

**PLANNING AND REGULATORY SERVICES PERFORMANCE
REPORT FQ1 2019-20**

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 FQ1 2019-20 (April to June 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.

4.0 IMPLICATIONS

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|-----|---------------------------------|--|
| 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

FQ1 2019/20 Performance reports and score cards – Development and Infrastructure Services

Council Performance Report – Development and Infrastructure Services	Period: FQ1 19/20
<p style="text-align: center;">SUMMARY OF PERFORMANCE - No. of Success Measures:</p> <p style="text-align: center;">Green 12 Red 1 No Data 0</p>	
<p style="text-align: center;">Delivering Our Outcomes</p>	
<p style="text-align: center;">Our Challenges</p>	
<p style="text-align: center;">Current Short-term Operational Challenges [Include Service id]</p>	
<p>PHRS</p> <ol style="list-style-type: none"> 1. Non-payment from businesses relating to export certificates charging regime. Businesses potentially looking at staff reductions and exiting from markets around the world. Work is ongoing to develop a Scottish model for exporting foods to the EU in the event of a ‘no deal’ Brexit. Recommendations are being considered nationally with the aim of introducing a common charging framework and possibly a common charge which may have implications for Argyll and Bute. 2. Performance on pre-apps remains a concern with only 62.3% of responses issued within 20 working days (target 75%). Area Team Leaders have been reminded to afford this non-statutory paid work appropriate priority however impacts upon performance from planned long term absence and summer holiday period have potential to impact upon the progress recently displayed on this performance marker. Introduction of IDOX Enterprise later in the financial year has potential to improve management and prioritisation of workflow. 3. Deployment of IDOX Enterprise – IDOX Enterprise was purchased during 2018/19 and will be deployed during 2019/20 to improve workflows and performance reporting. IDOX training is to be delivered during September 2019. In advance it will be necessary to identify a working group with sufficient resource and range of expertise to develop standard IDOX processes to fit with service delivery arrangements in Argyll and Bute. 4. The reduction in staff in response to reducing budgets has resulted in limited resilience for day to day operational activities. Some very experienced members of staff have left the organisation and services have been amalgamated. This has left some key areas where we are having to recruit and will mean staff covering much larger areas until we have a full complement of trained staff. 	
<p style="text-align: center;">Current Key Challenges and Actions to address the Challenges</p>	
<p>Key Challenges and Actions to address the Challenges</p>	
<p>BO110 – We Support Businesses, Employment and Development Opportunities (PHRS)</p> <ol style="list-style-type: none"> 1. Challenge – Maintain an LDP Less than Five Years Old. Previous work on preparation of the PLDP2 has taken longer than envisaged, partly due to complexity, and partly due to difficulties and the time required to achieve an adequate level of engagement with Members and key agencies. Reduced resources mean it isn’t possible to recover the delay. The team is currently focusing on detailed policy writing, digitisation of new sites and amended boundaries, creation of a GIS version, and the carrying out of a Strategic Environmental Assessment, Habitat Regulations Assessment, and 	

EQIA. Previously other demands continued to stretch the team's ability to focus on this core task: e.g.: Houses In Multiple Operation, CSE Assessment, Best Value 3 Audit, most recently PPF and Community Growing Strategy.

- 1. Action Detail** – A Highlight Exception Report has been approved by the project board (D&I DMT) and the same report has been agreed by the Leader and the Policy Lead. Production of the PLDP2 for consultation has been re-scheduled to the autumn of 2019 in order to avoid public consultation over the summer holiday months, allow greater proof reading and due diligence of the documents which will ultimately be subject to a public examination by a Scottish Government Reporter, and to allow greater time to engage with Strategic Management Team and Members in development and agreement of strategy prior to presentation at Full Council. Continue to prioritise team workload including wider specialist members of the Development Policy Team and the GIS Team contributing to LDP work, and hold weekly team project monitoring meetings. Aim to complete drafting of Proposed LDP2 for end of July and publication thereafter.

Carried Forward From Previous Quarter:

Y

Action Milestone Dates:

FQ2 19/20

Responsible Person:

Senior Planning and Strategies Officer

Key Challenges and Actions to address the Challenges

BO110 – We Support Businesses, Employment and Development Opportunities (PHRS)

- 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.
- 2. Action Detail** – Conservation Area Appraisals for Ellenabeich and Easdale will be reported to PPSL during FQ2 as will the designation of Helensburgh Town Centre Conservation Area. Further work on Lochgilphead and Tarbert will follow late in the year.

Carried Forward From Previous Quarter:

Y

Action Milestone Dates:

FQ4 19/20

Responsible Person:

Senior Planning and Strategies Officer

Key Challenges and Actions to address the Challenges

BO104 Our Communities are Supported and Protected (PHRS)

- 3. Challenge** – Effective service management, meeting our core statutory priorities and our improvement agenda
- 3. Action Detail** – 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.

Carried Forward From Previous Quarter:

Y

Action Milestone Dates:

FQ3 19/20

Responsible Person:

Regulatory Services Manager/Environmental
Health Manager

Key Challenges Resolved In Previous Quarter

BO102 – We Provide Support, Prevention and Opportunities to Help People Make Better Lifestyle Choices

1. Redesign of advice services is nearly fully implemented. In quarter 1, the contract was formally awarded to Argyll and Bute Citizens Advice Bureau commencing on the 1st July 2019. New ways of working have been introduced for debt counseling and welfare rights. The Financial Inclusion and Advice Group is established with agreed terms of reference, and a progress report was noted at May's Policy and Resources Committee. Work has been undertaken for the transition of responsibility to Governance and Regulatory Support.
The only outstanding issue remaining is the GDPR issues surrounding the confidential on-line referral ATLAS system and this is being pursued. There will be ongoing work regarding contract management and this work will be taken forward by Governance and Regulatory Support.

BO104 – Our Communities are protected and Supported

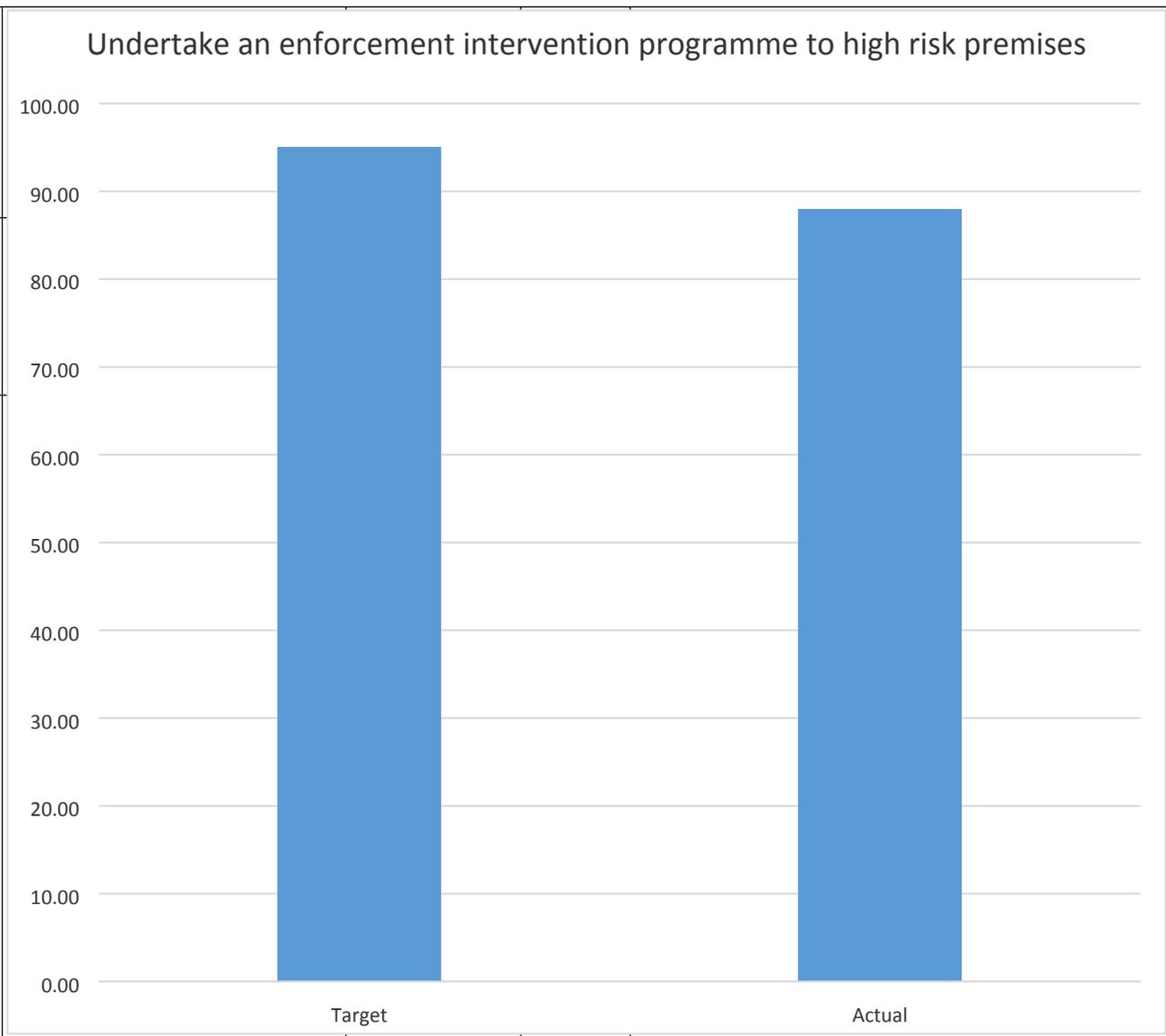
2. A productive meeting was held with Food Standards Scotland on 29th May 2019 to discuss the progress with the Audit Improvement Plan. This was a positive meeting and the outcome was that 14 actions were agreed as being signed off, another 7 will be subject to further evidences being provided and 5 actions are ongoing and will be complete by the 31st July 2019. The remaining items relate to policies and procedures, resourcing and our redesign of service delivery, as well as reviewing our lead officer arrangements to ensure they meet the Code which will be complete by 31st December 2019.

Our Off-Track Performance Indicators

Indicator Ref : PR104_03-Undertake an enforcement intervention programme to high risk premises (EH-General EH regulation)

Trend	Target	Actual	Owner	Commentary
⇒	71.4%	75.0%	Alan Morrison	<p>The service requires to carry out routine interventions to commercial premises for a variety of different disciplines, including food hygiene, food standards, licensing standards. Animal health and welfare, and trading standards. This is undertaken on a risk-based targeted approach, with all premises being rated according to the type of business and the risks they pose (potential or actual) and they are classified high risk. Medium and low. Inspections are programmed depending on the risk, with high risk visits given priority. This is a key performance measure for the service. In quarter 1, performance was positive for environmental health, animal health and welfare and licensing standards, with these services being on target and achieving 100% of the programmed activity. However, due to resource issues with a vacancy and sickness absence, trading standards were operating at 60% of the service capacity and high risks visits are incomplete. This takes the overall service total to 88%, with trading standards achieving only 10% of the work planned. Corrective actions are in place, although trading standards will not be reported in future through this measure, as it now within Legal and Regulatory Support</p>

Quartile	Target	Actual
FQ1 19/20	95.00	88.00



Planning, Housing & Regulatory Services Scorecard 2019-22
Scorecard owned by:

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

BO102: We Provide Support, Prevention And Opportunities To Help People Make Better Lifestyle Choices [PR]



BO110: We Support Businesses, Employment And Development Opportunities [PR]



BO103: We Enable A Choice Of Suitable Housing Options [PR]



BO111: We Influence And Engage With Businesses And Policy Makers [PR]



BO104: Our Communities Are Supported And Protected [PR]



BO116: We Engage And Work With Our Customers, Staff And Partners [PR]



BO105: Our Natural And Built Environment Is Protected And Respected [PR]



Management Information

RESOURCES

People	Benchmark	Target	Actual	Status	Trend
Sickness absence PR			1.3 Days		↑
PDRs PR		90 %	97 %	C	↑
Financial					
	Budget	Forecast	Status	Trend	
Finance Revenue totals PR	£K 5,844	£K 5,649	R	↓	
Capital forecasts - current year PR	£K -85	£K -85	C		
Capital forecasts - total project PR					

IMPROVEMENT

	Total No	Off track	On track	Complete	Status	Trend
PHR Service Improvements 2017-20						
Actions						
Planning, Housing & Regulatory Services Audit Recommendations	0	4	0	0		↑
Health & Safety						
Service H&S Plan Actions	0	1	9	9		
H&S Investigation Actions	0	0	0	0		
Customer Service PR						
Customer Charter		Stage 2 Complaints	80 %		C	↑
Number of consultations		Stage 2 Complaints	100 %		C	↑

Planning, Housing & Regulatory Services Scorecard 2019-22

Scorecard owned by:

[Click here
for Full
Scorecard](#)

BO102: We Provide Support, Prevention And Opportunities To Help People Make Better Lifestyle Choices [PR]

Success Measure **A** ↓

PR102_01-Protecting health through the delivery of the formally approved JHPP	Actual	On track	G
	Target		
	Benchmark	On track	→
PR102_02-% clients satisfied that they are better able to deal with their financial problems following our support and intervention	Actual	100.0 %	G
	Target	90.0 %	
	Benchmark		→
PR102_03-Amount of income generated by Welfare Rights	Actual	EK 584,083	R
	Target	EK 625,000	
	Benchmark		

BO104: Our Communities Are Supported And Protected [PR]

Success Measure **A** ↓

PR104_01-Increase the % of broadly compliant food businesses as a result of our enforcement interventions	Actual	86.6 %	G
	Target	85.0 %	
	Benchmark	87.0 %	↓
PR104_02-Resolve to public health service requests within 20 working days	Actual	89 %	G
	Target	80 %	
	Benchmark		↓
PR104_03-Undertake an enforcement intervention programme to high risk premises	Actual	88	R
	Target	95	
	Benchmark		

BO103: We Enable A Choice Of Suitable Housing Options [PR]

Success Measure **G** →

PR103_01-Number of new affordable homes completed per annum.	Actual	0	G
	Target	0	
	Benchmark	75	↓
PR103_02-The percentage of positive homeless prevention interventions [prevent 1]	Actual	216	G
	Target	200	
	Benchmark	50 %	↓
PR103_03- Number of empty properties brought back in use per annum_QUARTERLY DATA	Actual	5	R
	Target	10	
	Benchmark	10	→

BO105: Our Natural And Built Environment Is Protected And Respected [PR]

Success Measure **G** →

PR105_01-Respond to Building Warrant applications within 20 days	Actual	99.0 %	G
	Target	80.0 %	
	Benchmark		↑
PR105_02-Respond to Completion Certificate applications within 10 days	Actual	2.1 Days	G
	Target	10.0 Days	
	Benchmark	14.0 Days	↓
PR105_03-The percentage of our service users who are happy with our service[Building Standards]	Actual	100.0 %	G
	Target	90.0 %	
	Benchmark	90.0 %	→

BO110: We Support Businesses, Employment And Development Opportunities [PR]

Success Measure **G** →

PR110_01-Maintain a Local Development Plan less than 5 years old	Actual	On track	G
	Target	On track	
	Benchmark	On track	
PR110_02-Achieve an above national average level of planning application approval rates	Actual	97.5 %	G
	Target	95.0 %	
	Benchmark	94.0 %	↓
PR110_03-Maintain an effective five year supply of housing land demonstrated in a housing land audit	Actual	On track	G
	Target	On track	
	Benchmark	On track	→
PR110_04-Determine 'All Local Planning Applications' within a time period no greater than 10% above the National Average	Actual	9.8 Wks	G
	Target	10.0 Wks	
	Benchmark	9.4 Wks	↑

BO111: We Influence And Engage With Businesses And Policy Makers [PR]

Success Measure **G** ↑

PR111_01-Enforcement intervention is consistent and fair with businesses supported throughout	Actual	100	G
	Target	80	
	Benchmark		
PR111_02-Resolve trading standards business requests within 14 days from receipt of enquiry.	Actual	94.4 %	G
	Target	80.0 %	
	Benchmark	88.0 %	↑

BO116: We Engage And Work With Our Customers, Staff And Partners [PR]

Success Measure **G** ↑

PR116_01-Improve customer satisfaction and market the Building Standards service commercially to bec	Actual	Green	G
	Target	Green	
	Benchmark	Green	