
ARGYLL AND BUTE COUNCIL

**PLANNING, PROTECTIVE
SERVICES AND LICENSING
COMMITTEE**

**DEVELOPMENT AND
INFRASTRUCTURE SERVICES**

18 SEPTEMBER 2019

SERVICE ANNUAL PERFORMANCE REVIEW 2018-19

1.0 EXECUTIVE SUMMARY

1.1 The Council's Planning and Improvement Framework (PIF) sets out the process for presentation of the Council's Service Annual Performance Reviews (APRs).

1.2 This paper presents the Planning, Protective Services and Licensing (PPSL) Committee with the Service APR 2018-19 for Planning, Housing and Regulatory Services.

1.3 It is recommended that the PPSL Committee endorse the Service APR 2018-19 as presented.

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2.0 INTRODUCTION

2.1 The Council's Planning and Improvement Framework (PIF) sets out the process for presentation of the Council's Service Annual Performance Reviews (APRs).

2.2 This paper presents the Planning, Protective Services and Licensing (PPSL) Committee with the Service APR 2018-19 for Planning, Housing and Regulatory Services.

3.0 RECOMMENDATIONS

3.1 It is recommended that the PPSL Committee endorse the Service APR 2018-19 as presented.

4.0 DETAIL

4.1 The Service APR provides a summary of the key successes, improvements and case studies during the past year along with identified key challenges and actions to the address the challenges. Every consultation that has occurred is recorded - 'We Asked, You Said, We Did'. The results of consultation help to inform future service delivery.

The Service APR is supported with the Service Annual Scorecard 2018-19 (Appendix 1).

Each Service has identified evidence of good practice, these are illustrated and attached as Case Studies (Appendix 2).

5.0 IMPLICATIONS

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|-------|----------------------|--|
| 5.1 | Policy | None |
| 5.2 | Financial | None |
| 5.3 | Legal | The Council has a duty deliver best value under the Local Government Scotland Act 2003. |
| 5.4 | HR | None |
| 5.5 | Fairer Scotland Duty | None |
| 5.5.1 | Equalities | None |
| 5.5.2 | Socio-economic Duty | None |
| 5.5.3 | Islands | None |
| 5.6. | Risk | Ensuring performance is effectively scrutinised by members reduces reputational risk to the council. |
| 5.7 | Customer Service | None |

Pippa Milne, Executive Director of Development and Infrastructure

Policy Lead: Cllr David Kinniburgh

Policy Lead: Cllr Robin Currie

10 June 2019

For further information contact:

Jane Fowler, Head of Improvement and HR

APPENDICES

Appendix 1: PHRS Service APR 2018-19

Appendix 2: PHRS Case Studies 2018-19