	1	0	6	0		→
Health & Safety	Overdue	Rescheduled	Actions in Plan	Complete		
Service H&S Plan Actions	1	1	9	7		
H&S Investigation Actions						
Customer Service PR	Customer satisfaction	100 %				→
Customer Charter	Stage 2 Complaints	50 %				↑
Number of consultations	Stage 2 Complaints	50 %				↓

Planning, Housing & Regulatory Services
Scorecard 2017-20
 Scorecard owned by: **Angus Gilmour** **FQ4 18/19**

Click here
for Full
Scorecard

BO01 The health of our people is protected through effective partnership working [PR]

Aligns to ABOIP Outcome No. 5 **Success Measure**

BO01 The health of our people is protected through effective partnership working - Net **£** Budget £ 3,709 Forecast £ 3,709

PR01_01-Protecting health through the delivery of the formally approved JHPP Actual On track Target On track

BO03 Prevention and support reduces homelessness [PR]

Aligns to ABOIP Outcome No. 5 **Success Measure**

BO03 Prevention and support reduces homelessness - Net **£** Budget £ 2,244,144 Forecast £ 2,244,144

PR03_01-The percentage of clients leaving the Housing Support Service with a planned approach Actual 71 % Target 80 % Benchmark

PR03_02-The percentage of positive homeless prevention interventions [prevent 1] Actual 58 % Target 50 % Benchmark

BO05 Information and support are available for everyone [PR]

Aligns to ABOIP Outcome No. 5 **Success Measure**

BO05 Information and support are available for everyone - Net **£** Budget £ 504,060 Forecast £ 504,060

PR05_01-Provide consumer advice and to undertake formal interventions within 14 days Actual 81 % Target 80 % Benchmark

PR05_02-% clients satisfied that they are better able to deal with their financial problems following our support and intervention Actual 100.0 % Target 90.0 % Benchmark

BO12 High standards of public health and health protection are promoted [PR]

Aligns to ABOIP Outcome No. 6 **Success Measure**

BO12 High standards of Public health and health protection are promoted - Net **£** Budget £ 1,010,897 Forecast £ 1,001,072

PR12_01-Increase the % of broadly compliant food businesses as a result of our enforcement interventions Actual 87.2 % Target 85.0 % Benchmark

PR12_02-Respond to public health incidents which have an immediate impact on public health within 20 working days Actual 92 % Target 70 % Benchmark

BO13 Our built environment is safe and improved [PR]

Aligns to ABOIP Outcome No. 6 **Success Measure**

BO13 Our built environment is safe and improved - Net **£** Budget £ 38,349 Forecast £ -136,651

PR13_01-Respond to building warrant applications within 20 Days Actual 98.1 % Target 80.0 % Benchmark

PR13_02-Respond to Completion Certificate applications within 10 days Actual 2.2 Days Target 10.0 Days Benchmark 14.0 Days

PR13_03-% of our service users who are happy with our service[Building Standards] Actual 100.0 % Target 84.0 % Benchmark

BO15 Argyll and Bute is open for business [PR]

Aligns to ABOIP Outcome No. 2 **Success Measure**

BO15 Argyll and Bute is open for business - Net **£** Budget £ 610,171 Forecast £ 610,171

PR15_01-Update and Improve our Conservation Area Appraisal Coverage Actual On track to revised plan Target On track

PR15_02-Adopt a Local Development Plan to agreed scheme deadlines. Actual On track to revised plan Target On track

BO23 Economic growth is supported [PR]

Aligns to ABOIP Outcome No. 1 **Success Measure**

BO23 Economic growth is supported - Net **£** Budget £ 199,158 Forecast £ 189,158

PR23_01-Determine 'All Local Planning Applications' quicker than the National Average Actual 10.2 Wks Target 10.0 Wks Benchmark 8.8 Wks

PR23_02-Achieve an above national average level of application approval rates Actual 97.9 % Target 95.0 % Benchmark 93.5 %

BO26 People have a choice of suitable housing options [PR]

Aligns to ABOIP Outcome No. 5 **Success Measure**

BO26 People have a choice of suitable housing options - Net **£** Budget £ 765,366 Forecast £ 765,366

PR26_01-Number of new affordable homes completed per annum. Actual 45 Target 45 Benchmark 80

PR26_02-Number of empty properties back in use per annum. Actual 48 Target 25 Benchmark

PR26_03-Amount of income generated by Welfare Rights Actual £ 1,159,170 Target £ 625,000 Benchmark