

Annual Performance Review 2018-2019

Planning, Housing and Regulatory Services

KEY SUCCESSES

Key Improvements from previous years' annual performance review

Business Outcome 1 - The health of our people is protected through effective partnership working

1. Challenge: Appropriate health protection measures are in place to ensure public health

Action: Partnership working is essential in ensuring public health. We agreed a Joint Health Protection Plan 2019-20 with NHS Highland and Highland Council which outlines our priorities and targets. Service plans and targets are in place for 2019/20, and statutory returns to government and other agencies on performance are complete.

2. Challenge: Review of trading standards

Action: The redesign of trading standards was completed to focus resources on core statutory activities. In addition the coordination of work through a North of Scotland Trading Standards Partnership with another 6 authorities is now operational and seeks to promote consistency, joint working and improve effectiveness.

Business Outcome 3 – Prevention and support reduces homelessness

1. Challenge - Challenges presented by the roll out of Universal Credit Full Service in September 2018. These stem from the increased complexity of the application process itself, the length of time to receive payments, and the fact that the housing allowance will be paid to claimants not landlords so arrears will increase. It is anticipated considerable extra resource will be needed to assist claimants applying for Universal Credit, and that likely increases in rent arrears will inflate homelessness rates and the costs of accommodating households.

Action - Universal Credit Full Service was rolled out from the 19th September 2018 in Argyll and Bute. The Council agreed that the Additional Temporary Accommodation Funding for 2019/20 be allocated as in previous years to Housing budgets to continue the mitigation work started in previous years. It was agreed that part of the funding be used to continue to employ 2 welfare rights assistants who will focus on Universal Credit and the impact that it will have on individuals in the local authority area. The Welfare Rights Assistant in Helensburgh is co-located in the local job centre to assist vulnerable households through the Universal Credit claim process.

2. Challenge – Respond to Scottish Government’s Emerging Housing First and Wrap Around care agenda

Action - In response to Scottish Government request, during the Autumn of 2018 the Housing Service produced a Rapid Re-Housing Plan which has been submitted to the Scottish Government for approval. On the basis of the plan it is anticipated the Council is likely to receive Scottish Government Funding to implement the plan which will help to provide focussed and tailored support to those people threatened with homelessness along with other complex needs.

Business Outcome 05 - Information and support are available for everyone

1. Challenge: Supporting the implementation of Universal Credit across Argyll and Bute

Actions:

- Universal Credit full service was introduced in Argyll and Bute from September 2018 until the end of March 2019, which introduced a new benefits system for clients. This also impacted on the work of the Councils welfare rights team.
- The measurable annual income generated through Welfare Rights intervention has risen to £3.6 million compared to £2.9 million in 2017/18.

2. Challenge: Develop a strategy to take forward the review of advice services with other partners

Action: Council Strategy and the redesign of advice services was approved by Policy and Resources Committee, and significant work has been undertaken to implement this new model. This included the development of a new specification for the provision of advice and the new contractual arrangements with a new single advice agency which take effect as of the 1st July 2019, a new model of vulnerability was developed where clients were provided with advice services based on their vulnerability; a revised debt counselling service and the creation of a Financial Inclusion and Advice Group.

Business Outcome 10 : Quality of life is improved by managing risk

Challenge: Working with partner agencies and communities to target the risks of serious and organised crime activity

Action: A multi-agency Detect and Disrupt Group tackling serious and organised crime, across Argyll and Bute Council and West Dunbartonshire Council, has been successful in targeting incidents relating to illegal workers, food and environmental crime and to protecting consumers from being subjected to frauds and scams.

Business Outcome BO12: High Standards of public health and health protection are promoted.

1. Challenge: To ensure that the Council have appropriate arrangements in place to secure “safe and successful event”.
Action: A review of the multiagency Safety Advisory Group arrangements has ensured that they are effective and ensure that large events have appropriate event safety plans in place. This promotes the aim of “safe and successful event” and discourages “unorganised” events. The success of these arrangements were demonstrated at many events across Argyll and Bute, including the WW100 commemorative event on Islay in May; ObanLive, ButeFest and Tiree Music Festival

2. Challenge: To respond effectively to any public health, public safety and disease related incident.
Action: A review of incident contingency plans was completed in respect of environmental health and animal health and welfare. Specific exercises were undertaken to “test” the plans for an animal health incident (anthrax) and the Clyde Offsite Plan. In addition, the arrangements were to investigate and respond to cases of communicable disease reports, and cases of tuberculosis in livestock.

Business Outcome 13 - Our built environment is safe and improved

Challenge - Deal with an increasing level of dangerous building work which has significant financial implications for Council

Action – During the last financial year we closely monitored activity and sought to recover costs from the owner(s) where possible. This entailed identifying owners as soon as possible, issuing invoices timeously, passing cases to legal as required. We also assisted in the progression of further Conservation Area Regeneration Scheme (CARS)/ Townscape Heritage Initiative (THI) bids which will hopefully help reduce number of dangerous buildings requiring intervention. As a result of CARS/THI the situation in Campbeltown is now much better

Challenge – Resource availability. Half of the existing Building Standards team are due to retire within the next five years which could result in: 1.Loss of 'verifier' license and subsequent fee income, 2.A&B Council not 'open for business' and as a result damaging development. 3.Unable to adequately respond to dangerous building call outs

Action – During the year we continued our flexible working pattern and sought to grow our own. As a result we have replaced two staff who had retired with younger staff. We continued to provide training and CPD events to support staff development. Looked to future proof the service by the recruitment of 'apprentices' during 19/20 however with the current difficult financial outlook facing the council this may need to be revisited.

Business Outcome 15 - Argyll and Bute Is Open For Business

Challenge - Deliver Two Conservation Area Appraisals whilst conservation officer is on maternity leave.

Action - Draft appraisals have been taken to public consultation for Easdale and Ellenabeich but have not been progressed further due to lack of resources. However, funding has been allocated along with Economic Development to progress Conservation Area Appraisals at Lochgilphead and Tarbert and to designate a new conservation area (along with appraisal) in Helensburgh. It is anticipated that both Helensburgh and Lochgilphead will be reported to Planning, Protective Services and Licensing (PPSL) Committee in August / September and will subsequently support new CARS funding. Tarbert will come later in the year when consultation has been carried out. Easdale and Ellenabeich will be completed when LDP2 workload is reduced, though it is anticipated they will be complete for 2019/20 FQ1 at the latest.

Business Outcome 23 – Economic Growth Is Supported

Challenge: Regulation of and support to compliant business and targeting non-compliance

Actions:

1. Good regulation supports a sustainable and successful economy and compliant businesses. Intervention work relating to environmental health, animal health and welfare, trading standards and licensing standards continued with 100% of all programmed high risk premises inspections being completed.
2. Other highlights include responding to the increasing demands for export certificates which supports local businesses export worldwide, and our work in coordinating the event safety teams to deliver successful and safe events which included the extensive work preparing for the WW100 commemorative events on Islay on the 4th May 2018.

Business Outcome 23 – We engage and work with our customers, staff and partners

Challenge – Attain Customer Service Excellence Award across Planning and Regulatory Services

Action – Dedicated working groups were set up to achieve this target and a successful assessment was completed in Jan 2019.

Business Outcome 23 – We engage and work with our customers, staff and partners

Challenge – Maintain Customer Service Excellence Award Status for Building Standards

Action – We have a dedicated working group which regularly meets to ensure we achieved this target and a successful assessment was completed in December 2018. To maintain the standard the applicant team has to fully comply with at least 46 out of the 57 elements - this year we have not only achieved all 57 elements, but have also been given a further five Compliance+ status which brings our Compliance + status to twelve. This demonstrates our ongoing improvement and increasing levels of customer service.

Business Outcome 23 – Economic Growth Is Supported

Challenge: Deliver Kirk Road upgrade on time and within budget & ensure maximum draw down of contingencies from Housing Infrastructure Funding (HIF) funding.

Action – the upgrades to Kirk Road and associated services have now been completed. Completion was slightly delayed, but has not prevented the commencement of construction of housing in the Dunbeg Development which is now well underway with the first housing occupations planned for March 2020. Negotiations are ongoing with Scottish Government with detailed cost plans having been presented to fully justify contingencies.

Business Outcome 23 – Economic Growth is Supported

Challenge: PR110_02 Achieve an above national average level of planning application approval rates. The target for approval rates is above 95%.

Action: During 2018/19 approval rates were 97.4%

Business Outcome 23 – Economic Growth is Supported

Challenge: PR110_04 Determine 'All Local Planning Applications' within a time period no greater than 10% above the National Average. The target for determination is 10 weeks.

Action: During 2018/19 the average time period for determination was 9.5 weeks.

Business Outcome 23 – Economic Growth is Supported

Challenge: PR110_01i Review of the Planning Enforcement Charter every two years. Section 158 of the Town and Country Planning (Scotland) Act requires the planning authority to prepare and maintain an up to date enforcement charter setting out how the system works, in particular the role of the planning authority and the service standards it sets itself.

Action: The Council adopted a revised and updated Enforcement Charter in June 2018.

Business Outcome 23 – Economic Growth is Supported

Challenge: PR112_01i Production of the annual Planning Performance Framework (PPF) Report for Planning Services. The PPF report is the Planning Service's annual balanced scorecard report which is submitted to the Scottish Government for feedback.

Action: The Council received positive feedback on the PPF report submitted July 2018.

Business Outcome 23 – Economic Growth is Supported

Challenge: Delivery of an extended chargeable pre-application service in line with savings agreed as part of Transforming the Budget. The chargeable service was introduced in August 2017 for ‘major’ and ‘locally significant’ developments.

Action: The chargeable service was extended to cover ‘local’ developments from 1st April 2018.

Business Outcome 23 – Economic Growth is Supported

Challenge: Attainment of the Customer Service Excellence Standard through combined efforts of Planning and Regulatory Services.

Action: CSE Award attained in February 2019.

Business Outcome 28 : Our processes and business procedures are efficient, cost effective and compliant

Challenge: Ensuring that the Council and Health and Social Care Partnership are “prepared” for the challenges of EU Withdrawal

Action: Responding to uncertainty and the variety of challenges posed by EU Withdrawal, a Tactical Group was established to develop contingency plans and an action plan to ensure that the Council and Health and Social Care Partnership had appropriate contingency and preparedness plans in place.

Other Key Improvements during 2018/19

Business Outcome 12 - High Standards of public health and health protection are promoted.

Challenge: Meeting the Councils new statutory duties

Actions:

1. We successfully introduced new legislative requirements relating to private water supplies, licensing of residential caravan site as well as establishing a specific team focusing on food control in approved manufacturing high risk food premises
2. Work was completed to implement the new legislative requirements relating to vaping devices and e-liquids (formerly referred to as e-cigarettes) and supporting business to ensure that they complied with the new requirements. Age verification work undertaken identified that 100% of the targeted premises visited did not sell to an under-age customer. Continue to support businesses and consumers through a range of interventions

Business Outcome 12 - High Standards of public health and health protection are promoted.

Challenge: Better regulation through proportionate, transparent enforcement, with resources targeted to statutory duties and areas of highest risk

Action: All key performance measures on the Regulatory Service Pyramid Scorecard were achieved for 2018/19, as well as responding to an increasing reactive workload

Business Outcome 23 – Economic Growth Is Supported

Challenge – Develop clear and consistent approach to dealing with Houses of Multiple Occupation (HMO).

Action – As a result of increasing difficulties caused by the development of HMOs in certain communities, a cross service team of Planners, Roads and Environmental Health Officers has developed clear and consistent guidance which will set out how both applications for HMO licenses and planning consent are dealt with. This has been consulted on with the public and stakeholders and approved by PPSL.

Business Outcome 30 – We engage and work with our customers, staff and partners

Challenge – Attain Customer Service Excellence Award across Planning and regulatory Services

Action – Dedicated working groups were set up to achieve this target and a successful assessment was completed in Jan 2019.

Business Outcome 26 - People have a choice of suitable housing options

Challenge - Revising prioritisation of needs for Private Sector Housing Grants (PSHG) adaptation grants.

Action - In order to mitigate the risk of becoming over-subscribed for PSHG grants, it had been intended to revise the assessment criteria thus making grant availability more selective. However regular review over the last 2 years consistently showed an unexpected reduction in application rates for adaptation grants so the proposed revision to assessment criteria was not required. In light of this, going forwards, the service will continue to closely monitor grant application and take up rates in order to identify early any need for revision to the assessment criteria.

Business Outcome 32 : Our workforce is supported to realise its potential

Challenge: To recognise the importance of staff and partnership working.

Action: The service successfully attained a Gold and Silver award at the Councils Excellence Awards in the category of local matters (WW100, Islay event planning) and partnership working (safety advisory groups) respectively

KEY CHALLENGES AND ACTIONS TO ADDRESS CHALLENGES

Key improvements from previous years' APR not completed plus any additional challenges that have been identified

Business Outcome 12 – High standards of public health and health protection are promoted

Challenge: Deliver the Food Safety Audit Improvement Plan and the Food Control Improvement Plan 2016/19

Action: Good progress has been made although issues relating to identify the resource requirements, policies and procedures and redesign of environmental health are ongoing. These will be completed by the 31st December 2019.

Completion Date: December 2019

Business Outcome 12 – High standards of public health and health protection are promoted

Challenge; External Scrutiny and audits.

Action: Deliver the Food Safety Audit Improvement Plan and the Food Control Improvement Plan 2016/19.
Deliver the Internal Audit report for Environmental Health and Trading Standards

Completion Date: December 2019

Business Outcome 15 – Argyll and Bute Is Open For Business

Challenge - Maintain Delivery of Local Development Plan (LDP) Development Plan Scheme On Time:

Corrective Action – After assessment of options, a strategic decision has been taken to delay LDP2 submission to Full Council until September 2019 (originally planned for June 2019). This is allowing time for better communication with Members & SMT (10th June Seminar) prior to submission for approval, time to prepare associated documents (eg: SEA, HRA etc), time to fully proof read the finished document avoiding mistakes before Examination, and avoiding consultation over summer months which may be seen as avoiding the best period outside holidays. Delay of LDP2 adoption till Jan 2021 is not considered to pose any significant risk to the Council given healthy housing land supply and the continuing relevance of the existing LDP.

Business Outcome 23 – Economic Growth Is Supported

Challenge: Work with Scottish Government to deliver two pilot Simplified Planning Zones. Maintain progress to deliver not only the statutory Simplified Planning Zones, but to facilitate delivery of self-build serviced plots on two different sites with two different developers.

Corrective Action - The project continues to carry out due diligence and site investigations at the Whitegates School site and is having to carry out extensive flood investigations which has delayed progress considerably as this is a key impediment to confirming the SPZ (currently vegetation is being cleared in order to allow for further investigation of the burn adjacent the site.). Nevertheless it is anticipated SPZ schemes will be in place for the end of the year which will allow the project to move on to the next phase of site clearance and preparation, and appropriate reports will be made to seek authorisation to utilise the Strategic Housing Fund. Scottish Government Strategic Housing Improvement Plan (SHIP) funding has been allocated to part of the site on Mull.

Business Outcome 23 – Economic Growth Is Supported

Challenge – Produce a Food growing Strategy by April 2020 to comply with new legislation

Action – A project plan has been developed with a small cross service project team identified. Initial drafting of the food growing strategy has been developed and the first survey of local growing groups and stakeholders is being undertaken during May / June 2019. The draft plan will be taken to committee for approval before public consultation later in the year.

Completion Date – April 2020

Business Outcome 23 – Economic Growth Is Supported

Challenge – Revise Helensburgh Waterfront Masterplan

Action – Following the granting of planning consent for the swimming pool on the pier in Helensburgh it has been agreed that the Masterplan which is now seven years old would benefit from updating and refreshing to ensure it remains fit for purpose and useful. The Masterplan will continue to reflect the existing LDP but will be refreshed in light of the new planning consent and any other changed circumstances. The Council's Masterplan guidance will form the basis for carrying out the review and associated public engagement.

Business Outcome 23 – Economic Growth is Supported

Challenge: Production of guidance on agricultural and forestry tracks to assist developers of agricultural/forestry in meeting their requirement to prior notify the Planning Authority before undertaking the development of new and upgraded private ways, and to identify appropriate standards and examples of best practice for upland agricultural and forestry accesses in respect of landscape, visual and environmental impact, flooding and drainage.

Action: New guidance to be prepared by the Development Manager

Completion Date FQ3 2019/20

Business Outcome 23 – Economic Growth is Supported

Challenge: Seek to reduce the proportion of planning applications that are invalid upon receipt thereby improving efficiency and effectiveness of validation services and reducing the overall time taken from submission to determination of planning applications. Whilst the percentage of applications valid on receipt improved to 34% (up from 10.7% in 16/17) following the introduction and promotion of National Validation Standards the process continues to be identified as 'frustrating' by customers at DM User Forums and in other feedback.

Action: Analyse invalid planning submissions to identify the most common factors which result in applications being registered as invalid upon receipt. Seek to provide improved/targeted guidance in the identified matters and engage with regular customers to advise them of recurring issues which could readily be addressed. Continue to promote the National Validation Standards published by the Heads of Planning Scotland and participated in their review (expected 2019/20).

Completion Date FQ4 2019/20

Business Outcome 23 – Economic Growth is Supported

Challenge: To retain Customer Service Excellence award for Planning and Regulatory Services.

Action: Review recommendations from 2019 assessment and prepare updated evidence for re-assessment in Jan/Feb 2020.

Completion Date: February 2020

Business Outcome 23 – Economic Growth is Supported

Challenge: Production of 2018/19 Annual Planning Performance Framework Report and submission to the Scottish Government

Action: Prepare and implement project plan for PPF preparation.

Completion Date: 31st July 2019

Business Outcome 23 – Economic Growth is Supported

Challenge: Adoption of a technical working note on replacement windows in listed buildings and conservation areas within Argyll and Bute.

Action: The Technical Working Note has been produced, approved by PPSL and undergone public consultation and is a material planning consideration. Whilst there were no significant concerns raised during the public consultation early use of the guidance however flagged up some concerns by officers in respect of the consistency of applying guidance for identification of 'blocks' and opportunity is being taken to review this in advance of proceeding to adoption of the document. An updated document be referred back to PPSL for adoption during FQ2 2019/20.

Completion Date: FQ2 2019/20

Business Outcome 25 - Argyll and Bute is Promoted To Everyone

Challenge – Promoting awareness and knowledge of outdoor leisure routes in the Argyll and Bute Core Path network

Action - Creating visual view-points layer within "Where To Go Outdoors Website" which allows photographs of key viewpoints to be seen on the website and can be linked with the Council's drive to develop use of Instagram.

Completion Date: End FQ4 2019/20

Business Outcome 26 - People have a choice of suitable housing options

Challenge – Maximise utilisation of available Scottish Government Funding for Affordable Housing by developing closer working between Planning and Housing.

Action - Develop between Planning and Housing an integrated production process for the SHIP and LHS which will utilise GIS based information to improve knowledge of proposed RSL housing sites, thus ensuring a more accurate and improved housing delivery programme, and ultimately helping to

Completion Date: End FQ4 2019/20

Business Outcome BO27 - Our Infrastructure is safe and fit for the future

Challenge – Ensure maximum delivery of housing by helping to remove impediments such as infrastructure.

Action - Explore avenues for innovative delivery of housing with partner agencies such as HIE, RSLs, and create an action programme to implement.

Business Outcome BO28 We are efficient and cost effective

Challenge – Fully digitalise all document and evidence exchanges for LDP2 Examination in Public.

Action – We have engaged with IT services and our GIS team to develop the necessary back office systems which will allow deliver of this efficiency target later in 2019 and 2020.

Business Outcome 31 – We have a culture of continuous improvement

Challenge: Implement pilot for mobile solutions

Action: The pilot, whilst delayed, is now ongoing to test the use of a mobile solutions platform which links to our ICT system for operational work.

Completion Date; December 2019

Business Outcome 31 – We have a culture of continuous improvement

Challenge:

Service Improvements and Management

Action:

1. Ensure that service plans, Balanced Scorecard and arrangements/resources are in place to deliver these
2. Ensure that there are appropriate transitional arrangements in place to meet the challenges from Council restructuring and maintain service delivery
3. Deliver the Joint Health Protection Plan and respond to the emerging challenges from the public health reform agenda.
4. To liaise with Food Standards Scotland to identify feed enforcement in Argyll and Bute
5. Enhanced work relating to ICT systems, including the possible transition to a new electronic document management system, better use of ICT, and completion of the mobile working technology pilot in environmental health

Respond to the challenges from EU Withdrawal, including the certification issues relating to the food export market, and an increase in general regulatory activity across environmental health animal heat and trading standards.

Completion Date: March 2020

Business Outcome 31 – We have a culture of continuous improvement

Challenge: Customer standards

Action: Retaining our Customer Service Excellence Award and building upon the existing standards of customer service

Completion Date: January 2020

CONSULTATION AND ENGAGEMENT

Supports Business Outcome 23 – Economic Growth Is Supported

We asked (focus of consultation)	You said (customer response)	We did (improvement actions)
Houses In Multiple Occupation	Perceived issues with anti-social behaviour, approach to and consistent methodology for application of the over provision policy, parking requirements potential to be onerous for certain situations, application of the guidance to renewals, impact on shared services e.g. septic tanks and un-adopted roads, maintenance issues and demand related to Community Planning Projects being considered a mitigating factor	A Summary Consultation Analysis was published. All the comments made were taken into consideration and have resulted in a number of changes to the Technical Note, in particular in relation to the overprovision policy, parking requirements, shared services and mitigating factors.

Supports Business Outcome 23 Economic Growth is Supported

We asked (focus of consultation)	You said (customer response)	We did (improvement actions)
Development Management User Forums, Planning Application Exit Questionnaires and content of complaints.	A range of positive and negative responses and suggestions for service improvements	Analysed feedback, and identified service improvement actions as appropriate.

Supports Business Outcome 26 - People have a choice of suitable housing options

We asked (focus of consultation)	You said (customer response)	We did (improvement actions)
Helensburgh and Lomond Housing Market Study	Apart from the impact of increased workforce at the Naval Base, and a small requirement for specialist provision particularly in the Helensburgh Corridor, there is minimal existing need for additional supply beyond the proposed programme of development. The majority of local residents are satisfactorily accommodated and do not require, or intend, to move in the next few years.	The HMA will continue to be monitored and Housing Supply Targets for the next LHS will take account of the findings from this consultation together with further updated analysis. The findings will also inform the priorities, outcomes & action plan that will be developed for the next LHS in 2021.

Supports Business Outcome 30 – We engage with our customers, staff and partners

We asked (focus of consultation)	You said (customer response)	We did (improvement actions)
Customer surveys were undertaken across the specific areas of environmental health and trading standards	93% of customers were very satisfied with the overall service they received.100% felt that our advice had helped them with regards to their health (feeling less stressed) and better able to manage the payment of their bills (Debt counselling)	We achieved the Customer Services Excellence award

Angus Gilmour, Head of Planning, Housing and Regulatory Service

Planning and Regulatory Services Annual Scorecard 2018/19

Planning, Housing & Regulatory Services Scorecard 2017-20

Scorecard owned by: **Angus Gilmour**
FY 18/19

[Click here for Full Outcomes](#)

[Development Policy Team Scorecard](#)

[Development Management Team Scorecard](#)

[Building Standards Team Scorecard](#)

[Regulatory Services Team Scorecard](#)

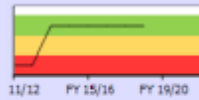
[Housing Services Team Scorecard](#)

[Click here for Dev & Infrastructure Services Scorecard](#)

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

Aligns to ABOIP Outcome No. 5

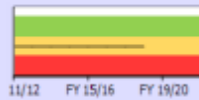
Success Measure **G** →



BO03 Prevention and support reduces homelessness [PR]

Aligns to ABOIP Outcome No. 5

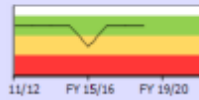
Success Measure **A** →



BO05 Information and support are available for everyone [PR]

Aligns to ABOIP Outcome No. 5

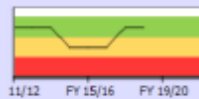
Success Measure **G** →



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

Aligns to ABOIP Outcome No. 6

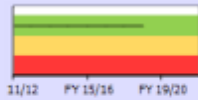
Success Measure **G** →



BO13 Our built environment is safe and improved [PR]

Aligns to ABOIP Outcome No. 6

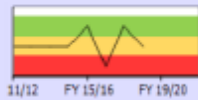
Success Measure **G** →



BO15 Argyll and Bute is open for business [PR]

Aligns to ABOIP Outcome No. 2

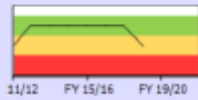
Success Measure **A** ↓



BO23 Economic growth is supported [PR]

Aligns to ABOIP Outcome No. 1

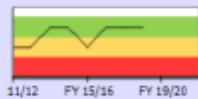
Success Measure **A** ↓



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

Aligns to ABOIP Outcome No. 1

Success Measure **G** →



Management Information

RESOURCES

People	Benchmark	Target	Actual	Status	Trend
Sickness absence PR		7.0 Days	6.5 Days	G	↓
PDRs PR		90 %	97 %	G	↑

Financial

	Budget	Forecast	Status	Trend
Finance Revenue totals PR	£K 5,844	£K 5,649	R	↓

Capital forecasts - current year PR

Capital forecasts - total project PR

IMPROVEMENT

PHR Service Improvements 2017-20	Total No	Off track	On track	Complete	Status	Trend
Actions	14	1	8	5	A	

Planning, Housing & Regulatory Services Audit Recommendations	Overdue	Due in future	Future - off target	Status	Trend
Recommendations	1	6	0	R	→

Health & Safety	Overdue	Rescheduled	Actions in Plan	Complete
Service H&S Plan Actions	1	1	9	7
H&S Investigation Actions	0	0	0	0

Customer Service PR	Customer satisfaction	100 %	Status	Trend
Customer Charter	G	Stage 2 Complaints	50 %	R ↑
Number of consultations	5	Stage 2 Complaints	50 %	R ↓

Planning, Housing & Regulatory Services Scorecard 2017-20

Scorecard owned by: Angus Gilmour FY 18/19

[Click here for Full Scorecard](#)

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

Aligns to ABCIP Outcome No. 5
Success Measure **G** →

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 ABCIP Outcome No. 5
Success Measure **A** →

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 [prevant 1]
Actual 58%
Target 50%
Benchmark ↑

BO05 Information and support are available for everyone [PR]

Aligns to ABCIP Outcome No. 5
Success Measure **G** →

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 88%
Target 88%
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 ABCIP Outcome No. 6
Success Measure **G** →

BO12 High standards of Public health and health protection are promoted - Net
Budget £ 1,010,887
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 88%
Target 78%
Benchmark ↑

BO13 Our built environment is safe and improved [PR]

Aligns to ABCIP Outcome No. 6
Success Measure **G** →

BO13 Our built environment is safe and improved - Net
Budget £ 38,349
Forecast £ -136,051

PR13_01-Respond to building warrant applications within 20 Days
Actual 96.2%
Target 80.0%
Benchmark ↑

PR13_02-Respond to Completion Certificate applications within 10 days
Actual 2.4 Days
Target 10.0 Days
Benchmark ↓

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 ABCIP Outcome No. 2
Success Measure **A** ↓

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 ABCIP Outcome No. 1
Success Measure **A** ↓

BO23 Economic growth is supported - Net
Budget £ 199,158
Forecast £ 189,358

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

PR23_02-Achieve an above national average level of application approval rates
Actual 97.3%
Target 95.0%
Benchmark 93.0%

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

Aligns to ABCIP Outcome No. 5
Success Measure **G** →

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 36

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 £ 3,637,594
Target £ 2,500,000